



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

Name of Organization: NTS Interlining (Pvt) Ltd

NC No. : 05 of 05

Section :

Team Leader : D.N.S. Kuruppumullage

Relevant Standard : ISO 9001: 2015

Auditor : M.s. Buddhika Sajeewani

Relevant Clause : 9.1.3

Date of audit : 02.08.2021

Relevant company document :

Non-conformity detected:

Category: Major/Minor

The process of analysis and evaluation of data is not effective.
Ex: Performance of machinery and maintenance

.....
Auditor


Team Leader

.....
Auditee

Correction:


Machine maintenance schedule implemented.


Auditee

23/08/2021
.....
Date

Root cause for Non-conformity:

Machine maintenance has been carried out but evaluation part is not analyzed. Proper monitoring has been ignored.


Auditee

23/08/2021
.....
Date

Corrective action:

Date of completion:



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Machine maintenance schedule is implemented.
Schedule is attached.

.....
Auditee

22/08/2021
.....

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

10

10

10



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	Excellent	Satisfied	Needs Improvement
2- 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

NCR# 5



**IND-EXPO CERTIFICATION LIMITED
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Name of Organization: NTS Interlining (Pvt) Ltd

NC No. : 02 of 05

Section :

Team Leader : D.N.S. Kuruppumullage

Relevant Standard : ISO 9001: 2015

Auditor : Ms. Buddhika Sajeewani

Relevant Clause : 9.3.2

Date of audit : 02.08.2021

Relevant company document :


Non-conformity detected:

Category : Major/Minor

Process of management review of quality management system is not effective.
Ex: Certain requirements to be reviewed have not been done as per the standard.
(Customer satisfaction and feedback from relevant interested parties, monitoring and measurements etc.)

.....
Auditor


.....
Team Leader


.....
Auditee

Correction:

- ✓ Discussed all areas of QMS system in the MRM meeting held on 05/08/2021.
- ✓ MRM meetings will be held every 6 months to measure effectiveness.


.....
Auditee

23/08/2021
.....
Date

Root cause for Non-conformity:

Customer satisfaction reviews, monitoring and measuring overlooked due to initial stages of the company.


.....
Auditee

28/08/2021
.....
Date

Corrective action:


Date of completion:



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Management- Review Agenda and minutes format is made and MRM meeting will be held every 6 months.

(CMRM FORMAT ATTACHED)
 *Customer Satisfaction feedback form initiated.



23/08/2021

Auditee

Date

Verification of corrective action:

NC Closed/Open-

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



For Auditor

25/08/2021

Date

Effectiveness of corrective action:

Corrective action is effective.



.....
 Auditor

06/12/2022

Date

Management Review Agenda and Minutes

MEETING:

ISO 9001:2021 Management Review Meeting

Name	Title	Here
Nimal Perera	MD	✓
Ishan Perera	COO	✓
Nimal Ranjith	GM	✓
Dinshka Pereral	HOF	✓

DATE, TIME, PLACE:

Date	Time	Place
05.08.2021	10,30 a.m.	NTS Office

ROLES:

Chair	Facilitator	Minute Taker	Documenter
MD	GM	Head of Finance	Head of Finance

PREPARATION:

Status of the previous MRM Minutes. NCRs of the Stage II audit .
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MATERIALS TO BRING:

<ul style="list-style-type: none"> NCRs documents of Stage II audit Previous MRM Meeting minutes Management review inputs on ISO 9001:-2015 quality standard

MEETING OBJECTIVE:

<p>Top Management to review NTS Quality Management System and its objectives To cover all areas of QMS system for suitability ,suitability and its alignment for company's strategic direction. To analyze all management review inputs (customer satisfaction feed-back , quality objectives,product nonconformities,corrective actions,adequacy of recsources, analisis of risks and opportunities)</p>
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REVIEW AGENDA:

1.	Minutes / actions of previous meeting
2.	ISO 9001:2015 Stage II Audit update
3.	ISO 9001-2015 Quality Standard
4.	NCRs Raised During Stage II audit
5.	Customer feedback 1. Customer Satisfaction Feedback form 2. Customer satisfaction and feedback from interested Parties
6.	The extent of which quality objectives are met
7.	Product Conformity
8.	Non conformities and corrective action
9.	Opportunities for improvement
10.	Adequasy of resources

Next Meeting Decision			
Date	Time	Place	
15.12.2021	TBA	NTS Office	
Chair	Facilitator	Minute Taker	Documentor
MD	GM	Head of Finance	Head of Finance

Management Review Agenda and Minutes

MINUTES:

AGENDA ITEM	OUTCOMES / DECISIONS	ACTIONS TO BE TAKEN, COMMUNICATIONS REQUIRED
1. MINUTES/ ACTIONS FROM PREVIOUS MEETING	<ol style="list-style-type: none">1. ISO Stage II Audit was carried out as per rescheduled date2. Quality Policy was changes after Internal Audit bu: further changes suggested by Auditor as per company's strategic direction3. Evaluattion on NRCs of Internal audit.	<ul style="list-style-type: none">• NCRS raised during the audit to be addressed . MD /GM 11.08.2021• QP to be changed. MD/GM 11.08.2021• All NCRs raised during Internal Audit was attended. Actions taken as per the committed dates. MD/GM
2. ISO 9001 / ISO 2015 CERTIFICATION STATUS	Stage II Audit was conducted on 2 nd of August. Certificate to be issued after closing of NCRs.	<ul style="list-style-type: none">• Closing of NCRs to be monitored by GM and communicate to the Auditor. (Indexpo Certification Ltd.,)

Management Review Agenda and Minutes

AGENDA ITEM	OUTCOMES / DECISIONS	ACTIONS TO BE TAKEN, COMMUNICATIONS REQUIRED
<p>4/6. NCRs RAISED DURING STAGE I: AUDIT</p>	<ol style="list-style-type: none"> 1. Process of Communication of Quality Policy is not effective 2. Process of Management review of Quality management system is not effective. 3. Process of establishing quality objectives is not effective 4. Process of Identification of training needs has not been carried out 5. Process of analysis of data is not effective 	<ol style="list-style-type: none"> 1. Decision was taken to have NTS Quality policy to be displayed at the bottom of the E-mail signatures of all NTS team members . (Customer support, Finance and top management) <ul style="list-style-type: none"> * Display on NTS Web page * Display Printed Policy on factory walls 2. Actions were taken to : <ol style="list-style-type: none"> a. To establish Customer satisfaction feedback form immediately and after 6th months of commercial operation to carry out a survey. Attached – Customer feed-back form b. Quality Objectives will be measured of evaluating rejection rate, Interenal Audit covering all areas of operation c. Process performance to be monitored through non conformities and corrective action will be taken and improve process to make sure such nonconformities do not repeat d. NTS team member to be trained externally by an approved competent authority and use his/her services to train other team members. e. Stores Executive, Production coordinator for the factory and CSR to be recruited to the Head office. 3. Quality Objectives reviewed <ol style="list-style-type: none"> i. Zero Defects : Monitored by B-grade+ Reject stocks ii. Improve Productivity- from 60 to 80% iii. 100% Customer satisfaction. Monitoring through customer feed back iv. On time delivery – Montor through Customer feed back 4. Identification of Training Needs <p>Training needs identified in the area of</p> <ol style="list-style-type: none"> a. Worker skill development training- Internal b. Fire Training- External/Internal c. Quality Control- Internal d. Repair and Maintenance – Internal <p>Performance evaluation after each training will be scheduled to verify effectiveness of training.</p>

Management Review Agenda and Minutes

AGENDA ITEM	OUTCOMES / DECISIONS	ACTIONS TO BE TAKEN, COMMUNICATIONS REQUIRED
		<p>5. Actions taken to analyze below data:</p> <ol style="list-style-type: none"> 1. Power consumption through Electricity Bills. Analyze data and formulate a plan to work on off peak hours where possible. 2. Machine Maintenance : Evaluate machine down time. Keep minimum stock of mostly used spares. 3. Customer complain/Customer feed back If training of team members required – action will be taken as per analyzed data 4. If labour turn over is high analyze attendance to figure out the reasons and take remedial solutions .
<p>5. CUSTOMER FEEDBACK</p>	<ul style="list-style-type: none"> ❖ New customer feedback form is created ❖ Customer Evaluation will be done through a survey to categorize customers and monitor market share 	<ul style="list-style-type: none"> • Customer satisfaction Survey will be carried out after 6 months of commercial operation and results of the survey will be analyzed to take corrective actions for all negative feedback received. • Customer evaluation will be done after 6 months of operation .
<p>7/8 . Product non Conformity/Corrective action</p>	<ul style="list-style-type: none"> ❖ Inspections of raw material implemented. Inspection is done on each rawmaterial purchase and report is issued. Purchase department will handle should there be any nonconformities. ❖ Inspections done for products while in production and before delivery to customer. 	<ul style="list-style-type: none"> ❖ Director /GM and head of finance will take immediate action to intimate supplier if any nonconformity is found. ❖ Director/ GM will take final decision- Ask for a discount /replace damaged goods etc., ❖ Test report will be sent along with each delivery. Non conformities will be addressed immediately.
<p>9. OPPORTUNITIES FOR IMPROVEMENT</p>	<ul style="list-style-type: none"> ➤ Opportunity Identified for Woven and Knitted Interlining . ➤ New machine is installed to cater to Woven Interlining market. ➤ New market identified – Bangladesh 	<ul style="list-style-type: none"> ➤ Production is planned to start for woven Interlining by the end of August 2021 ➤ Discussion are on with a third party give market rights in Bangladesh
<p>10. ADEQUACY OF RESOURCES</p>	<ul style="list-style-type: none"> ➤ Requirement for a Sales executive , Factory coordinator, 2 Sales executives , and a sales coordinator is identified. ➤ New recruits will be appointed. 	<ul style="list-style-type: none"> ➤ Director/GM will be responsible for appointing new team members by Nov/Dec. 2021

Management Review Agenda and Minutes

AGENDA ITEM	OUTCOMES / DECISIONS	ACTIONS TO BE TAKEN, COMMUNICATIONS REQUIRED

Summary of Review Outputs.

- Stage II audit NCRs addressed and decisions taken to communicate quality policy/analyze customer feedback/quality objectives reviewed.
- Product nonconformity and corrective actions reviewed
- Resource needs – Stores executive/sales coordinator/ factory coordinator and sales executives
- Training requirements - External and Internal training schedules to implement

Next Meeting – Dec/2021

Signed: Nimal S. Perera

MD

Date: 05.08.2021



Signed: Nimal Ranjith Silva

Management Representative (GM)

Date:

08/08/2021

