

<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

Name of the Organization	ALAM TANNERS INDIA □	
Address	5, K.B. CROSS LANE, KOLKATA, KOLKATA, WEST BENGAL- 700009, INDIA	
Site Address (If any)	NA	
No. of Employees	Below 50	
No. of Shift	1	
Contact Person	INTEKHAB ALAM	
Email	<a href="mailto:Fr3487@gmail.com">Fr3487@gmail.com</a>	
Telephone/Fax	+91- 98304- 19576	
Scope	DEALS IN LEATHER & LEATHER HANDS GLOVES. □	
Technical Area	SERVICES	
Audit Team	Lead Auditor: Mr. Vinay Kumar Jham Auditor: Ankur Singla Technical Expert:	No of Mandays: 02
Starting date of Audit	01-01-2024	
End date of Audit	01-01-2024	
Brief about the organization	ALAM TANNERS INDIA DEALS IN LEATHER & LEATHER HANDS GLOV	
Purpose of Audit	To verify the implementation of the Quality Management System as per the ISO 9001:2015 Standards Requirement, verification of records for the conformity of the implementation.	

<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

**CHANGE DETAIL:**

Audit Duration for Stage-02	
Are quoted man-days adequate?	Y
Any change in employee detail?	N
Any Change in Scope?	No as confirmed during the meeting with the INTEKHAB ALAM
Any additional Information:	NA



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<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

**Opening meeting and audit proceedings:**

The audit started as per mutually agreed Audit plan. INTEKHAB ALAM of the company participated in the opening meeting and then left due to some prior engagements. The plant head remained involved with the audit team throughout the audit activities. After the opening meeting, the audit was started by taking a round of the different process areas of the organization.

**Comments on Internal audit:**

Internal audit was conducted by consultant Mr. Vikrant Goswami. The organization has till now conducted only one Internal audit where in 1 NC was identified. Closure of NC verified. The Effectiveness of the internal audit found satisfactory. This is a small organization with simple functions.

**Comments on ATN:**

The QMS requires that Internal audit and MRM should be organized once in every 6 months and the MRM should be organized within one month of Internal audit. The organization has so far organized only one MRM. All prescribed agenda points were reviewed, Improvement targets regarding organizational Quality objectives was finalized during the MRM and it found effective.

**Closing meeting:**

The two man day surveillance audit was conducted amicably, the staff was found transparent and open to learn. Following is the Summary.

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<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

**SUMMARY OF AUDIT**

AREA OF IMPROVEMENTS	
1.	Employees exit interviewers need to be conducted.
2.	Employees feedback need to be established.



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<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	Assessment Audit Report	

## **ACKNOWLEDGEMENT**

Magnitude Management Services Pvt. Ltd. takes this opportunity to appreciate & thank the management of ALAM TANNERS INDIA for giving us an opportunity to conduct ISO 9001:2015 audit for the organization

We are indeed touched by the helpful attitude and co-operation of all faculties and technical staff, who rendered their valuable assistance and co-operation the course of study.

### **ISO Audit Team:**

Name: Vinay Kumar Jham (Lead Assessor)

Qualification: -BSc Hons Chemistry – Delhi University

-Msc in Chemistry in 1972 – Delhi University

-PG Diploma Sales & Marketing 1973 FMS, Delhi University

Experience: -Worked in PSU – Andrew Yule & Company from 1972 till 2007

-After retirement; completed Lead Auditor Course in ISO standards 9001, 14001, 45001, 21001.

-Completed 2000 man- days as second- & third-party auditor Also a Lead tutor for auditing process and auditing awareness.

Name: Ankur Singla (Auditor)

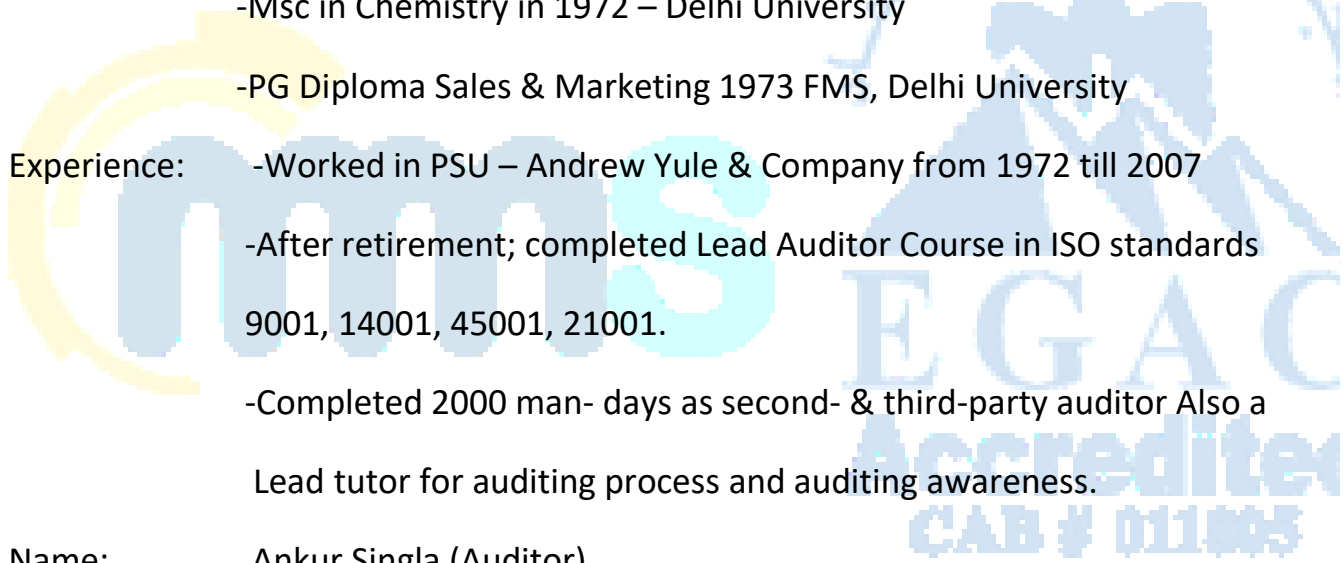
Qualification: -B.tech (M.E.) – PTU, Jalandhar

Experience: -Working in ISO systems from 01 decade

-LA in ISO 9001, 14001, 45001, 21001, ISO 50001

-Completed 1000 man- days as second- & third-party auditor

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<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

<b>Team Leader Declaration (Tick or cross Each Column as per applicability)</b>	
√	Auditing is based on a sampling process of the available information
√	Audit is combined, joint or integrated;
√	The effectiveness of corrective actions taken regarding previously identified
√	nonconformities have verified
√	outcomes are effective and complying.
√	The internal audit and management review process are effective and complying with the requirements.
√	The scope of certification is appropriate.
√	The capability of the management system to meet applicable requirements and expected
√	The audit objectives have been fulfilled and achieved.

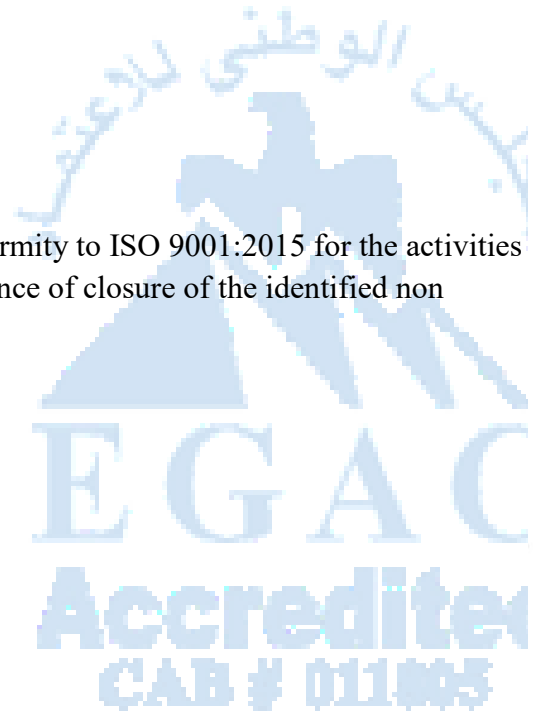


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<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

**SWOT-ANALYSIS AND RECOMMENDATIONS:**

1. **Strength:** The business is well established and running successfully. QMS is designed as per the business requirement, which is easy to understand and practice. Competence level found satisfactory.
2. **Weakness:** The QMS has been established recently, it is stable.
3. **Opportunity:** The organization is young; hence it is easy to establish QMS and maintain it.
4. **Threat to QMS:** Low
5. **Recommendation of the audit team:** Certificate of conformity to ISO 9001:2015 for the activities under scope may be awarded after receiving satisfactory evidence of closure of the identified non conformities.
6. **Follow-up:** Not required
7. **Surveillance Frequency:** once in 12 months




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<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

**Recommendation:**

	<p><b>The quality system complies with the requirements of the reference standard:</b> Congratulations, on the basis of the above summary, Lead Auditor is pleased to put forward a recommendation for Issuance of Certificate. The organization can use the MMS Mark.</p>
√	<p><b>The quality system complies with the requirements of the reference standard with exception of minor NC:</b> Congratulations, Lead Auditor is pleased to put forward a recommendation for Issuance of the certificate of Organization upon off-site verification of closure of all minor NC within 60 days from the date of Stage 2 audit. Responses to the non-conformances should be submitted to MMS and must include supporting evidence of closure to allow for off-site verification. In responding to the non-conformances, the organization should consider the root cause of the non-conformance and the potential for related issues in other parts of system.</p> <p>If all non-conformances are not closed within 60 days, a full reassessment may be required.</p>
	<p><b>Evidence of major non conformities:</b> Organization is not recommended for Issuance of Certificate and at this time. Follow-up audit will be scheduled to allow for on-site verification and closure of all issues within 60 days from the date of Stage 2.</p> <p>Once all non-conformances are closed, the recommendation for Issuance of certification may recommend.</p> <p>If all non-conformances are not closed within 60 days, a full reassessment may be required.</p>
	<p><b>Not Recommended:</b> Organization is not recommended for Issuance of certificate at this time. Full Stage 2 audit is required as the organisation has not implemented the system and process at pace. .</p>
	<p><i>Proposed Audit Date for 1<sup>st</sup> Surveillance Audit November-2024</i></p>
<p><b>Accredited</b> CAB # 011005</p>	
Sign Off : (Date) 01-01-2024	
MMS Report Submission:	Client Acceptance for Report
Name of Lead Auditor: Vinay Kumar Jham	Name: INTEKHAB ALAM
Signature: 	Designation: PROP

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<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

**AUDIT CATNKLIST**

VERIFICATION OF DOCUMENTED INFORMATION & RCORDS AS PER STD REQUIREMENT (C- Conformity, NC-Non-Conformity, O-Observation)		
Clause Number	C/NC/O	Document Verification detail with statement of Conformity
4.1 Understanding the organization and its context (Determination of external and Internal Issues)	C	<p>Verified as mentioned in the manual Ref: - ATN/QMS/01.</p> <p>External &amp; Internal issues are defined in the ATN/F05 verified.</p> <p>Organization has done the SWOT- (Strength, Weakness, Opportunities and Threats) analysis.</p> <p>Internal Context was analysed by the SWOT (Strength, Weakness, Opportunity and Strength) &amp; External Context was Analysed by the PEST (Political, Economic, Social and technology Factors). Some of them are: Internal issues (Competence, Space, Values, Culture, Tools and Equipment's etc...) &amp; External Issues (Legal, Customer, Sub Contractor, Economic Crisis etc.).</p> <p>In the internal and external organization context, factor has been briefed in positive and negative manner as per QMS requirement.</p> <p>Interested Parties was defined in the Clause No. 4.2 of the QMS Manual. Some of them Verified are Stake Holder/Owner, Employees, Customer, Community etc. and their Relevant Needs and Expectation as well as Compliance Obligation was defined in the QMS Manual.</p>
4.2 Understanding the needs and expectations of interested parties (Determination, Monitor & Review of the Interested Parties)	O	<p><b>List of interested parties is available but is not updated as per the organization scope and activities.</b></p> <p>INTEKHAB ALAM is the responsible person to establish it and know about to update it.</p>

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<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

4.3 Determining the scope of the quality management system (Boundaries and Type of Product and Services and any requirement not applicable )	C	Scope id defined and covers the company activities. As interviewed to INTEKHAB ALAM and found scope of the ATN is adequate.
4.4 Quality management system and its processes (Established, Implement and maintained, process and Interaction of Process)	C	Manual has been established as per ISO 9001:2015. Ref: - ATN/QMS/01.  Also find the process flow diagram. Ref: ATN/PFC/01;
5.1.1 Leadership & Commitment (Statement of ensurity)	C	As observed during the interview with the INTEKHAB ALAM he is very committed to provide the quality services.
5.1.2 Customer focus (statement of conformity)	C	Organization is very attentive about the customer requirements. Organization main focus is on customer.
5.2 Quality policy (Establish, Implement, Maintain, communicated and understood)	C	Quality policy is established and communicated also. Asked to INTEKHAB ALAM Ji about the quality policy. It is mentioned in the Local language. (HINDI)
5.3 Organizational roles, responsibilities and authorities	C	Roles and responsibilities are defined individually in the Folder ATN/HR-F04. All forms are approved by Proprietor.  Verified the organization chart for the lab; Ref: Ann-II.  Roles and Responsibility of the employees were defined. Ref: Ann: III  Roles and Responsibility are defined adequately as per QMS.
6.0 Planning		
6.1 Actions to address risks and opportunities (Risk Assessment has done with prevention of undesirable effects)	C	Risk assessment matrix is verified for each department. It has been divided into three regions. Low, Medium & High.

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	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

6.2 Quality objectives and planning to achieve them (Documented, Measurable, Monitored and communicated)	C	<p>Quality Objectives are measurable and documented. QMS Objectives was established refer to ATN/QMS/OBJ/01</p> <p>Objectives was Properly Communicated within the Organization. Objective Monitoring status was found &amp; Planning is more effective. Objective on customer satisfaction is evident. Management Programme was established. Some of them are “100% timely delivery of products”</p>
6.3 Planning of changes (As per 4.4) and Purpose, resource availability and allocation	C	<p>Verified the planning for changes as in manual. Ref: - 24 page of manual.</p>
7.1 Resources  (Need of External resources, People, Infrastructure, Environment, Calibration records, Organizational Knowledge)	C	<p>This is all included in one separate document called knowledge bank in which about the required resources is defined.</p> <p>Ref:- ATN/KB-F09</p> <p>Verified the Preventive Maintenance Schedule for machines Ref: F-MT-04.</p> <p>Preventive Maintenance has been done as verified the evidences.</p> <p>Maintenance was found done on regular basis and in an effective way. Verified the work environment during site visit of the organization.</p> <p>Sufficient lighting in Store Area &amp; Proper ventilation in Operational area.</p> <p>Fan, lighting, Fire extinguisher are appropriate within the organization.</p> <p>Verified the list of instrument and equipment for calibration. Ref: F-QA-01.</p> <p>List of machineries was not updated as the equipment was identified by name and number.</p>
7.2 Competence (Employee records & Competence skill matrix)	C	<p>All the employee are competent. Verified the competency matrix.</p> <p>Skill matrix of department level employees is have identification number.</p>

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<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

7.3 Awareness (Quality Policy, Objectives & Effectiveness of QMS)	C	<p>As in the interaction with the top management, the commitment is transparent.</p> <p>Interviewed to Top management, he is aware of company policy &amp; its objectives.</p>
7.4 Communication (what, who, when, whom, how)	C	<p>Communication Procedure has been established. Ref: ATN/PR/07.</p> <p>Organization is using two-way communication.</p>
7.5 Documented information (External OriATNn, Creation, Updation, Distribution, Preservation, version control, Retention and disposition)	C	<p>Verified the master list of documents &amp; records.</p> <p>Ref: - ATN/MR/F01.</p>
8.1 Operational planning and control (Plan, Implement and control of process, documented information for process carried our as planned and Conformity of product or services )	C	<p>Operation planning has been done by the Proprietor and operations manager. Evidenced the documents.</p>
8.2.1 Customer communication (Enquiries, Contract, order, feedback, complaints)	C	<p>External Communication matrix is define &amp; followed adequately. ATN/SS/AL finalised with the customer verbally and challan &amp; Invoice made available for selling.</p>
8.2.2 Determining of Requirements for products and services (Objective evidence for record of contract review and approval, Record verification of Statutory & Regulatory shall be referred here, record for communication of changes, legal requirements need to be re-verified if any concerns identified in Stage 1 audit or any new product added)	C	<p>Verified the contract review form in which all the requirements related to products are determined.</p> <p>Ref: ATN/F09 Rev 01.</p>
8.2.3 Review of the requirements for products and services (Documented Information for Result of review and any new requirements for product or services)	C	<p>Review of the requirements has been recorded in the different formats as for Environmental, H &amp; S, Quality, parameters.</p>



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	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

8.2.4 Changes to requirements for products and services (the changed documents is aware and approved by relevant person )	C	Changes in the requirements for services are to be recorded. INTEKHAB ALAM is taking review of it and all these are maintained.
8.3 Design and Development (D&D)		EXCLUDED.
8.3.1 General Establish, Maintain and Implement the D&D Process		
8.3.2 D&D Planning (Record reference) 7.3.3 D&D Inputs (Record reference for the inputs) 8.3.4 D&D Controls (Record reference & Approval) 8.3.5 D&D Outputs (Record reference for outputs) 8.3.6 D&D Changes (Record reference for changes, approved, validated & verified before implementation & actions as necessary)		Design and Development is excluded.
8.4.1 Control of externally provided processes, products and services (documented Information for criteria for the evaluation, selection, monitoring of performance and re-evaluation		Externally provided processes are controlled. Procedure for Purchase is defined adequately. External Provider Evaluation QR-MGT-18 There are 2 criteria for evaluation one is quality of work.
8.4.2 Type and extent of control (Control Verification )	C	Verified and evidence the control verification.
8.4.3 Information for external providers (Competence and qualification of external provider)	C	Registration of External Provider QR-MGT-02 record found adequate.
8.5.1 Control of production and service provision ( Records verified work instructions for the processing including delivery and post-delivery activities, characteristic of product, equipments use and availability for monitoring and measurement)	C	Work instructions are available for each process. For each sample approval, testing is done completely. Organization also counts for the Post deliveries activities.  Quality department is also review the control of production and services provision.

<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

8.5.2 Identification and Traceability (Records verified for identification batch no or serial no in process as well as final dispatch )	C	Each file is bearing a identification number. Verified the evidences as also confirmed from the Top management.
8.5.3 Property belong to customers or external providers (Documented Information of Lost or damaged property)	C	Its Own Property & is maintained well.
8.5.4 Preservation of output (objective evidence for meeting the defined storage conditions for handling, packaging, storage and protection)	C	“5S” is implemented in the company for the preservation of services. Verified the services and its processes.
8.5.5 Post-delivery activities (Life time, maintenance, Warranty & Guarantee, Final Disposal)	C	Company is providing the Post-deliveries activities for its relevant services.
8.5.6 Control of changes (Documented Information change review result, person who is authorized to changes.	C	Changes are to be noted. Verified the document change register note.
8.6 Release of products and services (Planned Arrangement documented information for acceptance criteria and authorized person traceability)	C	Verified the compliance as per requirement.
8.7 Control of nonconforming outputs (Documented Information for Non conformity, action taken, concession, authority deciding action)	C	Technique is going to be used in the organization for identifying non conforming services.  Verified the Root cause analysis sheet. RCA/F01.
9.1.1 Monitoring, Measurement analysis and evaluation	C	Verified the evidences.
9.1.2 Customer Satisfaction (Analysis of Customer Satisfaction)	C	Customer satisfaction index is adequate. Verified the analysis of it. Also communicated to the customer regarding it through telephonic conversation.
9.1.3 Analysis and Evaluation	C	Analysis has been conducted. Verified the documents.

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<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

9.2 Internal Audit ( Frequency and Documented Information for Implementation of Audit Program and the audit result)	C	Internal Auditor is conducted half yearly.  Last Internal Audit conducted was very effective.
9.3 Management Review (Frequency, Input, Output, Documented Information for ATN Results)	C	Management Review Meeting Procedure is evidenced. Ref: ATN/PR/06; ATN is conducted half yearly.
10.1 Improvement – General	C	Risk assessment sheet is evidenced. Risk-ATN/R-01/F01
10.2 Nonconformity and Corrective action (Documented Information for nature of NC and result of action taken)	C	Till now, there is no open NC. Corrective Action has been taken to close NC raised during Internal Audit.
10.3 Continual improvement	C	Company is reviewing the system. Also the objectives has been established and the responsibilities been divided up. Verified in the Objective Monitoring Form. OBJ/F01.

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<b>MMS</b>	<b>MAGNITUDE MANAGEMENT SERVICES PRIVATE LIMITED</b>	F14 Issue 01 Rev 00
	<b>ISO 9001:2015</b>	
	<b>Assessment Audit Report</b>	

## REVIEW REPORT (FOR OFFICE USE ONLY)

<b>ORGANIZATION NAME</b>	ALAM TANNERS INDIA
<b>ADDRESS</b>	5, K.B. CROSS LANE, KOLKATA, KOLKATA, WEST BENGAL- 700009, INDIA
<b>SCOPE</b>	DEALS IN LEATHER & LEATHER HANDS GLOVES □.
<b>AUDITOR NAME</b>	VINAY KUMAR JHAM & ANKUR SINGLA
<b>TECHNICAL EXPERT</b>	NA
<b>INTERNAL AUDIT</b>	YES
<b>MRM</b>	YES
<b>STAGE-1 AUDIT</b>	YES
<b>STAGE-2</b>	YES

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