IND-EXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
NON-CONFORMITY REPORT

Name of Organization: N & A Engineering Services (Pvt) Ltd. **NC No. :** 02 of 07

Section : Management **Team Leader :** Mr S C Bamunuarachchi

Relevant Standard : ISO 9001 : 2008 **Auditor :** Ms. Felicia Weerawardena

Relevant Clause : 5.6 **Date of audit :** 2014-04-29

Relevant company document : Management Review Meeting Minutes

Non-conformity detected **Category :** ~~Major~~/Minor

Management Review Meetings have not been conducted as per the frequency defined in the Quality Manual.

FJPSheerawardena
Auditor

Team Leader :

Correction:

Management Review Meeting will be conducted

Auditee

Root cause for Non-conformity

Clause 3.12 of the Quality Manual has not been followed.

Auditee

Corrective action proposed/implemented: **Date of completion:**

Clause 3.12 (Management Review) will be followed in the future.
Management Review Meeting was conducted on 2014.07.05

Auditee

2014.07.05
Date

Verification of corrective action **NC Closed/~~Open~~**

Documentary evidence provided to demonstrate implementation of corrective actions agreed

Auditor

2014/08/02
Date

Effectiveness of corrective action

Status of implementing corrective action verified and found to be

Auditor

2015-07-18
Date

N & A Engineering Services (Pvt) Ltd
No : 81/B, Awissawella Road, Nawagamuwa,
Ranala. Tel : 011-4444311 Fax : 011-4402454
Email : info@naengineering services.com

Internal Memorandum

From : Management Representative

To : Project Managers, Project Coordinators, Sectional Heads, and Other Managers

Subject : **Management Review - 2014 Session I**

Date : 27-06-2014

This is to inform you that the first Quality Management System Review meeting for the year 2014, which was scheduled for the 05th July 2014.

Date & Time : 05th July 2014 at 09:30 hrs

Venue : Head Office

Please acknowledge receipt of the memorandum and confirm your participation at the meeting.

Lalithya Gamaethige
Management Representative

ISO 9001:2008, Management Review Meeting Minutes

Ref: QMS/MR/2014 I **Venue: Head Office**

Date: 2014/07/05 **Time: 9.30hrs**

	Name	Designation
	Present	
1	Nimal Premasiri	Managing Director (MD)
2	Ananda Kumarasiri	Director – Procurement (DP)
3	Lalithya Gamethige	Management Representative (MR) and Assistant Construction Manager (ACM)
4	Pubudu Ranasinghe	Construction Manager (CM)
5	Gayan Ariyaratne	Chief Finance Officer (CFO)
6	Eranda Gunasekara	Chief Quantity Surveyor (CQS)
7	Chanuka Hasaranga	Quality Assurance Engineer (QAE)
8	Senaka Thennakoon	Chief Draftsman (CD)
9	Sampath Senevirathne	Main Stores Manager (MSM)
10	Nuresha Rajapaksha	Human Resource Manager (HRM)
11	Yasanka Udari	Secretary (Sec.)
12	Sarath Batagolla	Main Store Keeper (MSK)
13	Mohan Rosawadu	Project Manager (PM)
14	Pradeep Sadamal	Human Resource Assistant (HRE)
15	Janaki Chandralatha	Purchasing Officer (PO)
16	Dimuth Panagoda	Project Coordinator (PC)
17	Sisira Priyantha	Project Coordinator (PC)
18	Binara Dilukshan	Plumbing Coordinator (PC)
19	Dinesh Ellawala	Electrical Coordinator (EC)
20	Chaminda Prasad	Project Manager (PM)
21	Praba Wijerathne	Management Accountant (MA)
	Absent	
1	Samantha Perera	Project Manager (PM)

The above-mentioned Sectional/Department Managers, Project Managers, Project Coordinators, Other Managers and Other Responsible Officers assembled at the Head Office. Managing Director as well as the Chairman of the N & A Mr. Nimal Premasiri chaired the meeting.

Matters Discussed;

The participants were welcomed by the Managing Director and importance of a QMS in order to achieving the company goals were further explained by him.

The Management Representative made the introductory speech and explained the purpose of this meeting.

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MINUTES OF CERTIFICATION COMMITTEE MEETING ON AWARD OF CROWNS
HELD ON
2011-12-01
AT
CEYLON NATIONAL CHAMBER OF INDUSTRIES

Present :

Mr.DNS Kuruppumullage : Director /CEO, Ind Expo (Chairman)
Dr.Mahamithawa : Deputy Director Nutrition Division – Ministry of Health
Dr. Ruwan Wijeyamuni : Deputy Chief Medical officer of Health –Colombo Municipal Council
Dr. Jaanaki Gooneratne : Senior Deputy Director - Industrial Technological Institute
Ms.SKC Chithrangani : Training Executive
Ms.A.R.Gamage : Crowns Project Coordinator/Secretary

The Decisions and Discussions:

- The committee recommended to include the best practices in the report summary and also the areas where the establishment can improve its food safety practices in future
- In future the signatures of the assessors to be included in the final report to be sent to food establishments
- It was decided to award crowns for following food establishments as in the table below

Name of the establishment	Address	Number of crowns
BOLLYWOOD LEISURE PVT. LTD. (MANGO TREE)	NO:82, DHARMAPALA MAWATHA, COLOMBO 03	04
GAMMA PIZZAKRAFT LANKA (PVT) LTD. – COLOMBO 04	NO: 7, STATION ROAD, BAMBALAPITIYA	04
GAMMA PIZZAKRAFT LANKA (PVT) LTD. – COLOMBO 05	NO: 454 A, HAVELOCK ROAD, COLOMBO 5.	03
GAMMA PIZZAKRAFT LANKA (PVT) LTD. – COLOMBO 13	NO:108,GORGE R.DE SILVA MAWATHA, COLOMBO 13	04
ABANS RESTAURANT SYSTEMS (PVT.) LTD. – RAJAGIRIYA	NO:249, DUDLY SENANAYAKA MAWATHA, COLOMBO 08	04
MALAYSIAN HOTEL & CATERING PVT. LTD – COLOMBO 04 (MONGOLIAN B.B.Q)	MAJESTIC CITY FOOD COURT, COLOMBO 04	03

Follow-up Actions from previous Management Review

Supplier agreements were collected, when they are starting to carry out the work with the company.

All suppliers' Permits were collected to fulfill regulatory requirements.

Accident Register is being maintained properly by responsible officers at site.

Company Standard Formats were used when dealing with external parties.

Main Stores Data Base was updated.

Safety Pocket Meetings were carried out at every site for improve the site safety condition.

Results of Audits

Internal Audit was carried out at Five Head Office Sections and Two Construction Projects under first audit session. There was a combined relationship in between the Observations and Non-Conformities. Those records are as follows,

Section/Project/Site	Non Conformities	Observations
Head Office Human Resources	1	2
Head Office Planning & Drafting	0	4
Head Office Main Stores & Maintenance	2	2
Head Office Quantity Surveying & Tendering	0	2
Head Office Accounting & Purchasing	2	2
ICBT Project	1	3
DPJ Project	2	2
Total	**8**	**17**

Status of Non Conformance Management, Corrective and Preventive Actions

MR states that, according to the findings made by Internal Audits, 08 Non-conformities and 17 Observations made by Internal Audit Members, According to that Corrective and Preventive Actions were taken to correct those Non-conformities.
Followings decisions were taken to correct those Non-conformities and findings.

Training Evaluation was carried out for given trainings

Annual Performance Evaluation was carried out.

All unauthorized important formats were inserted into the Master List of Documents and Some Formats were approved as Project Specific Formats.

Revised Programmes of Projects were updated and kept those as controlled soft copy.

Section 01. Management Syste

No	Subject	Notes/ What did you see
01.	**Management system** The pre-requisite programmes should be in place The business should have a HACCP based food safety management system that establishes the food safety risks to the business. There should be adequate controls in place for these risks that are documented, implemented and maintained with respect to size and complexity of the business.	
02.	**The Person** Is there a competent person responsible for the FSMS?	
03.	**Hazards** Are all hazards identified and measures taken to reduce or eliminate to acceptable level	
04.	**Critical Control Points (CCPs)** Are there any CCPs identified? If so are they appropriately controlled	
05.	**Critical Limits :** Are the critical limits been established for the identified CCPs	
06.	**Monitoring:** Are the relevant procedures/ methods being applied to monitor critical limits	
07.	**Corrective action:** In case the critical limits are unable to control, how do you take corrective actions. Do you document the corrective actions taken.?	
08.	**Verification :** How do you ensure the critical limits are controled?	
09.	**Validation** Make sure that the plan is effective especially the CCP's and Critical limits	
10.	**Documents and records:** These should be appropriate for the size and nature of the business	
11.	**Review/ audit:** There should be a system of review and audit that is documented	

Score

Tick as appropriate

-1 ☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐

Guidance

Score	Evidence
-1	**Poor track record of compliance** • Little or technical knowledge • Little or no appreciation of hazards or quality control • No food safety management system • No appropriate training/ instructions/ supervision of managers or food handlers • No appropriate technical knowledge or access to advice
0	**Varying record of compliance:** • Poor appreciation of hazards and control measures • No HACCP based food safety management system • Inadequate technical knowledge or access to advice for the type of food processing carried out
1	**Satisfactory record of compliance (i.e. only minor instances of non- compliance in history of business):** • Adequate technical knowledge or access to and use of technical advice • Understanding of significant hazards and control measures in place • Making satisfactory progress towards documented food safety management system / procedures commensurate with type of business • Essential procedures/ systems in place, implemented and documented and others may be part documented • Small business no more than 2 food handlers- good, established practices but incomplete documentation
2	**Reasonable record of compliance (i.e. no significant non-compliance issues in history of business)** • Technical advice available either in-house, from trade associations or guides to good practice • Satisfactory documented procedures and systems • Can demonstrate effective control of hazards • Satisfactory HACCP based food safety management system Audit by Food Authority confirms general compliance with documented system • Good appreciation of hazards
3	**Good record of compliance :** • Access to technical advice within the organization • Satisfactory documented HACCP based food safety management system which may be subject to external audit • Audit by food authority confirms compliance with system with few/ minor non conformities • Demonstrate full compliance • Internal and external audits • Good control of documents and good record keeping. • Validation and verification of the system undertaken • Review mechanism in place and used

All Original Drawings and of Projects were kept at Head Office under custody of Draftsman Section and Drawing Register was updated.

All Monthly Progress Reports of Projects were collected.

All Calibration Reports were collected for all Measuring & Monitoring Instruments

All valuable data of the company was backup for future references

All Suppliers working with under company were evaluated.

Supplier Agreements were collected, which are working under company

All Sites Organizational Structure was properly updated.

Checklists were introduced for verification of Electrical Activities.

All project specific formats were approved by MR as Project Specific Formats.

All fire extinguishers were checked and record due dates of all fire extinguishers for properly monitoring re-filling activities.

Site Safety and Site Housekeeping were improved by providing safety meetings and providing required PPE's for all sites.

Every Project Responsible Officers were instructed to use Accident Register at sites and record any accidents in the Accident Register.

Process Performance and Product conformity

Performance of Monitoring Parameters were presented by MR to the Meeting

		June	July	Aug	Sep	Oct
Tender Hit Rate	(>20%)	26.4	27.2	28	27.4	27.8

		June	July	Aug	Sep	Oct
Delivery Efficiency	(>92%)	93.4	92.8	94.4	93.8	92.6

		June	July	Aug	Sep	Oct
Financial Progress	(>80%)	83.2	83.4	83.5	83.8	84.6

		June	July	Aug	Sep	Oct
Customer Satisfaction Level	(>65%)	66.5	67.4	68.6	67.8	68.4

		June	July	Aug	Sep	Oct
Physical Progress	(>80%)	81.2	82.4	81.5	83.6	84.1

MD said that, new projects were awarded on competitive bidding; therefore measuring performance of monitoring parameters is very important to considering all construction activities of the project.

Original

IND-EXPO CERTIFICATION LIMITED

ATTENDANCE SHEET

NAME OF PROGRAM : .....

DATE OF PROGRAM : .....

Name of participant	Designation	Tel. No.	E-mail address	Signature

The following matters were discussed at the end of above discussion.

Areas to be addressed (organizational activities to be addressed) once the Monitoring Parameters are established since some of Monitoring Parameters are established and monitored do not have a direct relationship to the product quality but the cost.

Process based approach of ISO 9001:2008 and making used of Monitoring Parameters to assure the Product / Service / Process Quality.

Though majority was agreed to address one item at a time, risk of possible interference to another stage of constructions was brought to the notice of participants by PM, Mr.Mohan Wastage of mortar as a result of minimized wastage in brick works was taken as an example.

PM/SMs were advised to establish item-wise Monitoring Parameters without creating a negative impact to another stage of construction.

MR requested all PM/SMs,

To address important areas such as "Defect Free Product; Increment in Efficiency", "Reduction of Failures" as Monitoring Parameters whilst achieving the Overall Objective, "on time completion with expected quality"

Customer Feedback including Complaints and Comments made by Customers

Complaints received, Type of complaints and customer satisfaction were presented to the audience by HRM.

HRE said that, Customer Survey Programme was carried out for some projects and

It is being conducting these days for all other projects.

Health & Safety Management & Issues

MD said that, site safety of some projects has satisfactory level, but some projects site safety condition was very bad. MD strictly advised to all, should keep site safety at company standard level.

CM stated that, no major accident happen during this year.

MD said that improve the site safety further by conducting Awareness Programmes or Safety Meetings at sites.

The following decisions were taken at the Meeting

1. To standardize safety sign boards / signs in use at sites
2. To fulfill Personal Protective Requirement at Project/Site level since it is not practical to assign this task to one officer operating from Head Office.

Section 03 : Training and Supervision of Food Handlers

No	Subject	Notes/ What did you see
3.1	**Training and supervision of food handlers:** Each business will have at least 1 person with a formal qualification in food hygiene and is able to pass this knowledge on to staff to under take their in a hygienic manner	
3.2	**Food hygiene training received:** Level of training received and number who have received it At least one with level 2 and others with awareness/ level 1 on site training by qualified trained, no training at all, training is documented	
3.3	**Personal hygiene:** All food businesses shall have a personal hygiene standard that will be written down and understood by all food handlers, including all visitors	
3.4	**Appearance of food handlers/ protective clothing:** Uniforms are in good condition; staff are clean and tidy and wear hats, and uniform is changed regularly, feet and legs are covered	
3.5	**Staff annual health checks:** All food handlers have and health checks carried out and there is evidence of this, some have had checks, none have had checks. Staff have been vaccinated for typhoid and cholera	
3.6	**Jewellery:** Are the employees aware of rules for wearing jewellery during the work?	
3.7	**Hand washing** Hand washing facilities should be provided including clean wash basins, disinfectants, potable water and disposable paper towels or air drying systems. The tap should be elbow/foot/ automatically operated, appropriate instructions should be displayed.	
3.8	**Designated changing facilities** There should be a separate area with lockers for changing outdoor clothing.	
3.9	**Fingernails:** Should be kept short, clean and unvarnished. False nails are not permitted	
3.10	**Illness:** There should be a written document informing staff how to report any illnesses / infectious diseases or other condition that they may be suffering, or have been in contact with	
3.11	**Personal Habits:** No eating / drinking/ smoking or chewing in the food areas	

Score

Tick as appropriate

-1 ☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐

Guidance

Score	Evidence
-1	**Total non compliance with anything on the check list** • **No evidence of training** • No technical knowledge • No training or knowledge of food safety management systems
0	**General failure to comply with the standard:** • A very small amount of knowledge • May have undertaken some training a long time ago • No evidence of training recorded
1	**Reasonable attempt to comply:** • At least one person has attended a food hygiene awareness course
2	**Satisfactory** • At least one person has a level 2 award • Over 50% of food handling staff effectively trained (i.e. understand) to appropriate level including supervisors and managers • Untrained food handlers are instructed or supervised at all time
3	**High standard of compliance** • 100% staff effectively trained (i.e. understand) to appropriate level or appropriately instructed and/ or supervised where appropriate • At least one person (depending on the size of business, large ones should have more) has level 2 certified training • Staff are instructed on food hygiene matter on a regular bases set out by the business • A model for others

Training Needs and Evaluation

Information on training needs of the site staff was presented by the HRM and a detailed list of training needs were handed over to MD for further action.

Training Plan developed by HRM was presented to the forum and he requested to send site training requirements to CM/ACM/HRM.

The following decisions were taken

1. To revise training plan incorporating training needs at sites too into the schedule.
2. To regularize in-house / outsourced training on the basis of categories

   (Eg: - Supervisors, Foremen, Electricians, Plumbers, Store Keepers, etc.) and thereby establish training within the organization.

Changes affect the Quality Management System

Changes wasn't occur for Quality Management System during the period of earlier management review to up to now

Issues & Recommendations for Improvement of Quality Management System

Proposals made by different PC/PM/SM s as a response to request made by MR were presented to the Management Review Team.

Reasons such as Lack of awareness, Low level of Intelligence, Level of Education among the field staff to understand a New Concept, Low Interest and Weightage given to work were brought to the notice of Steering Committee as problems in the improvement of QMS.

The following suggestions were made at the meeting

- To establish a simple system for Quality Assurance and assign one officer for monitoring
- To minimize documentation in the Quality Assurance System
- To establish a standard set of forms
- To develop a standard Project Quality Manual (Project Quality Plan) and amend this in order to fulfill project specific requirements
- To develop standard method statements for construction works
- To change the attitude of the people
- To make relevant people aware of their duties and responsibilities by means of job specifications
- To arrange awareness programmes on Quality Management System for employees

Grading system

Item	Notes
1	a) The unit to be assessed would be the restaurants with kitchens. b) Where food preparation and serving are done in two locations (with sales in mobile sales, market stalls, vending vehicles and temporary premises) both locations and transport need to be assessed to decide on star grading. c) Where the catering organization serves frequently in delivering and serving food outside the premises of preparation, assessment need to be done on the facilities used for transport and holding, and the hygienic aspects of employees engaged in serving.
2	The units may be graded in the following way 50% of points out of total applicable to a given situation ** [Two Crowns] 65% of points out of total applicable to a given situation ***[Three Crowns] 80% of points out of total applicable to a given situation **** [Four Crowns] 90% of points out of total applicable to be given ***** [Five Crowns]
3	The points will be calculated for the seven areas separately, and the Unit should score more than 40% in each of the areas to be considered for star grading
4	If the score obtained for up to two of the seven areas is between 35% to 40%, the unit will be given the option to clear the non-conformities by appropriate actions within a month and provisional crowns status will be awarded to be cleared after a month on meeting the requirements successfully.

Other Matters

The following matters were discussed

- Use of ISO 9001 requirements for the improvement/development of the company
- Practical difficulty in the implementation of all QMS activities including Monitoring Parameters without required Manpower. (PM, Mr. Prasad Gamage)
- Provision of a separate full-time officer for each site to implement QMS by coordinating Head office.

Importance of attitudinal change in order to obtain expected goals of Quality Management System (CM, Mr. Pubudu Ranasinghe)

PM, Mr. Wajira Withana suggested to develop different competent teams for specialized jobs such as "rebar" and thereby to increase effectiveness, efficiency and to reduce cost involved.

MD suggested to create awareness among employees and develop a system to evaluate quality of work and appreciate their effort taken towards the quality.

Finally, MD said that, Quality Culture cannot be achieved only by appointing one person to a site and enforcement but this should go to the grass root level of the organization.

Prepared By :

Lalithya Gamethige
(Management Representative & Assistant Construction Manager)

	and labeled [2] *Cans are not damaged [1]*					
78.	The catering organization obtains a certificate from the supplier of vegetables and animal products to the effect that they are handled in a way to prevent contamination					
	*There is documentary evidence for this **[3]*** *Organization has its own farming system meeting safety requirements **[3]*** *Organization buys only from identified suppliers and there is evidence of rejections due to unsatisfactory quality **[2]*** *Organization buys from selected reliable suppliers **[1]***					
79.	The storage locations for vegetables and fruits are free of infestations, kept cool or ventilated					
	*All above conditions are met **[3]*** *Location is free of infestations and adequately ventilated **[2]***					
80.	The storage locations for meat and fish are maintained at – 18°C and there is documented evidence of daily temperature records					
	*There is evidence for above statement **[3]*** *Freezer is at – 18 °C, but there are no temperature records **[1]***					
81.	The eggs are stored clean and in non humid locations, free of infestations					
	*Above statement is totally true **[3]*** *Eggs are clean and stored in a location free of infestation **[2]***					
82.	The raw foods are stored in freezers and refrigerators identified only for raw foods					
	*The above statement is true **[3]***					
83.	Cleaning and toxic materials are stored in locations away from locations of food storage (raw or prepared)					
	*The above statement is true **[3]***					