



IND-EXPO CERTIFICATION LIMITED

INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME

SURVEILLANCE AUDIT REPORT

ISO 9001:2008

Stretchline (Pvt) Ltd;

Lanka Autolands (Pvt) Ltd

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INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2008

1. NAME OF ORGANIZATION : Lanka Autolands (Pvt) Ltd	
2. ADDRESS OF HEAD OFFICE : No. 126, Industrial Estate, Katuwana Road, Homagama, Sri Lanka	
3. ASSESSMENT SITE/S : Same as 2	
4. CONTACT DETAILS :	
4.1 Name : U.W.R Wimala gunarathna	Designation : Factory Manager
4.2 Tel : 011- 2855493 Mobile : 071-5329800	Fax :
4.3 E-mail : autolandhomagama@gmail.com	
5. NO. OF EMPLOYEES : 26	
6. APPLICABLE STANDARD : ISO 9001:2008	
7. FILE NO. : IMSC-QMS-22	
8. NACE CODE / SUBCATEGORY : C 22.1.1	
9. SCOPE OF CERTIFICATION : Activities pertaining to retreading of Tyres.	
9. DATE OF AUDIT & Time : 2017-04-27	
10. TYPE OF AUDIT : Surveillance II	
11. AUDIT TEAM :	
Mr. Isuru Ilangakoon (II)	Team Leader
Mr. Aruna Amaradasa (AA)	Team Member

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14. AUDIT OBJECTIVES:

The objectives of this audit were:

- to confirm that the management system complies with all the requirements of the audit standard;
- to confirm that the organization has effectively continue the planned management system;
- to verify whether there is any changes , incidence that could adversely affect the management system

15. ANY DEVIATIONS FROM THE AUDIT PLAN AND REASONS: No

16. ANY SIGNIFICANT ISSUES IMPACTING ON THE AUDIT PROGRAMME: No

17. AUDIT FINDINGS :

17.1 QUALITY MANAGEMENT SYSTEM (4 of ISO 9001:2008):

General requirements (4.1 of ISO 9001:2008) :

Organization has determine in the interaction between different processes required in quality management system including key processes, sub processes and support processes.

Documentation requirements(4.2 of ISO 9001:2008):

General (4.2.1 of ISO 9001:2008): Key and support processes have been identified and their interactions determined. Scope has been defined as Activities pertaining to retreading of Tyres.

Quality Manual (4.2.2 of ISO 9001:2008):

Quality manual is established and maintained as per the standard.

Control of documents (4.2.3 of ISO 9001:2008):

Documented procedure available for control of documents covering the requirements of 4.2.3 of ISO 90001: 2008 and implemented.

Control of records (4.2.4 of ISO 9001:2008):

Documented procedure available for control of records covering the requirements of 4.2.4 of ISO 9001: 2008 for Control of records was available and implemented. However retention time of certain records and disposition method need to be reviewed. (OB)

17.2 MANAGEMENT RESPONSIBILITY (5 of ISO 9001:2008)

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Management commitment (5.1 of ISO 9001:2008):

Management commitment was evident Factory Manager, Human Resources Manager were interviewed and found that they are well aware of their responsibilities. Quality policy and objectives are reviewed.

Customer focus(5.2 of ISO 9001:2008):

Top management ensures that customer requirements with regard to delivery and post delivery activities are met as per the customer requirements.

Quality policy (5.3 of ISO 9001:2008):

Quality policy is communicated through displaying in prominent places. Although it has been reviewed in management meeting it is not recorded. (OB)

Planning (5.4 of ISO 9001:2008):

Quality objectives(5.4.1of ISO 9001:2008):

Quality objectives have been established for 2017 (NCR 01)

Quality management system planning (5.4.2 of ISO 9001:2008):

Responsibility , authority and communication (5.5 of ISO 9001:2008):

Responsibilities & authorities (5.5.1 of ISO 9001:2008):

Responsibilities and authorities are defined and communicated to relevant personnel

Management representative (5.5.2 of ISO 9001:2008):

The Factory Manager, has been appointed as the Management Representative.

Internal communication (5.5.3 of ISO 9001:2008):

Internal communication is through e-mails and discussions.

Management review(5.6 of ISO 9001:2008):

Management review frequency is defined as biannual and the last Management Review meeting minutes were available. All Agenda items as per 5.6.1 of ISO 9001 have been discussed. Decisions taken at the MRM has been implemented.

17.3 RESOURCE MANAGEMENT (6 of ISO 9001:2008):

Provision of resources (6.1 of ISO 9001:2008):

Human and other resources necessary for the implementation of the CMS have been provided by the organization.

Human resources (6.2 of ISO 9001:2008):

Skill matrix was available. Training needs have been identified by Departmental Heads. Training plan has been Developed for 2017

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Infrastructure (6.3 of ISO 9001:2008):

Infrastructure needed for the implementation of the QMS have been provided by the organization

Work environment (6.4 of ISO 9001:2008):

work environment needed for the implementation of the QMS have been provided by the organization

17.4 PRODUCT REALIZATION (7 of ISO 9001:2008):

Planning of product realization (7.1 of ISO 9001:2008):

Quality plans is available

Customer related processes (7.2 of ISO 9001:2008):

Requirement specified by the customer is been determined by the company including the requirements not stated by the customer. Legal and statutory requirements are also considered. Company reviews requirements of the products prior to delivery and also if there is any unresolved areas that are differing from the customer requirements will be resolved prior to accepting the order and commencement of the production.

Design and development (7.3 of ISO 9001:2008):

Design and development planning (7.3.1 of ISO 9001:2008):

Company has taken steps to plan and control design and development including deferent stages of design and development. Such as review, verification and validation.

Design and development inputs (7.3.2 of ISO 9001:2008):

Excluded

Design and development outputs(7.3.3 of ISO 9001:2008):

Excluded

Design and development review(7.3.4 of ISO 9001:2008):

Excluded

Design and development verification (7.3.5 of ISO 9001:2008):

Excluded

Design and development validation (7.3.6 of ISO 9001:2008):

Excluded

Control of design and development changes (7.3.7 of ISO 9001:2008):

Excluded

Purchasing (7.4 of ISO 9001:2008):

Supplier evaluation has not been carried out eg: chemical (NCR C2)

Production and service provision (7.5 of ISO 9001:2008):

Control of production and service provision (7.5.1 of ISO 9001:2008):

Organization has planned production under controlled condition with lean production system is in application.

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Work instructions are available at the point of operation in various manufacturing stages and company also process all necessary machinery and equipment for production and monitoring and measurement.

Validation of processes for production and service provision (7.5.2 of ISO 9001:2008):

Excluded with Justifications.

Identification and traceability (7.5.3 of ISO 9001:2008):

The identification and traceability of product during different stages of production is carried out by batch ticket and bar-coding system.

Customer property (7.5.4 of ISO 9001:2008):

The company exercise care with customer property while it is under the company control or being used by the company. The company identifies, verifies, protects and safeguards customer property.

Preservation of product (7.5.5 of ISO 9001:2008):

The company preserves the product during internal processing and delivery to the intended destination in order to maintain conformity to requirement.

Control of monitoring and measuring equipment (7.6 of ISO 9001:2008):

List of equipment along with the Calibration schedule was available. Calibrations done as per the schedule and Records available.

17.5 MEASUREMENT , ANALYSIS AND IMPROVEMENT (8 of ISC 9001:2008):

General (8.1 of ISO 9001:2008):

Monitoring and measurement (8.2 of ISO 9001:2008):

Customer satisfaction (8.2.1 of ISO 9001:2008):

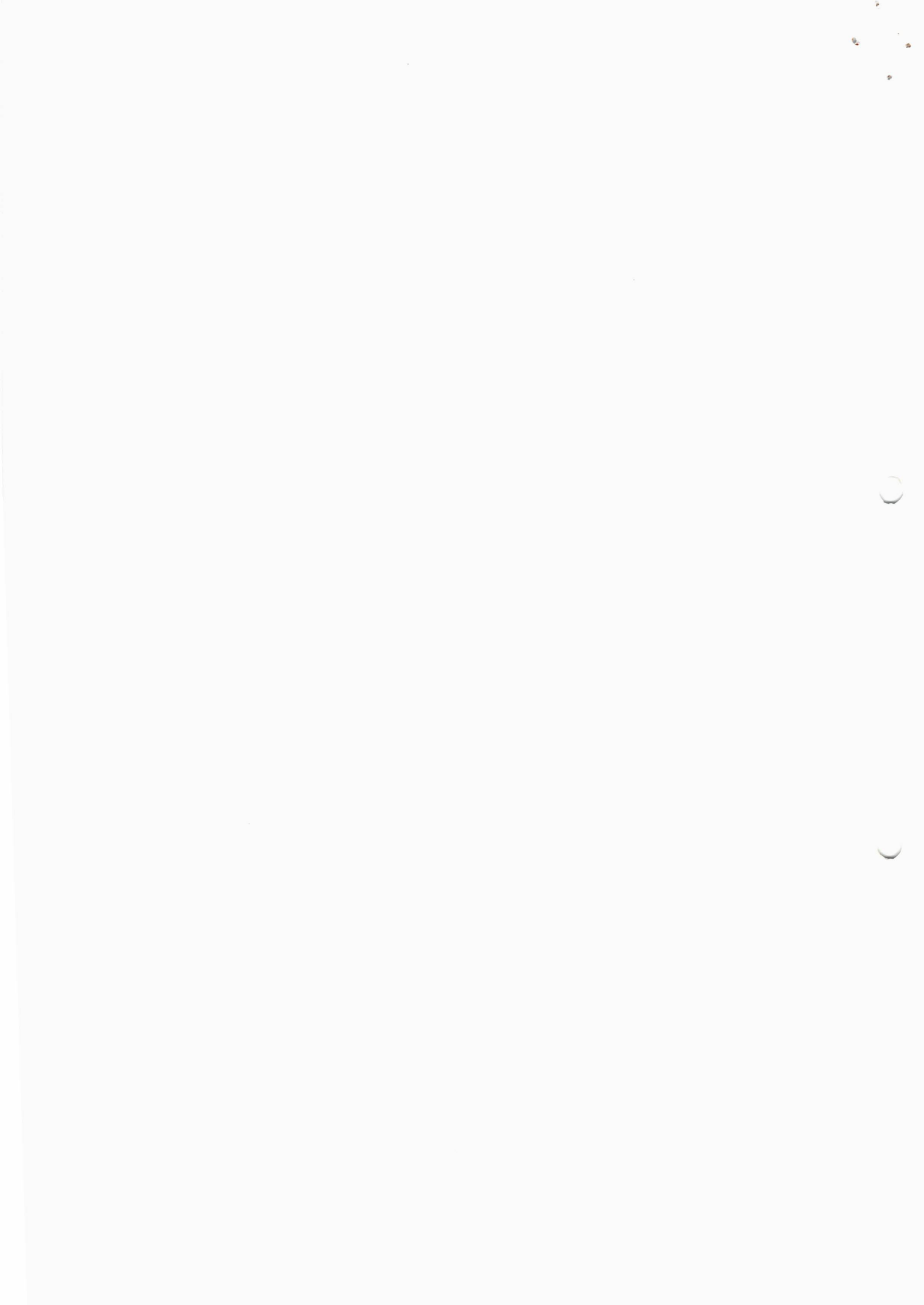
Customer satisfaction Questionnaire has been developed and feedback has been obtained from a few customers

Internal audit (8.2.2 of ISO 9001:2008):

A documented procedure for Internal Audits covering the requirements of 8.2.2 of ISO 9001:2008 is available and implemented. Internal audit have been conducted as per the plan and all non-conformities have been closed.

Monitoring and measurement of processes (8.2.3 of ISO 9001:2008):

Monitoring and measurement is carried out in all stages of production to identify deviation from the planned quality assurance requirements.



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Monitoring and measurement of product (8.2.4 of ISO 9001:2008):

Organization has applied suitable methods for monitoring and measurement of products.

Control of nonconforming product (8.3 of ISO 9001:2008):

Documented procedure covering the requirements of 8.3 of ISO 9001: 2008 for Control of non-conforming products was available and implemented.

Analysis of data (8.4 of ISO 9001:2008):

Certain data has not been analyzed appropriately eg: return of retread tyres (NCR 03)

Improvement (8.5 of ISO 9001:2008):

Continual improvement (8.5.1 of ISO 9001:2008):

Corrective action (8.5.2 of ISO 9001:2008):

Documented procedure covering the requirements of 8.5.2 of ISO 9001: 2008 for Corrective actions was available and implemented.

Customer complaints received over the phone are directed to the relevant department for further action required. Appropriate actions have been taken for all customer complaints received and evidence was evident

Preventive action (8.5.3 of ISO 9001:2008):

Documented procedure covering the requirements of 8.5.3 of ISO 9001: 2008 for Preventive actions was available

18. APPLICABLE LEGAL REQUIREMENTS:

ETF

EPF

Factory Ordinance

EPL

19. ANY UNRESOLVED ISSUES: None

20. REVIEW OF PREVIOUS AUDIT REPORT & VERIFICATION OF EFFECTIVENESS OF CORRECTIVE ACTIONS FOR PREVIOUSLY IDENTIFIED NON- CONFORMITIES:

21. USE OF LOGO: logo has been used as per the requirement mention in IMSM-CUL-01

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22. OVERALL CONCLUSION OF THE AUDIT

Audit is based on a sampling process of the available information at the point of auditing and the audit methods used were interviews, observation of activities and review of documentation and records. With consideration to the findings identified on the report the overall conclusions of the audit are as follow:

- The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system. YES NO
- The organization has demonstrated effective implementation and maintenance /improvement of its management system. YES NO
- The organization has demonstrated the establishment and tracking of Appropriate key performance objectives and targets and monitored progress towards their achievement. YES NO
- The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system. YES NO
- The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system. YES NO
- Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard. YES NO

23. MAJOR NON-CONFORMITIES: No

24. MINOR NON-CONFORMITIES:THREE

24.1 Quality objectives have been established for 2017 (NCR 01)

24.2 Supplier evaluation has not been carried out eg: chernical (NCR 02)

24.3 Certain data has not been analyzed appropriately eg: return of retread tyres (NCR 03)

25.OPPORTUNITIES FOR IMPROVEMENT:

25.1 Although it has been reviewed in management meeting it is not recorded. (OB)

25.2. retention time of certain records and disposition method need to be reviewed. (OB)

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26.RECOMENDATION FROM AUDIT TEAM:

The audit team concludes that the organization has has not established and maintained its management system in line with the requirements of the standard and demonstrated the ability of the system to systematically achieve agreed requirements for products or services within the scope and the organization's policy and objectives.

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:

Granted continued the certification subjected to the completion and subsequent verification of corrective action for all minor non conformities raised. Suspended until satisfactory corrective action is completed.



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SIGNATURE OF LEAD AUDITOR

2017-04-27


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DATE

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25. RECOMMENDATION BY AUDIT TEAM :

can be recommended


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Signature of Team Leader

2017-04-27
.....
Date


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Signature of Team Member -1

2017-04-27
.....
Date

.....
Signature of Team Member - 2

.....
Date

26. RECOMMENDATION BY CERTIFICATION MANAGER:

All NCR's have been closed as satisfactory.


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Signature of Certification Manager

2017. 6. 7
.....
Date

27. APPROVAL FOR CONTINUATION OF CERTIFICATION


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Signature of Director

2017. 6. 7
.....
Date