



**IND-EXPO CERTIFICATION LIMITED**

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME**

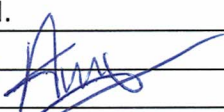
**RECERTIFICATION AUDIT REPORT**

**ISO 9001:2015**

**AMIL BUILDERS**



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1. NAME OF ORGANIZATION :	Amil Builders
2. ADDRESS OF HEAD OFFICE :	1D,Robert Gunawardane Mawatha, Battaramulla
3. ASSESSMENT SITE/S :	Proposed Building for past Nalandians Teacher's Village Community, Hall at Ihalabomiriya, Kuduwela (BID NO.DIST.CMB/ENG/04/03a/2018)
4. CONTACT DETAILS :	
4.1 Name :	Mr.Amila Gihan      Designation : Managing Director
4.2 Tel :	+94112080505      Mobile : +94773175848      Fax : +94114503227
4.3 E-mail :	info@amilindustries.com
5. NO. OF EMPLOYEES :	15 07
6. APPLICABLE STANDARD :	ISO 9001:2015
7. FILE NO. :	IMSC-QMS-048
8. NACE CODE / SUBCATEGORY :	F42.9
9. SCOPE OF CERTIFICATION :	Activities pertaining to civil engineering construction and other related works and fabrications
10. CONFIRMATION FOR SCOPE OF CERTIFICATION :	
	The scope is confirmed.
	<b>AMIL BUILDERS</b> 
	..... ID: .....
	Signature: Robert Gunawardane Mawatha, Battaramulla. Tel: 112080505 Fax: 114503227 info@amilbuilders.com
11. DATE OF AUDIT & Time :	2018-09-04
12. TYPE OF AUDIT :	Recertification
13. AUDIT TEAM :	
	Mr.D.N.S.Kuruppumullage Lead Auditor
	Ms.Chalani Jayasuriya Auditor

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**14. AUDIT OBJECTIVES:**

The objectives of this audit were:

- to confirm that the management system continually 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:**

**16. ANY SIGNIFICANT ISSUES IMPACTING ON THE AUDIT PROGRAMME:**

**17. AUDIT FINDINGS :**

**17.1 CONTEXT OF THE ORGANIZATION (4 of ISO 9001:2015):**

**Understanding the organization and its context (4.1 of ISO 9001:2015) :**

Organization has determined the external and internal issues that are relevant to purpose and strategic direction to achieve the expected results from the quality management system. The organization is also having a mechanism to monitor and review those issues.

Company has registered under CIDA under C3 category.

**Understanding the needs and expectations of interested parties(4.2 of ISO 9001:2015):**

Organization has determined the external and internal issues that are relevant to purpose and strategic direction to achieve the expected results from the quality management system. The organization is also having a mechanism to monitor and review those issues

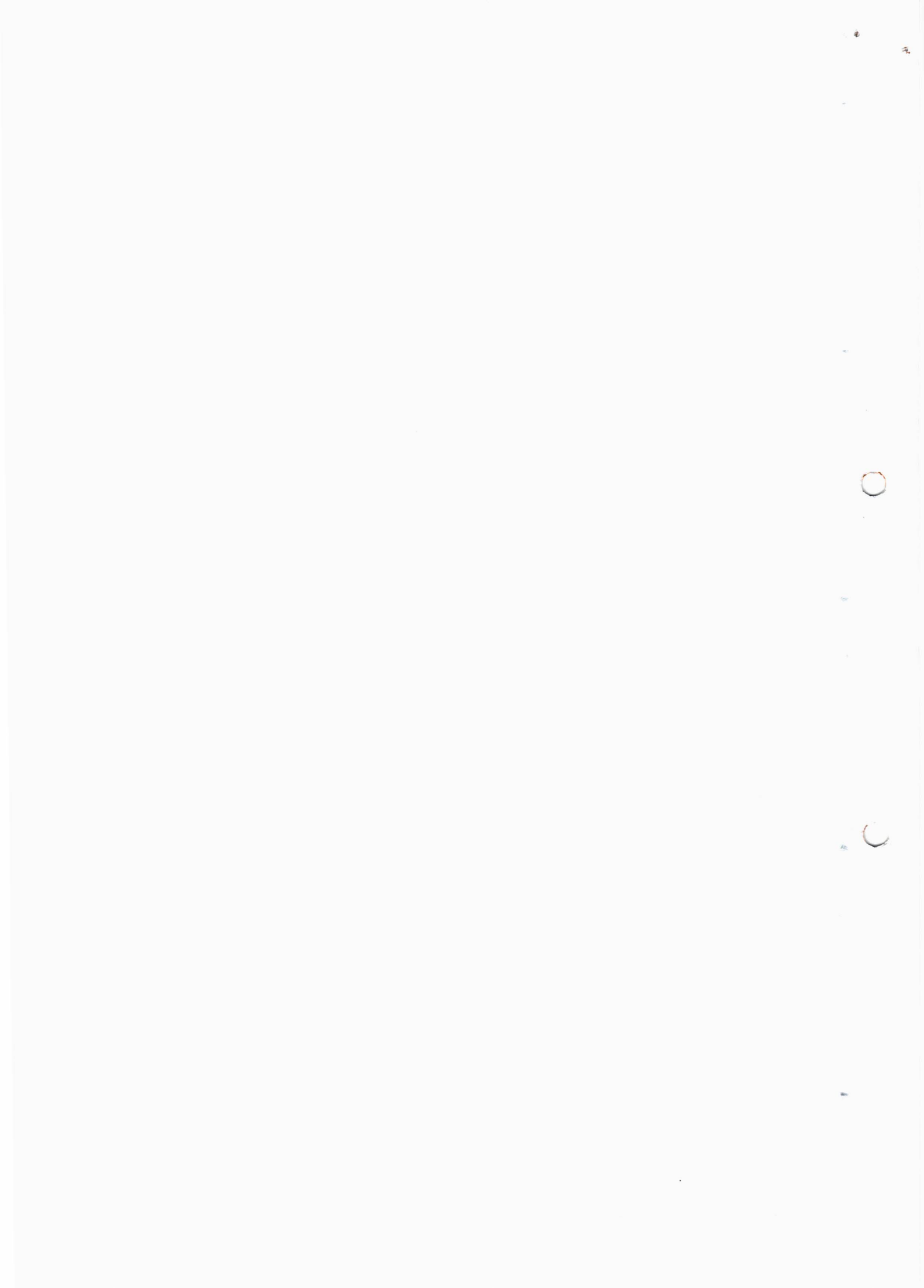
Owners expectation such as safety of investment and safety of employees has not considered, however it was corrected during the audit. (OB 01)

**Determining the scope of the quality management system(4.3 of ISO 9001:2015):**

Organization has determined the external and internal issues that are relevant to purpose and strategic direction to achieve the expected results from the quality management system. The organization is also having a mechanism to monitor and review those issues.

**Quality management system and its processes (4.4 of ISO 9001:2015):**

Company has identified the all necessary processes that interacts with each other to establish quality management system. This interaction of processes is appropriate with the activities performed by the organization.





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**17.2 LEADERSHIP(5 of ISO 9001:2015):**

**Leadership and commitment (5.1 of ISO 9001:2015):**

The top management has demonstrated the leadership and commitment with respect to quality management system and was aware about their responsibilities to maintain an effective quality system as per the quality policy and quality objective established compatible with company context and the strategic direction of the company.

**Policy(5.2 of ISO 9001:2015):**

Quality policy has not communicated to interested parties and quality policy only available in English language which cannot effectively communicated to all level of employees. **(NCR 01)**

**Organizational roles, responsibilities and authorities (5.3 of ISO 9001:2015):**

Top management has delegated responsibility and authority for relevant personals and it is communicated with in the organization. Company has also assign responsibility and authority with regard to requirements of the standard ensuring that the processes are delivering there expected outputs, reporting on performance of the quality management system back to the management including opportunities for improvement.

**17.3 PLANNING(6 of ISO 9001:2015):**

**Actions to address risks and opportunities(6.1 of ISO 9001:2015):**

Company has use the issues under clause number 4.1 and the requirements under 4.2 of the standard and as determine the risk and opportunities that are arising during the planning of quality management system. These include enhance desirable effects and prevention and reduction of undesired effect while achieving the improvements. The planning also ensures integration and implementation of action in to its QMS processes with evaluation of effectiveness.

**Quality objectives and planning to achieve them (6.2 of ISO 9001:2015):**

Quality objectives have been defined and established and are inline with the strategic direction. However plan to achieve quality objectives does not indicate how the results will be evaluated **(NCR 02)**

**Planning of changes (6.3 of ISO 9001:2015):**

Organization has a mechanism to determine the changes required to quality management system and carryout the same by planning, while considering the need for change and its expected results while ensuring the integrity of QMS.

**17.4 SUPPORT(7 of ISO 9001:2015):**

**Resources (7.1 of ISO 9001:2015):**

**General (7.1.1 of ISO 9001:2015):**

Organization has provided required resources for establish, implement, maintain and continually improve the quality management system by considering capabilities and constrains of existing

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recourses.

**People (7.1.2 of ISO 9001:2015):**

Organization also has provided personnel required to effectively implement the QMS and the activities related to QMS.

**Infrastructure (7.1.3 of ISO 9001:2015):**

Company has provided buildings, space for its intended operation with required utilities such as electricity, water, and information and communication technology. Company has also provided necessary equipment and vehicle required to transportation.

**Environment for the operation of processes (7.1.4 of ISO 9001:2015):**

Company has determined and provided the environment (social, psychological, physical ) necessary for the operations of the company.

**Monitoring and measuring resources ( 7.1.5 of ISO 9001:2015):**

They have levelling equipment and length measuring equipments are calibrated.

**Organizational knowledge (7.1.6 of ISO 9001:2015):**

Available organizational knowledge is sufficient to provide the expected service. Opportunities are given to the staff to acquire required organizational knowledge through experience, failures and successes and also knowledge gained from experiences acquired from education, training and customers.

**Competence(7.2 of ISO 9001:2015):**

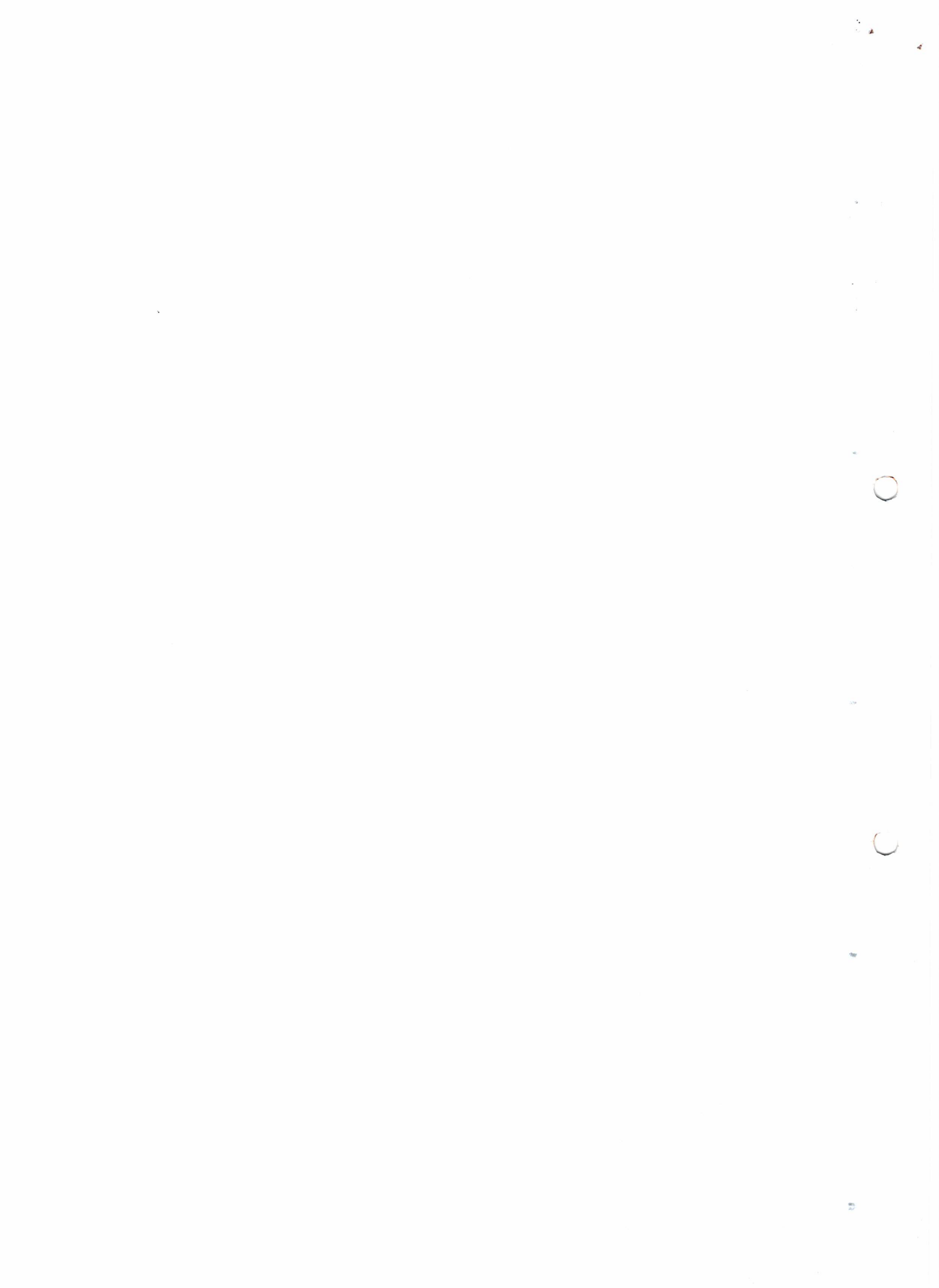
Organization has determined the necessary competent level of staff members based on their duties and responsibilities to avoid undesired effect on performance and effectiveness of QMS. There education, training and experience is considered for this purpose. Where ever the gap between required competence and available competence exist. The training has been performing to acquire the necessary competency.

**Awareness (7.3 of ISO 9001:2015):**

The organization has given awareness to all the staff members on quality policy and objectives and there expected contribution from them to the effectiveness to the quality management system including improvements.

**Communication (7.4 of ISO 9001:2015):**

The company has identified and assign internal and external communication relevant to quality management system to different staff members depending on the responsibilities and authority down the hierarchy. However the communication of quality policy is not effective and raised a nonconformity under clause 5.2.2.





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**Documented information(7.5 of ISO 9001:2008):**

Company has identified documented information required by the standard and documents required to be apply for effectiveness of QMS. Company has established a documented information control system for both documents and records. Including distribution, retrieval, storage and preservation, control of changes, retention and disposition.

**17.5 OPERATION (8 of ISO 9001:2015):**

**Operational planning and control (8.1 of ISO 9001:2015):**

Company has planed, implemented and controlled the processes required to control the service and product provision. Company has established relevant criteria for the processes and the acceptance of service and products. As well as organization has controlled planned changes and it has noticed they have been reviewed the consequences of unintended changes and actions has taken to mitigate the same.

**Requirements for products and services (8.2 of ISO 9001:2015):**

**Customer communication(8.2.1 of ISO 9001:2015):**

Company has been adequately addressed customer communication as it is important to their activities. Company provides information to their customers regarding to their products. Customer complaints and enquiries have been handled in appropriate manner.

**Determining the requirements for products and services (8.2.2 of ISO 9001:2015):**

Company has considered about statutory and regulatory requirements when defining the requirements for product and services.

**Review of the requirements for products and services (8.2.3 of ISO 9001:2015):**

The customer's requirement has confirmed by the company before acceptance of the customer order and conducts review prior to committed supply product to customers.

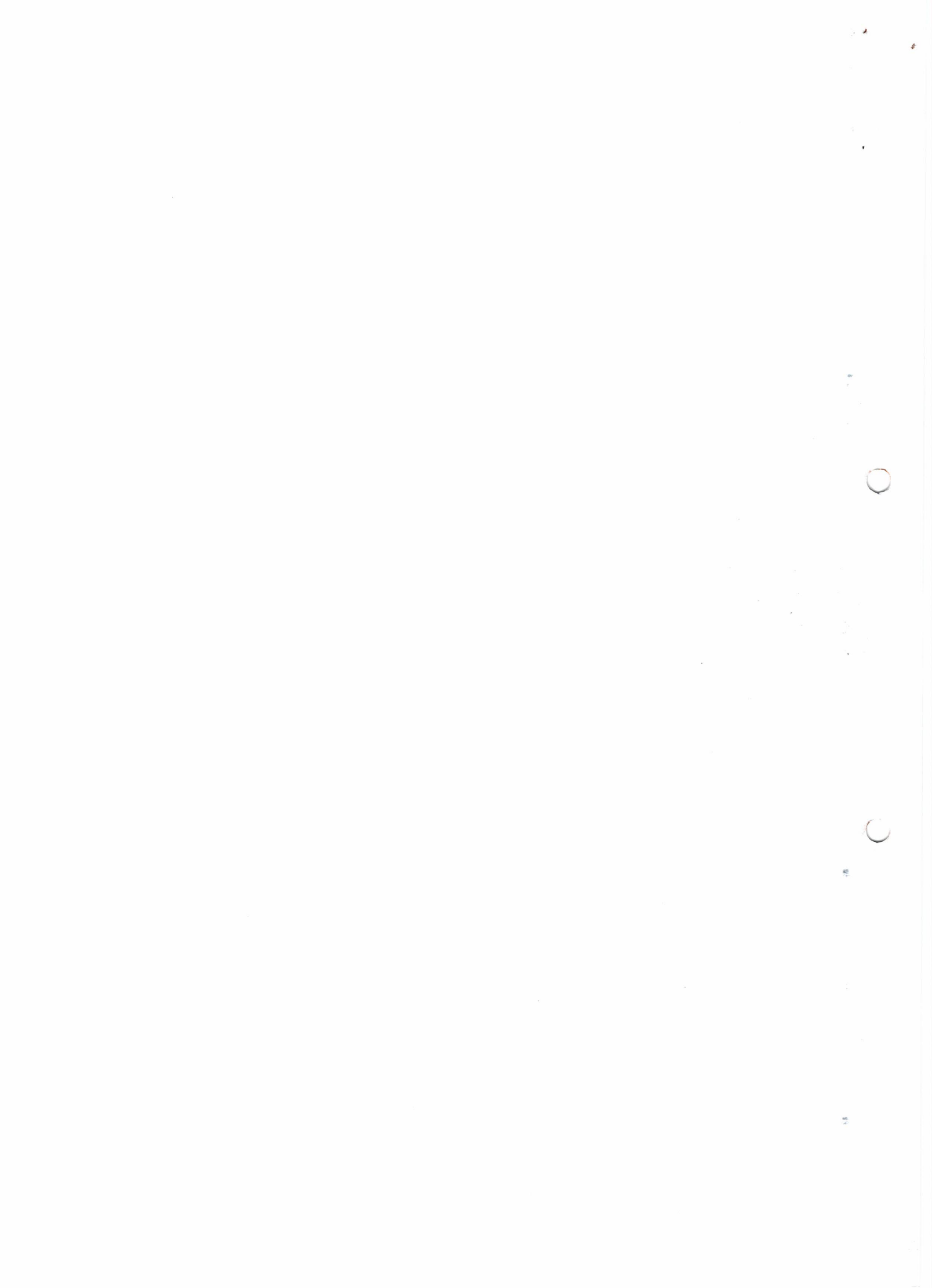
**Changes to requirements for products and services (8.2.4 of ISO 9001:2015):**

When amendment is required due to customer made aware of changing requirement for products company has ensured to change such requirement and amend the relevant documented information.

**Design and development of products and services (8.3 of ISO 9001:2015):**

**General (8.3.1 of ISO 9001:2015):**

Design will be given by the customer through the consultant, hence design and development has been excluded with justification.





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**Control of externally provided processes, products and services (8.4 of ISO 9001:2015):**

**General (8.4.1 of ISO 9001:2015):**

Company has ensured the control of externally provided services including outsourced processes, purchasing, etc. Criteria for the evaluation, selection, monitoring of performance and re-evaluation of the performance of such activities has been carried out and documented information of those activities are retained and controlled.

**Type and extent of control (8.4.2 of ISO 9001:2015):**

Externally provided processes are included in the quality management system and appropriate control have been implemented for both services provided and for intended output.

**Information for external providers (8.4.3 of ISO 9001:2015):**

Company has mechanism to design the requirements including the quality and level of controls including communication channels and it is being conveyed to the company when the services are obtained.

**Production and service provision (8.5 of ISO 9001:2015):**

**Control of production and service provision(8.5.1 of ISO 9001:2015):**

Production and service provision is carried out under controlled conditions.

**Identification and traceability (8.5.2 of ISO 9001:2015):**

Identification and traceability maintain by consultation and regular meeting conducted with consultant and company to ensure the proper traceability have been maintain to achieve the target

**Property belonging to customers or external providers (8.5.3 of ISO 9001:2015):**

The properties belong to customers and consultant who has been appointed to monitor the project is limited to architectural design and the engineering design which is preserved and secured until the project is over and thereafter.

If there is any discrepancies identified in these plans it will be informed to the customers and corrected with their involvement.

**Preservation (8.5.4 of ISO 9001:2015):**

All raw materials will be kept under controlled situation without any damaged from environmental or by activities carried out in the construction sites.

**Post-delivery activities (8.5.5 of ISO 9001:2015):**

Post deliveries are carried out as per the agreement with the client and the company and also based on regulatory requirement enforce by relevant authorities. Any reconstruction and repaired required after deliver will b carried out as per the agreement.

**Control of changes (8.5.6 of ISO 9001:2015):**

When changes required for production and services , company has reviewed requirement of the same and documented information has been retained under controlled condition.



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**Release of products and services (8.6 of ISO 9001:2015):**

Before prior to release the construction and all the gate fixed in the sites on request is being verified using an internal checklist which is sign by an authorised person and their after the constructions and the other fixtures is being handed over to the clients .

**Control of nonconforming outputs (8.7 of ISO 9001:2015):**

Based on the report submitted by the consultant on plan activities and any other unusual operations observed by the site supervisors the non-conformities are raised either on output or during the different stages of construction. These are being recorded and necessary root causes are established for corrective actions.

**17.6 PERFORMANCE EVALUATION (9 of ISO 9001:2015):**

**Monitoring, measurement, analysis and evaluation (9.1 of ISO 9001:2015):**

**General (9.1.1 of ISO 9001:2015):**

Company has determined what needs to be monitored and measured, the methods for monitoring, measurement, analysis

**Customer satisfaction (9.1.2 of ISO 9001:2015):**

Customer survey, customer feedback and meeting with customer have been identified as essential requirements for the evaluation of customer satisfaction.

**Analysis and evaluation (9.1.3 of ISO 9001:2015):**

Certain data that has been collected that has not been analyse to establish the trends **(OB 02)**

**Internal audit (9.2 of ISO 9001:2015):**

Internal audit has been conducted and Internal audit report, internal audit plan and schedule, internal audit log and corrective action reports were available at the audit.

**Management review (9.3 of ISO 9001:2015):**

**General (9.3.1 of ISO 9001:2015):**

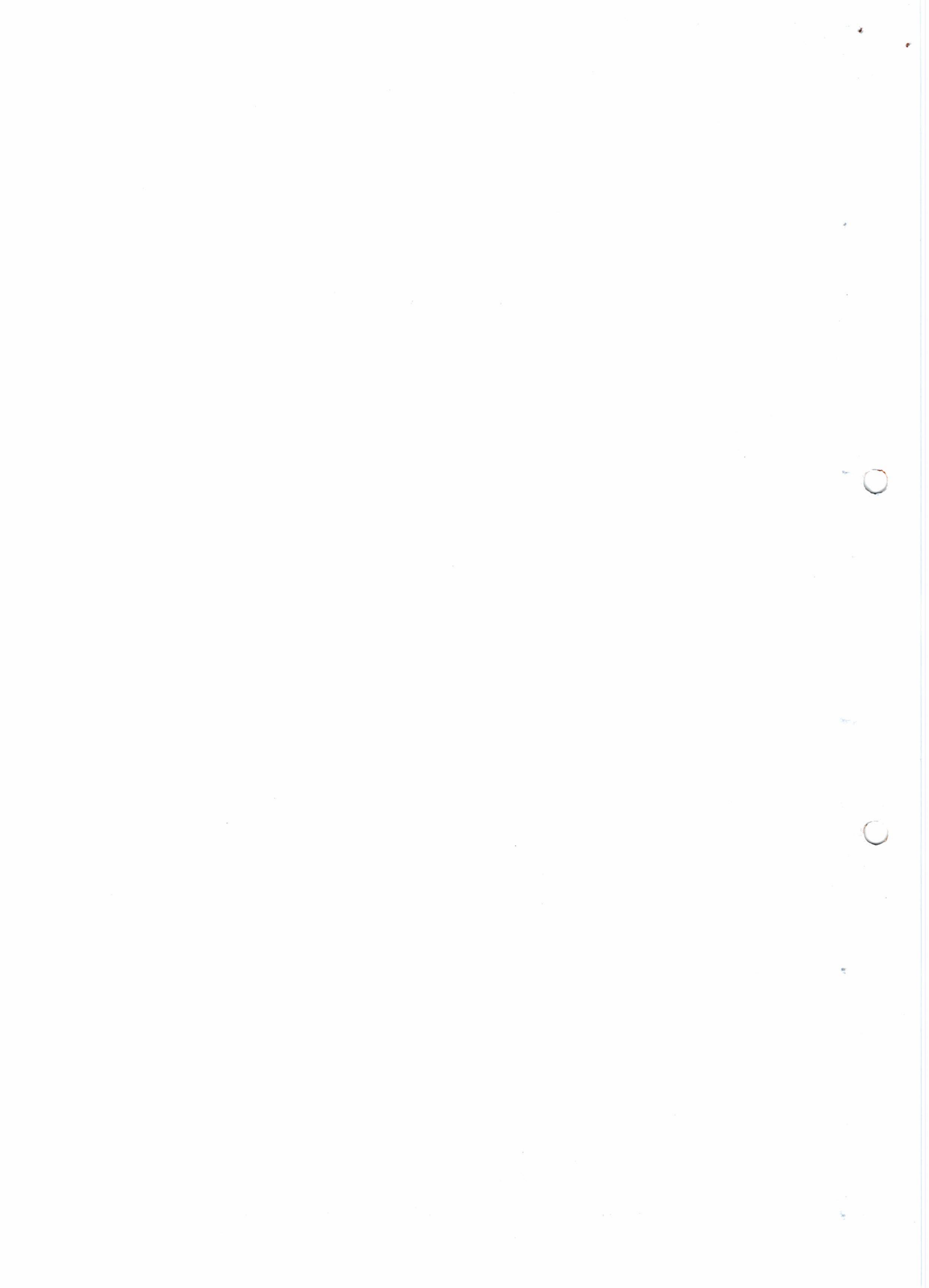
Company has conducted a management reviews at planned intervals (minimum once a year) to ensure its continuing suitability , adequacy, effectiveness and alignment with the strategic direction of the company.

**Management review inputs (9.3.2 of ISO 9001:2015):**

Although Management review has been carried out on 2018.08.07,all the aspects has not been discussed at the management review meeting(Ex: monitoring and measurement results) **(NCR 03)**

**Management review output (9.3.3 of ISO 9001:2015):**

Company has retained all the related information on management review evidence and decisions related to opportunity for improvement, any changes to be done to the management system and resource needed has been recorded.



**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME  
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Company has determined and selected opportunities for improvement and implemented necessary actions to meet customer requirements and to increase customer satisfaction.

**Nonconformity and corrective action (10.2 of ISO 9001:2015):**

Company has taken necessary actions to address nonconformities and corrective actions have been implemented for such nonconformities. Company has retained documented information as evidence of the nature of the NC and any subsequent action taken and results of corrective action taken.

**Continual improvement (10.3 of ISO 9001:2015):**

Company is committed to continually improve the effectiveness of the management system through the use of quality policy, quality objectives, audit results, analysis of data, management review, and corrective implementation.

**18. APPLICABLE LEGAL REQUIREMENTS:** regulations enforced by CIDA and local governmental authorities, Urban development authority, CEA, health ministry

**19. ANY UNRESOLVED ISSUES:** none

**20. REVIEW OF PREVIOUS SURVEILLANCE AUDIT REPORTS AND VERIFICATION OF EFFECTIVENESS OF CORRECTIVE ACTIONS FOR PREVIOUSLY IDENTIFIED NON- CONFORMITIES:** previous audit report given by the TUV Austria has been reviewed and NC raised by the said company has closed by the INDEXPO.

**21. USE OF LOGO:** The company has requested a recertification for ISO 9001:2015 QMS with the transition from ISO9001:2008 version which has been certified by TUV Austria ,therefore INDEXPO has directly carried out the recertification audit without conducting a Stage 1 audit as there is no change in either scope sector or activities performed . use of logo will be communicated during the agreement signing.



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

23. MAJOR NON-CONFORMITIES: NONE

24. MINOR NON-CONFORMITIES:

- Quality policy has not communicated to interested parties and quality policy only available in English language which cannot effectively communicated to all level of employees. (NCR 01) (clause 5.2)
Quality objectives have been defined and established and are inline with the strategic direction. However plan to achieve quality objectives does not indicate how the results will be evaluated (NCR 02) (clause 6.2.2)
Although Management review has been carried out on 2018.08.07,all the aspects has not been discussed at the management review meeting(Ex: monitoring and measurement results) (NCR 03) (clause 9.3.2)



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**25. OPPORTUNITIES FOR IMPROVEMENT:**

1. Owners expectation such as safety of investment and safety of employees has not considered, however it was corrected during the audit. (OB 01) (clause 4.2)
2. Certain data that has been collected that has not been analyse to establish the trends (OB 02) (clause 9.1.3)

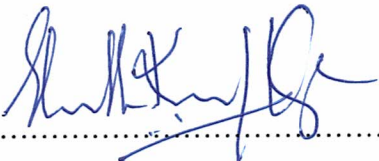
**26. RECOMENDATION FROM AUDIT TEAM:  
(Strike off which is not relevant)**

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 / 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 major/minor non conformities raised / Suspended until satisfactory corrective action is completed.

**ANY OTHER COMENTS:**

Signature of Team Leader :  Date: 2018/09/04



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- This page is for internal purposes only.

27. RECOMMENDATION BY AUDIT TEAM :

..... Signature of Team Leader	..... Date
..... Signature of Team Member -1	..... 2018/09/10 Date
..... Signature of Team Member - 2	..... Date

28. RECOMMENDATION BY CERTIFICATION MANAGER:

*Recommend for recertification as all NCRs are closed*

..... Signature of Certification Manager	..... 2018/09/20 Date
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29. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE:

..... Signature of Director	..... 2018-09-20 Date
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DOC. NO: QP-12-F-04

ISSUE NO: 03  
Rev No:01

ISSUE DATE: 2017-01-15  
Rev Date:2018-04-10

Reviewed and approved by: Director

Issued by: Management Representative

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