

Surveillance 1

Report for:

PT Molindo Raya Industrial

LRQA reference:	JKT6004111 / 4101462
Assessment dates:	12-April-2022 - 13-April-2022
Reporting date:	18-May-2022
Client address:	Jl. Sumber Waras No.255, Lawang, Malang, East Java ,ID
Assessment criteria:	ISO 9001:2015
Assessment team:	Mochamad Iqbal
LRQA client facing office:	JKT Indonesia OU

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Attachments:

JKT6004111_APP_RC.doc

This report was presented to and accepted by:

Name: Mrs Erlies S.

Job title: Senior QA Manager

01. Executive report

Assessment outcome:

This visit was to assess the compliance of the management system of PT Molindo Raya Industrial against ISO 9001:2015 as defined in the audit planning documentation. The outcome of the visit is recorded below.

This visit was to assess the compliance of the management system of PT. Molindo Raya International; Tbk. against ISO 9001:2015 as defined in the audit planning documentation. The outcome of the visit is recorded below. Based on assessment result for this 4th surveillance audit ISO 9001:2015, it was concluded that organization has maintained and continuously improved their quality management system. Hence no major deficiency to be highlighted. However, room for improvement was still needed, evident by several findings categorized as opportunities for improvement which were raised during this visit. In conclusion PT. Molindo Raya International . still recommended maintain the continuation of certification to ISO 9001:2015 and entering regular surveillance programme.

Continual improvement:

Risk and opportunities are updated based on current issues situation that maintain continual improvement policy implemented well

The internal audit carry out for monitoring the effectiveness of system are scheduled and conducted properly. Management review as part of continual improvement program was carrying out at every month. Customer satisfaction to measure the company performance was done as scheduled and the result was found good



Areas for senior management attention:

Several note for improvement could be concern by management to strengthen the system

02. Assessment findings

Where scheme requirement differs to the standard definition below, the scheme definition will take preference

Major Nonconformity

The absence of, or the failure to implement and maintain, one or more management system elements, or a situation which would, on the basis of the available objective evidence, raise significant doubt of the management to achieve: The policy, objectives or public commitments of the organisation, compliance with the applicable regulatory requirements, conformance to applicable customer requirements, conformance with the audit criteria deliverables.

Minor Nonconformity

A finding indicative of a weakness in the implemented and maintained system, which has not significantly impacted on the capability of the management system or put at risk the system deliverables, but needs to be addressed to assure the future capability of the system.

Reference number	Assessment Criteria (Clause)	
Grade	Issue Date	
Status	Process / Aspect	
Location(s)		
Statement of Non Conformity		
Requirement		
Evidence		
Proposed correction, corrective action and timescales		
Correction		
Root Cause analysis		
Corrective action		
LRQA has reviewed and verified the implementation of actions taken.	Date of closure	

03. Assessment summary

Visit generic objective:

This was a Surveillance 1 visit, conducted against objectives previously notified to the client. The objectives of the next visit, including any applicable visit specific objective (theme / focus), are confirmed in the audit plan attached to this report.

Client attendees at the opening and closing meeting:

Mrs. Erlies

Mrs. Kartika

Mr. Umar

Mr Hadi

Mr. Yudi

Mr. Indrayanto

All attended in the opening meeting at 09.00 am and closing at 16.30 pm

Visit specific objective:

update risk and opportunities

Introduction:

This report contains observation log made during the 4th surveillance visit at PT Molindo raya International tbk in Lawang awa Timur. The assessment was held by Mochamad Iqbal with audit criteria ISO-9001: 2015 requirements. The method of the assessment was by sampling technique as agreed by clients. Opening and closing meeting were attended by management. All finding result was explained properly and agreed by the organization. All of evaluation and conclusion relies on sample taken during audit day.

The opening meeting was held before conducting audit and was attended by Top Management, Managers, Management Representative and related staff. Closing meeting was held after audit to present the assessment

Assessment of:	Management Elements	Assessor:	Mochamad Iqbal
Auditee(s):	Mrs Kartika		

Audit trails and sources of evidence:

Changes to organizational context, Management review, Internal Audits, Continual improvement, Management of change (System & Organisation), Corrective action, Management of complaints, Performance against the client's management system objectives, Use of Logo.

Evaluation and conclusions:

Based on Management interview result, the business was not affected significant even there is COVID pandemic. Risk and opportunities were updated as current condition. also SWOT has been updated in the early 2022
The organization structure was not change since last visit and no significant changes of employees number.
No change regarding to Quality Policy since years ago. Quality objective for all department are clearly established in related function.

Last management review (monthly meeting) was held on Mar 2022 ; the reports were generated and demonstrated.
Last internal audit was held in March 2022 in accordance with the schedule. Corrective/preventive action (from internal audit and nonconforming product) was implemented and monitored in accordance with the procedure. No customer complaint received by the organization since last visit . The customer satisfaction measurement was done in 2021 and found the result was good.

Working Environment and Internal Communication have been determined and documented; their implementation was sighted during the assessment.

The company was not using Logo Mark.

Areas for attention:

Care should be taken to review the risk and opportunities for new segment of customer such as printing

Assessment of:	Production and maintenance	Assessor:	Mochamad Iqbal
Auditee(s):	Mr Indra and Mr listyo		

Audit trails and sources of evidence:

Risk and opportunities 2022
 Quality objective for 2022
 Report for objective 2022
 Production report for Mar to June 2022
 Sample request from marketing
 Product specification for Ethanol
 Calibration report and record for laboratory equipment and production measuring equipment 2022
 Incoming inspection for Material 2022
 Working environment as shown by picture
 Trace ability process
 Capacity report for production 2022
 Maintenance report include break down report for 2022

Evaluation and conclusions:

Control of production had been demonstrated by the organization.
 Process of production and its monitoring had been well done by applying appropriate criteria.
 Quality objective had been defined, and measured. The objective was achieved.
 Risk and opportunity had been addressed for 2022
 Risk and opportunities have been identified and registered the action plan for the issue also have been registered and monitored
 Quality objective had been measured for all function cited above. Most indicators were achieved, for example preventive maintenance 99%•
 In serving utility matter (steam, compressed air, cooling water, electricity) and their maintenance had been checked and found good.
 Last shut down was in: January 2022. It was found the planning was in order. The activity had been recorded appropriately and taking effect into other process if necessary.
 Based on sample taken during the audit several note for improvement could be define as below.

Areas for attention:

It could be start to calculate the equipment availability beside the break down time due there is spare always available during production (easily switch with back up equipment)
 Based on SAP data some outstanding WO for maintenance were observed, it could be start to list the priority for better maintenance system. the priority could be defined with specific aspect as safety, quality, environment or other

Assessment of:	purchasing, logistic/delivery and warehousing	Assessor:	Mochamad Iqbal
Auditee(s):	Ms Lely, Mr Mulyanto, Mr yudhi		

Audit trails and sources of evidence:

Business plan as actual condition 2022
 SWOT Analysis 2022
 Risk and opportunities and its mitigation plan 2022
 Customer Satisfaction Survey / Customer Complain / Quality Objective 2022
 Approved Supplier List / Evaluation and Selection Supplier / Request Sheet and Purchase Order 2022
 SAP program for Purchasing activity and order handling Jan - mMar 2022
 Stock inventory movement 2022

Evaluation and conclusions:

Purchasing

Work Process for Purchasing was demonstrated and it is well manage by the staff in regards for providing material need for operational. it is supported with SAP system.
 Evaluation and Selection Supplier were conducted and monitored. However there is one note for improvement regarding the evaluation for service provider see in areas for attention below

Logistic/delivery and warehousing

Raw material and finish good stock rotation were managed well, there is no significant deviation during stock take in 2021
 NO issue regarding quality of finish good produce in 2021-2022
 Risk and opportunities have been defined properly and found out up to date. however based on discussion several note for improvement are detailed in areas for attention below.

Areas for attention:

Care should be taken to conduct the evaluation of trucking "gondo" for year 2021 and 2022
 Care should be taken to note/record in detail regarding specification of tank that deliver product to specific customer, such as food, chemical or others
 The calculation of delivery performance need to be review based on company standard guidance, or bsed on customer PO relay on the lead time given by company

04. Next visit details

Standard(s) / Scheme(s)	ISO 9001:2015	Visit type		Focus Visit	
Audit days	2.00 DAY	Due date		April, 2023	
Team					
Site		Audit days	Delivery Method	Remote Effort	Activity codes
Jl. Sumber Waras No.255,Malang, East Java,ID		2.00 DAY	Onsite	0 DAY	106802



05. Appendix



Audit Planning Programme and Visit Assessment plans

Audit Planning Programme and visit Assessment plans are contained within the excel document _APP_MS.xlsm

Report Considerations

There has been no deviation from the original assessment plan or any significant issues impacting on the audit programme. There have been no significant changes that affect the management system of the client since the last audit and the scope of certification continues to be appropriate to the activities/products/services of organisation. There are no unresolved issues been identified during the assessment. The organisation was NOT effectively controlling the use of the certification documents or misleading in their (online) certification statements. The organisation has taken or is taking effective corrective action regarding previously identified nonconformities. The objectives of the visit as defined in the APP, were fulfilled during the visit.

Stage 1 or Focus Visit

This visit was not a Stage One or a focus visit (Certificate Renewal Planning)

Remote Audits

ICT use was assessed, confirmed before the visit and effectively used during the audit using MS Teams.

Outside of Regular Working Hours

All processes can be effectively audited during normal office hours. This will be reviewed at the focus visit or if it changes.

Occupational Health and Safety

This audit scope did not include Occupational Health and Safety



Additional information

Opportunities for improvement

If we identify opportunities to improve your already compliant system, we will either record them in the process table applicable to the area being assessed or in the Executive summary of the report if they can deliver improvement at a strategic level.

Confidentiality

We will treat the contents of this report, together with any notes made during the visit, in the strictest confidence and will not disclose them to any third party without written client consent, except as required by the accreditation authorities.

Sampling

The assessment process relies on taking a sample of the activities of the business. This is not statistically based but uses representative examples. Not all of the detailed nature of a business may be sampled so, if no issues are raised in a particular process, it does not necessarily mean that there are no issues, and if issues are raised, it does not necessarily mean that these are the only issues.

Legal entity

The accredited legal entity and client facing office that has provided the assessment service in this report is referenced in the applicable agreement for this service.

Generic audit objectives and team responsibilities

The generic audit objectives and team responsibilities are included in the Client Information Note 'Assessment Process'. Any visit specific objectives for the next visit will be recorded in the report of the previous visit and will be addressed through the visit plan for that visit. The assessment standard and roles of the audit team are defined in the assessment visit confirmation sent to the client.

Audit Criteria

The audit criteria consist of the assessment standard and the client's management system processes and documentation.

Additional observers

Any additional observers will be as formally communicated to the client.

Note

Information on the objectives of the various visits can be found in the Client Information included in the report or on our website www.lrqa.com. Furthermore, on the website there are Client Information Notes available for the various visit types. The audit criteria and team members date and locations are also stated on the front page of the report. Scope of certification and roles and responsibilities of the audit team members are expressed in the Audit Program Plan.