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

Name of Organization: NTS Interlining (Pvt) Ltd

NC No. : 03 of 05

Section :

Team Leader : D.N.S. Kuruppumullage

Relevant Standard : ISO 9001: 2015

Auditor :

Relevant Clause : 6.2.2

Date of audit : 02.08.2021

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Process of establishing quality objectives is not effective

Ex: Quality objectives are not measurable.

.....
Auditor


.....
Team Leader


.....
Auditee

Correction:

Quality objectives were Revised on 05/08/2021
(Revised objectives Attached)


.....
Auditee

23/08/2021
.....
Date

Root cause for Non-conformity:

Although Quality objectives are formulated
Some of them are not measurable.


.....
Auditee

23/08/2021
.....
Date


Corrective action:

Date of completion:



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

1. Customer satisfaction is monitored through Customer feed back form.
2. Productivity is measured through Quality & Rejection Reports, production targets reports, Machine maintenance down time reports,

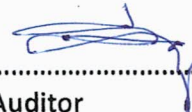

.....
Auditee

29/08/2021
.....
Date

Verification of corrective action:

NC Closed/Open

Evidence provided for corrective action is satisfactory,
Here NC is closed.

For 
.....
Auditor

25-08-2021
.....
Date

Effectiveness of corrective action:

corrective action is effective.


.....
Auditor

06/11/2022
.....
Date



NTS Interlining (PVT) LTD

Date Issued : 01-07 - 2021

Issue No: 01

Date of Revision 05.08.2021

Revision 01

QUALITY OBJECTIVES

Objectives	Activity	Responsible	Target Date	Comments
1. 100% Customer satisfaction	Attend customer inquiries immediately/Quick sample process/Attending quality complains promptly/Quick solutions	GM/Sales Cordinator/Quality Assurance Executive	within 3 Months after operation	Monitor all operations set in Activity for implimentation
2. Achieve maximum productivity to reduce product cost enabling to be more price competitive	Monitor production process, monitor machine down time, monitor rejection precéntage	Production Ececutive/Quality Executive Monitoring responsibility GM	Achiève 95% productivity by end of first year	Educate Production and quality staff in the factory * Monitor Quality inspections reports of raw materials and finished goodes
3. Reduce product non conformities below 1%	Monitor rawmaterial suppliers through supplier evaluation . *Monitor In line quality inspections and final inspections * Monitor worker satisfaction through survey to have healthy	Production Ececutive/ QA Executive/GM	within 6 months of operation	Reports to be monitored on weekly basis
4. Safety: reduce 0% major casualties and below 3% minor casualties	Safety awareness through regular training. Fire training /onsight safety programs by experienced team members	External Fire trainers/Producti on execustive/Maintenance Executive /GM	within 6 months	Management to organize training cessions and monitor its effectiveness
5. Zero Product recalls	Monitor all operational areas : Purchasing ,productions , quality assurance , customer service , despatch and aftersales services to make sure Zero recalls of goods delivered	GM/Sales Cordinator/Quality Assurance Executive/ Stores Executive	within 3 Months after operation	GM to closely monitor all relavent areas.

[Handwritten Signature]
05.08.2021

NCR # 3.



CUSTOMER SATISFACTION FORM


NTS Interlining (Pvt) Ltd. No.115, First Floor Lanka Matha Mawatha,
Ragama Sri-Lanka Tel: +94 11 295 8592

We are constantly striving to provide an excellent service to our customers. This survey is part of the process. Please help us to do this by completing the questionnaire

Survey Period :		Date:		
Customer Name :				
Level of Satisfaction :	5-Excellent, 4- Satisfied 2- Needs Improvement	Excellent	Satisfied	Needs Improvement
Please mention level of satisfaction by marking (v) on the points accordingly				

SR	Description			
1	Product Quality			
2	Timely delivery of Product			
3	Product Price			
4	Mode of Transportation			
5	Product Preservation			
6	Mode of Packing			
7	Timely response to your Inquiry			
8	Customer service			
9	Accuracy of documentation			
10	After sales service			

Dear Customer, we value your feedback to improve our services. Please write below any other areas of improvements you suggest


22/08/2021

NCR # 3

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

Name of Organization: NTS Interlining (Pvt) Ltd

NC No.: 04 of 05

Section :

Team Leader : D.N.S. Kuruppumullage

Relevant Standard : ISO 9001: 2015

Auditor : Ms. Buddhika Sajeewani

Relevant Clause : 7.2 c

Date of audit : 02.08.2021

Relevant company document :


Non-conformity detected:

Category : Major/Minor

Process of identification of training needs has not been carried out.


.....
Auditor


.....
Team Leader


.....
Auditee

Correction:

Training need identified.


.....
Auditee

23/08/2021
.....
Date

Root cause for Non-conformity:

Identification of Training needs ignored, during MKM meetings.


.....
Auditee

28/08/2021
.....
Date

Corrective action:

Date of completion:



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

1. Training needs identified during MRM meeting held on 05/08/2021.
2. Training schedule is formulated.
(Attached.)

.....
Auditee

23/08/2021
.....
Date

Verification of corrective action:

NC Closed/Open

Evidence provided for corrective action taken is satisfactory
Hence NC is closed.

.....
Auditor

25/08/2021
.....
Date

Effectiveness of corrective action:

Corrective action is effective

.....
Auditor

06/12/2022
.....
Date



NTS Interlining (PVT) LTD

Date Issued : 23 - 08 - 2021

Issue No: 01

Revision No: 0

Page 1 of 1

Training Schedule 2021/2022

Department	Description of training Required	Employee Name	Scheduled month	External/Internal
Production	Operating New woven Interlining new machine	G.H Deepthiratne	Oct 2021	External
	Paste mixing	Piyal Gunaratne	20 th Sept 2021	Internal
	Cutting Techniques	Sujeewa Kumara	24 th Sept 2021	Internal
Quality Assurance	Viscosity checking/Inspection reports	Iyan Shasheen	24 Sept 2021	Internal
	Sample Fusing /Test reports	Lakshan Madu shanka	5 th Oct 2021	Internal
Maintenance	Machine downtime /Preventive maintenance	Gayan Priyankara	5 th Oct 2021	Internal
	Machine downtime /Preventive maintenance (Assisting Gayan)	Surarjan Ginadasa	5 th Oct 2021	Internal
Stores	Dispatch documentation & Procedure	Dum ndu Jayaratne /Sanjeewa Premasiri	15 th Nov 2021	Internal
Fire Training	General	All factory Team	15 th Dec 2021	External
Productivity	General	All factory team	10 th Jan 2022	Internal
Internal Audit	General	Production	15 th Feb 2022	Internal
Internal Audit	General	QA/stores	20 th April 2022	Internal
Internal Audit	General	Maintenance	15 th June 2022	Internal


Approved By (GM)

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

Name of Organization: NTS Interlining (Pvt) Ltd

NC No. : 01 of 05

Section :

Team Leader : D.N.S. Kuruppumullage

Relevant Standard : ISO 9001: 2015

Auditor :

Relevant Clause : 5.2.2

Date of audit : 02.08.2021

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Process of communication of quality policy is not effective
 Ex : There is no mechanism to communicate the Quality policy to interested parties.


.....
 Auditor


 Team Leader

.....
 Auditee

Correction:


Effective communication Methods were discussed in the MRM meeting held on 05/08/2021.


 Auditee

23/08/2021
 Date

Root cause for Non-conformity:

Different ways of effective communication of Quality Policy was overlooked at the first M.R.M meeting.


 Auditee

23/08/2021
 Date


Corrective action:

Date of completion:



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

1. Quality Policy will be added in NTS website (under construction.)
2. Quality Policy will be displayed below email signature
3. Compact version of Quality Policy will be printed on the reverse of company ID.



.....
Auditee

23/08/2021
.....
Date

Verification of corrective action:

NC Closed/Open

Evidence provided for corrective action taken is satisfactory
hence NC is closed.


.....
Auditor

2021/8/25
.....
Date

Effectiveness of corrective action:

Corrective action is effective.


.....
Auditor

06.12.2022
.....
Date

Evidence of Quality Policy incorporated in E-Mail Signature

Best Regards

Nimal Ranjith
General Manager

NTS Interlining (Pvt) Ltd.

Phone : + 94 11 295 8592

Mobile : + 94 71 423 6511

Email : ranjith_nts@itmin.net

Address

No.115,1st Floor, Lanka Matha Mawatha,

Mahabage, Ragama.


Sri-Lanka.

NTS Quality Policy:

We at NTS Interlining (Pvt) Limited are committed to satisfy our customers by manufacturing and selling quality interlining. We are dedicated to satisfy our customers through on time delivery of our products at a very competitive price. In order to achieve this, we at NTS, are in compliance with all regulatory and statutory requirements and are committed to continually improve our products and processes. This policy is communicated to all interested parties and are reviewed in planned intervals for continuous suitability.


2/08/2021

NCR ①

	NTS Interlining (PVT) LTD		
	Date Issued : 23-08 - 2021	Issue No: 01	Revision No: 01
	Page 01 of 01		
	QUALITY POLICY		

We at NTS Interlining (Pvt) Limited are committed to satisfy our customers by manufacturing and selling quality interlining. We are dedicated to satisfy our customers through on time delivery of our products at a very competitive price. In order to achieve this, we at NTS, are in compliance with all regulatory and statutory requirements and are committed to continually improve our products and processes. This policy is communicated to all interested parties and are reviewed in planned intervals for continuous suitability.

NTS ඉන්ටර්ලයින් (පුද්ගලික) සමාගමේ අපි උසස් තත්ත්වයේ නිෂ්පාදන නිෂ්පාදනය කර විකිණීමෙන් පාරිභෝගිකයින් තෘප්තිමත් කිරීමට කැපවී සිටින්නෙමු. ඉතා තරඟකාරී මිලකට අපගේ නිෂ්පාදන නියමිත වේලාවට බෙදා හැරීම තුළින් පාරිභෝගිකයින් තෘප්තිමත් කිරීමට අපි කැපවී සිටින්නෙමු. මෙය සාක්ෂාත් කර ගැනීම සඳහා, NTS හි අප සියලුම නියාමන හා වියවස්ථාපිත අවශ්‍යතාවයන්ට අනුකූල වන අතර අපගේ නිෂ්පාදන සහ ක්රියාවලීන් අඛණ්ඩව වැඩිදියුණු කිරීමට කැපවී සිටින්නෙමු. මෙම ජර්නිපත්තිය උනන්දුවක් දක්වන සියලුම පාර්ශවයන්ට දැනුම් දී ඇති අතර අඛණ්ඩ යෝග්‍යතාවය සඳහා සැලසුම් කළ කාල පරාසයන්හිදී සමාලෝචනය කෙරේ.



23/08/2021

NCR ①