



INDEXPO CERTIFICATION LIMITED

***INTEGRATED MANAGEMENT SYSTEMS
CERTIFICATION SCHEME***

ADEQUACY AUDIT REPORT

ISO 9001:2008

WIN-STONE SCHOOL OF CULINARY ART (PVT) LTD



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

1. **NAME OF ORGANIZATION :** Win-Stone School of culinary Art (Pvt) Ltd
2. **REGISTERED ADDRESS :** No 287/2c, Stanley Thilakarathne Mawatha, Jubilee Post, Nugegoda.
3. **FACTORY/OUTLET LOCATIONS :** NA
4. **CONTACT PERSON :**
 - 4.1 **Name :** Mrs. I Goonewardena
 - 4.2 **Designation:** Managing Director
 - 4.3 **Telephone :** 0112814500 **Mobile:** 0777699733 **Fax:** 0112814500
5. **APPLICABLE STANDARD :** ISO 9001:2008
6. **FILE NO. :** IMSC-QMS-10
7. **APPLICABLE SECTOR :** Education
8. **SCOPE OF CERTIFICATION :** Activities covering the processing of application for the hotel school, selection of students, conducting lectures and issuing of certificates
9. **DATE OF ADEQUACY AUDIT :** 2013-05-19
10. **NAME OF REVIEWING OFFICER :** Ms. Felicia Weerawardena
11. **ISO 9001 DOCUMENTATION :**

11.1 **Quality Manual** Procedure manual

Issue No. : 01

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Issue Date : 2013-01-01

Issue Date : 2013-01-01

Revision No. : 00

Revision No. : 00

Revision Date : --

Revision Date : ---

11.2 **Manual Control:** Addressed in Page 02 of 05 of QM-QS-01 of the Quality manual.

11.3 **Distribution List:** Given in Page 04 of 05 QM-QS-01 of the Quality manual.

11.4 **COMPANY PROFILE :** Given in Pages 01 to 04 of 06 of QM-COM-01 of the Quality manual.

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11.6 Revision/ amendment-record sheet: Given in Page 03 of 05 QM-QS-01 of the Quality manual.

12. QUALITY MANAGEMENT SYSTEM

12.1 General requirements

12.1.1 Scope of the QMS: Scope is defined in Page 02 of 05 of QM-QS-01 as managing and conducting educational programs.

12.1.2 Exclusions: 7.3 Design and development has been excluded from Scope.

12.1.3 Outsourced Processes: No processes have been outsourced.

12.1.4 Key processes and support processes: Given as Annex 01 of the Quality manual.

12.2 Documentation requirements:

12.2.1 Documentation includes the quality manual and procedure manual with policy and objectives.

12.2.2. Control of documents: Addressed in Page 01 of 01 of QM-DR-01. Documented procedure (PM-QP-01) available covering the requirements of Clause 4.2.3 of ISO 9001:2008.

12.2.3 Control of records: Addressed in Page 01 of 01 of QM-DR-01. Documented procedure (PM-QP-02) available covering the requirements of Clause 4.2.4 of ISO 9001:2008. **But the reference given in the Quality manual for the said procedure is QM-CR-02, also the control of records in the electronic media is not addressed.**

13 MANAGEMENT RESPONSIBILITY

13.1 Management commitment: Addressed in Page 01 of 02 of QM-MR-01 of the Quality Manual and reference is given to the organizational chart and job descriptions.

13.2 Customer focus: Addressed in Page 01 of 02 of QM-MR-01 of the Quality Manual.

13.3 Quality policy: Documented in Page 01 of 02 of QM-MR-01 of the Quality Manual covering the requirements of Clause 5.3 of ISO 9001:2008

13.4 Planning

13.4.1 Quality objectives: Addressed in Page 03 of 06 of QM-COM-01 of the Quality manual.



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13.5 Responsibility, authority and communication

13.5.1 Responsibility and authority: Addressed in Page 02 of 02 of QM-MR-01 of the Quality manual. Organizational chart is given in Annexure I.

13.5.2 Management Representative: The responsibility of the Management representative and the responsibilities of MR have been defined as per Clause 5.5.2 of ISO 9001:2008, **however who functions as the MR is not indicated.**

13.5.3 Internal communication : Addressed in Page 02 of 02 of QM-MR-01 of the Quality manual.

13.6 Management review: Addressed in Page 02 of 02 of QM-MR-01 of the Quality manual, covering the requirements of Clause 5.6 of ISO 9001:2008. Frequency of MRM is defined as bi-annual.

14 RESOURCE MANAGEMENT

14.1 Provision of resources: Addressed in Page 01 of 02 of QM-RM-01 of the Quality manual.

14.2 Human resources: Training requirements are determined and records are maintained. Addressed in Page 02 of 02 of QM-RM-01 of the quality manual covering the requirements of Clause 6.2.2 of ISO 9001:2008

14.3 Infrastructure & work environment: Adequately addressed in Page 02 of 02 of QM-RM-01 of the Quality manual.

15. PRODUCT REALIZATION

15.1 Planning of product realization: Addressed in Page 01 of 08 of QM-PR-01 of the Quality manual,

15.1.1 Quality plan : Process flow chart /Quality plans have not been given as reference in 7.1 of the Quality manual .

15.2 Customer related process : Addressed in Page 01 of 08 of QM-PR-01 of the Quality Manual.

15.3 Design and development : Has been excluded with justifications (Page 04 of 08 of (QM-PR-01).

15.3.1 Design and development planning: - NA.

15.3.2 Design and development review: - NA.



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15.3.3 Design and development verification: - NA.

15.3.4 Design and development validation:- NA.

15.3.5 Control of Design and development changes:- NA

15.4 Purchasing: Addressed in Page 06 of 08 of QM-PR-01 of the Quality manual.

15.5 Production and service provision

15.5.1 Control of production and service provision: Addressed adequately in Page 07 of 08 of QM-PR-01 of the quality manual.

15.5.2 Validation of processes for production and service provision: Addressed adequately in Page 07 of 08 of QM-PR-01 of the quality manual.

15.5.3 Identification and traceability: Addressed adequately in Page 07 of 08 of QM-PR-01 of the quality manual. A file is opened for each student and is continued throughout.

15.5.4 Customer property: Customer property is identified as answer scripts and is addressed in Page 08 of 08 of QM-PR-01 of the Quality manual.

15.5.5 Preservation of product: Addressed in Page 08 of 08 of QM-PR-01 of the Quality manual.

15.6 Control of monitoring and measuring equipment: Addressed in Page 08 of 08 of QM-PR-01 of the Quality manual.

16 MEASUREMENT, ANALYSIS AND IMPROVEMENT

16.1 General: Addressed adequately in Page 01 of 04 of QM-MA-01 of the quality manual.

16.2 Monitoring and measurement : Addressed adequately in Page 01 of 04 of QM-MA-01 of the quality manual.

16.2.1 Customer satisfaction: Addressed adequately in Page 01 of 04 of QM-MA-01 of the quality manual.

16.2.2 Internal audit: Addressed adequately in Page 01 of 04 of QM-MA-01 of the quality manual. Documented procedure (PM-QP-03) available covering the requirements of 8.2.2 of ISO 9001: 2008 and the frequency is defined as bi-annual.

16.2.3 Monitoring and measurement of processes: Addressed adequately in Page 01 of 04 of QM-MA-01 of the quality manual.



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16.2.4 Monitoring and measurement of products: Addressed adequately in Page 02 of 04 of QM-MA-01 of the quality manual.

16.3 Control of non-conformities: Addressed adequately in Page 03 of 04 of QM-MA-01 of the quality manual. Documented procedure (PM-QP-04) available covering the requirements of 8.3 ISO 9001: 2008.

16.4 Analysis of data: Addressed adequately in Page 03 of 04 of QM-MA-01 of the quality manual.

16.5 Improvement

16.5.1 Continual improvement: Addressed adequately in Page 04 of 04 of QM-MA-01 of the quality manual.

16.5.2 Corrective actions: Addressed adequately in Page 04 of 04 of QM-MA-01 of the quality manual. Documented procedure (PM-QP-05) available covering the requirements of 8.5.2 of ISO 9001: 2008 and the frequency is defined as bi-annual.

16.5.3 Preventive actions: Addressed adequately in Page 04 of 04 of QM-MA-01 of the quality manual. Documented procedure (PM-QP-06) available covering the requirements of 8.5.3 of ISO 9001: 2008.

17. FINDINGS

17.1 Reference given in the Quality manual for the Control of records procedure is QM-CR-02, but the Procedure no. for Control of Quality records is QP-05, also the control of records in the electronic media is not addressed.

17.2 Although the responsibilities and authorities of MR has been defined as per Clause 5.5.2 of ISO 9001:2008, who functions as the MR is not indicated in the Quality manual.

17.3 Process flow chart /Quality plans have not been given as reference in 7.1 of the Quality manual .

JRS

SIGNATURE OF REVIEWING OFFICER

2013-05-19
DATE

- **Page 06 of 06 is for internal purposes only.**

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18. RECOMMENDATION BY REVIEWING OFFICER:

Recommended for Stage I audit ~~subjective~~ to rectification of the findings of the Adequacy audit.

J.R. Sweeney
SIGNATURE OF REVIEWING OFFICER

2013-05-19
DATE

19. RECOMMENDATION BY CERTIFICATION MANAGER

Recommended for stage I audit, upon addressing the inadequacies noted.

P. Jayasena
SIGNATURE OF CERTIFICATION MANAGER

2013-05-19
DATE