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| **Relevant Standard** | **ISO 9001:2015 and ISO 45001:2018** |
| * Lead Auditor Please follow the client processes to prepared the following two forms * This audit programme is to be prepared by the Lead Auditor at the completion of the Stage 2 audit or the Recertification audit. It should be replicated in all subsequent surveillance visit reports. * Where an element(s) of the programme cannot be completed at a given visit the programme shall be amended and up-issued accordingly to ensure coverage at the following visit * Site visits are to be included in the programme with a clear indication as to the processes intended to be sampled. | |

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| Process Approach Details of process Map |
| Including input & output |
| **MP1 Business Management Process**  Understanding the organization and its context / Understanding the needs and expectations of workers and other interested parties / Scope of operations / OH&S management system  Leadership and commitment / OH&S policy / Organizational roles, responsibilities and authorities / Consultation and participation of workers  Actions to address risks and opportunities / Hazard identification and assessment of risks and opportunities / Determination of legal requirements and other requirements / Planning action  **MP2 Continual Improvement**  OH&S objectives and planning to achieve them  **Performance evaluation:** Monitoring, measurement, analysis and performance evaluation / Internal audits / Management review  **Improvement:** Incident, nonconformity and corrective action / Continual improvement  **SP1 Support process- Admin / DCC**  **Support:** Resources / Competence / Awareness / Communication / Documented information  **COP1 Operation process**  Operational planning and control / Emergency preparedness and response  **The system cord process - Engineering inspection**  Received order -> Manpower input to project -> Engineering inspection -> Project handover.  **The system cord process - Environmental and Safety Management training**  Received order -> Design training program -> Planning -> Lecture freelance selection -> Prepare training course -> Training |

**Process Audit Record**

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| **Process name:** | Organisational Context and Planning | **Process Owner** | Top Management |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| **Evidence to support audit conclusion (inputs/outputs/Process observations):**  **(4) Context of The organization**  **(4.1) Understanding the organization and its context**  **(4.2) Understanding the needs and expectations of interested parties**  **(4.3) Determining the scope of the quality management system**  **(4.4) Quality management system and its processes**  **(6.1) Action to address risks and opportunities**  BS INDUSTRY SERVICE CO., LTD.  Address: 46/3 Soi Sukhaphiban 5 Soi 57, Au-Ngoen, Saimai, Bangkok 10220 Thailand  Meeting conducted at Office of BS INDUSTRY SERVICE CO., LTD. audit conducted as per audit plan. Site tour made with OH&SMR and ISO staff.  Member:   1. Mr.Boonthum S. – CEO 2. Ms.Pattamon S. – ISO Officer   **(4) Context of The organization**  **(4.1) Understanding the organization and its context**  **(4.2) Understanding the needs and expectations of interested parties**  **(6.1) Action to address risks and opportunities**  The following procedures were established to control this process.   |  |  |  | | --- | --- | --- | | **Document Title** | **Document No.** | **Established** | | Risks & Opportunities Management | IP-MR-05 | March, 2020 – Rev.00 |   Procedures established where all activities required by the standard requirement have been addressed and fulfilled.  **(4.1) Understanding the organization and its context**  The organization has identified internal and external issues of processes in the business flowchart of company which are relevant to  • Purposes of the organization  • Strategic direction  • Affect ability to achieve the intended results of the quality management system   |  |  | | --- | --- | | **Contexts** | **Internal/External Issues** | | Quantity of Manpower | Number of employees is not enough. | | Customer | Customers have product requirements & manufacturing condition. |   **(4.2) Understanding the needs and expectations of interested parties**  The organization had determined the interested parties and the requirements of these interested parties that are relevant to the QMS and OH&SMS fully identified follow this table:   |  |  |  | | --- | --- | --- | | **Interested Parties** | **Requirements** | **Expectations** | | Customer | Construction Drawing | - | | Top Management | - | All of KPIs. | | Suppliers / Makers | Product or Service Requirements  that the organization has over suppliers or makers | - |   **(6.1) Action to address risks and opportunities**  Process Flowchart:  1) Determined the scope of risks & opportunities management ->  2) Understand the organization and contexts for identified internal & external issues ->  3) Identified potential risks ->  4) Analysis types of risks (strategic, operation, financial, compliance) ->  5) Evaluated all potential risks (Likelihood x Severity) ->  6) Determined risk profiles ->  7) Determined actions to dress & considered opportunities for improvement ->  8) Monitor & measured result of actions ->  9) Reviewed overview of risks & opportunities management in management review.  Which the organization had determined the risks and opportunities as follow;   |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Issues | Types | | Risks | Types  Of  Risk | Likelihood | | Severity | | | Score | Risk Profiles | Actions to Address  or  Opportunities  for Improvement. | | Internal | External | L1 | L2 | S1 | S2 | S3 | | Quantity of manpower | 🗸 |  | The organization can’t deliver the product as scheduled because now, the organization has limited staffs. | O | 5 | 3 | 3 | 5 | 3 | 88 | M | Establish working procedures and skill matrix as operation standard including conduct the training process for make understanding and competence with all staffs. | | Customers have product requirements  & manufacturing condition. |  | 🗸 | The organization takes a lot of time to process, so it can’t deliver the product as scheduled. | O | 3 | 3 | 3 | 5 | 3 | 66 | M | Establish working procedures and skill matrix as operation standard for new part preparation including conduct the training process for make understanding and competence with all staffs. |   **Remark:**   1. Types of Impacts can be categorized as follow;  * Strategic Risk * Operational Risk * Financial Risk * Compliance Risk  1. Likelihood could be categorized 2 parts (L1 & L2)   L1 – Frequency or period of occurrence which can be considered as follow;   |  |  |  |  | | --- | --- | --- | --- | | Score | Criteria | | | | 1 point | Never or Annually | Never probability | | 2 point | Half year | 25% probability | | 3 point | Monthly | 50% probability | | 4 point | Weekly | 75% probability | | 5 point | Daily | 100% probability |   L2 – Protection and controlling level which can be considered as follow;   |  |  | | --- | --- | | Score | Criteria | | 1 point | Had action to address and implemented the risk. | | 3 point | Had some action to address and implemented the risk. | | 5 point | Hadn’t action to address and implemented the risk. |  1. Severity could be categorized 3 parts which can considered as follow;   S1 – Impact follow risk types which can be considered as follow;   | **Types** | **Consequences** | **Scores** | | --- | --- | --- | | Strategic Risk | Could be performed less than 70%. | 5 | | Could be performed more than 70% but less than 90%. | 3 | | Could be performed more than 90%. | 1 | | Operational Risk | Had impacted with delivery and could not be planned and determined new delivery plan. | 5 | | Had impacted with delivery however, could be planned and determined new delivery plan. | 3 | | Hadn’t any impacted with delivery. | 1 | | Financial Risk | Had impacted with financial of the organization. | 5 | | Hadn’t any impacted with financial of the organization. | 1 | | Compliance Risk | Related with government laws and other regulations. | 5 | | Related with bureau’s regulations. | 3 | | As needs or expectation of interested parties. | 1 |   S2 – Impact to interested parties which can be considered as follow;   |  |  | | --- | --- | | Score | Criteria | | 1 point | Impact within section only. | | 3 point | Impact within the bureau only. | | 5 point | Impact to external parties. |   S3 – Impact to ability of implementation which can be considered as follow;   |  |  | | --- | --- | | Score | Criteria | | 1 point | Always could be implemented. | | 3 point | Sometime could be implemented. | | 5 point | Never could be implemented. |  1. Risk Profile can be calculated as follow;   = Likelihood x Severity   1. Risk profile can be categorized as follow;  |  |  | | --- | --- | | Risk Profiles | when risk had scored total | | Very High | 121-150 | | High | 91-120 | | Moderate | 61-90 | | Low | 31-60 | | Very Low | 6-30 |  1. Actions to address risks and opportunities for improvement for each risk profile can be considered as follow;   Each section will select the 3 priorities which had highly score from evaluation, to determine actions to address as follow;   1. Stop work and conduct to correction process. 2. Determine and establish the business continuing plan. 3. Consider to determine KPIs. or establish the working standards. 4. Training for understanding. 5. Keep to be information.   **(4.3) Determining the scope of the quality management system**  **QMS and OH&S registration scope:**  “Design, Procurement, Erection/Installation, Testing and Commissioning in Electrical System – Power  Substation, Power Distribution, Electrical Power Supply & Emergency Power Supply System, Lighting System,  Telephone System, Public Address System, Master Antenna, Security System, Lightning Protection System, Building Automation System, Fire Protection System and Solar Power System.” The scope of QMS was identified in Quality Manual and OH&S Manual.  Exclusion of ISO 9001:2015 requirement: None  **(4.4) Quality, occupational health and safety management system and its processes**  All processes needed for the QMS and OH&SMS included their interaction are identified in the Quality manual and OH&S Manual. | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Leadership | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| **(5) Leadership**  **(5.1) Leadership and commitment**  **(5.1.1) General**  Top management’s BS INDUSTRY SERVICE CO., LTD. demonstrated leadership and commit with respect to the QMS by   * Mr.Boonthum S. – CEO / QMR taking accountability for the effectiveness of the QMS. * Quality policy and Quality objectives were established and these matters are compatible with context and strategic direction of company also these matters were communicated throughout the bureau (Evidence see clause 5.2 and 6.2). * The organization already integrated QMS requirements into the bureau’s business flowchart, identified in the Quality manual. * Promoting the use of the process approach and risk-based thinking (Evidence see clause 6.1). * Resources were appropriate for implementation and maintenance of the QMS (Evidence   See clause 7.1).   * Communication the importance of effective quality management and of conforming to the QMS requirements (Evidence see clause 7.4). * Ensuring that the QMS system achieves its intended result through Management Review activity (Evidence see clause 9.3). * Engaging, directing and supporting persons to contribute to the effectiveness of the QMS (Evidence see clause 7.1.2). * Promoting improvement (Evidence see clause 10). * Supporting other relevant management roles to demonstrate their leadership as it applied to their areas of responsibility (Evidence see clause 5.3).   **(5.1.2) Customer focus**   * QMS procedure & Customer satisfaction surveys have been implemented to ensure that customer requirements are fulfilled. (Evidence see clause 8.1 and 9.1.2)   **(5.2) Policy**  **(5.2.1) Establishing the quality policy**  **(5.2.2) Communicating the quality policy**  **Quality Policy** was approved by Mr.Boonthum S. – CEO and announced on January 8, 2020.  BS INDUSTRY SERVICE CO., LTD., we are committed to be the leading in the engineering and construction with the standardized processes, highly technology, included customer focus to obtain the quality products that make the higher satisfaction with our customers.  **Quality Policy**   * Policy was established and complied with the specified requirements. * The policy was communicated throughout the bureau by meeting, posted on the information. The authorities acknowledged the policy.   **(5.3) Organizational roles, responsibilities and authorities**   * Organization Chart consists of all positions (6 layers):   CEO -> Managers -> Supervisor -> Staffs   * Job Descriptions were established for all positions and distributed to each department. * Mr.Boonthum S. – CEO / QMR take responsibility and authority for * Ensuring that QMS conforms to the requirements of ISO9001:2015 standard. * Ensuring that the processes are delivering their intended outputs. * Reporting on the performance of the QMS and on opportunities for improvement, in particular to top management. * Ensuring the promotion of customer focus throughout the organization. * Ensuring that the integrity of the QMS is maintained when changes to the QMS are planned and implemented. | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Planning | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| **(6) Planning**  **(6.1) Action to address risk and opportunities**  The following procedures were established to control this process.   |  |  |  | | --- | --- | --- | | **Document Title** | **Document No.** | **Established** | | Risk Management in QMS & EMS | IP-MR-05 | January 8, 2020 – Rev.00 |   Procedures established where all activities required by the standard requirement have been addressed and fulfilled.  **Process Flowchart:**  1) Determined the scope of risks & opportunities management ->  2) Understand the organization and contexts for identified internal & external issues ->  3) Identified potential risks ->  4) Analysis types of risks (strategic, operation, financial, compliance) ->  5) Evaluated all potential risks (Likelihood x Severity) ->  6) Determined risk profiles ->  7) Determined actions to dress & considered opportunities for improvement ->  8) Monitor & measured result of actions ->  9) Reviewed overview of risks & opportunities management in management review.  The organization has identified internal and external issues of processes in the business flowchart of company which are relevant to  • Purposes of the organization  • Strategic direction  • Affect ability to achieve the intended results of the quality management system   |  |  | | --- | --- | | **Contexts** | **Internal/External Issues** | | Quantity of Manpower | Number of employees is not enough. | | Customer | Customers have product requirements & manufacturing condition. |   The organization had determined the interested parties and the requirements of these interested parties that are relevant to the EMS fully identified follow this table:   |  |  |  | | --- | --- | --- | | **Interested Parties** | **Requirements** | **Expectations** | | Customer | Preparation for New Part Approval. | - | | Top Management | - | All of KPIs. | | Suppliers / Makers | Product or Service Requirements  that the organization has over  suppliers or makers | - |   **(6.1) Action to address risks and opportunities**  **Process Flowchart:**  1) Determined the scope of risks & opportunities management ->  2) Understand the organization and contexts for identified internal & external issues ->  3) Identified potential risks ->  4) Analysis types of risks (strategic, operation, financial, compliance) ->  5) Evaluated all potential risks (Likelihood x Severity) ->  6) Determined risk profiles ->  7) Determined actions to dress & considered opportunities for improvement ->  8) Monitor & measured result of actions ->  9) Reviewed overview of risks & opportunities management in management review.  Which the organization had determined the risks and opportunities as follow;   |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Issues | Types | | Risks | Types  Of  Risk | Likelihood | | Severity | | | Score | Risk Profiles | Actions to Address  or  Opportunities  for Improvement. | | Internal | External | L1 | L2 | S1 | S2 | S3 | | Quantity of manpower | 🗸 |  | The organization can’t deliver the product as scheduled because now, the organization has limited staffs. | O | 5 | 3 | 3 | 5 | 3 | 88 | M | Establish working procedures and skill matrix as operation standard including conduct the training process for make understanding and competence with all staffs. | | Customers have product requirements  & manufacturing condition. |  | 🗸 | The organization takes a lot of time to process, so it can’t deliver the product as scheduled. | O | 3 | 3 | 3 | 5 | 3 | 66 | M | Establish working procedures and skill matrix as operation standard for new part preparation including conduct the training process for make understanding and competence with all staffs. |   **Remark:**   1. Types of Impacts can be categorized as follow;  * Strategic Risk * Operational Risk * Financial Risk * Compliance Risk  1. Likelihood could be categorized 2 parts (L1 & L2)   L1 – Frequency or period of occurrence which can be considered as follow;   |  |  |  |  | | --- | --- | --- | --- | | Score | Criteria | | | | 1 point | Never or Annually | Never probability | | 2 point | Half year | 25% probability | | 3 point | Monthly | 50% probability | | 4 point | Weekly | 75% probability | | 5 point | Daily | 100% probability |   L2 – Protection and controlling level which can be considered as follow;   |  |  | | --- | --- | | Score | Criteria | | 1 point | Had action to address and implemented the risk. | | 3 point | Had some action to address and implemented the risk. | | 5 point | Hadn’t action to address and implemented the risk. |  1. Severity could be categorized 3 parts which can considered as follow;   S1 – Impact follow risk types which can be considered as follow;   | **Types** | **Consequences** | **Scores** | | --- | --- | --- | | Strategic Risk | Could be performed less than 70%. | 5 | | Could be performed more than 70% but less than 90%. | 3 | | Could be performed more than 90%. | 1 | | Operational Risk | Had impacted with delivery and could not be planned and determined new delivery plan. | 5 | | Had impacted with delivery however, could be planned and determined new delivery plan. | 3 | | Hadn’t any impacted with delivery. | 1 | | Financial Risk | Had impacted with financial of the organization. | 5 | | Hadn’t any impacted with financial of the organization. | 1 | | Compliance Risk | Related with government laws and other regulations. | 5 | | Related with bureau’s regulations. | 3 | | As needs or expectation of interested parties. | 1 |   S2 – Impact to interested parties which can be considered as follow;   |  |  | | --- | --- | | Score | Criteria | | 1 point | Impact within section only. | | 3 point | Impact within the bureau only. | | 5 point | Impact to external parties. |   S3 – Impact to ability of implementation which can be considered as follow;   |  |  | | --- | --- | | Score | Criteria | | 1 point | Always could be implemented. | | 3 point | Sometime could be implemented. | | 5 point | Never could be implemented. |  1. Risk Profile can be calculated as follow;   = Likelihood x Severity   1. Risk profile can be categorized as follow;  |  |  | | --- | --- | | Risk Profiles | when risk had scored total | | Very High | 121-150 | | High | 91-120 | | Moderate | 61-90 | | Low | 31-60 | | Very Low | 6-30 |  1. Actions to address risks and opportunities for improvement for each risk profile can be considered as follow;   Each section will select the 3 priorities which had highly score from evaluation, to determine actions to address as follow;   1. Stop work and conduct to correction process. 2. Determine and establish the business continuing plan. 3. Consider to determine KPIs. or establish the working standards. 4. Training for understanding. 5. Keep to be information.   **(6.2) Quality objectives and planning to achieve them.**  The quality objectives are consistent with the quality policy and relevant to conformity of services and to enhancement of customer satisfaction. Quality objectives and planning to achieve objectives were established.  Y2020   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Department | Section | Objectives | Target | Action plan | Result | Corrective action | | Construction | CN | Project on time | 100% | Established | Satisfied | None | | % Rework | Less than 10% |  |  |  | | PE | Machine Breakdown | 0 | Established | Satisfied | None | | Machine Repair Time | < 2Hrs. | | QC | QC | Calibration on time | 100% | Established | Satisfied | None | | Customer Claim | Less than  3 times/month | | Sales/Marketing | SL/MK | Sales Amount | 200 MB | Established | Satisfied | None | | Customer Compliant (Service) | 2 times/year | | Customer Satisfaction | > 70% | | HR/GA | HR/GA | Training on Schedule | 80% | Established | Satisfied | None | | Purchasing | PU | Material Delivery on Time (Domestic) | > 80% | Established | Satisfied | None |   (6.3) Planning of changes  The quality management system – QMS has not any changes. | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Human Resources | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| **(7) Support**  **(7.1) Resources**  **(7.1.1) General**  **(7.1.2) People**  Resources are adequate for establishment, implementation, maintenance and continual improvement of the QMS as well as to meet customer requirements.  **(7.1.6) Organizational knowledge**  The organization had determined organizational knowledge through  -Policy  -Strategy  -Objective  -Service provision  -Obligation concern with the organization ex. Customer’s requirements, etc.  The organization had established training needs for every position by cover the organizational knowledge.  **(7.2) Competence**  **(7.3) Awareness**  The following procedures were established to control this process.   |  |  |  | | --- | --- | --- | | Document Title | Document No. | Established | | Recruitment | IP-HR-01 | January 8, 2020 Rev.00 | | Training | IP-HR-02 | January 8, 2020 Rev.00 |   Procedure established where all activities required by the standard requirement have been addressed and fulfilled.  New recruitment:   |  |  |  | | --- | --- | --- | | Position | Job description | Result | | QA Supervisor | * Plan and conduct of inspection both materials & finished goods. * Establish inspection reports. * Prepare and conduct the parts approval process. * Control and calibrate all inspection & measuring devices. * Establish all working instruction. | Effective date on:  January 8, 2020 and alaiable. |   Knowledge, competence, awareness Management procedure was established and implemented to ensure the competence and awareness of people as well as the effective training system, Also the organizational knowledge include in training need plans respond to these requirements.  Sampling   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Training item | Date | Member | Result | Training record | | ISO9001:2015 Requirements  & Implementation Including  Risk Management in ISO 9001:2015 | June 1-2, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK | | ISO9001:2015 Internal audit | August 18, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK | | Risk Management in ISO 9001:2015 | June 8, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK | | Digimatic Caliper | June 5, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK | | Digimatric Micrometer | June 5, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK | | Load Tester | June 5, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK | | Profile Projector | June 6, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK | | Pin Gauge | June 5, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK | | In-Coming & Out-Going Inspection | June 6, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK | | Control of NC Products | June 6, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK | | New Part for Approval | June 6, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK | | Identification in Inspection Process | June 6, 2019 | Ms.Kunlaya Keaw-ma | evaluated,  passed | Retain appropriate  documented  information  -OK |   The people competency is evaluated after probationary period and by the end of each year.  The evaluation criteria are:   * + Responsibility at work   + Result of work   + Capability   + Human Relations   The number and the qualification of the existing people are adequate. The training is sufficient for improving the people’s quality awareness.  (7.4) Communication   * Communication throughout the bureau by meeting, posted on the information boards of bureau   and company e-mail, such as Quality Policy, Quality objectives.  The communication educating employees in all parts of a system to understand the policy of the bureau to achieve its target of KPI. Preparation programs to achieve the goal. Communication documented information reviewed  Information of implementing of ISO 9001:2015 informed to these organization, e.g.   * January 8, 2020– Quality policy * January 8, 2020 – Quality objectives. | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Maintenance | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| (7.1.3) Infrastructure  The infrastructure is sufficient for QMS implementation. The organization has determined, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of services. The following procedures were established to control this process.   |  |  |  | | --- | --- | --- | | Document Title | Document No. | Established | | Breakdown and Preventive Maintenance | IP-EN-03 | January 8, 2020 Rev.00 |   Procedure established where all activities required by the standard requirement have been addressed and fulfilled. **Sampling** - Actual preventive maintenance infrastructure can done follow plan.   |  |  |  |  | | --- | --- | --- | --- | | Maintenance | Record | PM Items | Decision | | Pneumatic Machine RS-8 | Preventive maintenance record  in August, 2019 | Air Regulator – Not Leak | OK | | Tool Conditions | OK | | Emergency Stop System | OK | | NG Separator Kit | OK | | Feed Roller | OK | | Vibration | OK | | Motor | OK | | Signal Wires | OK | | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Documented information | **Process Owner** | Ms.Pattamon S. |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
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Sampling **-** Master list update established on   |  |  |  |  | | --- | --- | --- | --- | | Documented Title | Document No. | Established by | Document status | | Quality Manual | QM-MR-01 | January 8, 2020 – Rev.00 | up to date-OK | | Document & Record Control | IP-MR-01 | January 8, 2020 – Rev.00 | up to date-OK | | Internal Audit | IP-MR-02 | January 8, 2020 – Rev.00 | up to date-OK | | Management Review | IP-MR-03 | January 8, 2020 – Rev.00 | up to date-OK | | Corrective Action | IP-MR-04 | January 8, 2020 – Rev.00 | up to date-OK | | Risks and Opportunities Management | IP-MR-05 | January 8, 2020 – Rev.00 | up to date-OK | | Customer Inquiries Receive & Review | QP-MK-01 | January 8, 2020 – Rev.00 | up to date-OK | | Customer Compliant Response | QP-MK-02 | January 8, 2020 – Rev.00 | up to date-OK | | Customer Satisfaction Survey | IP-MK-03 | January 8, 2020 – Rev.00 | up to date-OK | | Training | iP-HR-01 | January 8, 2020 – Rev.00 | up to date-OK | | Recruitment | IP-HR-01 | January 8, 2020 – Rev.00 | up to date-OK | | New Parts Preparation | QP-EN-01 | January 8, 2020 – Rev.00 | up to date-OK | | Engineering Control | QP-EN-02 | January 8, 2020 – Rev.00 | up to date-OK | | Maintenance | QP-EN-03 | January 8, 2020 – Rev.00 | up to date-OK | | Construction Planning & Control | QP-PC-01 | January 8, 2020 – Rev.00 | up to date-OK | | Material Control | QP-PC-02 | January 8, 2020 – Rev.00 | up to date-OK | | Finished Goods Control | QP-PC-03 | January 8, 2020 – Rev.00 | up to date-OK | | Outsource Control | QP-PC-04 | January 8, 2020 – Rev.00 | up to date-OK | | Delivery | QP-PC-05 | January 8, 2020 – Rev.00 | up to date-OK | | Purchasing | QP-PU-01 | January 8, 2020 – Rev.00 | up to date-OK | | Supplier Selection & Evaluation | QP-PU-02 | January 8, 2020 – Rev.00 | up to date-OK | | In-Coming Inspection | QP-QA-01 | January 8, 2020 – Rev.00 | up to date-OK | | Out-Going Inspection | QP-QA-02 | January 8, 2020 – Rev.00 | up to date-OK | | Control of NC Products | QP-QA-03 | January 8, 2020 – Rev.00 | up to date-OK | | Calibration | QP-QA-04 | January 8, 2020 – Rev.00 | up to date-OK |   **Documented information evidence**  **Retention:**   * Procedure was established and details all necessary activities required by the specified requirement. * The following documented information were sampled for effective control:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Requirement | Documented information | Period | Retention | Result | | (6.1) Action to address risk  and opportunities | Risk assessment list | July, 2019 | Keep 2 years | Found – OK | | (6.2) Quality objectives and planning  to achieve them. | Quality objectives result | August, 2019 | Keep 2 years | Found – OK | | (7.2) Competence | Evidence of competence | June, 2019 | Until employee leave. | Found – OK | | (7.1.3) Infrastructure | Evidence of maintenance | July, 2019 | Keep 2 years | Found – OK | | (8.5.1) Control of construction and  service provision | Evidence of construction control | August, 2019 | Keep 2 years | Found – OK | | (8.6) Release of products and services | Evidence of out-going inspection | August, 2019 | Keep 2 years | Found – OK | | (9.1.2) Customer satisfaction | Evidence of customer satisfaction | August, 2019 | Keep 2 years | Found – OK | | (9.2) Internal audit | Evidence of internal audit | August, 2019 | Keep 2 years | Found – OK | | (9.3) Management review | Evidence of Management review | August, 2019 | Keep 2 years | Found – OK |   Identification:  All documented information required in the system were identified in each procedure, e.g.   * Customer satisfaction * Management review   Storage:  Each documented information was kept in specific file, e.g.   * HR’s file, communication documented information were kept at HR section.   Preservation/Protection:   * Each section has full responsibility to keep the documented information in each files. * Loss protection, e.g.   + Documented information as evidence of recruitment kept at Personnel’s file and no other section can access the file, if they wanted to borrow they have to get permission from responsible person.   Documented information as evidence of Management review kept at QMR’s file and no other section can access the file, if they wanted to borrow they have to get permission from responsible person. | | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Calibration | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| 7.1.5 Monitoring and measuring resources  7.1.5.1 General  7.1.5.2 Measurement traceability  Calibration of monitoring and measuring devices is sufficient for QMS implementation. The organization has determined, provide and maintain the monitoring and measuring devices that have necessary for the operation of its processes and to achieve conformity of services. The following procedures were established to control this process.   |  |  |  | | --- | --- | --- | | Document Title | Document No. | Established | | Calibration | QP-QA-04 | January 8, 2020 Rev.00 |   Procedure established where all activities required by the standard requirement have been addressed and fulfilled. **Sampling** – Actual of calibration could be done follow plan.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Device No. | Device Name | Calibration Plan | Calibrated Date | Calibration  Results | | PJ-01 | Profile Projector | December 8, 2019 | December 8, 2020 | Passed | | VN-01 | Digimetric Caliper | December 13, 2019 | December 13, 2020 | Passed | | MM-01 | Digimetric Micrometer | December 13, 2019 | December 13, 2020 | Passed | | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Sales and Marketing | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| **8. Operation**  **8.2 Requirements for Products and Services**  **8.2.1 Customer Communication**  **8.2.2 Determining The Requirements for Products and Services**  **8.2.3 Review of The Requirements for Products and Services**  **8.2.4 Changes to Requirements for Products and Services**  **9. Performance Evaluation**  **9.1 Monitoring, Measurement, Analysis & Evaluation**  **9.1.2 Customer Satisfaction**  The organization had established documented procedures for determine, implement, monitor, measure, analyse and evaluate all processes – customer inquiries receiving and review, customer compliant response and customer satisfaction survey as follow;   |  |  |  | | --- | --- | --- | | Document Title | Document No. | Established | | Customer Inquiries Receive & Review | QP-MK-01 | January 8, 2020 – Rev.00 | | Customer Compliant Response | QP-MK-02 | January 8, 2020 – Rev.00 | | Customer Satisfaction Survey | IP-MK-03 | January 8, 2020 – Rev.00 |   **Sampling**   1. Quotation No. Q.KMC1706-008 Rev.00, Date: June 23, 2019, Rev.00   Customer: Korat Matsushita Co., Ltd.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Item | Part Name/Drawing No. | Q’ty  (Pcs./month) | Mat’l | Unit Price | | 1 | Spring Toggle/KMC-SP-C001-00 | 40,000 | SWIC-F-SWC | 2.280 | | 2 | Spring Lever L Size/KMC-SP-C004-00 | 17,000 | SWIC-F-SWC | 0.655 | | 3 | Spring Lever S Size/KMC-SP-C005-00 | 20,000 | SWIC-F-SWC | 0.641 | | 4 | Feed Shaft Ground SP/KMC-SP-C006-00 | 40,000 | SWIC-F-SWC | 0.682 |   Prepared by: Mr.Thaweesak B  Approved by: Mr.Yoshiro Koezuka   1. Quotation No. Q.KMC1706-008 Rev.01   Customer: Korat Matsushita Co., Ltd.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Item | Part Name/Drawing No. | Q’ty  (Pcs./month) | Mat’l | Unit Price | Amendment | | 1 | Spring Toggle/KMC-SP-C001-00 | 40,000 | SWIC-F-SWC | 2.280 | Same | | 2 | Spring Lever L Size/KMC-SP-C004-00 | 17,000 | SWIC-F-SWC | 0.655 | 0.576 | | 3 | Spring Lever S Size/KMC-SP-C005-00 | 20,000 | SWIC-F-SWC | 0.641 | 0.574 | | 4 | Feed Shaft Ground SP/KMC-SP-C006-00 | 40,000 | SWIC-F-SWC | 0.682 | 0.597 |   Prepared by: Mr.Thaweesak B  Approved by: Mr.Yoshiro Koezuka   1. Purchased Order No. SP-1707-0085, Date: July 27, 2019  |  |  |  |  | | --- | --- | --- | --- | | Item | Part Name/Drawing No. | Q’ty  (Pcs./month) | Unit Price | | 1 | Spring Toggle/KMC-SP-C001-00 | 44,000 | 2.280 | | 2 | Spring Lever L Size/KMC-SP-C004-00 | 19,000 | 0.576 | | 3 | Spring Lever S Size/KMC-SP-C005-00 | 19,000 | 0.574 | | 4 | Feed Shaft Ground SP/KMC-SP-C006-00 | 44,000 | 0.597 |   Delivery date: September 1, 2019   1. **Tax Invoice / Delivery Invoice No. MD-1708005, Date: August 18, 2019**  |  |  |  |  | | --- | --- | --- | --- | | Item | Part Name/Drawing No. | Q’ty  (Pcs./month) | Unit Price | | 1 | Spring Lever L Size/KMC-SP-C004-00 | 19,000 | 0.576 |   **Customer Compliant Response**  This audit doesn’t found any customer compliant.  **Customer Satisfaction Survey**  **Ex.** Customer: Korat Matsushita Co., Ltd.   |  |  |  | | --- | --- | --- | | Description | Score  (Excellent to Rectify , 10 -> 4) | Total | | Coordination   * + Communication   + Facsimile contact   + E-mail correspondence   + Speediness in response   + Understanding of sale activity contents   + Follow up in coordination process | 10  10  10  10  10  10 | 60 | | Delivery   * + Punctual delivery   + Packing   + Transportation   + Shipment control   + Delivery when compared with others | 10  10  10  10  10 | 50 | | Quality   * + Proper technology usage   + Proper machine / tool usage   + Product quality   + Trouble shooting and prevention   + Product quality when compared with other | 10  10  10  10  10 | 50 | | Total Summary | | 160  (100%) |   Remark: Not found any comments or compliant in this surveying. | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Purchasing & Store | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| **(8) Operation**  (8.1) Operational planning and control  **(8.4) Control of Externally provided**  **(8.4.1) General**  **(8.4.2) Type and Extent of Control**  **(8.4.3) Information for External Providers**  (8.5) Construction and service provision  (8.5.1) Control of construction and service provision  (8.5.2) Identification and traceability  (8.5.4) Preservation  (8.5.6) Control of changes  (8.6) Release of products and services  (8.7) Control of nonconforming outputs  The following procedures were established to control this process.   |  |  |  | | --- | --- | --- | | **Document Title** | **Document No.** | **Established** | | Purchasing | QP-PU-01 | January 8, 2020 – Rev.00 | | Supplier Selection & Evaluation | QP-PU-02 | January 8, 2020 – Rev.00 | | In-Coming Inspection | QP-QA-01 | January 8, 2020 – Rev.00 | | Material Control | QP-PC-02 | January 8, 2020 – Rev.00 |   Procedures established where all activities required by the standard requirement have been addressed and fulfilled.  **Process Flow:**  PC calculate quantity of materials -> Issue P/R -> Select & Register new supplier (If hadn’t) -> Receive P/R and Issue P/O to supplier -> Incoming inspection when supplier delivered -> Reject to supplier (If mis-quality.) -> Receive material in warehouse –> Withdraw & balance stock when construction request.  **Sampling:**   1. Purchased Requisition  * P/R No.: MHT-MF-17070003 * Issued date: July 5, 2019 * Requested by: Mr.Sutthi Y./PC * Requested Delivery Date: July 6, 2019 * KOSNIC SWC 0.70 mm 50.60 kgs.  1. Purchased Order  * P/O No.: MHT-PS17070005 * Issued date: July 5, 2019 * Issued by: Ms.Suchada P. – Purchasing, BOI & Export * Requested Delivery Date: July 6, 2019 * KOSNIC SWC 0.70 mm 50.60 kgs.  1. Original Tax Invoice from Supplier  * Supplier name: Porn Prom Metal Public Co., Ltd. * No.: SR-6007/0121 * Issued date: July 6, 2019 * KOSNIC SWC 0.7 mm * Q’ty: 50.60 kgs.  1. New Supplier / Vendor Selection Form  * Supplier name: Porn Prom Metal Public Co., Ltd. * Selected by consider from product quality, price, payment, quality management system and servicing which each evaluation item has score 10 points. * Results: Passed (42 points – 84%)  1. Approved Supplier List: ASL (QF-PU-01 Rev.00)  * Supplier name: Porn Prom Metal Public Co., Ltd. * Register in June, 2019  1. Supplier Performance Evaluation Record  * Supplier name: Porn Prom Metal Public Co., Ltd. * Evaluated by consider material quality and delivery performance in each month * Results: Satisfied Performance (100%)  1. Inspection Standard  * Standard No.: QS-QA-09 Rev.00 * Effective date: January 8, 2020 * Check chemical composition follow JIS G 3521  1. Incoming Inspection Report  * Supplier: PPM * Maker: KOS Wire Ltd. * Material name: SWC * Diameter: 0.7 mm * Report no.: IQC 170727 * Received date: July 6, 2019 * P/O No.: MHT-PS17070005 * Q’ty: SR-6007/0121 * Result: Acceptable  1. Inspection Certificate  * Mill Cert.No.: CE2-201904A-0086 * Hard Drawn Steel Wire (SWC) * Grade: SWRH 82A * Diameter: 0.700 mm * App.Spec.: JIS G 3521  1. Material Stock Card  * Material: KOSWIC-SWC Ø 0.7 mm * Received date: 06.08.2019 * Q’ty: 50.6 kgs. * Lot no.: 1D1204-70408-0029 * Recorded by: Mr.Sutthi Y.  1. Material Requisition  * Issued date: August 16, 2019 * KOSWIC-SWC Ø 0.7 mm * Q’ty: 1.8 kgs. * Follow work order no.: TO-1707-0006-N * Part code: 005-0001   **Identification and Traceability**  The organization will identify receiving date on material packaging for FIFO including status of incoming inspection would be identified by stamping – QC Passed – on material packaging.  **Control of changes**  From sampling and interview responsibility persons, construction planning and control is not change for products and services provision.  **Control of Nonconforming Outputs**  This audit doesn’t found any nonconforming outputs from incoming inspection or other processes. | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Design & Development | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| 8.3 Design and development of products and services  8.3.1 General  8.3.2 Design and development planning  8.3.3 Design and development inputs  8.3.4 Design and development controls  8.3.5 Design and development outputs  8.3.6 Design and development changes  QP-CN-02 Rev.00 effective date: 01.02.2019 - Construction Design Procedure  Procedures established where all activities required by the standard requirement have been addressed and fulfilled.  **Sample**  1) Work Volume Estimate   * + Job No. MTT-SCA / 148/16   + Date: 30.06.2019   + Customer: MTT   + Title: Clean Line Fire Water   + Area: TK-1002   + Finish date: 24.06.2019   Item Description Type Set W L H Total (m3) Total (m2) Remark El.  1. TK-1002 Std. 1 3 4 18 216  2. TK-1002 Std. 1 3 16 3 96 20 m  3. TK-1002 Std. 1 3 3 3 27 20 m  4. TK-1002 Std. 1 3 4 18 216  Total 555 m3  2) Structure Design and Loads Calculation Report   * + Design date: 20.06.2019 Rev.00   + Design by: Mr.Nattakit Kongpiriyarat   Civil Engineer, Council of Engineer  Associate Civil Engineer Level, Reg.No. กย 45148  Description:  Scaffold 3 x 4 x18  Plant location: MTT TK-1002/2  Project conclusion, conditions & limitation of use   1. Max.service load (man + hand tools) not over 2,000.00 kgs. At same time. 2. Recommended scaffolding tube thickness not over 3.20 mm. and to be use metal plank replace wooden board. In order to reduce the weight of the scaffold. 3. Lifting of small material not over 100 kg/time. 4. Lifting of any heavy machine on scaffolding platform are PROHIBITTED. 5. Scaffolding modification shall be done by BMC only. 6. Must hold tight with structure. 7. Validate 20.06.2019 to 20.07.2019 only.   **Detailed Work Purpose:**  The purpose of this designed was cover only strength requirements for critical element temporary scaffolding.  Scaffolding for ENTER DEVO IN ORDER TO INSPECTION AND CLEANING WORK.  **Codes & Standards References**  1. BS-5973 Code of Practice for Access and Working Scaffolds and Special Scaffold Structure in Steel.  2. BS-1139 Metal Scaffolding – Section 1.1, 2.1, 1.2, 2.2  3. BS-2482 Specification for Timber Scaffold Boards  4. BS-3913 Specification for Industrial Safety Nets  5. Gin Wheels – Refer to BS-5973  6. AISC 9th Edition – Structure Steel Design  1) Scaffold Drawing Title: TK-1002   * Designed by: Mr.Nattakit Kongpiriyarat, Associate Civil Engineer Level, Reg.No. กย 45148 * Designed date: 20.06.2019 * Checked by: Mr.Chalat Tubkan, Project Engineer * Checked date: 21.06.2019   2) Scaffolding Request Sheet   * + BMC.2004 No. 5970   + Requestor: K.Jiraphun   + Date: 21.06.2019   + Refer: Quotation No.MTT 0261/2019   + Location: TK-1002   + Erection scaffolding for clean line fire water tank.   + Date required ready for use: 24.06.2019   Item Description Scaffold Type Set W L H Total (m3) Total (m2) Remark El.  1. TK-1002 Std. 1 3 4 18 216  2. TK-1002 Stdp. 1 3 16 3 96 20 m  3. TK-1002 Stdp. 1 3 3 3 27 20 m  4. TK-1002 Std. 1 3 4 18 216  Total 555 m3  3) Scaffolding Daily Report   * + Date: 20.06.2019   + Working period: 08.00 – 17.00   + Sub-contractor for erection: Khun Sathit – Sca. 10 persons / H/P 2 persons   + Progress/m3   S – 3 x 4 x 18 (2 sets) = 432 m3  4) Scaffolding Daily Report   * + Date: 21.06.2019   + Working period: 08.00 – 17.00   + Sub-contractor for erection: Khun Sathit – Sca. 10 persons / H/P 2 persons   + Progress/m3   S/P – 2 x 16 x 2 = 64 m3 El. = 18 m.  S/P – 2 x 16 x 2 = 64 m3 El. = 18 m.  Not change any details for this erection scaffolding drawing. | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Construction | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| **(8) Operation**  **(8.5) Production and service provision**  **(8.5.1) Control of Production and service provision**  **(8.5.6) Control of changes**  The following procedures were established to control this process.   |  |  |  | | --- | --- | --- | | **Document Title** | **Document No.** | **Established** | | Construction Planning and Control | QP-PC-01 | January 8, 2020 Rev.00 |   Procedures established where all activities required by the standard requirement have been addressed and fulfilled.  **Process flow:**  Receive customer’s forecasted plan or delivery plan -> Check capacity -> Check materials -> Scheduled on construction plan -> Issue work order -> Follow up and update construction status -> Prepare delivery -> Delivery to customer.  **Sampling:**   1. **work order no. TO-1707-0006-N**    * Issued date: July 31, 2019    * Customer order no.: SP-1707-0085    * Requested by: Sutthi Y.    * Part name: Spring Lever L Size    * Part code: 005-0002    * Material type: KOSNIC-SWC    * Diameter: 0.7 mm    * Q’ty: 19,000 pcs.    * Delivery date: August 17, 2019 2. **Daily Operation Report (DOR)**  * Process name: Coiling M/C * Machine name: RS-8 * Machine number: PD-RS8-01 * Work order no. TO-1707-0006-N * Operating date:   11.08.2019 – 7,000 pcs.  15.08.2019 – 7,200 pcs.  16.08.2019 – 4,900 pcs.  **Control of changes**  From sampling and interview responsibility persons, construction planning and control is not change for products and services provision. | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Construction | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| **(8) Operation**  **(8.1) Operational planning and control**  **(8.5) Production and service provision**  **(8.5.1) Control of production and service provision**  **(8.5.2) Identification and traceability**  **(8.5.6) Control of changes**  **(8.6) Release of products and services**  **(8.7) Control of nonconforming outputs**  The following procedures were established to control this process.   |  |  |  | | --- | --- | --- | | **Document Title** | **Document No.** | **Established** | | Production Planning and Control | QP-PC-01 | January 8, 2020 Rev.00 | | Control of NC Products | QP-QA-03 | January 8, 2020 Rev.00 |   Procedures established where all activities required by the standard requirement have been addressed and fulfilled.  **Sampling:**   1. work order no. TO-1707-0006-N    * Issued date: July 31, 2019    * Customer order no.: SP-1707-0085    * Requested by: Sutthi Y.    * Part name: Spring Lever L Size    * Part code: 005-0002    * Material type: KOSNIC-SWC    * Diameter: 0.7 mm    * Q’ty: 19,000 pcs.    * Delivery date: August 17, 2019 2. Daily Operation Report (DOR)  * Process name: Coiling M/C * Machine name: RS-8 * Machine number: PD-RS8-01 * Work order no. TO-1707-0006-N * Operating date:   11.08.2019 – 7,000 pcs.  15.08.2019 – 7,200 pcs.  16.08.2019 – 4,900 pcs.   1. Operation Standard – Part code 005-0001 (Effective date July 26, 2019 Rev.00)   RS-8 M/C (Tool set)   * 1. Process: Coiling * Machine: RS-8 (Itaya) * Feed Roller Level: 2 * Rotary Wire Guide: TR53.070 * Rotary Guide Liner: TR53.070   1. M/C & Material Setting Condition (Before Heat Treatment) * Coil outer: 14.60 mm * Arm length1: 7 mm * Arm Length2: 19.6 mm * Free angle load: 38° * Appearance: Not Scratch/Burr   1. Coil Master M/C (Setting Condition) * Set speed of coil feeder by estimated from coil master or adjust to automatic.   1. TBE-310 M/C (Setting Condition) * Machine name: Electric Furnance Machine * Machine type: TBE-210 * Set temperature: 270°C +/- 20°C * Set speed conveyor: 3 mins. +/- 2 mins.  1. QC Process Chart (Control Plan) - (Effective date July 26, 2019 Rev.00)   Process Flow:  Material Incoming Inspection -> Material Set -> Set and Operate Coiling -> Heat Treatment -> Final Inspection -> Packing -> Delivery   1. Inspection Standard – (Torsion Spring, QS-QA-04, Effective date: August 1, 2019 Rev.01)   Ex.   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | No. | Specification | | | | | | Measuring  Instrument | Inspection  Result | | Item | | | Normal | LCL | UCL | | 1 | Load at Operation  Twist Angle  Load  Twist Angle  Load | L1  P1  L2  P2 | °Degree  N/mm  °Degree  N/mm | Refer Drawing | | | Load Tester | Actual  Value | | Refer Drawing | | | | Center | Min | Max | | Refer Drawing | | | | Center | Min | Max | | 2 | Spring Constant |  | N/mm | Center | Min | Max | Load Tester | Actual  Value |  1. Incoming Inspection Report on August 15, 2019 – (FM-PD-01 Rev.00)  * Customer: Korat Matsushita Co., Ltd. * Drawing No.: KMC-SP-C004-00 * Part Name: Spring Lever L Size * Part Code: 005-0001 * Material Lot No.: ID1204-70408-0029 C/No. 29 * Inspection date: 16.08.2019 * Lot No.: 17815D * Lot Q’ty: 7,200 pcs.   Ex.  Coil Inner (Ø 13+/- 0.5 mm) – Average: 13.000  Arm Length (6.7 +/- 0.7 mm) – Average: 7.094  Radius (R) (0.7+/- 0.2) – Average: 0.7   1. Inspection Report on August 16, 2019 – (QF-QA-01 Rev.00)    * Customer: Korat Matsushita Co., Ltd.    * Drawing No.: KMC-SP-C004-00    * Part Name: Spring Lever L Size    * Part Code: 005-0001    * Material Lot No.: ID1204-70408-0029 C/No. 29    * Inspection date: 16.08.2019    * Lot No.: 17815D    * Lot Q’ty: 7,200 pcs.    * Sampling size: 5 pcs.    * Work order No.: TO-1707-0006-N    * Results: OK   **Control of changes**  From sampling and interview responsibility persons, all operation controls are not change for products and services provision.  **Control of Nonconforming Outputs**  This audit doesn’t found any non-conforming products or materials.  **Environment for the operation of process**  This section has declared the need of control work environment where it is complied with specified ISO 9001:2015 requirements such as;   * 5S have been implemented and results verified monthly. * The current work environment status is acceptable (checked on audit date -OK). | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | Performance evaluation & Improvement | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** | See in process “Objectives and planning to achieve them” | **Auditor (if applicable)** | Mr.Jate T, |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **(9) Performance evaluation**  **(9.1) Monitoring, measurement, analysis and evaluation**  **(9.1.1) General**  Company determine Monitoring, measurement, analysis and evaluation through activities customer satisfaction (Evidence see clause 9.1.2), analysis and evaluation, internal audit and management review.  **(9.1.3) Analysis and evaluation**  The organization had analyzed and evaluated data and information from monitoring and measurement such as   * + Conformity of products (Evidence see clause 8.7)   + Customer satisfaction (Evidence see clause 9.1.2).   + Performance of QMS (Evidence see clause 9.2).   + Effectiveness of actions taken of risks and opportunities (Evidence see clause 6.1).   (9.2) Internal audit  (10.2) Nonconformity and corrective action  The following procedures were established to control this process.   |  |  |  | | --- | --- | --- | | **Document Title** | **Document No.** | **Established** | | Internal audit | IP-MR-02 | January 8, 2020 – Rev.00 | | Corrective & Preventive Action | IP-MR-4 | January 8, 2020 – Rev.00 |   Procedures established where all activities required by the standard requirement have been addressed and fulfilled.  The organization has established the procedure to ensure that the internal audit is carried out according to the requirement of the QMS.  Audit Plan, Audit schedule, Checklist, Report, Corrective Action Request form are being used as planned. The internal audit was planned to implement at once a year.  The internal audits were effectively implemented by the qualified auditor team.  Qualified internal auditors for ISO 9001:2015  None of auditors audit his / her own work.  Checklist for cover all the requirement and activity were prepared.  Year 2019: Internal audit set up on December, 2019 covered all processes. None of CARs was raised.  Sampling audit records:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Audit section | Audit date | Auditor (Section) | Result | Action | | Top Management | December 15, 2019 | QMR | NC = 0 | - | | QMR | December 15, 2019 | Sales | NC = 0 | - | | Sales | December 15, 2019 | Purchasing | NC = 0 | - | | Purchasing | December 15, 2019 | Production Control | NC = 0 | - | | Production Control | December 15, 2019 | QA/QC | NC = 0 | - | | QA/QC | December 15, 2019 | Production | NC = 0 | - | | Production | December 15, 2019 | QA/QC | NC = 0 | - | | Maintenance | December 15, 2019 | Production Control | NC = 0 | - | | HR | December 15, 2019 | QA/QC | NC = 0 | - |   All processes were audited. Audit report was done on dated: December 18, 2019.  (9.3) Management review  **(9.3.1) General**  The organization has established the management review system and planned to implement at least once a year.  **(9.3.2) Management review inputs**  The Agenda Management review in Y2019 on December 22, 2019 covers all QMS’s requirements;   * The Status of actions from previous management review * Initial Management review * Changes in external and internal issues that are relevant to the QMS. * No change relevant to the QMS * Information on the performances and effectiveness of the QMS. * Follow-up actions from previous management reviews (If had.) * Customer satisfaction and feedback from relevant interested parties   Customer satisfaction survey, No customer complaint   * The extent to which quality objectives have been met   All KPIs achieved target   * Process performance and conformity of products and service   Quality report shown that company achieved customer requirements  Process performance follow KPI   * Nonconformities and corrective actions * Result of internal audit (None of CARs was raised.) * Status of preventive and corrective actions * Monitoring and measurement result   Customer satisfaction, analysis and evaluation, internal audit, management review   * Audit result   Result of internal audit (December, 2019)   * The adequacy of resources * The effectiveness of action taken to address risk and opportunities * Opportunities for improvement   **(9.3.3) Management review outputs**  The management decision had made, including:   * improvement of the effectiveness of the QMS and its processes, * Conclusion no need for changes to the QMS, and * resource needs   The review covered all topics required. Relevant persons attended and the top management attended.  The management review was effectively conducted by the management team, including the Top management.  Management review report was done on: December, 2019.  (10) Improvement  (10.1) General  (10.3) Continual improvement  Continual improvement through the use of quality policy (Evidence see clause 5.2), quality objectives (Evidence see clause 6.2), audit result (Evidence see clause 9.2), analysis and evaluation (Evidence see clause 9.1.3), Nonconformity and corrective action (Evidence see clause 10.2) and management review (Evidence see clause 9.3). | | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

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| **Process name:** | OH&SMS (ISO 45001:2018) | **Process Owner** | Mr.Boonthum S. – CEO |
| **KPI Measurements(s)** |  | **Auditor (if applicable)** | Ms.Kultida K. |
| **Documentation reviewed** | See in “Evidence to support audit conclusion (inputs/outputs/Process observations)”. | | |
| **Equipment** | None | | |
| **General**  The organization establish the document, implement and improve the occupational health and safety management system in consistency with the ISO 45001:2018 requirements and all level of organization’s management have committed to implement and participate the OH&S, furthermore the system is clearly specified the scope of the area and the activity.  SM-MR-01 / Rev.01 / Date 16/11/2019 Occupational health and safety Management system Manual  Presudent : Mr.Shigeru Asai  MR : Mr. Noppadol Wongtim  **Occupational health and safety Policy**  Occupational health and safety policy was established and approved by Mr.Shigeru Asai (President) ; Notice in November 16,2015  -The organization should compliance with occupational health and safety law and other requirements  -Reduction hazard activity and continual improvement  -Set up objective and target to eliminate occupational health and safety risk  -Support necessary resource  -Communicate this policy to employee and public who concern  **Risk assessment**  The organization define hazard analysis as in Hazard identification and risk assessment procedure SP-MR-02 / Rev.00 / Date 22/10/2019 specified time for review one time/year and when activity/process/organize/legal is changed. Risk assessment are reviewed last time on April 4,2019 that cover activities including machine, area, job analysis, routine and non-routine from company business and have some risk need to control such as transportation, work at height, forklift driving by set work instruction about safety driver training, driver and forklift inspection and permit to work. The organization risk injury from machine, machine nip from moving part, noise, accident from forklift, accident from electricity, accident from transportation etc. Audit found company has controlled and eliminated risk in each area by establish action plan and operation control with procedure and work instruction with inspection sheet.  Some hazard identification should consider about human behaviour and human factor.   |  |  |  |  | | --- | --- | --- | --- | | **Section** | **The results of the survey area** | **Source of danger** | **Risk Level** | | Transport | Transportation | Transportation Accident | Medium | | Operation | Forklift Driving | Forklift Accident | Medium | | Machine | Machine Nip from moving | Medium |   **Legal and other requirement / Evaluation of compliance with legal**  **Legal and other requirement**  - The legal and other requirements was updated every quarter , last updated on 30/06/2016 and identified in register of legislation and compliance with legal which are consisting of occupational health and safety legal relevant to each risk and company’s activities, including;  Register of legislation dated 30/06/2016listing all legal concerned, eg.,  - The department of Labor Protection and Welfare Notice Subject: Noise and Hearing ConservationB.E.  - The department of Labor Protection and Welfare Notice Subject : Establish standards of personal safety protection equipment B.E. 2554  - The department of Labor Protection and Welfare Notice Subject : Warning signs B.E. 2554  - OccupationalHealthandSafetyin theworkenvironment B.E.2554  **Evaluation of compliance with legal**  (identified in register of legal and other requirements)  Evaluation of compliance was also made using legal and legislation table for evaluate of compliance with relevant legal ,last updated on 30/06/2016– it was done and all specified legal and requirements were compliance.  Working area – legal concerned  Total dust, CO, Benzene, Xylene, Toluene  Result of measurement for wastewater discharge 2 points– Legal concerned  pH, BOD, COD, SS, TDS and Oil & Grease - Result complied with legal.  Noise – Boundary Noise Leq24 instead of 8hrs .  The department of Labour Protection and Welfare Notice Subject: Noise and Hearing ConservationB.E. 2553  Notification. Of MOI – Work Environmental safety measurement control –  (Leq8) (Noise Level)  **Objectives and targets and Management Program**  Objectives and targets and Management Program ; EP-HR-03 Rev.01 Date 15/07/2019  The objectives and targets are consistent with the occupational health and safety policy and reflect a commitment to risk elimination.  - Established objectives and targets were;  1.Zero accident from machine usage  2.On the road zero accident  3.Up down of stair hand rail 100%  Timeframe: Jan 2020 to December 2020  Risk assessment control management Program in the process which the program will end in December 2020.  **Resources, roles, responsibility and authority**   |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Organization chart of Occupational health and safety committee of BS INDUSTRY SERVICE CO., LTD. Organization Chart 2019-2021.  - Mr.Noppadol Wongtim is MR, and OH&S committee was established and approved by Mr.Shigeru Asai 25/11/19 which identified in company announcement, such as below;  - Organization has 1 MR and 12 committees  Committee such as :   |  |  | | --- | --- | | Name-Surname | Position | | Mr.Kasem M. | Commanding Level | | Mr.Yongyut Th. | Commanding Level | | Mr.Chatcharin P. | Operational Level | | Mr.Artid S. | Operational Level | | Mr.Jakkawan K. | Safety Officer |   Committees 13 persons |   **Competence, awareness and training**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | The organization plan training program for all personnel who work may cause hazard by issued procedure covering training as in QP-HR-03 / Rev.01 / date 05/01/2019 for all officer and operator .Training details cover policy , requirements , objective and target , risk, legal and operational control also. Including training course which required by legal such as crane , safety executive , safety supervisor , hazardous chemical control person , forklift safety driving , safety committee . All training records were evaluated appropriated with education , experience.    Interview some operator (New employee) at production area as Mr.Vorawuth K. (PPE and safety awareness) , some operator at transportation as Mr.Niwat (TPRO safety driving training for full trailer , Professional for safety truck driving , Law of insurance)  Environmental and occupational health and Safety Training Plan 2020 such as   |  |  | | --- | --- | | **Course** | **Training Plan** | | CCCF (Competely check completely find out) | Monthly | | Safety Committee | Every 2 year | | KY Training | Monthly | | Risk Assessment | Monthly | | Crane Operation with License | Querterly | | Backhole | Monthly | | Forklift Operation | Twice a Month | | Gas Cutting | Monthly | | Welding | Monthly | |   **Communication**  The organization define communication procedure to control complain both internal and external by issued EP-HR-04 Rev.02 Date 12/10/2019.  External – Sub contractor safety training , communication with government (จปว , health check , fire drill , สอ1)  Internal communication are in notice board, work place, morning Brief, brochure manual , KYT such as Policy, safety warning sign, MSDS, PPE etc.  -Communication records reviewed in communication log book.  **Document and Record control**  Document and Record control QP-MR-01 Rev.01 Date 15/07/2019  Documentation in the system, included  • Occupational health and Safety Policy  • Occupational health and safety Manual  • Occupational health and safety Procedures  • Occupational health and safety Work instruction  • Forms  **Control of document**  Procedures exist to ensure that all documentation is periodically reviewed and revised as necessary, and approved for adequacy by authorized personnel.  Procedures exist to ensure that current, legible versions of relevant documents are available at all locations where operations essential to the effective functioning of the system are performed.  Procedures exist to ensure that obsolete documents are promptly removed from all points of issue and all points of use, or otherwise assured against unintended use.  Procedures exist to ensure that any obsolete documents retained for legal and/or knowledge preservation purposes are suitably identified.  The retention times of the various Occupational Health and Safety records are established and recorded.  Master list of document was identified and consisting of all procedures, WI’s, forms, etc. being used in the system  External document control using Communication records and recorded the external document such as MSDS , Law , customer requirement etc.  **Control of records**  Satisfied control of Occupational Health and Safety records, as listed in the record master list are kept properly as legal required and the organization required.  **Operational controls**  The organization has effective implemented and maintained OHS control by cover all activities in certified scope.  Machine in manufacture has identified hazard. Exhausting system has been provided throughout any source of vapour or emission. Proper PPE has been provided sufficiency for employee and comply with legal standard. Monthly safety inspection has been performed to confirm OHS efficiency control e.g. machine safety, PPE usage, electrical safety, chemical control , LPG station , working condition , crane inspection , Forklift operation , safety patrol . Inspection records have been maintained.  Verified OHS committee meeting minutes last time on August 25,2019. It is participation, communication & consultation of employee representative and employee representative. Meeting’s agenda has consisted with accident stat, unsafe issue, monitoring result, incident investigation, and resource review, include improvement issue.  The organization had monitored OHS working condition by registered lab (third party) by cover heat stress, illuminating, chemical vapour and noise level. Monitoring results indicated that it’s complied with legal standard.  Annual health examination program has been provided for employee on January 29 ,2020 Health check parameter has cover lung function test, hearing function test, visual check .  Verified permit to construction is available and active. Safety inspection of work at height had been performed by contractor . It’s under controlled of safety supervisor and safety officer.  **Emergency Preparedness and Response**  The organization identified emergency situation in 3 case ; Fire , Chemical Leakage , Scrap spill issued in Emergency Preparedness and Response (EP-HR-09 Rev.02 Effective Date 15/7/2019)  Protection equipment such as fire extinguisher , fire alarm , emergency light , fire hose , spill kit , inspection monthly .  Basic firefighting training 31/1/2019 , Fire Evacuation held on 31/1/2020.  Chemical leakage emergency drill held on 26/5/2019  Scrap Spill emergency drill held on 19/3/2019  All emergency drill result effectiveness with recovery.  **Monitoring and Measurement**  Pollution control and work environment , EP-HR-07 Rev.02 Date 23/03/2020  Monitoring plan coverage all working area which legal required   * Working area   - The monitoring activity was done by license laboratory , approved by DIW.  **Remark : All results are refer to working area monitoring report**  - Working area monitoring is cover all specific parameters and activities and results of monitoring are under the occupational health and safety legal standard.  **Non-conformance and corrective action**  Corrective and preventive action (QP-MR-02 Rev. 01 Date 14/10/2019)  No found issued any CARs.  **Internal Audit**  Documented procedure defines Internal audit activity at least twice a year in (March and September). Internal audit plan has covered all area and standard requirements which audit criteria have been defined in standard check sheet. Year 2020, 1st internal audit held on February 29 - March 15 ,2020 there was found NC = 28, Obs = 11. All non-conformities were reviewed and set correction and corrective action including report the result in management review meeting. Review objective evidence such as internal audit plan and audit check list, etc. which could show effectiveness of internal audit activities.  The following procedures were established to control this process.   |  |  |  | | --- | --- | --- | | Requirement | Document No. | Established | | Internal audit | QP-MR-03 / Rev.03 | 15.07.2019 | | Corrective action | QP-MR-02 / Rev.01 | 14.10.2019 |   Audit team  Mr.Shigeru Asai– President  Mr.Noppadol Wongthim– EMR  Mr.Jakkawan Kongsa-ngiumwong – Safety and Environmental and ISO  Ms.Alaya Ngamnuk– Safety and Environmental and ISO  Sampling   |  |  |  |  | | --- | --- | --- | --- | | Audit section | NCs | Obs | CAR status | | Administration | 0 | 0 | Closed | | Purchasing | 0 | 0 | Closed | | Transportation | 0 | 0 | Closed | | Energy Saving GMT1 | 6 | 0 | Closed | | Energy Saving GMT2 | 7 | 0 | Closed | | Marketing | 1 | 4 | Closed | | Safety and ISO GMT1 | 8 | 1 | Closed | | Safety and ISO GMT2 | 6 | 1 | Closed | | Production GMT1 | 0 | 2 | Closed | | Production GMT2 | 1 | 2 | Closed | | EMR,QM and DCC | 0 | 1 | Closed | | Total | 28 | 11 |  |   **Management Review**  Management review (QP-MR-04 Rev.01 Date: 15/7/2019) conducted 6/11/2015 where all agenda’s followed   * + Result of Internal audit   + Result of environmental monitoring   + Feedbacks of occupational health and safety Management system   + Performance of occupational health and safety Management system   + Any changes affected occupational health and safety Management system   + Risk assessment and Management Program   + Evaluation of compliance   + Result of Emergency   13 persons where Implementation team and management attended, as President , MR , Safety officer , Transportation manager | | | |
| Conclusion of the overall effectiveness of the process Process / Audit Area satisfactory | | | |

**Use of Registration Marks and Logos**

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| **Use of Registration Mark (if used) is in accordance with the Rules of Registration** | | N/A |
| <<Provide a brief summary of use if required>> | | |