



Audit Report

PT CHITOSE INTERNASIONAL TBK.

Address of Main Location:

Jl. Industri III No. 5 RT.001 RW.008
Kelurahan Utama
Kecamatan Cimahi Selatan
Cimahi 40533
Jawa Barat
Indonesia

Standard Audited
Date of Audit

ISO 9001:2015
9-11 Juli 2024

Disclaimers and Notes

Number	Disclaimer and Notes
1	The report is confidential between the client and the URS Group of Companies and Regulators. Should a client and/or URS wish to circulate to other, non-named parties, then consent in writing should be obtained from the stated parties above.
2	The content of this report has been produced from samples taken during the visit.
3	If the client does NOT agree with the content of this report, the Client should notify URS within 7 working days of receipt of the report.
4	The audit has been performed in-line with the quotation and the scheme rules and regulations - refer to www.urs-holdings.com (Scheme Rules and Regulations)
5	Cancellation of a planned audit visit may incur a cost if not requested in writing and is less than 7 working days before the visit is scheduled - refer to www.urs-holdings.com
6	If significant changes are made to the management system, scope, location, number of sites or ownership, please notify URS in writing as soon as possible.
7	Please note that Audit Reports are independently reviewed within URS and in the unlikely event that the internal reviewer does not agree with the Auditor's recommendations and conclusion, URS shall notify you of the outcome.
8	During the independent review of this report, should the auditor be required to explain further his/her audit comments, the content of the audit report and supporting documents may be amended. Should any alteration materially affect the outcome of this report, you will be advised accordingly.

Client Signature (Optional)	Lead Auditor Signature (Optional)
Ms. R. Nurwulan Kusumawati	Iswanto



1.0 Administration of the Audit Activity and Changes

AUDIT TEAM members	Total Hours on Audit	Total Days on Audit (nearest half day)	Shift(s) Audited	Name of Translator if Applicable	Name of Specialist if Applicable
Iswanto	24.0	3.0	1	NA	NA
Krisman Jonathan	24.0	3.0	1	NA	NA
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CLIENT CONTACT(s) - Primary	Primary Contact(s) Changed
Mr. Agung Tri Wahyu/ Mrs Siti Nur Aisyah/ Mrs Maudina R	NA

CLIENT FINANCIAL Contact(s) - Currently	Financial Contact(s) Changed
Mr. Agung Tri Wahyu/ Mrs Siti Nur Aisyah	NA

OTHER ADMINISTRATIVE CHANGES that may be Relevant for the Client Record
NA



2.0 Technical Aspects of the Audit and Changes

This section of the Report seeks to identify significant technical or business changes to the Client, that may effect the certification scope, the manner in which the audit was conducted, or is to be conducted for the future, which may effect the audit duration.

2.0.1 The Client's Fundamental Processes:

The auditor is ONLY defining the Client's Fundamental Processes or Departments that the client refers to in their management system (i.e.: functions in the standard such as Management Review, is a Management Process and is recorded else where). The auditor may further clarify a Client's fundamental process name to aid programme activities e.g.: if reference is made to Manufacture in a general engineering company, the auditor may expand its reference by stating Manufacture - cutting, Manufacture - Painting. The auditor is responsible for "building" the fundamental processes for the 3 year certification programme; as well as showing which fundamental processes have been seen in the individual audit plan for this visit.

Name of the Fundamental Process or Department	Name of the Fundamental Process or Department	Name of the Fundamental Process or Department	Name of the Fundamental Process or Department	Fundamental Process or Department CHANGED since last Visit
Production Non Medical	Marketing	--	--	---
Production Medical	--	--	--	---
Distribution Center	--	--	--	---
Quality Control	--	--	--	---
PPIC	--	--	--	---



2.0.2 The Client's Business Structure - Locations/Sites and Shifts

Client Certification Structure	Change in Address(es) of Certification Structure	Address CHANGES	Changes in Work Pattern (e.g.: Shifts)	Shift CHANGES
Multiple	No	No change	No	NA
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2.0.3 The Client's Locations/Sites, Scope, Employee Numbers

Site No	Site Address	TOTAL No. of Employees	New TOTAL No. of Employees	Scope	Proposed New Scope
1	PT CHITOSE INTERNASIONAL TBK., Jl. Industri III No. 5 Leuwigajah, Cimahi 40533, Jawa Barat	300	NA	Manufacture of Metal Chair, Wooden Furniture, Healthy Mattress C-Pro & Hospital Bed, including related Accessories	NA
2	Showroom, Marketing & Distribution Center, Jl. HMS Mintareja Baros RT 03, RW 06, Kelurahan Baros, Kecamatan Cimahi Tengah, Cimahi 40521, Jawa Barat	20	NA	Showroom, Marketing and Distribution of Metal Chair, Wooden Furniture, Healthy Mattress C-Pro & Hospital Bed, including related Accessories	NA



2.0.4 The Client's Main Regulatory Context to the Certification Scope

Scope Context	Obligations	Obligation Context	Applicability of Obligations	Main Obligation References
Audit Answers follow based on the Client's scope, activities and Scheme	Regulatory Requirements	Is the client aware of their Regulatory obligations for their "Home" market	Yes	UU No. 6 Th. 2023 – Omnibus Law (Labour Act)
Examples of relevance relate to Medical, Food, Construction, H&S, EMS to name a few (consult the relevant CRSAN)	Regulatory Requirements	Is the client Exporting and if so, are they aware of their Regulatory obligations for the export market destination	No	NA

Scope Context	Obligations	Obligation Context	Applicability of Obligations	Main Obligation References
Audit Answers follow based on the Client's scope, activities and Scheme	Contractual Requirements	Is the client aware of their Contractual requirements for their "Home" market	Yes	Customer requirements
Examples of relevance relate to Medical, Food, Construction, H&S, EMS to name a few (consult the relevant CRSAN)	Contractual Requirements	Is the client Exporting and if so, are they aware of their Contractual obligations for the export market destination	No	NA

Scope Context	Obligations	Obligation Context	Applicability of Obligations	Main Obligation References
Audit Answers follow based on the Client's scope, activities and Scheme	Best Practice e.g.: International or National standards	Is the client aware of the best practice and/or standards for their product or service obligations for their "Home" market	Yes	Risk Management
Examples of relevance relate to Medical, Food, Construction, H&S, EMS to name a few (consult the relevant CRSAN)	Best Practice e.g.: International or National standards	Is the client Exporting and if so, are they aware of the best practice and/or standards for their product or service obligations for their "Export" market destination	No	NA





3.0 Significant Changes

Significant changes that have been identified by the auditor during planning activities, or during the audit itself, or notified by the client to the auditor, are changes that require additional time to audit. As such, the auditor should perform a Special Visit to verify compliance of the changes.

Area of Significant Change	Applicability	Brief Description of Change	Estimated Duration of Special Visit
NEW Location (to be added to Certification)	No	No change	NA
A major increase in Employee numbers (greater than 45% from last visit)	No	No change	NA
Major change in the volume of Sales and/or Customers (e.g.: over 40% increase since last visit)	No	No change	NA
Major Change in applied technology/equipment/processes (e.g.: hand solder to automatic placement of components)	No	No change	NA
Major change in Regulation and/or customer requirements	No	No change	NA
Major change in scope (e.g.: Adding Design, Installation, extended products or services offered)	No	No change	NA



4.0 Audit Team Summary, Recommendations and Conclusion

4.0.1 Audit Team Summary

The ISO 9001:2015 surveillance audit was completed, covering various departments and areas of the organization. The audit process for each area demonstrated that the organization effectively controls and monitors its management system. The scope definition clearly outlines the key business processes managed at the client's premises. The auditor thoroughly examined all the components mentioned in the scope.

The management team demonstrates their commitment by not only establishing quality policies and objectives and allocating the necessary resources, but also actively participating in the supervision and coordination of day-to-day activities. They play an important role in reviewing the achievement of quality objectives and regularly chair management review meetings.

Considering the implementation of the QMS and conformance to the requirements of ISO 9001:2015, there were no findings of Nonconformities/Major and Nonconformities/Minor in this audit. However, some comments (PNC/OFI) were raised for improvement in their quality management system. Overall As a result of this audit, PT Chitose International Tbk. Recommended to continue registration for ISO 9001:2015 certification.

4.0.2 Recommendation and Conclusion from the Normal Scheduled Visit

Recommendation	Indicate Where Applicable
No action required	<input type="checkbox"/>
Consider the Comment(s) Raised for the Next Visit	<input checked="" type="checkbox"/>
Send in a Corrective Action Plan and EVIDENCE to close the Concern(s) - Ds (evidence should be sent within 60 working days)	<input type="checkbox"/>
As a Major NC(s) has been raised this visit, a Special Visit will be required to verify closure of the NC(s) - the visit must be performed within 90 days	--
The date of the special visit has been booked for	---

Conclusion	Indicate Next Action
Grant Certification or Continued Certification	<input checked="" type="checkbox"/>
Grant Certification or Continued Certification - Subject to the Client forwarding the information requested above	<input type="checkbox"/>
Suspension and Special Visit Required	<input type="checkbox"/>
Immediate withdrawal of Certification	<input type="checkbox"/>



4.0.3 Audit Team Recommendation from Acknowledged Significant Changes

The recommendation below is based upon the information stated in the Table under section 3.0 of this report (Significant Changes). The URS Office will review the recommendation below and confirm, or otherwise the requirement.

Special Recommendation	Duration of Special Visit (to the nearest 0.5 day)	Proposed Date
A special visit to verify compliance of the management system with respect to the significant changes noted is required; which may amend the formally issued Certificate of Registration. The special visit should be conducted no later than 90 days from this visit date.	NA	NA



6.0 Comments Raised

OFI = Opportunity for Improvement - An area noted in a process that the auditor is aware that potential improvement can be made within the said process.
PNC = Potential Non-Compliance - An area where the auditor has not fully audited the process (e.g.: a new change has been introduced to a process) but is aware that the process is not fully compliant.

Number	Description of Comment	Comment Type
1	Site - Baros Regarding the handling of orders/requests from export customers (ref. PO customer Kagukuro dated 2023/01/09. Where the order was finalized in March 2024. However, records and documentation need to be reviewed regarding orders from customers, in order to reduce the risk associated with the estimated delivery time to the customer.	PNC
2	Quality objectives for the sales marketing department have been set and are monitored periodically. For example, the 2023 goal is related to (increasing local sales target 100%). It is considered to make a summary of 1 year's achievement to facilitate monitoring of achievement results (actual per month).	OFI
3	Customer satisfaction measurement has been carried out periodically every 1 year for export customers. Consider making a resume on each questionnaire form. In order to see the performance per customer and the same according to the overall summary total to facilitate monitoring.	OFI
4	Site - Industri Calibration has been carried out periodically and has been carried out adequately as shown in the calibration schedule (Ref. List of measuring instruments & inspection interval No: CINT/QC/F-018/DAUIP). However, it needs to be reviewed again regarding the internal verification process for tools e.g: Dual scoop Mpor FP (fischer) type / SN: MPOR-FP / 1001664462. check the list of actual measuring instruments SN/type: 1021G00033.	PNC
5	Handling of customer complaints related to damage to products when received. Have been adequately handled, identified and evaluated as shown in. Ref customer complaint form e.g: -- No: 0002/ASS/KP/I/2024 -- product: Yamato Mnd black -- qty: 108 pcs -- date : 03/02/24	OFI



Number	Description of Comment	Comment Type
	-- customer: PT TJ Analysis, identification and corrective action results have been established. Actual corrective action/preventive action has been established. Consider adding/including corrective action on the customer complaint form to facilitate monitoring.	
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