

Audit Report QM



Customer:	NETCO METAL INDUSTRIES		
Lead Auditor:	Rajeev JAMMIHAL (RJ)	Certificate No.:	20100193005844
Auditor (Expert):	-----	Date of the Audit	19-07-2019
Audit Representative	Nitin Shah		
<input checked="" type="checkbox"/> Certification Audit	<input type="checkbox"/> Post Implementation Audit	<input type="checkbox"/> OHSAS 18001	
<input type="checkbox"/> 1. Surveillance Audit	<input type="checkbox"/> Extension Audit	<input type="checkbox"/> ISO 29990	
<input type="checkbox"/> 2. Surveillance Audit	<input type="checkbox"/> ...	<input type="checkbox"/> SCC/SCP	
<input type="checkbox"/> Recertification Audit	<input checked="" type="checkbox"/> ISO 9001:2015 without Design	<input type="checkbox"/> ISO 50001	
<input type="checkbox"/> Pre-Audit	<input type="checkbox"/> ISO 14001	<input type="checkbox"/> ISO 22000	
Audit Objectives (focus)	Evaluate the Implementation and Effectiveness of your Management System & Performance against Key Performance Objectives and Targets.		
Economic Activities (EA)	17	Effective no. of Employees:	10
Scope of application:	<input checked="" type="checkbox"/> see certificate text <input type="checkbox"/> no changes		

Standard Requirements

audited not audited c = critical nonconformity n = non critical nonconformity

9001:2015	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7	9.1	9.2	9.3	10.1	10.2	10.3
CA/RA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	NA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1. SA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. SA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No. n																												
No. c																												

Summary:

The **Certification** audit was completed with positive results.
No Minor / Major Nonconformities against the requirements of the international standard were identified.

Auditor's Recommendation:

Issue of the Certificate

19-07-2019

Date



Lead Auditor

Auditor / Expert

Issue of the certificate:

Approval by the head of certification body Refusal

Date, Signature

Approval by the Veto-Person (on critical EAC) Refusal

Date, Signature

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1 Characteristics of the company (CA)

The Company **NETCO METAL INDUSTRIES** is located at **Plot No.1611/1, G.I.D.C. Engineering Zone, Sarigam – 396155, Gujarat, INDIA.**

The Organization is a Proprietary started its activity in 2009 & having built up area of 5000 sq. ft. which is headed by Mr. Nitin Patel

The organization is into **Manufacture & Supply of Precision Sheet Metal Components for Pressure and Temperature Gauges & Deep Draw Components & Precision Engineering Components**

Key Clients:-

Baumer Technologies India
Nesstech Instruments
Itec Measures

Non Applicable In Scope :

8.3 - Design and Development of Product.
8.5.1 (f) - Validation of Process

2 Basics for the Audit

The audit was based on:

- ✓ ISO 9001:2015; Quality Management systems, requirements
- ✓ Quality Manual Rev. 00, Dt. 01.04.2019
- ✓ Externally Provided Activity includes Plating, Powder Coating and control over it by Supplier TC, Inward Inspection
- ✓ Quality Management Manual in the current version plus further applicable documents referenced in the individual sections of the Quality Management Manual .

Relevant Essential Laws, Norms, Directives or other Regulations:

Sr. No.	Statutory & Regulatory Requirements	Dated / Valid Till
1	GST NO:	24AAGPP3037J1ZQ
2	UDYOG AADHAR NO:	GJ25B0003878

3 Audit Result (Comments and Assessment)

The conformity of the management system with the standard requirements is verified and the effectiveness of the management system was determined in the audit (see findings / evidence on the individual standard requirements). In particular, the management system is capable of meeting existing requirements and delivering expected results.

The scope corresponds to the activities of the company and is suitable for certification.

All audit objectives were fulfilled.

Organisation is located at **Plot No.1611/1, G.I.D.C. Engineering Zone, Sarigam – 396155, Gujarat, INDIA.**

All departments were audited as per audit schedule.

Context of the Organisation: Process Owner : Nitin Patel

The organization has developed the system to identify and review the internal and external issues which are relevant to their Quality management system and the same being reviewed periodically and actions are initiated through Management review meeting which is planned once in 6 Months. The organization has identified the following issues based on current business strategic,

External Issues

- Tax policies
- Competitive Market- Price Competition
- Stage of the business cycle
- Natural calamities
- Change of government policies
- Political influence of local leaders
- Employment laws

Internal Issues

- Strong technology backup
- Values- Information System, Improvement tools and abilities to apply
- Culture - Co-operation of work force, Structure of organisation
- Strong customer focus
- Technology leakage
- High investment
- Cost of raw material
- Transport cost changes

The organization has determined the interested parties who are relevant to their Quality management systems and they have the system of identifying and reviewing the needs of interested parties. The organization has identified External providers, Customer, Statutory and regulatory body as their interested parties.

Leadership (Top Management): Process Owner : Nitin Patel

Top management is committed for overall development of the organisation. The organization Management has demonstrated leadership and commitment with respect to the quality management system through Business plan for 2019-20, Quality policy, Quality Objectives, focus on customer, planning and providing resources needed. The organization has defined the responsibilities and authorities for all level and communicated. Top management is participating in Management review meeting which is being conducted Once in 6 Months.

Verified Quality Objective defined in QMS

Quality Objectives	Target	Actual
Increase in Sales	25% with respect to last year	Achieved
Customer Satisfaction	90%	87.32%
Reduce In House Rejection	<1%	1%
On Time Delivery	>90%	100%
Trainings to Employees	Min 5 nos.	4 till date

Risk & Opportunity & Change Control Process Owner: Nitin Patel

The organization has implemented system for risk analysis and opportunity identification in all QMS processes. The organization has considered the probability and severity of each risk and has initiated action plan for eliminating & reducing the risk level. The organization periodically reviews the actions taken and impact of the actions related to risk & opportunities and details are recorded in Risk register.

Some of the Identified Risks are given below

- Huge Investment
- Working Capital Requirement
- Fierce Competition
- Machine Breakdown.
- Change in Government Policies from Environment Point of View.
- Uncertain Schedule from Customer.

Mitigation and contingency plan for the above said risk are verified.

Resource Management : Process Owner: Nitin Patel

The organization has implemented the system to analyse the constraint on & Capabilities of resources like People, Infrastructure, Monitoring & Measuring resources and environment required for the operation of the process. Resource planning is carried out based on the Business plan, current order flow, customer requirements, statutory & regulatory requirements and constraint on existing resources and capabilities of existing resources. Resource requirements are identified by head of the process owners and discussed in management review meeting for taking decision on the resource addition.

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Infrastructure:The organization has documented the machinery & Equipment available in organisation as List of machinery. Preventive maintenance plan and check sheet are used to carry out the preventive maintenance process. Break down of machinery is monitored and recorded in machine history card. At present the organization is having machineries as mentioned below.

Machine Name	Quantity	Machine Name	Quantity
Hydraulic Press	02 (65, 100 Ton)	Power Press	17 nos. (200, 150, 75, 50, 30, 20, 10 Ton)
Lathe Machine	02 nos.	Surface Grinder	01
Drill machine	04 nos.	Tapping machine	01
Trimming Machine	02	Ultrasonic Cleaning Machine	02 nos.
Buffing machine	02	Tool Post Grinder	01

- Preventive Maintenance Check Points and Record is evident. Verified for Hydraulic Press 100 Ton (HY-100/01)
- Work Environment – Adequate.

Monitoring & Measuring resources:The organization has documented the Monitoring and measuring resources available in Master list of monitoring and measuring instruments. Verification and calibration plan for each instrument is defined in the master list. Calibration schedule is available and certificate received from calibration agency for measuring instruments are evidenced (FQA01). List Include Vernier Caliper, Height Gauge

Instrument Name	Range	Calibration Date	Certificate No.	Agency
Height Gauge	0 – 300mm	28.06.2019 valid till 27.06.2020	ML/MCH/262/4/2019-20	Matrix Lab NABL-CC2664
Vernier Caliper	0 – 200mm	04.07.2019 valid till 03.07.2020	ML/MCH/262/3/2019-20	Matrix Lab NABL-CC2664

Instrument History card verified.

Human Resource Development & Training Process Owner :Nitin Patel

The organizational structure of the valued subject is exactly stated and adequate to the activities and processes. Responsibilities, authority and requirements on the competence of the personnel are stated in the organization, clarified to the relevant employee, realized. Personal Skill matrix evident for all function. Determination of necessary competence, records of education and skill and experience are verified.

Organisational knowledge gained through **Internal Sources** like experience are discussed with employees and made available to all, Results of improvement in processes, products, Lessons learned from Successful & Unsuccessful Projects.

External Sources include Conferances attended by Employees, Standards referred & knowledge gathered from customers.

Skill evaluation being carried out and training is planned based on the result of skill evaluation.

Training plan for the year 2019 -20 verified.

Following are Objective Evidences :

List of Employees – Bharat Patel, Anuj Machhi, Urvesh Patel, Ashwin Koli
Competency Matrix addressed. Verified for – Production Supervisor, Quality Incharge

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Skill Matrix addressed. Verified for All.

Annual Training Plan for 2019-20 verified.

Training Records for ISO 9001 Awareness – 12.06.2019 – All Employees
Housekeeping & Fire Extinguisher Use – 25.06.2019 – All Employees

Customer Related Process (Marketing, Order Review, Customer Satisfaction & Complaints handling)

Process Owner: Nitin Patel

The organization has started and implemented into the practice the methods related to the customer. Top Management carries out marketing activity. The organisation has developed method for taking Customer complaints & their feedback and where required corrective actions are taken. Top management provides resources for increasing Customer satisfaction. All new enquiries are recorded in enquiry register. Feasibility review of any new enquiry is carried out through feasibility review check list. New orders are reviewed by management to understand the product related requirements and contract review is done. The result of review is recorded in order register. Organisation has developed the method for customer communication.

- New Enquiry register / Feasibility Review – Verified for Customer – WIKA Instruments, Dt. 08.07.2019, for SS 304 100 Crimping Bazel, verified the feasibility for the same.

Customer Satisfaction

Client Name	CSI %
Petrotec Retail Petroleum Equipment	80%
ITEC Measures	93.3%
Excel Engineers	93.3%
Excel Instruments	100%
Nesstech Instruments	70%

Purchase Orders from Customers are reviewed.

Customer Name	P.O.No	P.O.dtd	Product	Quantity
Nesstech Instruments Pvt. Ltd.	NIP/000063	12.04.2019	End Cap & Tail Piece Assly (ECT6L100003) Bezel 100mm Bayonet (BZLS4100001) Case 100mm Bayonet Bottom Entry 2 hole (CASS4100B06) Welding Ring 25mm Sq. (WDRS4250001)	Open
Baumer Technologies India	4191210614	21.05.2019	CASE 100 BTW/OVH Embose (CAS05000666) Bezel (BY) 100 304 (BZL 05000011)	15000 15000

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Customer Complaint Handling: The organisation has implemented the system for collecting customer complaints and initiating corrective actions. Customer complaint register maintained and complaints received are recorded in the complaint register.

Verified Customer Complaint register – No Complaints evident.

Externally provided Product, Process & Service (Purchase & Subcontracting)

Process Owner: Nitin Patel

The organization has implemented into the practice the methods for selection, approval and re approval of external providers. Supplier registration form verified, List of approved suppliers and supplier Performance monitoring system verified and found implemented effectively. Purchase information which is including the product specification, delivery requirements, inspection required at supplier site, Inspection reports & Test reports along with supply are being communicated through Purchase order and Delivery challan to External providers. Material received from supplier is verified for Quality and Quantity by incoming Inspection process.

FPS01

Supplier Name	Approved for Material
Maruti Steels India, Ganapati Steel India	SS Plates (Circle)
Alka Corporation	MS / CRCA / HR Sheets
Vel Oil & Petro Chem	Various type of Oil

Organization raises the purchase order on the suppliers. Verified P.O drawn on Supplier

Supplier Name	Purchase Order Date.	Material	Quantity
Ganapati Steels (India)	NMIPO/008/1920, Dt. 25.06.2019	SS 304 Circle 105 x 0.5 mm SS 304 Circle 81.3 x 0.4 mm SS 304 Circle 130 x 1.0 mm SS 304 Circle 188 x 1.0 mm SS 304 Circle 155 x 3.0 mm SS 202 Circle 152 x 0.8mm	750 kg 500 kg 1000 kg 150 kg 150 kg 500 kg
Maruti Steels (India)	NMIPO/007/1920, Dt. 24.06.2019	SS 304 Circle 105 x 0.8 mm SS 304 Circle 140 x 0.8 mm SS 304 Circle 225 x 0.8 mm	1000 kg 250 kg 1000 kg

Supplier Rating Report. Monthly monitoring data for quality and delivery rating is evident.

Verified Inward inspection of material received.

Supplier Name	Material	Receipt Qty	Verification details
Maruti Steels (India)	SS 304 Circle 105 x 0.8 mm SS 304 Circle 152 x 0.8 mm SS 304 Circle 140 x 0.8 mm SS 304 Circle 225 x 0.8 mm	1011.3kg 524 kg 250.80kg 1010.4kg	Challan No. 117, Dt. 28.06.2019 TC No. 190424-RC01PS0010A1-0001
Ganapati Steel (India)	SS 304 Circle 130 x 1.0mm	434.500 kg	Invoice No. GSI-417/19-20, Dt.02.07.2019
Velloils Lubricant & Petrochem Ltd.	Drawvel 77 WS	50 Liter	Challan No. SRGM/0995, Dt. 11.07.2019

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Supplier evaluation & reevaluation is carried out as per defined criteria in system by way of Supplier Quality & Delivery rating. Supplier Audit Plan addressed in the system.

Documented information:

The organisation has maintained and retained the documented information required to effectively implement and maintain the quality management systems. Changes in documented information is controlled through document change note, document distribution control register and Engineering change note. Approval method defined for all changes to be done in documented information.

Performance Evaluation

Internal audit :

The organization has implemented the system for conducting internal audit. Internal audit is planned once in 6 months, Annual audit plan, Audit schedule are evidenced. Audit is planned for all processes and audit observation sheet verified.

Last Internal Audit Date	Frequency	NC
22.06.2019	6 months	4 nos. (Status Closed)

Management Review :

The organization has implemented the system for conducting Management Review Meeting. MRM is planned once in 6 Months. Results of Management Reviews are documented.

Last MRM Date	Frequency
28.06.2019	6months

Planning, Operation & Control :Process Owner: Urvesh Patel

The organization has implemented the management system related to planning, operation & Control effectively. Method of planning is defined in production procedure. Daily production review meeting is carried out.

The organization has stated and implemented in the practice and methods for the production. Quality plan for incoming, inprocess and final inspection are in place.

The following production samples are verified during the audit.
Control Plan, FPQP – Verified for 63x12 mm Bezel
Work Instruction for – Hydraulic Press verified.

Raw Material Quality Plan of – SS 304 Sheets evident.
Acceptance criteria defined

The organization has stated and implemented into the practice the methods for monitoring of the products and Processes.

- 1) Receipt Inspection: Verified.
- 2) In Process Inspection of – Verified for Part – 63 x0.8mm Case Process – Socket Punching / Vent Plug Punching, Machine – 20 Ton Power Press, Operator – Prakash, Dim. 15.6 x 14.11mm
Process – Case Deep Draw 150x40mm, Machine – 65 Ton Hydraulic Press, Operator – Dinesh, Dim. Height – 41.5mm (41.4 +/-0.2mm), OD 148.7mm, ID 147.2mm
Process – 63mm Case Embossing Bay Type, Machine – Power Press – 20 Ton, Operator – Nitin, Dim. Height – 26.2mm, Embossing Depth – 2.01mm (2.0 +/-0.05mm)
- 3) Final Inspection – Customer – Excel Engineering, Challan No. 2721, Dt. 16.07.2019, Material – 100mm Rolling Bezel, Qty. 2736 nos. (OD 109.6mm, ID 108.8mm, Window ID – 95.9mm, Height – 7.3mm, Thickness – 0.5mm)
Customer – Nesstech Instruments, Challan No. 2691, Dt. 01.07.2019, Material – 2” Case Cover (HJ0102P01001) – Qty. 1326 nos.

Validation of Process

NA

Identification & Traceability

Identification of all areas, raw material and Finished Products carried out.
Traceability till raw material stage evident.

Stores

Inventory Monitoring of all Procured Material as on date evident.
Verified for SS 316 Circle 225x0.8mm – Qty. 176.5 kg
Also verified for (Finish) 50mm Press Fit Case – Qty. 635 nos.

Customer Property -

Nil.

Control on Non Conforming Products

In House NC Monitoring carried out monthwise. CAPA for the same.

4 Nonconformities to the requirements stated in the Standard (Critical / Noncritical)

No Minor/ Major Nonconformity to the requirements of the standard was identified.

5 Hints for Improvement

The following items were discussed during the audit, they are considered by the auditor as an opportunity for further improvement

- Work Instructions to be Displayed at place of Work
- Recording of In Process inspection findings needs improvement.
- Awareness about use of Safety Devices
- Awareness as regards Root cause –Corrective action – Preventive Action

6 Positive Findings

- Top Management Commitment for systems is evident
- ERP Implementation and its further upgradation

7 General Notes

The company is requested to report relevant changes in the quality management system or in its documentation to the certification body during the certificate's period of validity.
In consideration of the random sampling done during the audit, the possibility for further nonconformities, which were not identified during the audit, must be pointed out.

The auditor's statements do not absolve the company from its obligation to ensure the fulfilment of the requirements of the norm and from its steady observation.
Several further observations were done during the audit. These have been documented in the TÜV AUSTRIA CERT GMBH audit checklists or in handwritten records and notes (particularly the respective specimens). These observations have not been mentioned completely in this report deliberately.

The auditors thank all the contact persons of the company **NETCO METAL INDUSTRIES** for the effort they have put into the preparation of the audit and for the open atmosphere during the discussions during the audit.

The company is welcome to submit comments about the findings in the report.

8 Distribution List

Customer: **NETCO METAL INDUSTRIES**
Certification body of the TÜV AUSTRIA CERT GMBH, Vienna
Auditor(s) / Expert