

Cheer Sagar Exports

AUDIT REPORT

Re-certification

Cheer Sagar Exports **AUDIT REPORT**

Client ID#:	CMPY-096962
Client/Address:	Cheer Sagar Exports G-171-173, Epip, Sitapura, Jaipur, Rajasthan 302022 India
Audit Criteria:	ISO 9001:2015
Audit Activity:	Re-certification
Date(s) of Audit:	Jaipur, India: 27-Feb-2020 to 28-Feb-2020
Auditor(s) (level):	Bharat Vishwakarma (Lead Auditor, Jaipur, India)
Scope of Audit:	Site: <i>Cheer Sagar Exports, Jaipur, Rajasthan, India</i> ISO 9001:2015: Manufacture and Export of Ladies garments and Made-ups like cushion covers, quilts,bedspread, bags,Lapp Puff. Exclusions from scope: Design

OVERALL RESULT:

No Action Required

The management system was found to be fully effective. (no nonconformities issued)

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EXECUTIVE SUMMARY

Clients all process was audited during this audit, the team collected and recorded objective evidence to demonstrate that the clients system is both implemented and effective as well as information relevant to the audit objectives, scope and criteria including information relating to interfaces between functions, activities and processes. Appropriate sampling was done and verified to become audit evidence. Such evidence obtained from interviews, review of documentation and records.

Use of Mark & Certificate : No misuse is evident. Verified V. card and letter heading found appropriate.

Changes Review and Effectiveness of the system in regard to achieving clients objectives : No change is there in the system. Effectiveness of the system in regard to achieving clients objectives is found appropriate and effective.

This audit concludes and confirms the audit objectives have been met, and the certification scope is appropriate.

Legal requirement: all related legal requirements are being followed including the company registration and GST, TAN, PAN etc.

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SWOT ANALYSIS

Strengths	Good infrastructure Good reputation among clients Data analysis Use of PPE at work area Loyal Customer ERP maintained for data keeping and reporting.
Weaknesses	Nil.
Opportunities	Giiven in OFI area of this Report
Threats	Nil.

INTERTEK MATURITY MODEL

The score descriptions are generic to all management systems and cannot be customized by the auditor, thus allowing for the consistency of interpretation and standardization of audit results worldwide. The scores provided to your organisation are for benchmarking purposes only and are based on the audit team's evaluation.

Management

Meets Intent

Evidence of management commitment, customer and/or interested party satisfaction, knowledge/awareness of policy and objectives does exist. Responsibility and authority is documented, understood and supported via data, trends and related KPI's. Management reviews are complete and meet the minimum intent.

Auditor Comments:

Management Reviews : Frequency decided as Once in a year. Last management review was done on 25-2-20 . Top Management Chaired the meeting and following points were discussed: change in context of organisation, pending point-nil, process performance, Quality Policy, Quality Objectives, IQA Result, Customer Feedback and Complaint, Non-Conforming service Record and Resource Requirements etc. action as noted with responsibility and time required to complete the action. The MRM was done as per the requirement of the ISO 9001:2015.

Internal Audits

Meets Intent

Internal audits are being performed at planned intervals and are based on status and importance of the Management System. Data is being collected on regular basis. Audit teams are trained, impartial and objective in their approach. Audit reports are clear, concise with respect to content. Actions are being taken as a result of audit findings and timely responses are provided.

Auditor Comments:

Internal quality audit being done yearly. Last IQA was done on 11/2/20 as per procedure defined. All departments were audited including Top management, MR office, sales, Production, QC, packing, dispatch, purchase etc. In last internal audit the number of NCs identified are one of minor nature. Corrections were taken and record of corrective action was found effective. Independence of auditor was found appropriate. Record was maintained as per the requirement of the ISO 9001:2015.

Corrective Action

Meets Intent

The corrective action process meets the minimum requirements as defined by the standard. Data does exist from such sources such as customer and/or interested party complaints, internal audits, warranty analysis, defects, internal metrics and supplier performance. The process includes a review of the effectiveness of the actions taken. There is evidence of problem solving tools being used to support the process.

Auditor Comments:

CA & Customer Compliant: Procedure is evident for CA/Customer complaint handling. Related records were available for review. CA was taken for the Non- conformity identified during the internal audit . Record shows process performed effectively. Record Shows record of root cause and corrective action was found appropriate for the all NC identified.

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Continuous Improvement

Meets Intent

Data streams are being used as sources to drive continual improvement over time. These may include management system policy, objectives, and audit results, analysis of data, CAPA and management reviews.

Auditor Comments:

Continual improvement is evident from Quality objective and its monitoring and data analysis for system. IQA, MRM, training, Risk analysis its monitoring etc are acting as a tool for the Continually improving.

Operational Control

Meets Intent

Operational Controls are planned and developed. Planning is consistent with many of the other Management processes. Objectives, process requirements, needs for appropriate additional documents and resources, verification and monitoring activities and records requirements have been determined, as appropriate. Processes and activities run consistently. Some data is collected to verify the adequacy of operational controls with evidence of some improvement trends.

Auditor Comments:

Operational control process is well established from purchase to delivery and is being done through quality plans, inprocess, final inspection and SOP and record is being maintained satisfactorily. QMS process is also well established to support the production and Quality control. Record of review of each order is being done before cceptance. Quality control process is established at each process and record is being maintained. In-process and final inspection is being done and found satisfactory. customer is approached after delivery for the Feedback for the deliveries made.

Resources

Meets Intent

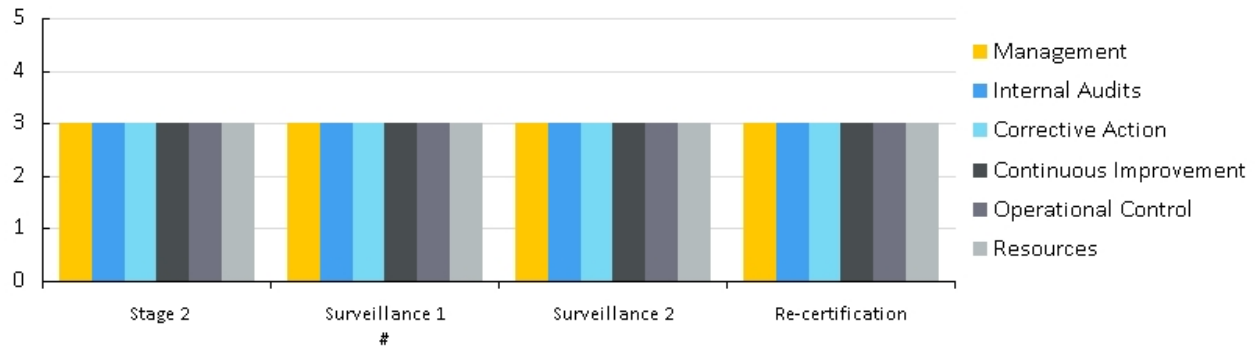
Resources required for the effective maintenance and improvement of the management system have been defined and deployed. Customer and/or interested party satisfaction and overall stability of the management system has been demonstrated. Competency requirements have been defined and implemented.

Auditor Comments:

Required machines and equipment are available. List of infrastructure was available for review. Record of maintenance of Sewing machines, computers and networking equipment was found. List of machines were available. Record of maintenance, preventive maintenance was found. Record of maintenance of Stitching machines and others are found with their preventive maintenance plan and record of maintenance and preventive maintenance

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Intertek Maturity Model



Rating: 5=Benchmark | 4=Mature | 3=Meets Intent | 2=Beginning | 1=Not Evident

FINDING SUMMARY

	Minor	Major
Issued during current activity	0	0
Opportunities for improvement have been identified		
Yes		

STATUS OF PREVIOUS AUDIT FINDINGS

Follow-up on findings issued at previous audit:

Prior assessment resulted in no non conformities.

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EVIDENCE SUMMARY

The state of the management system is summarized below:

Conclusion of Client's Processes/Functional areas audited including KPI/Metrics

KPI are documented for different process it includes

CSI-95%,
OTD-98%,
Re-work below 4%,
Rejection Below 1%,
Customer complaint-Nil

Status is as below

CSI-92.72%
OTD-93.87%
Re-work 4.94
Rejection 1.95,
Customer complaint-Nil

Process controls matrix

Documented Information:- Documented procedures established to control the documents and records. Master list was evident for list of documents and their keepings. Controls of External origin documents are found and other related controls were also verified. The organization has established maintained sufficient documentation to ensure that its QMS effectiveness. The documentation was concise and easy to use.

Leadership: -Top management (Mr. Rakshit Poddar) was found involved in daily activity. Record of approval of Quality objectives, Quality policy was found appropriate. Internal communication process was defined. MRM and internal audit frequency is defined.

Human resource- Organisation chart was available for review. Employee record of education and experience is being maintained as skill matrix. Training plan was also available. The employees are competent on the basis of qualification, skills and experience. Trainings are provided as per training plan. Training record is being maintained Verified training record dated 5/1/20 training provided on ISO 9001:2015 to staff by Mr. Manoj with record of training. Record of effectiveness evaluation was found Good for Mr. Amit record of effectiveness evaluation.

Infrastructure - Required machines and equipment are available. List of infrastructure was available for review. Record of maintenance of computers and networking equipment was found. List of machines were available. Record of breakdown maintenance, preventive maintenance was found. Record of maintenance of Stitching machines and others are found with their preventive maintenance plan and record of maintenance and preventive maintenance.

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Customer related processes- Customer orders are reviewed before acceptance. Customer sales orders were reviewed for the type of product and required quality and quantity of the product verified for the quality, quantity, price and delivery. Record of review was found appropriate. Verified customer requirements verification Order number-6003 dated 27-11-19 for style number-61157VP0 dress pop Colour rojo-Nr-70, S-57, M-84, L-143, XL-69 XXL-73 etc, total 250 PCS with delivery schedule with other terms and condition. Delivery as per delivery schedule , Reviewed and accepted by M.D.

Customer feedback and Customer Compliant: - The customer feedback is taken to access the customer satisfaction index. Process is defined. The Company has the provision to record and investigate customer complaint and take corrective action if required. No any customer complaints are registered in last one year. Customer Feedback was verified for the Customers code 403.

Externally provided services and product Control: Purchase/Printing/dyeing process was defined with control process and related records are being maintained and are available for the review during audit for raw materials and support items. dyeing, printing both are externally provided process, control was defined including record of Incoming inspection. Master list of supplier was evident with record of supplier evaluation. Record of purchase of cloth From V. M. Enterprises for Grey Viscose Jacquard mtrs- 632.72 bill-402/F dated 18-2-20 challan #-402/F, record of incoming Inspection dated 22-2-20 as per the defined quality plan. Process fabric check sheet is maintained for the fabrics. Operational Controls are planned and developed. Product & process monitoring and measurement process is well established. Detailed work instructions and quality plans are available for processes like cutting, stitching, checking, packing, dispatch etc records are maintained. All production activity is backed with the quality plan and work instruction for the product. Final inspection reports are evident for the products. Verified record of Style wise production report for article-777 with inline inspection certificate number-2566, dated 25-2-20, Length-ok Width-+0.5, Frill upper-+0.5, frill-lower-0.5 cm Measurement as per the allowable deviation.

Core process was found as below

Grey receiving: Record of grey receiving was evident with the challan number and bill number. Grey incoming records is available with the incoming inspection details and test report for the quality, quantity and other details. Verified for Style 777 with record of inspection.

Cutting: Checked grey or print is then sent for layering and cutting as per the approved samples verified for the Item verified for the Items like blouse, cushion, dress puff etc. Cutting order sheet for Style – 777. Cutting chart On Dated 25-1-20, 257 pcs, As on dated 25-1-20, 567 pcs.

Stitching: Stitching is done as per the stitching instruction from QC and Merchant. If any specification is provided it is passed to the Stitching in charge for the good control. Verified Stitching for Style number- 777. Total stitch for said item as on dated 3-2-20, 28 pcs, on 4-2-20 150 pcs, on 5-2-20, 35 pcs on 8-2-20, 44 pcs total 257 pcs

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Finishing: Finishing of the Items are done as per the Client requirements. Record of QC is maintained at every steps Verified finishing for Style number- 777. Total finishing for said item as on dated 3-2-20, 28 pcs, on 4-2-20, 150 pcs, on 5-2-20, 35 pcs on 8-2-20, 44 pcs total 257 pcs. Also verified record of Finishing QC Report Dated 05-02-20 For Sizes S, M. L, XL etc Dated -5-2-20 Checked Pcs-20 Alter PCS-3 due to Spot and Loose thread For Style Number-716 Done by QC.

Packing: Packing is done as per the customer specification for the product and is dispatched accordingly verified the process for the Verified cutting for Style number777. Dated 20 feb 200 pcs with other style numbers.

Dispatch: The product is dispatched as per the customer instruction, bill is made as per the packing list and sent to Shipping bill#1398475 Dated 14-2-20, 12 boxes Verified Bill 219 and packing list # 219.

Production and Quality control: Daily production is maintained with the process record like cutting record , stitching record, pressing record item wise. QC for each process is done and record is maintained. Record of rework and rejection was being maintained. Record of production was verified for the different items including the style number 777 and 776, stage wise daily report was maintained with rejection and rework details. With record of QC and testing record Finishing QC Report. Measurement Checking Sheet (inline) 23-1-20, Neck- +1.5, Shoulder-ok, Hip-(-1.7), Front arm hole-ok etc. size medium for 2 pcs, with the comments- Wood mark, rejection-1 pcs. Verified finishing QC Report dated 05-02-20, for Sizes S, M. L, XL etc dated -5-2-20, Checked Pcs-20 Alter PCS-3 due to Spot and Loose thread, For Style Number-716, Done by QC. Verified in house test report Shrinkage-Length-before wash-100 and Length-After wash-99 Result -1, Width-before wash-100, Length-After wash-99 Result -1, Colour fastness to rubbing, Dry-5, wet-5, GSM-60, Result- pass.

Review and conclusion of client performance trends since last certification/recertification (at recertification audit and last surveillance audit prior to recertification)

The auditor considered and reviewed the performance of previous 3-year certification cycle during the planning and performing of Surveillance 2 audit, including the review the previous surveillance audit reports and findings. Positive trend evident in quality management system performance, according to data analysis of quality objectives seen through the cycle.

3 Year Analysis

RC, S1, S2

CSI-92.3%, 92.51%, 92.68%

OTD-93.5%, 93.72%, 93.84%

Re-work 5.2%, 4.98%, 4.96%

Rejection 2.1%, 2.0%, 1.96%,

Customer complaint- Nil, Nil, Nil

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Showing increasing trends

Identified opportunities for improvement

Housekeeping can be improved at cutting area.

Customer satisfaction gathering process can be strengthened further.

Bins can be used at Final checking area.

Conclusions regarding risk assessment/risk treatment processes

Procedure is established as below

Impact score scale –

1. Insignificant,
2. Minor,
3. Moderate,
4. Major,
5. Catastrophic

Likelihood score scale –

1. Rare,
2. Unlikely,
3. Possible,
4. Likely,
5. Almost Certain

Impact x Likelihood ≤ 5 considered Non critical

Impact x Likelihood >5 considered critical

Record of the Risk assessment is evident verified for the Process involved in QMS.

Process: Cutting

Owner-Cutting Master

Risk- wrong cutting, wrong counting of layer

Effect-material loss, delay in shipment,

Action plan is evident as below

Cutting audit is done and record is maintained to get the output in proper manner.

Process: Stitching

Owner-Tailor

Risk-: Stains on product

Effect- Rejection at later stage

Action plan-proper cleaning of the machines before production start. etc

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Evaluation of the action taken was found effective

Conclusions regarding context of the organization

Internal issues identified:

Infrastructure available like Production machinery, office space, storage space, office equipment like computer, laptop, projector, printer etc.

Organisation knowledge- Knowledge of service processes like Cutting, stitching, finishing, Packing, dispatch etc

Competence of staff – Qualification, experience and skills. Training requirements are identified.

Work culture – good

Product/ Service- Manufacture and Export of Ladies garments and Made-ups like cushion covers, quilts, bedspread, bags, Lapp Puff.

External issues identified:

Government Policy- Tax slabs,

Regulatory requirements-company registration, PAN, GSTIN etc.

Change in market / customer requirements.

Competition- competitive advantages and disadvantages.

Interested parties have been identified as given below:

Customer

Supplier

Employees

Director

Different functions like, Sales, Purchase, Production, quality control etc.

Interest of interested parties identified and documented

Customer Interests:

Product quality

Product range

Delivery time

Product price

Employees Interests:

Career growth

Skill development

Work environment

Job security

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Impact of Significant Changes (If Any)

No change found.

Additional information/unresolved issues

Nil.

Communication/Changes during the visit (if applicable)

No change.

References to appendices:

Audit plan

Have all shifts been audited:

Yes

The audit has been performed according to audit plan meeting audit objectives, scopes and duration (on-site and off-site) as given within the audit plan

Yes.

LEAD AUDITOR RECOMMENDATION

Lead Auditor's Recommendation for ISO 9001:2015

The management system is in conformity with the audit criteria and can be considered effective in assuring that objectives will be met. Continued certification is therefore recommended.

OTHER OR ADDITIONAL LEAD AUDITOR RECOMMENDATION

N/A

CLIENT ACKNOWLEDGEMENT

Client Representative Name and Mailing Address:	Mr. Manoj Kumar sharma G-171-173, Epip, Sitapura, Jaipur, Rajasthan 302022 India
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Acknowledged By:	Mr. Rakshit Poddar
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