



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 **ISO 9001:2015**
Date of Audit **Monday – Wednesday, 14 – 16 July 2025**

Accreditation of Scheme UKAS **URS Certification Body -**
Appointed Legal Entity United Registrar
of Systems Ltd -
ACCREDIA OR
UKAS

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.



Number	Disclaimer and Notes
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	N/A	N/A	N/A
Tambos H Sitanggang	24.0	3.0	N/A	N/A	N/A
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CLIENT CONTACT(s) - Primary	Primary Contact(s) Changed
Mr. Agung Tri Wahyu/ Mrs Siti Nur Aisyah	N/A

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

OTHER ADMINISTRATIVE CHANGES that may be Relevant for the Client Record
N/A



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	Sales & 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 Changes	No	N/A
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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	N/A	Manufacture of Metal Chair, Wooden Furniture, Healthy Mattress C-Pro & Hospital Bed, including related Accessories	N/A
2	Showroom, Marketing & Distribution Center, Jl. HMS Mintareja Baros RT 03, RW 06, Kelurahan Baros, Kecamatan Cimahi Tengah, Cimahi 40521, Jawa Barat	20	N/A	Showroom, Marketing and Distribution of Metal Chair, Wooden Furniture, Healthy Mattress C-Pro & Hospital Bed, including related Accessories	N/A

Identify the Sites Audited this Visit

E.g.: Sites 1, 3 and 4



Identify the Sites Audited this Visit

Site 1 : Showroom marketing

Site 2 : Produksi



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	N/A	N/A

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	N/A	N/A

Scope Context	Obligations	Obligation Context	Applicability of Obligations	Main Obligation References
Audit Answers follow based on the Client's	Best Practice e.g.: International	Is the client aware of the best practice and/or standards for their	Yes	Risk Management



Scope Context	Obligations	Obligation Context	Applicability of Obligations	Main Obligation References
scope, activities and Scheme	or National standards	product or service obligations for their "Home" market		
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	N/A	N/A



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 Changes	N/A
A major increase in Employee numbers (greater than 45% from last visit)	No	No Changes	N/A
Major change in the volume of Sales and/or Customers (e.g.: over 40% increase since last visit)	No	No Changes	N/A
Major Change in applied technology/equipment/processes (e.g.: hand solder to automatic placement of components)	No	No Changes	N/A
Major change in Regulation and/or customer requirements	No	No Changes	N/A
Major change in scope (e.g.: Adding Design, Installation, extended products or services offered)	No	No Changes	N/A



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 Auditor Comments on Corrective Actions and use of the Logo

Comment on the Effectiveness of the Corrective Action(s) to address the immediate and future problem(s) associated with previous Audit Findings

Previous audit findings have been adequately addressed. Ok, verified

Comment on the Client's use of the Logo to the Regulations

Logo used.
E.g Cover letter

4.0.3 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"/>



Recommendation	Indicate Where Applicable
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
If Initial or Recertification, the recommendation is to Grant Certification	<input type="checkbox"/>
If Surveillance, it is recommended that Certification Continues	<input checked="" type="checkbox"/>
The Recommendation is to 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"/>



4.0.4 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.	N/A	N/A



Number	Wording of Requirement	Wording of NC or D (include Client Document Reference)	Evidence for NC or D	Clause Ref.	Classification	Justification of D
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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	<p>Sales & Marketing.</p> <p>a] In local sales, the order handling process is already running well. When sending goods to distributors or others using a road letter, the road letter contains information about several things such as the date of delivery and the recipient. However, from the sample road letter displayed, there is no receipt information. And also the sales team must get information related to the goods received. [PNC]</p> <p>E.g: ** SJ no. no. 0807008546 Cust: PT Sejahtera Wahana Gemilang Date : 09/06/25 date received.....???</p>	PNC



Number	Description of Comment	Comment Type
	<p>** SJ No. 0807008543 Customer : PT Sinar Sejahtera Mandiri (Semarang) Date : 09/06/25 date received.....???</p> <p>b] Identification of risks and opportunities in the Sales Dept. Sales is regulated in document number 001/RISK-MKT/CINT/1/2024 is sufficient, Considering the need to add risks related to sales to government customers along with risk mitigation.[OFI]</p>	
2	Hardware and software repair requests from users are already well monitored, Considering that the process can use a system (E.g. E-Ticket). to simplify the process and trace the history.	OFI
3	In GA. Office Boy Contract with No. 121/CINT/HCGA/VI/2024, Date: 28/06/25 - 30/06/25 with PT Chitose employee cooperation is under extension. Its effectiveness will be checked in the upcoming audit.	PNC
4	The organisation has a document control procedure with distribution through the portal. New IK/ work instruksion has been shown e.g. MKT.P.6/IK.3 revision 1, effective as of 14/05/2025. However, updates to the portal and master list are still in process and will be checked during the next audit.	PNC
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Access to international schemes e.g.: Quality, Environmental, Health and Safety, Data Security, specialist schemes e.g.: IATF 16949, AS, National schemes e.g.: SSIP.

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