

Annexes B: CAP

Factory Name: M/S. R.K. Leather Complex		Client Name: Md. Nurul Amin
Date: July 15, 2020	Consultant name: Assist Management Consultancy	ESQ No: W1-AG-LG-126

1 General information

Supplier name	M/S. R.K. Leather Complex	Supplier No.	
Supplier address	Plot No: XE-5, BSCIC, Tannery Industrial Estate, Hemayetpur, Savar, Dhaka-1340; Bangladesh.	Factory number	
Supplier contact person	Md. Nurul Amin	No. of employees as per date of assessment	134
Email address	rkleather320@gmail.com	Male/female ratio (%)	96:4
Factory name	M/S. R.K. Leather Complex	Weekly day off	Friday
Factory address	Plot No: XE-5, BSCIC, Tannery Industrial Estate, Hemayetpur, Savar, Dhaka-1340; Bangladesh.	Shift time	1 st Shift. 08.00- 5.00
Factory contact person	Md. Khurshid Alam	No. of shift(s)	01
Phone/mobile phone no.	01683 312510	Processes/activities	Wet blue production -> Crust production -> Finish production
Products	Crust and Finish Leather		
Capacity (monthly)	Crust: 750,000 sqft Finish: 300,000 sqft		
Annual turnover (USD) (year)	USD 350,000.00		

Conducted by consultant:

Assist Management Consultancy

Date of assessment:

July 15, 2020

Legal Disclaimer:

This report is based on the actual conditions and performance of the factory as found on the date of the ESQ Assessment by the consultant of Assist Management Consultancy auditing firm. Assist Management Consultancy auditing firm is not liable for any third-party claim against the factory or commissioner of the ESQ Assessment arising from any circumstances. The non-liability also includes claim(s), especially potential demands from any stakeholder, to appear in national and/or international courts or institutions. In case this report should be handed over to any third party, written consent from Assist Management Consultancy auditing firm must be obtained in advance.

Environmental Assessment CAP		
Factory Name: M/S. R.K. Leather Complex		Client Name: Md. Nurul Amin
Date: July 15, 2020	Consultant name: Assist Management Consultancy	ESQ No: W1-AG-LG-126

2. Corrective Action Plan CAP

Immediate corrective actions (to be completed within 3 months)			
No.	Non-compliance	Recommendation	Follow-up status
1.	During provided documents scrutinize and representative interview, there is no designated or assigned staff found to be responsible for environmental issues [ISO 14001:2015, Clause 5.3].	Facility shall appoint a designated staff responsible for environmental issues and he/she will responsible for environment and will also accountable for creating the awareness on local environmental legislation to other staff.	
2.	An Environmental Clearance Certificate (ECC) issued on 18.09 2017 has found during the documents review which has expired on 18.09.2018. However, the facility has already applied for ECC on 06.11.2019 which online application number is 69160 and waiting for issuance from Department of Environment (DoE) [ISO 14001:2015, Clause 5.2].	The facility shall have its ECC as soon as possible as if meet the obligatory compliance requirements for the international buyers [ISO 14001:2015, Clause 5.2].	
3.	The facility is using two boilers which have the capacity of 1000 liters per hour, one generator 265 kV and a deep tube well. However, there is no certificates are shown by facility during the documents review [ISO 14001:2015, Clause 5.2].	Facility shall collect the assessment on boilers and generator and collect certificate as soon as possible.	
4.	Review of provided documents and interview with facility representative, it is revealed that facility has not developed any policy on environment. Besides, facility has not yet developed environmental procedure [ISO 14001:2015, Clause 5.2].	The facility shall prepare environmental policy identifying with specific objectives, targets and goal regarding the environmental issues. In addition, facility shall establish an environmental procedure to communicate with the staffs. Besides, these policies and procedures should be reviewed on regular basis for enhancing employees' awareness. Moreover, the facility needs to provide training on environmental policy to the staff along with pasting and hanging on notice board in local language for making it publicly available and understandable.	

5.	There is no internal/external training procedures were found during the review of provided documents by facility. Similarly, there were no training plan and records also found for developing the awareness on environment.	Facility shall develop training procedure, training manual, and training calendar as well as conduct environmental awareness training on regular basis. Training record should be documented and will carry content, participants list, and photo as the future evidence.	
6.	The facility has not developed the Environmental Management System (EMS) yet, therefore, there were no values and aims including procedures either in English and translated in Bangla (local language) on environmental aspects and impacts (e.g., raw materials, was reuse, recycle, and reduce, energy efficiency etc.) [ISO 14001:2015, Clause 6.2.1].	Facility shall develop Environmental Management System (EMS) including values and aims and should review it regularly. The revision of EMS procedures thereby will be enhanced and updated with the contemporary and relevant environmental legislations.	
7.	Management interview disclosed that, there was no purchasing policy has been found, which considers environmental aspects, i.e. aims at reducing negative environmental impact [ISO 14001:2015, Clause 4.4].	Facility shall develop a procurement procedure considering the environmental aspects i.e. aim at reducing negative environmental impact.	
8.	The heating machines were found working in good condition during the field visit. However, there was no maintenance procedure and records as well as corrective and preventive actions. Moreover, the duties and responsibilities of heat machine operating person were not found to be defined [ISO 14001:2015, Clause 8.1].	Facility shall establish maintenance procedure and records as well as corrective and preventive actions.	
9.	The duties and responsibilities of machine operating persons were not found. In addition, there was no maintenance procedure and records, corrective and preventive actions of these machines found [ISO 14001:2015, Clause 8.1].	Facility shall develop maintenance procedures (maintenance schedule, defined duties and responsibilities, maintenance records), corrective and preventive actions for maintenance procedures, maintenance record etc.	
10.	Facility is using the electricity and supply water from BSCIC and extracting ground water. However, it does not maintain or preserve any energy, diesel and water resource consumption records rather than keeping records of bills. Besides, management interview revealed that, facility has no energy assessment procedure in place to reduce energy consumption [ISO 14001:2015, Clause 9.1.1, and ISO 50001].	Facility shall establish energy assessment procedure place to reduce energy consumption. In addition, facility shall maintain energy and fuel consumption record in monthly basis and will analyze energy consumption data.	

11.	There is no responsible staff to conduct quantitative analysis of energy consumption data and not practicing currently at this facility. Moreover, interviewing management representative added to develop a water consumption reduction procedure or strategy which will reduce almost one-third of requirements [ISO 14001:2015, Clause 5.3].	The facility shall assign a responsible person who will record and analyze the quantitative data of energy consumption to develop energy consumption scenarios as well as consumption reduction plan. Besides, facility shall establish the water consumption reduction procedure with primarily testing in this facility and will adopt permanently with continuous improvement for the future.	
12.	Representative from management claimed to have and maintain a record of raw materials which is in their Dhaka head office. However, there was no policy and procedure on control and reduction of raw material usage found. In addition, there was no operating procedures and work instructions to control and reduce raw material usage in the relevant departments/sections also been found. Moreover, there was no internal communication methods (posting, training etc.) are effective in reducing raw material consumption was been observed during the field visit [ISO 14001:2015, Clause 9.1.1; ISO 50001].	Facility shall develop procedure to reduce major raw material consumption. In addition, there will be taken in accounts for internal communication methods (posting, training etc.) to reduce raw material consumption.	
13.	Facility has no written policies or procedures in place to segregate, store and transport the generated solid wastes [ISO 14001:2015, Clause 8.1].	Facility will develop policies or procedures regarding the waste management issue and it should be in place to manage waste transportation.	
14.	The factory has not been maintaining water consumption record. The location of flow meter has not been documented and defined at the facility to record water inflows. Moreover, facility did not analyze quantitative data of water consumption [ISO 14001:2015, Clause 8.1].	The facility will maintain the water consumption records. As well, the facility is advised to define and document its location and analyze the monthly water consumption data.	
15.	The major chemicals using by this facility like degreasing agent, formic acid, sodium sulfate, oxalic acid, fungicide, sodium format etc. During documentation review it is observed that facility has not established chemical handling procedure or written policies or procedures in place to manage chemical waste transportation [ISO 14001:2015, Clause 8.1].	Facility will develop policies or procedures regarding the waste management issue and it should be in place to manage waste transportation.	

16.	Documentation review reflects that facility acknowledges chemical consumption and record in a registrar book. Facility has separate chemical storing rooms with maintaining proper storage distance. However, the safe handling procedure especially during use not maintains. As well, during factory visit, MSDS of all chemicals were not found. Moreover, during the factory visit no chemical spillage kit were been found close to chemical storage. Besides, it does not conduct regular and periodic training on chemical handling, storage, and disposal [The Bangladesh Labor Rules, 2015, Chapter-5, Section-58 (1)(7)(10), Chapter-6, Section-67(3)]. ISO 14001:2015, Clause 8.1].	Facility will develop chemical inventory identifying with chemical consumption record. In addition, it shall collect and preserve all MSDS for all of its chemicals. Beside, facility shall ensure chemical spillage kit close to chemical storage. As well, facility shall maintain proper documentation (training schedule , content, list of participants, trainer(s), photos, soft/hard copies) on training records of chemical handling, storage, and disposal.	
Short-term corrective actions			
17.	The facility has not carried out any Environmental Impact Assessment (EIA) to identify the significant impacts associated with the different activities as well as their potential impacts on human, different spheres (atmosphere, hydrosphere and lithosphere), plants and animals [ISO 14001:2015, Clause 6.1.1; ECR, 1997].	Facility shall Conduct an EIA identifying the significant impacts and environmental implications associated to its activities based on the Environment Conservation Act, 1995 (ECA 1995) and Environmental Conservation Rules 1997 (ECR 1997). In addition, the facility has not classified the factory based on ECR 1997.	
18.	The documents review as well as direct facility visit has revealed that there was no noise pollution assessment or inspection has been conducted for its high noise generating machinery and factory surrounding area [ECR, 1997, under rule 12].	Facility will conduct noise inspection for its high noise generating machinery, production floor and factory surrounding area.	
Long-term corrective actions			
19.	Facility has not any renewable/clean energy (in particular wind, solar) sources at their premises [ISO 14001:2015, Clause 6.2.2].	Facility will install solar panel so that 7% of total energy comes from renewable energy.	
20.	Documentation review finds that facility does not monitor any air emission test [ECR, 1997, under rule 12].	Facility shall conduct air emissions (stack emissions - generators, inside production floor, outside premises) test once in a year or according to the ECC recommendation.	
21.	There are many electric appliances were found to be placed without safety measures. As well, there are many loose wires, joint wires; hanging and wires were found in ground floor [The Bangladesh Labor Rules, 2015, Chapter-5, Section-58 (1)(7)(10)].	Facility shall ensure the insulation system of all types wires in each and every floor during all processes. Besides, it is recommended to develop documents related to electrical insulation maintenance records as we as routine checking of electrical wirings, electrical substations, power hours, electrical sub distribution boxes, loose wires, broken	

		switches, joint wires, hanging wires, etc. on regular basis.	
22.	Interviewing management representative as well as field visit, there were no alternative water collection (e.g., rain water harvesting) and use sources (e.g., grey water recycling) identified. Besides, there facility did not maintain water consumption record and did not develop any water consumption reduction strategy [ISO 14001:2015, Clause 8.1].	Factory shall develop water saving procedure to reduce water consumption. In this case, facility will install rain water harvesting system as an alternative water source. As well, facility will develop water consumption inventory with keeping record and analyze them as well as develop a saving procedure to reduce water consumption.	
23.	Most of the windows were found to be insulated or closed during the direct field visit. Besides, there was no exhaust fans found in different floors [The Bangladesh Labor Rules, 2015, Chapter-5, Section-58 (1)(7)(10)].	Facility shall ensure the proper ventilation system with opening up the windows.	

Social Assessment CAP		
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2. Corrective Action Plan CAP

Immediate corrective actions			
No.	Non-compliance	Recommendation	Follow-up status
1.	It was noted through management interview that, facility didn't maintain personal files for the workers. They only maintain one file with workers age proof documents (BLR 2015, Sec-34).	Facility shall ensure all the legal prescribed documents are available in the personal files.	
2.	It was noted through floor visit that, facility has no first aid box. first aiders are not available at production floor (BLR 2015 Sec 76 and BLC 2006 Sec 89)	Facility shall provide adequate first aid materials and train first aiders in production floor.	
3.	It was observed during management interview that, facility didn't conduct social compliance training	Facility shall conduct training on social compliance.	
4.	It was observed during workers and management interview that, facility didn't provide pay slip to the workers (BLR 2015, Sec 111 sub sec 2).	Facility shall provide pay slip to all the workers.	
5.	It was observed during management interview that, workers didn't receive appointment letter (BLC 2006 Sec 05)	Facility shall provide appointment letter to all the employees.	
6.	It was noted through management interview that, facility didn't recruit social compliance responsible person.	Facility shall appoint a social compliance representative.	
7.	Facility didn't establish anti-discrimination, force labor, disciplinary action, working hour, leave policy and procedure, child labor, child labor remediation, young workers engagement, freedom of association and collective bargaining policy and procedure.	Facility shall establish anti-discrimination, force labor, disciplinary action, working hour, child labor, child labor remediation, young workers engagement, freedom of association and collective bargaining policy and procedure and it should be communicated with the employees.	
8.	It was observed during management interview that, fire drill not yet conducted by the facility. (BLR 2015, Sec 55)	Facility shall conduct fire drill and record it as per legal law.	

9.	It was observed during floor visit that, No entry restriction and danger sign with the electric panel, boiler room, generator room, chemical and sub-chemical room. (BLR 2015, Sec 58 (1))	Facility shall ensure entry restriction/danger sign with all the hazard areas.	
10.	It was observed during management interview that, facility doesn't have fire fighters (BLR 2015, Sec 55).	Facility shall ensure the sufficient fire fighters present in the premises.	
11.	It was observed during management interview that, facility didn't conduct occupational health and safety, firefighting and PPE training to the workers.	Facility shall provide occupational health and safety, Fire, and PPE training to the workers and the training should be recorded.	
12.	It was noted through management interview that, facility didn't maintain leave records for the workers. (BLR 2015 Sec 24)	Facility shall maintain leave records for their workers.	
Short-term corrective actions			
13.	It was observed during management interview that, facility didn't conduct any engineering assessment, DEA from 3 rd party.	Facility shall ensure stability certificate, DEA for the structure.	
14.	Management interview revealed that, facility doesn't have procedure for disable workers, new and expectant mother, trauma, major illness, and transmittable diseases.	Facility shall establish procedure for disable workers, new and expectant mother, trauma, major illness, and transmittable diseases.	
15.	Management interview revealed that, temperature monitoring facility not available in the production floor. Moreover, facility didn't install exhaust fan in the production floor.	Facility shall monitor the temperature regularly and record and maintain properly. Moreover, they need to install the exhaust fan in production floor..	
16.	It was observed during management and workers interview that, no participation committee available in the factory (BLR 2015 Sec 183 and 51).	Facility shall establish a Participation Committee prescribed by legal law.	
17.	It was observed during management interview that, facility has no health and safety committee (BLC (Amendment) 2013, Sec- 90 (a) and BLR 2015, Sec- 81 (1))	Facility shall establish a health and safety committee prescribes by legal law.	
18.	Management interview revealed that, i. facility has no grievance policy and committee inside the facility. ii. complaint/Suggestion boxes are not found in confidential area. iii. facility has no complaint register (BLC 2006, Sec-33).	Facility shall establish a grievance mechanism and communicate with the employees.	

19.	Management interview revealed that, facility didn't conduct risk analysis for the production process.	Facility shall perform the risk analysis for the production process and communicate with the workers	
20.	It was revealed during management interview that, facility didn't maintain machine and electrical maintenance record.	Facility shall keep all the records related to electrical and machines.	
21.	It was revealed during management interview that, facility didn't test drinking water (BLC 2006 Sec 58).	Facility shall provide potable drinking water and the drinking water test shall be performed as per legal time limit.	
22.	Management review disclosed that, factory use contract workers. i. Agreement not available with the contractor. ii. Personal files are not available for the contractual workers. iii. None of the workers are receiving any legal benefit.	Facility shall maintain all the documents for contractual workers.	
23.	It was observed during floor visit that, housekeeping system is not organized.	Facility shall maintain proper housekeeping system.	
24.	Workers interview disclosed that, i. Workers are not receiving one day off after 6 consecutive day work. (BLC 2006, Sec 103) ii. Workers are doing (8.00am-8.00pm) 12 hours mandatory work. But they are not receiving Over Time payment for 3 hours. (BLC 2006, Sec 102)	Facility shall ensure all workers are received one day off after 6 consecutive day work. Moreover, OT should be voluntary and if workers allow to do OT, then they should be paid double of basic.	
Long-term corrective actions			
25.	It was revealed during management and workers interview that, facility has not yet provided salary for the Month of June (Today 15-07-20). Facility doesn't provide salary within 7 working days (BLC 2006 Sec 123).	Facility shall provide salary within 7 working days.	
26.	Document review disclosed that, salary sheet only contain basic/net salary, designation and present day. But break down of the salary, absent deduction, OT, Grade etc. not mentioned in the salary sheet (BLR 2015, Sec- 111 (38)).	Facility shall ensure all required information are mentioned in the salary sheet.	
27.	Management interview disclosed that, facility didn't conduct the test for lux, air emission and noise level (BLR 2015, Sec-49, The Environment Conservation Rules, 1997, Schedule-2 & 4.	Facility shall test lux, air emission and noise level	

28.	It was observed during management interview that, facility has no social insurance (BLC 2006, Sec-99).	Facility shall ensure social group insurance for all the employees.	
29.	It was revealed during management interview that, facility management didn't arrange health examination for the workers exposed to hazardous environment (BLC 2006, Sec 79 (C)).	Facility shall ensure health examination for the workers exposed to hazardous environment.	
30.	It was revealed during management interview that, facility didn't provide service benefit to the resigned workers (BCL 2006 Sec 22, 26, 27).	Facility shall provide service benefit to the workers as per legal law.	
31.	Document review disclosed that, i. Trade license expired on 30-06-2020 ii. Factory license expired on 30-06-2020 iii. Fire license expired on 30-06-2020 and it doesn't cover 40116 sqf. iv. Existing approved floor layout plan only contains ground-2 nd floor. But they didn't take approval for 3 rd -5 th floor. v. EPB license expired on 30-06-20. vi. IRC expired on 30-06-19. But they have applied On 2019. Due to the system up gradation the delay is happening from the IRC authority. viii. ERC expired on 30-06-20 ix. BTA certification expired on 31-12-2019. x. Facility has no generator and boiler license.	Facility shall ensure all legal licenses must be in place to run the operation.	
32.	It was observed during floor visit that, i. facility has not yet installed fire extinguisher, fire hose pipe, emergency light, fog light, Smoke detector, PA system. ii. Facility has secondary staircase. But one staircase not connected with the roof top. iii. Facility has two emergency exits. But one exit found locked. iv. No aisles mark, exit signs, arrows and directions in the production floor. v. Evacuation plan not available (BLC 2006 Sec 62, BLR 2015 Sec 55, BLC 2006 Sec 57, BNBC 2006).	Facility shall ensure all the fire detection and protection system are properly installed. Also they need to the safe evacuation of the workers. So that, secondary staircase needs to be connected with the roof top, aisles marks needs to be provided and all emergency exit must be unlocked.	
33.	It was observed during floor visit, i. No safety precautions taken with the electric panels, DB board (no safety instructions, PPE, ebonite sheet). ii. Broken switch, loose wire found in production floor (BLR 2015 Sec 58 sub sec 7)	Facility shall ensure all electrical equipment are safe.	

34.	Management interview revealed that, Overtime payment didn't calculate double of basic (BLC 2006 Sec 118).	Facility shall ensure the overtime payment is done double of basic.	
35.	Document review revealed that, facility maintains a register to record the working hour. But in and out time not mentioned on the register. Facility only mention "present" in the register.	Facility shall ensure the automatic and transparent time recording system to all the employees.	
36.	It was revealed during management interview that, facility didn't implement maternity benefit system. (BLC 2006, Sec 46)	Facility shall implement maternity benefit for the female workers.	
37.	Facility didn't provide increment as per legal law. Management stated that, they provide increment based on workers performance. (BLR 2015, Sec-99 and BLC 2006, Sec 100)	Facility shall ensure the workers are received increment of their every work anniversary as per law.	
38.	It was revealed during facility tour that, worker's dining and canteen was in under construction. (BLC 2006 Sec 93, 94)	Facility shall provide dining facility to the workers.	
39.	It was revealed during management interview that, facility deduct the absent money from gross instead of basic. (BLR 2015, Sec- 111 (38))	Facility shall ensure the money is deducted from basic.	

Quality Assessment CAP		
Factory Name: M/S. R.K. Leather Complex		Client Name: Md. Nurul Amin
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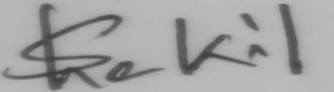

2. Corrective Action Plan CAP

Immediate corrective actions			
No.	Non-compliance	Recommendation	Follow-up status
1.	Scrutinizing the documents has revealed that this facility has not adopted any quality policy yet with demonstrating its mission, vision and objectives (Clause 5.2.1, ISO 9001: 2015).	It is recommended to develop quality policy with clearly stating its vision and mission. In addition, the communication on these issues shall be in a way so that the employees are aware on it [ISO 9001].	
2.	It has come into observation that the facility does not conduct any internal check on the factories' quality issues and not maintaining any documentation on it (Clause 7.1.5.2, ISO 9001: 2015).	It is strongly advised that the facility will maintain its internal check regularly on the factory's quality issues. As well as will check all quality related documents regular basis by the senior management representative. [ISO 9001]	
3.	It was observed during the document review that facility does not develop any documented quality management system or tools (Clause 6.2, ISO 9001: 2015).	Facility shall develop a manual on quality management system as well as quality tools e.g. inspection instructions, checklists, records of inline reworks and rejects, records of root cause analysis of reworks and rejects, records of corrective and preventive actions etc. [ISO 9001]	
4.	During documentation review it was found that no quality assurance steps maintaining in the quality management system. (Clause 5.2.1, ISO 9001: 2015; Clause 8.2.4, ISO 9001: 2015)	Facility will develop steps of quality assurance (e.g. Q- Planning, Q-Inspection, Q-Control, Q-Promotion) in quality management system. [ISO 9001]	
5.	During interview and documentation review it was observed that facility did not develop quality management philosophy that's why employees including managers, supervisors and production workers were not aware of Quality management philosophy. (Clause 9.2.1, ISO 9001: 2015)	Facility will develop quality management philosophy and an effective internal communication method e.g. training, posturing in locale language etc. so that they facility aware managers, supervisors and production workers about quality management philosophy. [ISO 9001]	
6.	Scrutinizing the documents on the organizational structure, it has not establish an effective organizational structure which can clearly defined roles, responsibilities and reporting structures in terms of quality. (Clause 5.3, ISO 9001: 2015)	Facility shall develop an organogram and job descriptions for all personnel with clarifying the duties and responsibilities. [ISO 9001]	

7.	It was observed that facility has not developed any quality tools as well as maintain any machine maintenance record and schedule. It is also observed that facility does not conduct any calibration for its machinery (Clause 7.1.5.2, ISO 9001: 2015).	It is strongly recommended to the facility to develop its quality tools in the shortest period time. As well as facility shall conduct and maintain machine calibration record and machine maintenance records as per schedule [ISO 9001].	
8.	Facility does not conduct any skill test before appointing any managers or supervisors to manage workers to monitor the quality inspection. (Clause 7.2, ISO 9001: 2015)	Facility shall conduct skill test before appointment to choose capable and skilled managers/ supervisors to manage workers to monitor the quality inspection. Facility will also conduct TNA and arrange training to improve them continuously [ISO 9001].	
9.	During documentation review and worker interview it has observed that the factory does not taken any initiatives to develop their worker through worker development program, or regular training regards to quality. (Clause 7.2, ISO 9001: 2015)	Facility shall develop an effective skill matrix and identify the TNA to find out the scope of the area of development to implement those [ISO 9001].	
10.	Documentation review reflects that facility has no quality team. Management interview revealed that there is a quality control specialist works with this facility on demand basis. This specialist design and manage all quality aspects for an article. However, there is no appointment or contract letter is found between them. (Clause 5.3, ISO 9001: 2015)	Facility will establish effective internal quality audit team with clearly defined job functions, roles, responsibilities and reporting structure. [ISO 9001]	
11.	Documents review reflects that factory does not conduct pre-production and after delivery assessment meeting. (Clause 8.5.1, ISO 9001: 2015)	Facility will maintain pre-production meeting and after delivery assessment meeting will maintain proper records. [ISO 9001]	
12.	During documentation review and floor visit it was observed that factory does not have any written production method, working instruction and training record. (Clause 6.2.2, ISO 9001: 2015).	Facility shall develop production method, work instruction and risk assessment before starting the production. These documents will be publicly available in local language and workers will be trained on it. Training records should have to be preserve. [ISO 9001]	
13.	Documentation review reflects that factory does not identified and classified quality parameter. (Clause 6.1.1, ISO 9001: 2015)	Facility shall establish, identified and classified quality parameter. [ISO 9001]	
14.	Factory does not implement any modifications in the production process to reduce the defect rate. (Clause 8.2.4, ISO 9001: 2015).	Facility shall maintain the defect and root cause analysis records and will maintain modifications in the production process to reduce the defect rate.	

15.	During documentation review it is observed that factory does not develop any quality manual. (Clause 4.4.2, ISO 9001: 2015).	Facility shall develop quality manual and it should be accessible to the employee. [ISO 9001]	
16.	Management interview reflects that facility normally conducts quality inspection for incoming goods, inline, final inspection, packing but they do not maintain any record on it. During assessment it was observed that facility has no procedure, quality tools, and acceptance criteria for quality inspection. (Clause 4.3, ISO 9001: 2015).	Facility shall develop on quality inspection procedure, inspection checklist including with parameter and acceptance criteria. As well as facility need to preserve those records according to the procedure. [ISO 9001]	
17.	During documentation review it was observed that facility did not identify the acceptance criteria for quality parameter in quality tools. (Clause 4.3, ISO 9001: 2015).	Facility shall determine the acceptance criteria. [ISO 9001]	
18.	Documentation review reflects that Facility does not determine test criteria at each production step.	Facility shall determine the test criteria. [ISO 9001]	
19.	Documentation review reflects that facility has no inspection plan. (Clause 4.3, ISO 9001: 2015).	Facility shall develop an inspection plan [ISO 9001]. Inspection plan may include (i) Inspection plans cover all quality parameters defined by the clients (ii) Availability of checklist to worker, (iii) Critical parameters test e.g. color fastness, washing fastness, tear and tensile strength etc. and (iv) Third party test reports for physical and chemical parameters that meet the clients' requirements are conducted.	
20.	Documentation review observed that facility yet not develops any method to handle rework. (Clause 8.2.4, ISO 9001: 2015)	Facility shall implement a method to handle rework. [ISO 9001]	
21.	Interview with management and documentation review reflects that facility yet not implement any potential improvement in the Quality Management System. (Clause 9.1.3, ISO 9001: 2015).	Facility shall implement potential improvement in the Quality Management System through e.g. regular exchange with workers, external consulting, implementation of new processes etc. [ISO 9001]	
Short-term corrective actions			
22.	During documentation review and management interview it was observed that facility yet not conducted any internal audit or develop any procedure or schedule on it. As well as facility was not maintaining any documented procedure to identify root cause of analysis or corrective	Facility shall develop an Internal Quality Audit Procedure, Audit Schedule, Audit Checklist and a trained internal Auditor so that they can continue internal audit of its quality management system, root causes analysis, corrective and preventive action measures. [ISO 9001]	

	and preventive action plan. (Clause 4.4.2, ISO 9001: 2015)		
23.	Documentation review reflects that factory does not defined quality inspections, testing method and handling procedures. (Clause 7.2, ISO 9001: 2015; Clause 4.4.2, ISO 9001: 2015).	Facility will establish and will defined quality inspections, testing method and handling procedures [ISO 9001].	
24.	During factory visit it was observed poor housekeeping is located in all over the factory. (Clause 6.4, ISO 9001: 2015)	Facility should ensure good housekeeping system. [ISO 9001]	
25.	During documentation review it was revealed that facility has no continuous improvement system to review and redesign the work processes with the aim of eliminating defects and delays. During field visit it was observed that facility has defect catalogue with handling advice.	Facility will develop and maintain PDCA cycle for developing continuous improvement system to review and redesign the work processes with the aim of eliminating defects and delays. Besides, facility shall develop defect catalogue. [ISO 9001]	

Assessment team	Name	Sign
Lead Assessor	Sabiha Akter	
Team Member	Md Sahadat Hossain	
Team Member	Md. Rabiul Sarker	
Factory Representative	Md. Nurul Amin	 M/S. R. K. Leather Complex Proprietor