

## 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. Fajar Swatyas cc Mr. Agung				
Site(s) audited:	Address as above	Date(s) of audit(s):	7-9 July 2021 Full remote audit		
EAC Code:	23	NACE Code:	36.11, 36.15	Technical Area code:	QM 23.1
Effective No. of Personnel:	150	No. of Shifts:	3		
Lead auditor:	Tomie Gautama	Additional team member(s):			
Additional Attendees and Roles:	N/A				
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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, 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   0   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

Nonconformity	N° ___ of ___	<input type="checkbox"/> Major	<input type="checkbox"/> Minor
Department / Function:		Standard Ref.:	
Document Ref.:		Issue / Rev. Status:	
Details of Nonconformity:			

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

- **N/A**

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.

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## 8. General Observations & Opportunities for Improvement

### Observation-1:

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

### Monitoring process / *Process monitoring*

1. Berkenaan dengan form laporan Produksi yang mana disitu tertulis "Validasi" alangkah baiknya apabila kata Validasi termaksud dihalangkan atau diganti dengan "persetujuan" guna menghindari makna berbeda seperti yang di maksud dalam QMS ISO 9001:2015 clausul 8.5.1 f  
*Due to the Production report form where it says "Validation" it would be nice if the word Validation meant to be removed or replaced with "approval" in order to avoid different meanings as intended in QMS ISO 9001:2015 clause 8.5.1 f*
2. Organisasi telah melakukan penerapan kegiatan pelepasan produk namun kegiatan peerapan kegiatan pemantauan dan pengukuran pada tahapan yang sesuai untuk verivikasi pengendalian belum sepenuhnya dilakukan alangkah bermanfaatnya apabila dilakukan penetapan dan pengukuran yang dimaksud seperti
  - Melakukan pemastian standar campuran polyeteline untuk process C-Pro
  - Memastikan keberterimaan kandungan air dalam bahan baku papan, kekuatan lem pada bahan baku papan dll untuk process Woodline*The organization has implemented product release activities but the implementation of monitoring and measurement activities at the appropriate stages for control verification has not been fully carried out. it would be useful if the determination and measurement were carried out such as:*
  - *Verifying the standard polyethylene mixture for the C-Pro process*
  - *Ensure the acceptability of water content in board raw materials, glue strength on board raw materials etc for the Woodline process*

### Kepatuhan terhadap regulasi / *Compliance with regulations*

1. Organisasi menggunakan peralatan pendukung kerja untuk mendapatkan kesesuaian produk misalnya alat angkat dan angkut, diesel dan bejana bertekanan, alangkah bermanfaatnya apabila perijinan selalu dipastikan sesuai dengan peraturan yang berlaku di daerah setempat  
*Organizations use work support equipment to obtain product conformity such as lifting and transport equipment, diesel and pressure vessels, it would be beneficial if permits were always ensured in accordance with applicable local regulations*

### Kerangka berfikir resiko / *Risk based thinking*

1. Dalam memastikan proses berjalan dengan baik terutama manajemen resiko perhatian dapat diberikan dengan memahami proses sehingga mitigasi dapat dilakukan dengan baik dan benar dan hendaknya selalu di update dengan menambahkan dari klaim proses berjalan, internal audit maupun complian pelanggan  
*In ensuring the process runs well, especially risk management, attention can be paid to understanding the process so that mitigation can be carried out properly and correctly and should always be updated by adding from claims from the current process, internal audit and customer compliance*

### Pelepasan produk dan jasa

1. Organisasi telah melakukan kegiata produk dan jasanya kepada pelanggan dengan baik, berkenaan dengan penanganan komplain yang terjadi hendaknya dilakukan yang sama yaitu adanya bukti kesesuaian proses kepuasan atas complain yang di berikannya misalnya dengan menambahkan Tindakan apa yang kita berikan kepada pelanggan tsb pasca pengiriman  
*The organization has carried out its product and service activities to customers well, regarding the handling of complaints that occur, the same should be done, namely evidence of conformity to the satisfaction process for the complaints it provides, for example by adding what actions we give to the customer after delivery*

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## 9. Opening and Closing Meeting Attendance Record

Name	Position	Opening	Closing
By MS team			
Mr Kazuhiko Aminaka	(Pres. Dir	ok	ok
Ms Helina Widayani	Dir. Administrasi dan Keuangan	ok	ok
Mr. Fajar Swatyas	Dir. Operasional / MR	ok	ok
Mr Ade Arifin	Ass Dir Produksi	ok	ok
Mr. Agung	Ass. MR/ QA	ok	ok
Mr Anita Nita	PPIC	ok	ok
Mr M. Iqbal	PPIC	ok	ok
Mr Yudha P	PPIC	ok	ok
Mr Heri Mashuri	Produksi (Stell, Woodline dan C-Pro)	ok	ok
Mr Sutisno	Produksi (Stell, Woodline dan C-Pro)	ok	ok
Mr M. Arifin	Produksi (Stell, Woodline dan C-Pro)	ok	ok
Mr Rahmad Purwanto	Produksi (Stell, Woodline dan C-Pro)	ok	ok
Ms Shanty M	QC/QA	ok	ok
Mr Yulan S.	QC/QA	ok	ok
Mr Rizky	QC/QA	ok	ok
Mr Hendra o.	Marketing	ok	ok
Mr Lukito Angga	Marketing	ok	ok
Ms Fitri	Marketing	ok	ok
M. Rosyidin	RnD	ok	ok
Emma S.	RnD	ok	ok
Rini P.	RnD	ok	ok