



INDEXPO CERTIFICATION LIMITED

**MANAGEMENT SYSTEMS
CERTIFICATION SCHEME**

**01ST SURVEILLANCE AUDIT REPORT
ISO 9001:2008**

Winstone School of Culinary Art (Pvt) Ltd;



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

- 1. NAME OF ORGANIZATION:** Winstone School of Culinary Art (Pvt) Ltd;
2. REGISTERED ADDRESS: No 287/2 C, Stanley Thilakaratne Mawatha, Jubilee Post, Nugegoda.
3. SITES AUDITED: i) Same as 2

4. CONTACT DETAILS

4.1 Contact person: Mrs. I Goonewardene **Designation:** Managing Director

4.2 Tel: 0112814500 **Mobile:** 0777699733 **Fax:** 0112814500

4.3 E-mail : info@thewinstonegroup.com / jobs@thewinstonegroup.com

5. NO. OF EMPLOYEES : 12

6. APPLICABLE STANDARD: ISO 9001:2008

7. FILE NO : IMSC-QMS-10

8. APPLICABLE SECTOR : Education

9. TYPE OF AUDIT : 01st Surveillance

10. DATE OF AUDIT : 2014-06-03

11. AUDIT TEAM :

Mr. S C Bamunuarachchi Team Leader
Ms. S Kuruppumullage Team Member
Mr. Aruna Amaradasa Trainee Auditor

12. SCOPE OF CERTIFICATION: Activities covering the Processing of applications for the Hotel School, Selection of students, conducting lectures, developing the competencies of students and Issue of certificates.

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Reviewed and approved by : Director Issued by : Management Representative

Page 01 of 04



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

13. QUALITY MANAGEMENT SYSTEM

13.1 General requirements (4 of ISO 9001): Key and support processes have been identified and their interactions determined. Design and development has been excluded with justification.

Documented procedure available for Control of documents covering the requirements of 4.2.3 of ISO 9001 and implemented. However following deviations were observed. **(NCR 01)**

Revision status of annexure 3 – ‘Flow chart for conducting course’ is not evident.

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.

13.2 Management responsibility(5 of ISO 9001)

Management commitment was evident. Top management ensures that customer requirements with regard to delivery and post delivery activities are met. Quality policy is communicated through displaying in prominent places.

Quantifiable quality objectives have been established and communicated to relevant personnel.

Responsibilities and authorities are defined and communicated to relevant personnel. Work instructions available and followed. Director functions as the Management Representative.

Management Representative is responsible for internal communication and it is through e-mails, memos and discussions. However No evidence found in internal meetings conducted as a means of internal communication activity among staff and the faculty. **(NCR 02)**

Frequency of management review meetings is defined as biannual.

13.3 Resource management(6 of ISO 9001)

Human resources and other resources necessary for the implementation of the QMS have been provided by the organization. Competences of personnel have been determined and training plan for 2014 and training records were available.

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

13.4. Product realization(7 of ISO 9001)

Quality plan for the process available and implemented. The organization has determined the customer requirements including those not stated by the customer but necessary for intended use.

Design and development have been excluded from scope with justification.

All purchase orders are reviewed and approved prior to releasing to the supplier.

Delivery process is carried out under controlled conditions. Validation of delivery processes done by approval of the qualifications of lecturers and instructors, course notes and examination papers. A number is allocated to the students at the registration stage and is maintained throughout product realization. Copies of certificates of students, resource person identified, verified, protected and safeguarded.

Organization ensures that the product is preserved throughout product realization.



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

Assuring conformance with the instructional plan and students performance profiles, assessment of personal records, written course assessments and whether instructors are following the plan and final examinations.

13.5 Measurement, analysis and improvement (8 of ISO 9001)

A questionnaire has been developed and given to the students and feedback obtained.

A documented procedure covering the requirements of 8.2.2 of ISO 9001:2008 is available and implemented. However internal audit have been conducted for only one section. **(OB 01)**

Organization has applied suitable methods for monitoring and measurement of processes and product.

Documented procedure covering the requirements of 8.3 of ISO 9001: 2008 for Control of non-conforming products was available and implemented. However no recorded evidences are available. **(OB 02)**

Organization has determined the types of data to be collected and relevant data has been analysed.

No proper recording for continual improvement is evident. **(OB 03)**

Documented procedure covering the requirements of 8.5.2 of ISO 9001 2008 for Corrective actions was available. However no recorded evidence found. **(OB 04)**

14. Major Non-conformities: None.

15. Minor Non-conformities : Two (02)

15.1 Revision status of annexure 3 – ‘Flow chart for conducting course’ is not evident **(NCR 01)**

15.2 No evidence found in internal meetings conducted as a means of internal communication activity among staff and the faculty. **(NCR 02)**

16. Corrective action requests (CAR): Corrective action plan has been submitted with proposed corrective actions agreed upon.

17. Observations/Opportunities for improvement :

17.1 Internal audit have been conducted for only one section. **(OB 01)**

17.2 No recorded evidences are available for controlling of non conforming products **(OB 02)**

17.3 No proper recording for continual improvement is evidence. **(OB 03)**

17.4 No recorded evidence found for corrective action taken. **(OB 04)**

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SIGNATURE OF LEAD AUDITOR

2014/06/03

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DATE

- Page 04 of 04 is for internal purposes only.

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Page 03 of 04

