



Management System Certification Audit Summary Report

Organization:	PT. Chitose Internasional Tbk.				
Address:	HO & Plant: Jl. Industri III No. 5 Km. 8,7 Leuwigajah, Cimahi, Jawa Barat – Indonesia Warehouse finish goods: Jl. Leuwigajah no.170, Cimahi, Jawa Barat – Indonesia				
Standard(s):	ISO 9001:2015	Accreditation Body(s): UKAS, BSN/KAN			
Representative:	Mr. Agung Tri Wahyu				
Site(s) audited:	Address as above		Date(s) of audit(s):	28-29 June 2018	
EAC Code:	23	NACE Code:	36.11, 36.15	Technical Area code:	QM 23.2
Effective No.of Personnel:	529		No. of Shifts:	3	
Lead auditor:	Tri Tenoyo tri.tenoyo@sgs.com		Additional team member(s):	Agung Pribadi	
Additional Attendees and Roles	-				
This report is confidential and distribution is limited to the audit team, audit attendees client representative and the SGS office.					

1. Audit objectives

The objectives of this audit were:

To determine conformity of the management system, or parts of it with audit criteria and its:

- ability to ensure applicable statutory, regulatory and contractual requirements are met,
- effectiveness to ensure the client can reasonably expect to achieve specified objectives and to identify as applicable areas for potential improvement

2. Scope of certification

Manufacture of Metal Chair and Nursing Bed

Has this scope been amended as a result of this audit? Yes No

This is a multi-site audit and an Appendix listing all relevant sites and/or remote locations has been established (attached) and agreed with the client. Yes No

For integrated audits, confirm the current level of the client's IMS integration: N/A Basic High

3. Current audit findings and conclusions

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives required by the standard(s). **A sampling process was used, based on the information available at the time of the audit.** The audit methods used were interviews, observation of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning matrix included as annexes to this summary report.

Job n°:	ID/JKT-2024	Report date:	29 June 2018	Visit Type:	SUR+UPGRADE	Visit n°:	02
CONFIDENTIAL		Document:	GS0304	Issue n°:	21	Page n°:	1 of 4



The audit team concludes that the organization has has not established and maintained its management system in line with the requirements of the standard and demonstrated the ability of the system to systematically achieve agreed requirements for products or services within the scope and the organization's policy and objectives.

Number of nonconformities identified: 0 Major 1 Minor

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:

Granted / Continued / Withheld / Suspended until satisfactory corrective action is completed.

4. Previous Audit Results

The results of the last audit of this system have been reviewed, in particular to assure appropriate correction and corrective action has been implemented to address any nonconformity identified. This review has concluded that:

- Any nonconformity identified during previous audits has been corrected and the corrective action continues to be effective. (Refer to Section 6 for details)
- The management system has not adequately addressed nonconformity identified during previous audit activities and the specific issue has been re-defined in the nonconformity section of this report.

5. Audit Findings

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives. The audit methods used were interviews, observation of activities and review of documentation and records.

The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system. Yes No

The organization has demonstrated effective implementation and maintenance / improvement of its management system and is capable of achieving its policy objectives, **as well as and the intended results of the respective management system(s)**. Yes No

The organization has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement. Yes No

The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system. Yes No

The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system. Yes No

Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard. Yes No

Certification claims are accurate and in accordance with SGS guidance and the organization is effectively controlling the use of certification documents and marks. N/A Yes No

6. Significant Audit Trails Followed

The specific processes, activities and functions reviewed are detailed in the Audit Planning Matrix and the

Job n°:	ID/JKT-2024	Report date:	29 June 2018	Visit Type:	SUR+UPGRADE	Visit n°:	02
CONFIDENTIAL		Document:	GS0304	Issue n°:	21	Page n°:	2 of 4



Audit Plan. In performing the audit, various audit trails and linkages were developed, including the following primary audit trails, followed throughout:

- Relating to Previous Audit Results: previous 3 minor CAR can be closed
- Relating to this Audit; including any significant changes (eg: to key personnel, client activities, management system, level of integration, etc.):

7. Non conformities

Non Conformity N° 1 of 1 Major Minor

Area / Department / Process:	Engineering		
Document Ref.:	Prosedur Pemeliharaan & Perbaikan	Standard Ref.:	7.1.3
Issue/Rev. Status:	01	CAR Close out date:	Next visit
Details of Non-Conformity:			
Inconsistency in implementation preventive maintenance activity as refer to Jadwal pemeliharaan tahun 2018 for example Air Compressor Kobelion II VS-75 KW , Generator D-01, and Air dryer 3 orion CRX 120D in 2 weekly basis. Since it verified the last evidences was maintained in period September 2017			

Client Proposed Action to Address Minor Non-Conformances Raised at this Audit:

- See Reply CAR

Nonconformities detailed here shall be addressed through the organization's corrective action process, in accordance with the relevant corrective action requirements of the audit standard and shall include actions to analyse the cause of the nonconformity and prevent recurrence, and complete records maintained.

- Corrective actions to address identified major nonconformities shall be carried out immediately including a cause analysis, and SGS notified of the actions taken within 30 days. An SGS auditor will perform a **follow up visit** within 90 days to confirm the actions taken, evaluate their effectiveness, and determine whether certification can be granted or continued.
- Corrective actions to address identified major nonconformities shall be carried out immediately including a cause analysis, and records with supporting evidence sent to the SGS auditor for close-out within 90 days.
- Corrective Actions to address identified minor non conformities including a cause analysis, shall be documented on a action plan and sent by the client to the auditor within 90 days for review. If the actions are deemed to be satisfactory they will be followed up at the next scheduled visit.
- Corrective Actions to address identified minor non-conformities including a cause analysis, have been detailed on an action plan and the intended action reviewed by the Auditor, deemed to be satisfactory and will be followed up at the next scheduled visit.
- Appropriate cause analysis and immediate corrective and preventative action taken in response to each non-conformance as required.

Note:- Initial, Re-certification and Extension audits – recommendation for certification cannot be made unless check box 4 is completed. For re-certification audits the time scales indicated may need to be reduced in order to ensure re-certification prior to expiry of current certification.

Note: At the next scheduled audit visit, the SGS audit team will follow up on *all* identified nonconformities to confirm the effectiveness of the corrective actions taken.

8. General Observations & Opportunities for Improvement

Job n°:	ID/JKT-2024	Report date:	29 June 2018	Visit Type:	SUR+UPGRADE	Visit n°:	02
CONFIDENTIAL		Document:	GS0304	Issue n°:	21	Page n°:	3 of 4



Top Management

- To encourage knowledge and skill needed aligned with implementation of QMS 2015. example: the knowledge of human factors to be able to assess ergonomic, physical and psychological factors in the production process.

Quality Objectives

- Quality Objectives may consider control of cost within organisation regarding how each function contribute for cost saving by proposing relevant action plan/activity within a year. In relation with the organisation strategy by maintaining competitive price in the market / no price up this year.

Production Metal Chair

- To review ergonomic especially at manual process, example standard of maximum quantity for construction product that carried by operator to the next process (without helping tool)
- To immediate relocate current touch up activity of front chrome line, as observed that touch up activity was conducted under (panel) at the bottom of the stairs and insufficient lighting for working.
- To improve awareness of APD implementation or provide APD at working area example: safety eyewear at spot welding, bending construction, properly use market at powder coating.
- Recommended to maintain documented information of manpower planning regarding rotation to minimize human error due to saturation e.g. working in the same place in the long period of time example: at chrome line, painting line etc.
- The number of semi-finished products (WIP) may also be reviewed to avoid the buildup in the WIP area that is not needed by the organization
- Consideration should be given that parameter adjuster that affecting nickel thickness is protected to prevent from *unintended use* example: rectifier current (A) parameter.

Quality Control

- To include reviewing for visual/perception ability of inspector at specified intervals (may on yearly basis), to maintain accuracy level and still conform with specified visual/perception level.

R&D, Engineering

- Recommendation to review the completeness of identification internal issues and risk and opportunity in relation to R&D process for example regarding to the availability of drawing software and drafter personnel.
- Engineering has generated the identification of risk and opportunity in relation with activity “ Pemeliharaan dan Perbaikan mesin, necessary complete with the activity “ pembuatan mesin baru, jig dan dies “

9. Opening and Closing Meeting Attendance Record

Name	Position	Opening	Closing

Job n°:	ID/JKT-2024	Report date:	29 June 2018	Visit Type:	SUR+UPGRADE	Visit n°:	02
CONFIDENTIAL		Document:	GS0304	Issue n°:	21	Page n°:	4 of 4