

Management System Certification Audit Summary Report

Organization:	PT. Chitose Internasional Tbk.				
Address:	HO & Plant: Jl. Industri III No. 5, Utama, Cimahi, Jawa Barat – Indonesia Warehouse Finish Goods: Jl. HMS Mintaredja Baros, 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):	23-26 June 2020	
EAC Code:	23	NACE Code:	36.11, 36.15	Technical Area code:	QM 23.2
Effective No. of Personnel:	150		No. of Shifts:	3	
Lead auditor:	Tomie Gautama		Additional team member(s):	Tri Tenoyo	
Additional Attendees and Roles:					
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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
- ability to identify as applicable areas for potential improvement.

2. Scope of certification

~~Manufacture of Metal Chair and Nursing Bed~~

Proposed to

Manufacture of Metal Chair, Wood Furniture, Healthy mattress C-Pro & Hospital 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

This audit was conducted as Remote audit using MS Team, Webex and Whatsapp as ICT tools. The audit meets the expected objectives and ICT tools were used effectively. This audit is conducted as Full Remote audit.

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All the documents shared, interviews conducted, and record of site visit are now deleted

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 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 included as an annexe to this summary report.

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 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

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

7. Nonconformities

Non-Conformity	N° <u>1</u> of <u>1</u>	<input type="checkbox"/> Major	<input checked="" type="checkbox"/> Minor
Department / Function:	Purchasing	Standard Ref.:	6.11
Document Ref.:	MR.P.6. Pengendalian Resiko & Peluang	Issue / Rev. Status:	01
Details of Nonconformity:	System does not always ensure that determining the action control is adequate when organization has only single source of raw material. Example" raw material of C-Pro has single supplier as risk factor has not included mitigation plan to reduce the impact of a potential risk and the loss associated with that risk. Currently organisation only has correction action plan. Furthermore, the impact is production line stop (high) but consider as 3.		

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

- **Proposed Action from client to Address Minor Non-conformities raised (if any), have been reviewed and accepted. See separate document CAR-action plan.**

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.

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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

Observation-1:

- This is a Full Remote audit and it was conducted remotely using MS team, Webex and Whatsapp as an ICT Tools.
- All planned audit activities has been completed in Remote Audit

Woodline & C-pro

- *Walaupun sudah di buat assessment risk, sangat bermanfaat apabila nilai yang ada (risk fator) diperjelas dengan nilai grading misalnya tinggi, sedang atau rendah* / Even though a risk assessment has been made, it is very useful if the existing value (risk fator) is clarified with a grading value such as high, medium or low
- *SOP yang lain sudah berjalan dengan baik, disarankan agar hal yang sama dilengkapi khususnya untuk edging banding* / Other SOPs have been running well, it is suggested that the same thing be completed especially for banding edging

QC

- *Aktifitas kedatangan barang sudah dilakukan pemeriksaan dengan pemeriksaan bentuk dimensi , alangkah baiknya kalau hal serupa dilakukan untuk uji kandungan air (moisture content)* / The activity of the arrival of the goods has been examined by checking the shape of the dimensions, it would be nice if the same thing was done to test the moisture content.
- *Uji edging banding telah dilakukan dengan baik namun sebaiknya dilakukan pengujian tarik sederhana untuk mendapatkan hasil yang lebih baik terutama hasil rekatan pengeleman* / The edging banding test has been done well but it is better if a simple tensile test is carried out to get better results, especially the results of the gluing bond
- *Alat ukur product akhir sudah dilakukan validasi langkah lebh baik apabila telusur alat juga di tuliskan agar mudah mampu mencari telusurnya* / The final product measuring tool has been done with step validation. It is better if the search tool is also written down so that it is easy to be able to search for the trace

Production for Metal Chair

- *Berkenaan dengan ijin pemakaian alat angkat dan angkut, care should be given untuk selalu berkonsultasi dengan PJK3/Disnaker terutama untuk ijin penggunaannya* / due to permission to use lifting and transportation equipment, care should be given to always consult with PJK3 / Disnaker, especially for permission to use it.

Production NSB (Nursing Bed)

- *Perhatian dapat diberikan bahwa pemberitahuan ketidaksesuaian diberi catatan yang sama (alasan) untuk jenis ketidaksesuaian lainnya, terutama setelah pemeriksaan dan sebelum pengiriman ke Gudang* / Care could be given that notification nonconformance given the same note (reason) for other types of non-conformity, especially after inspection and before delivery to the warehouse

Engineering

- Care could be given that temperature controller (monitoring devices) at extrusion machine C-PRO is included in verification or calibration program in specified intervals.

MIS (IT)

- Care could be given that evaluation for external providers e.g. Internet Service Providers (ISP) may adopt current criteria of evaluation (see Procedure of Purchasing)

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PPIC-Chair

- Consideration could be given to review current risk factors, risk level and its control action regarding implementation of no buffer stock of raw material

9. Opening and Closing Meeting Attendance Record

Name	Position	Opening	Closing
By MS team			
Mr. tamatius J. Paulus	TOP management/ MR	ok	ok
Ms. Helina	Top Management	ok	ok
Mr. Agung	Ass. MR/ QA	ok	ok
Mr Ruby KT	PRD NSB	ok	ok
Mr Hery Mashuri	PRD WoodLine	ok	ok
Mr Ade A	PPIC	ok	ok
Mr Iqbal	PPIC	ok	ok
Mr Deden D	Engineering	ok	ok
Mr Otong Tahya	Engineering	ok	ok
Ms Lia Dewiani	HC & GA	ok	ok
Mr Andreas	IA	ok	ok
Ms Shanty	QC	ok	ok
Mr Yulan Septian	QC	ok	ok
Ms Anita	Purchasing	ok	ok
Mr Mauludin	Purchasing	ok	ok
Mr Darmawan S	IT	ok	ok
Mr Imam M.	IT	ok	ok
Mr Rosyidin	RnD	ok	ok
Mr Lukito angga	Marketing	ok	ok
Ms Yanti abdi	Marketing	ok	ok

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Ms. Fitri	Marketing	ok	ok