

IND-EXPO CERTIFICATION LIMITED
MANAGEMENT SYSTEMS CERTIFICATION SCHEME
CORRECTIVE ACTION PLAN FOR NON-CONFORMITIES

For all non-conformities kindly complete this form and submit with evidence within two months.

Name of organization : Lanka Autolands (Pvt) Ltd

Type of audit : Stage II / Surveillance / Re-certification / Special audit (delete whichever is inapplicable)

Date/s of audit : 2016-07-28

NCR No.	Non-conformity	Corrective actions taken & Date of implementation	Evidence of implementation
01	Quality Policy & feedbacks from clients have not been discussed at last M.R. minutes.	Policy & cus. feedbacks has been discussed and add it to the minutes.	attached
02	Certain cus. feedbacks has been taken through over the phone. How ever there is no mechanism to record it.	Cus. feedback form has been prepared & it will be send to all customers to get the feedbacks.	attached.

.....
 Signature of Management Representative /FSTL /EMR

..... 2016-08-20
 Date

OBSERVATIONS AND RECOMMENDATIONS

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 Signature of Team Leader/Lead Auditor

..... 2016-08-30
 Date