

TNV Certification Pvt. Ltd

Management Systems Certification



QMS ISO 9001:2015 SURVEILLANCE AUDIT REPORT

Client Ref No.	04
Organization Name	CODER DE DHAKA LTD.
Address	House No.45/A, Dilu Road, New Eskaton, Dhaka 1217.Bangladesh.
Site Address (If any)	As Above
No. of Employees	22
E mail id	admin@coderdedhaka.com
Contact Person	Ashraful Alam
Telephone/Fax	8801767-205080
Scope	Delivering advanced IT solutions and hardware services, including software development, Support services and Maintenance, system integration, cloud computing, AI, IoT, and cybersecurity, alongside tailored web and e-commerce platforms, telecommunications, R&D in emerging technologies, and sustainable green computing initiatives.
NACE Code	
Audit Team	Lead Auditor: Md. Moniruzzaman Auditor: N/A Technical Expert: N/A
Audit Man-days	Mandays:01
Brief about the organization	Coder De Dhaka Ltd. is a digital agency delivering advanced IT solutions and hardware services, including software development, system integration, cloud computing, AI, IoT, and cybersecurity, alongside tailored web and e-commerce platforms, telecommunications, R&D in emerging technologies, and sustainable green computing initiatives. The organization is working to drive the sustainable growth of technology & innovation.
Stage of Audit and Date	1 st Surveillance Date: 08-04-2026

Audit Guidance

The purpose of the Surveillance audit is to maintain confidence that the certified management system continues to fulfill requirements between recertification audits. As a minimum you must audit the following and your report must show clear audit evidence against these requirements.

- internal audits and management review,
- a review of actions taken on nonconformities identified during the previous audit;
- treatment of complaints;
- effectiveness of the management system with regard to achieving the certified client's objectives;
- Leadership and involvement in the management system Implementation
- Risk-based thinking
- Ensure the reflection of the needs of all relevant interested parties
- Opportunities for improvements
- progress of planned activities aimed at continual improvement;
- continuing operational control;
- review of any changes, and
- use of marks and/or any other reference to certification.

S. No.	Observations

Guidance Note for Opening Meeting Agenda:

Sl.	Topics	Particular	Completed
1	Thanks	Give an expression of thanks to the auditee for Choosing TNV.	Yes

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2	Attendance	Request attendees to record their attendance	Yes
3	Introduction	Remind timeline to close opening meeting in 15-30 minutes.	Yes
		Request to give brief introduction with brief roles (participants, observers, guides & Translators)	Yes
4	Scope / Summery	Confirmation of the audit objectives (Assessment for ISO 9001:2015),	Yes

HO: 537-B/187-B, Amber Bihar, Nr. CBI, Keshav Nagar, Sitapur Road, Lucknow-20, (U.P), India,							
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		scope and criteria;	
5	Changes	Changes in documents/addition of any Man powers & resources	NA
6	Plan	Confirmation of the audit plan and other relevant arrangements with the auditee, such as the date and time for the closing meeting, any interim meetings between the audit team and the auditee's management, and any late changes;	Yes
7	Method	Methods of Audit: Review of Documents & Records, Interview, Physical evidence...	Yes
8	Sampling	Advise auditee that the audit is sample basis and findings will be based on a sample of the information selected;	Yes
9	Communication Channel	Confirmation of formal communication channels between the audit team and the auditee; identify the facilitators.	Yes
10	Language	Confirmation of the language to be used during the audit;	Yes
11	Development	Confirmation that, during the audit, the auditee will be kept informed of audit progress;	Yes
12	Resource	Confirmation that the resources and facilities needed by the audit team are available; like Guide, Interpreters, Facility etc.	Yes
13	Confidentiality	Confirmation of matters relating to confidentiality and information security;	Yes
14	Safeguard	Confirmation of relevant health and safety, emergency and security procedures for the audit team;	Yes
15	Reporting of Findings	NC may be against a clause of the standard i.e. ISO 9001, it's not against any person or department.	Yes
		Method of reporting audit findings & grading (Major, Minor & Observation)	Yes
		Time-span for corrective action (Minor-15 Days, Major-60 Days)	Yes
		Report time: Finding will be discussed at closing meeting and report will be given within 2 working days.	Yes
16	Termination	Information about conditions under which the audit may be terminated;	Yes
17	Audit Declaration	verify that all members of the organization know what is happening;	Yes
18	Union/Problem	Ascertain union relations or any potential problems;	NA
19	Confidentiality	Remind the auditees that the audit is confidential.	Yes
20	Closing Meeting	Timing of closing meeting; Participation of the Top Management & where appropriate, those responsible for the functions or processes which have been audited in the closing meeting.	Yes
21	Appeals / Complaint	information about any system for feedback from the auditee on the findings or conclusions of the audit, including complaints or appeals	Yes

Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
4	Context of the organization			

Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
4.1	Understanding the organization and its context	Reference How has the organization determined external and internal issues relevant to its purpose and strategic direction and that affect its ability to achieve the intended result(s) of its quality management system. How do they monitor and review information about these internal and external issues?	C	Verified the internal issues & external issues records and action against it addressed in quality manual.
4.2	Understanding the needs and expectations of interested parties	Monitor and review information about these interested parties and their relevant requirements. Does the organization consider issues arising from legal, technological, competitive, market, cultural, social, and economic environments, whether international, national, regional or local while understanding the external context? How the client determined interested parties are relevant to the QMS How have client determined what requirements those parties have that are relevant to the QMS? How has impact or potential impact been determined? Does the organization consider issues arising from values, culture, Customs, social knowledge and performance of the organization while deciding internal Context?	C	Verified the interested parties list maintained by Coder De Dhaka Ltd. in the quality manual containing the data about the needs and requirements of the interested parties. Verified the last management review output action; found no changes in interested parties.
4.3	Determining the scope of the quality management system	Reference of the documented Scope of the QMS and How have the boundaries and applicability of the QMS been used to establish the scope of the organization?	C	Checked the quality manual, no changes found in scope. SCOPE: TO PROVIDE MANDATORY & NON MANDATORY TRAINING COURSES WITHIN MARITIME FIELD.

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
4.4.2	Maintenance of the documented information	Process control Records	C	Organization chart, process flow chart Training record, MRM meeting record is properly maintained, no changes found in organization chart and process flow chart. All the records are available in master list.
5	Leadership			
5.1	Leadership and commitment			
5.1.1	General	Involvement in the implementation during the promotion of the quality with risk based thinking	C	The use of the process approach and involved in implementation during the promotion of the quality with risk based thinking defined in quality manual.
5.1.2	Customer Focus	Statutory and regulatory requirements, Opportunities and customer satisfaction	C	Discussion with MR, all the statutory and regulatory are defined in quality manual. Checked customer feedback record, No open complaints found.
5.2	Policy			
5.2.1	Establishing the Quality Policy	Refers the purpose and context, Quality objectives ,applicable requirements and continual improvement	C	The documented statement of the quality policy is mentioned in the quality manual. No changes found in quality policy. Found satisfactory.
5.2.2	Communicating the quality policy	Documented, available, communicated, understood within the organization and interested parties as appropriate	C	Quality Policy is properly communicated and displayed as per standard requirements.
5.3	Organizational roles, responsibilities and authorities	Explicit requirement for relevant roles to be assigned, communicated and understood No requirement for a specific management representative and the responsibility now resides with top management to assign and manage Requirement for defining responsibility and authority for ensuring processes are delivering their intended outputs	C	No changes found in roles and responsibility chart displayed in notice area. All the employees are aware of their roles and responsibility.

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
6.1	Actions to address risks and opportunities	Considering the issues raised and relevant interested parties' requirements identified (4.1 and 4.2), this clause requires the determination of risks and opportunities which need to be addressed, actions to be taken and evaluation of the effectiveness of these actions	C	identified the risk factor for each process defined in the risk assessment. No new risk factor is added in risk assessment.
6.1.2	Organizational planning	Actions to integrate the risk & opportunities in QMS and evaluate the effectiveness	C	maintained the mitigation plan against risk.
6.2	Quality objectives and planning to achieve them			
6.2.1	Establishment of quality Objectives	Objectives are established for processes relevant to the QMS -in line with customer requirements -in line with products and services conformity -monitored, communicated & updated	C	Verified the objective matrix sheet, no new objectives are added.
6.2.2	Achievement of objectives	Reference of what will be done, who will do, what resources will be required, when completed and how results will be evaluated	C	Verified the objective matrix sheet; found that objectives are achieved with the set of time period.
6.3.3	Planning of changes	Changes to the QMS should be carried out in a planned manner. The standard has evolved to enable organizations to adapt to changing environments or circumstances and consider: Purpose of the changes and their potential consequences, integrity of the quality management system, availability of resources and allocation or reallocation of responsibilities and authorities.	C	No changes found in management system planning. Verified by MRM output action.
7	Support			
7.1	General			
7.1.1	Resource determination	Consider: the capabilities of, and constraints on, existing internal resources AND what needs to be obtained from external providers.	C	Departments groups and functions within the Organization and their interrelations are defined in the organizational chart placed at defined Placed, and existing internal resources.

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
7.1.2	People	Shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.	C	Manpower for the organization is sufficient. No change found is manpower and recruitment process.
7.1.3	Infrastructure	Organization shall determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services. Infrastructure can include: a) buildings and associated utilities b) equipment, including hardware and software) transportation resources d) information and communication technology.	C	Confirmed
7.1.4	Environment for the operation of processes	Shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. And verifications can be: combination of human and physical factors, such as social, Psychological and, physical.	C	The senior management has created the necessary environment for a positive impact on the motivation, satisfaction and performance of the staff. The environment fulfils the requirement to create a product that meets the requirements of quality and the academy and health and safety at work. Checked the incident record register. Found satisfactory.
7.1.5	Monitoring and measuring resources			
7.1.5.1	General	Determine, Plan and provide the resources which are suitable and ensure the fitness for their purpose	C	N/A

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
7.5.1.2	Measurement traceability	Measuring equipment's should be calibrated as per the requirements of measurement traceability or Organizational decision for confidence in measurement and verifications are: Calibration or verification, identification of status and safeguard from adjustments, damage or deterioration	C	N/A
7.1.6	Organizational knowledge	Verification of the maintaining of the knowledge, how to access the extra required knowledge and updates. Organizational knowledge will consider Both internal and external knowledge	NC	CDDL has provided proper training and knowledge to the employees. Found satisfactory. But They don't keep records of Training.
7.2	Competency	Determine the competency, ensure that team is competent and actions are taken to acquire competency and evaluation is done for effectiveness of the actions. Records verification for competence	C	Verified the competency matrixes of employees. Verified checked the training Attendance, Training Evaluation and Employees Training Record all are maintained.
7.3	Awareness	Verification of the awareness of policy, relevant objectives, their contribution and implications of non conformities	C	All employees are aware of policy, relevant objectives and their contributions. Found satisfactory.

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Cl. No.	Requirements	Reference	C/O /NC	
7.4	Communication	Verification of the internal and external communication for the quality matters and consider: on what, who, how, when, with are considered	C	
7.5	Documented information			
7.5.1	General	Documentation is needed as per the standard and effectiveness and check the documentation needs as per the size, activity, processes, complexities of processes and competency of the person	C	All the documents are properly maintained in the master list. No changes found in process and procedure.
7.5.2	Creating and updating	Appropriate identification & description, format & media, review & approval for adequacy	C	Verified the creating and updating record information are maintained. No new documents are created. Found Satisfactory.
7.5.3	Control of documented information			
7.5.3.1	Documented information shall be controlled	Information is available and suitable for use, adequately protected	C	Adequately protected information is available in the master list of the document. Found satisfactory.

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
7.5.3.2	Activities for control	Distribution, access, retrieval & use storage and preservation, including preservation of legibility, control of changes Retention and disposition.	C	Records are disposed via burning after their retention period. The documental information is controlled and protected in the organizations record. Found satisfactory.
8	Operation			
8.1	Operational planning and control	Determining the requirements & establish the criteria for processes, acceptance criteria, resources needed, implementing Control on the process and have the records to have confidence that the processes have been carried out as planned and demonstrate the conformity And outsourced processes shall be controlled	C	Verified the quality plan of the company, no changes found in quality plan. Company control the outsource process via outsourcing the some of the activities by the external agency. Found Satisfactory.
8.2	Requirements for products and services			
8.2.1	Customer communication	Shall include: providing information relating to products and services, handling enquiries, contracts or orders, including changes, obtaining complaints & feedback, handling or controlling customer property and contingency actions	C	Company communicates internally and externally via phones, mails, meeting and social media. Company has maintained the internal and external communication records. Found satisfactory.
8.2.2	Determining the requirements for products and services	Applicable statutory and regulatory requirements and requires a process and is explicit with regard to substantiating claims for products and services being offered	C	Verified the statutory and regulatory requirement is defined in quality manual. Found satisfactory.
8.2.3	Review of the requirements for products and services	Review the followings before supply: requirements specified by the customer, including the requirements for delivery and post- delivery activities, unstated requirements, requirements specified by the organization, statutory and regulatory requirements, Contractor order requirements differing from those previously expressed.	C	Checked the use of Logo –UAF & TNV logo used in the company. All the applicable statutory and regulatory requirements on the services are addressed in the records. Verified the work order of the organization provided to the clients. Found satisfactory.
8.2.3.2.	shall retain documented information	AND shall have the records of results of review and any new requirement	C	CDDL has proper channel for safe keeping the important and necessary documents. Found satisfactory.

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
8.2.4	Changes to requirements for products and services	Shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements	C	All documents and records format identified and listed in master list.
8.3.	Design and development of products and services			
8.3.1	General	Shall establish, implement and maintain a design and development process		N/A
8.3.2	Design and development planning	Shall consider: the nature, duration and complexity, required process stages, including applicable design and development reviews, required design and development verification and validation, responsibilities and authorities, internal and external resource, control interfaces between persons, involvement of customers and users, requirements for subsequent provision of products and services, Level of control expected for the design and development process by customers and other relevant interested parties And Documented information needed to demonstrate Planning		N/A
7.3.3	Design and development inputs	shall consider: functional and performance requirements, information derived from previous similar design and development activities, statutory and regulatory requirements, standards or codes of practice, potential consequences of failure, shall be adequate for design and development purposes, complete and unambiguous, Conflicting design and development inputs shall be resolved And shall retain documented information		N/A

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
8.3.4	Design and development controls	Apply controls on D&D to ensure: the results to be achieved are defined, reviews are conducted, verification activities are conducted, validation activities are conducted, necessary actions are taken on problems determined during the reviews, or verification and validation activity And documented information of these activities is retained		N/A
8.3.5	Design and development outputs	shall ensure that design and development outputs: meet the input requirements, are adequate for the subsequent processes, include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria,) specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision AND shall retain documented information		N/A
8.3.6	Design and development changes	Shall identify, review and control changes made during, or subsequent to, the design and development AND document: design and development changes, results of reviews, authorization of the changes And actions taken to prevent adverse impacts		N/A
8.4	Control of externally provided processes, products and services			

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
8.4.1	General	Shall determine the controls to be applied to externally provided processes, products and services when: Products and services from external providers are intended for incorporation into the organization's own products and service, provided directly to the customer (s) by external providers on behalf of the organization OR process, or part of a process, is provided by an external provider as a result of a decision by the org Determine Control of externally provided processes, products and services AND shall retain documented information .	C	CDDL has discussed and taken action regarding externally provided processes, products and services in the management review meeting output action. Verified the supplier evaluation records. Found satisfactory.
8.4.2	Type and extent of control	The organization shall: Ensure that externally provided processes remain within the control of its QMS,) define both the controls that it intends to apply to an external provide r and those it intends to apply to the resulting output,) Consideration of: impact of the externally provided processes, products and services and effectiveness of the controls applied by the external provider. Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet.	C	Verified the Organization External Provider Selection Process, External Provider Evaluation Process, Control Of Sub-Contracting Process addressed in the records. Found satisfactory.

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
8.4.3	Information for external providers	The organization shall ensure the adequacy of requirements prior to their communication to external provider. Shall communicate to external providers its requirements for: processes, products and services to be provided. And approval of: products and services, methods, processes and equipment, release of products and services. Competence, including any required qualification of persons, external providers' interactions with the organization, control and monitoring of the external providers' performance to be applied by the organization, verification or validation activities that the organization, or its customer, intends to perform at the external providers'	C	Verified the Purchase register of the organization and organization has Properly maintained all the Purchase data for the organization and data is maintained in the Purchase Register.
8.5	Production and service provision			

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
8.5.1	Control of production and service provision	Shall implement production and service provision under controlled conditions. Controlled conditions shall include as applicable: availability of documented information that defines: characteristics of the products to be produced and results to be achieved- Monitoring and measurement activities will ensure the control of processes and output , acceptance criteria for products and services are met, the use, and control of suitable infrastructure and process environment, suitable monitoring and measuring resources, Requires competent persons and ensures the validation, and periodic revalidation, implementation of actions to prevent human error and implementation of release, delivery and post-delivery activities.	C	Verified the organization has Properly maintained the records of the controls of Service Provision and addressed in the records and organization has Properly maintained the working instruction chart and displayed in the Organization. Found satisfactory.
8.5.2	Identification and traceability	Shall use suitable means to identify out puts when it is necessary to ensure the conformity of products and services, Identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision, shall control the unique identification of the outputs when traceability is a requirement AND shall retain	C	Verified client enquiry for services and Registered customer service has a unique identification number/ serial number/ service number defined via master list.

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
8.5.3	Property belonging to customers or external providers	Shall exercise care with property belonging to customers or external providers, shall identify, verify, protect and safeguard customers' or external providers' property. Property lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.	C	Customer application form, agreement form, company data, contract, feedback kept safe in the custody of Director.
8.5.4	Preservation	Shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements	C	Organization has preserved properly in a file having plastic leafs and are stores in dry environment, not being in touch with any unwanted solutions and are kept in lock cupboard.
8.5.5	Post-delivery activities	In determining the extent of post-delivery activities that are required, the organization shall consider: statutory and regulatory requirements, nature, use and intended lifetime, customer requirements and customer feedback	C	Institute of Marine Education & Research has established communication process to handle customer complaint, service acceptance and payment terms. Found satisfactory.
8.5.6	Control of changes	Shall review and control changes of production or service provision, to the extent necessary to ensure continuing conformity with requirements AND shall retain documented information describing the results	C	Checked and verified retain documented information describing the results of review of changes, the person authorizing the change. Found satisfactory.
8.6	Release of products and services	Shall retain documented information on the release of products and services. The documented information shall include: evidence of conformity with the acceptance criteria and traceability to the person(s) authorizing the release	C	Verified Company has Properly maintained all the records of the services which are provided by the organization and addressed in the service delivery register. Found satisfactory.
8.7	Control of nonconforming outputs			

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
8.7.1	shall ensure that outputs that do not conform to their requirement are identified and controlled	Shall deal with nonconforming outputs in one or more of the following ways: Correction, segregation, containment, return or suspension, informing the customer & identifies the authority deciding the action in respect of the nonconformity	C	Verified the organization has maintained all the records for the outputs that do not confirm to their requirements addressed in the records.
8.7.2	shall retain documented information that	Describes the nonconformity, describes the actions taken, describes any concessions obtained and) identifies the authority deciding the action	C	Verified Company has maintained the retain documented information records- Found Satisfactory.
9	Performance evaluation			
9.1	Monitoring, measurement, analysis and evaluation			
9.1.1	General	Shall determine: what needs to be monitored and measured, methods for monitoring, measurement, analysis and evaluation, when the monitoring and measuring shall be performed and when the results from monitoring and measurement shall be analyzed and evaluated AND shall retain records	C	MR is responsible for monitoring the customer's satisfaction, internal audit, conduct a review and perform self-evaluation. Found satisfactory.
9.1.2	Customer satisfaction	Shall determine the methods for obtaining, monitoring and reviewing this information.	C	Verified the records of the customer satisfaction and organization have Properly maintained it. Found Satisfactory.
9.1.3	Analysis and evaluation	Results of analysis shall be used to evaluate: conformity of products and services, degree of customer satisfaction, performance and effectiveness of QMS, if planning has been implemented effectively, effectiveness of actions taken to address risks and opportunities, performance of external providers and need for improvements to the QMS	C	Verified Company conducts data analysis on monthly basis and information collected via customer satisfaction and conformance to candidate requirements; policy review, terms and condition, market survey. Found satisfactory.
9.2	Internal Audit			
9.2.1	Provide information on whether the QMS Conforms	Shall conduct internal audits at planned intervals to check the conformity to: organization's own requirements for its QMS and requirements of 9001-2015	C	CDDL has determined and provided information on quality management system conformity. The internal audits conducted are as per planned annually.

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
9.2.2	Plan, establish, implement and maintain an audit programme	Including the frequency, methods, responsibilities, planning requirements and reporting, define the audit criteria and scope for each audit, select auditors and conduct audits to ensure objectivity and the impartiality of the audit process, ensure that the results of the audits are reported to relevant management, take appropriate correction and corrective actions without undue delay And retain documented information	C	Verified the Organization has effectively done the internal audit as per planned intervals and all the data for the internal audit is checked. No NC found in internal audit. Found Satisfactory.
9.3	Management review			
9.3.1	General	Shall review the organization's QMS at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.	C	Management review meeting done by CDC as per the schedule plan. The frequency of the MRM meeting schedule by Institute of SHL is annually.
9.3.2	Management review inputs	Shall have the inputs as: status of actions from previous management reviews ,changes in external and internal issues that are relevant to the QMS, information on the performance and effectiveness soft he QMS including trends in- customer satisfaction and feedback from relevant interested parties, extent to which quality objectives have been met, process performance and conformity of products and services, nonconformities and corrective actions, monitoring and measurement results, audit results & the performance of external providers. Adequacy of resources, effectiveness of actions taken to address risks and opportunities and opportunities for improvement	C	Verified Institute of Marine Education & Research has covered all the agenda points in MRM. Company has properly maintained the MRM inputs. Checked and found satisfactory.

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
9.3.3	Management review outputs	Shall include decisions and actions related to: Opportunities for improvement, need for changes to the QMS and Resources needed AND keep the record	C	Verified Company has properly maintained the MRM outputs records. Found satisfactory.
10	Improvement			
10.1	General	Shall determine and select opportunities for improvement These shall include: improving products and services to meet requirements as well as to address future needs and expectations, correcting, preventing or reducing undesired effects and improving the performance and effectiveness of the QMS	C	CDC has identified the opportunities for improvement through the following activities: Management review, Corrective action, Analysis and evaluation, Customer feedback & Internal audits.
10.2	Non-conformity and corrective action	When Nonconformity occurs the organization shall: react to the nonconformity and, as applicable: take action to control and correct it & deal with the consequences. Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recurrences elsewhere, by: reviewing and analyzing the nonconformity, determining the causes of the nonconformity, determining if similar nonconformities exist, or could potentially occur. implement any action needed,) review the effectiveness of any corrective action taken, update risks and opportunities determined during planning, if necessary, make changes to the quality management system, if necessary	C	Verified corrective action procedure for nonconformities in processes by root cause analysis. Non conformity due to lack of Equipment's, lack of awareness, late service, service time, & cost etc. Found satisfactory.
10.2.2	shall retain documented information as evidence of	Nature of the nonconformities and any subsequent actions taken and results of any corrective action- Records Needed	C	CDDL has done proper root cause analysis and proper auditing of the nonconformities & corrective action against it in the management review meeting and internal audit.

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Cl. No.	Requirements	Reference	C/O /NC	Records & Evidences
10.3	Continual improvement	Opportunities shall be addressed as part of continual improvement and shall consider the results of analysis and evaluation, and the outputs from Management review	C	The agenda for continual improvement was address in management review meeting. Found satisfactory.

Non Conformities Raised

01 Minor/ 0 Major Nonconformance identified in the Surveillance audit, details of Non Conformance in AFAR (TNV-F-011). Please respond by using your own corrective action form and include the root cause analysis with systemic corrective action or AFAR can be used. Failure to include root cause analysis with systemic corrective action will result in your responses being rejected by Lead Auditor.

Guidance Note for Closing Meeting Agenda:

Sl.	Topics	Particular	Verified
1	Introduction	Particularly if anybody not present at the opening meeting	
2	Thank to company	Thanks to your Team for cooperation during the audit and arrangements for the Surveillance Audit.	
4	Confirm confidentiality	Reassure the confidentiality for any information assessed during the audit.	
5	Appreciation	Comment on good points within the organization	
6	Disclaimer	This was audit on sample basis, and it should not mean, that other deficiencies do not exist.	
7	Audit Team Comment	Summary of individual findings from each auditor (if audit team consist more then 1)	
8	Decision	Significance of categories of non-compliance and summary of findings , Summary of overall findings and recommendation/Decision	
9	Acknowledgment	Assure that client acknowledge the NCs.	
10	Future Plan	If any NC is identified, Submitting plan for corrective action together with the objective evidences	
11	Follow-up action	Where do we go from here? emphasizing that the final decision regarding certification will be taken by TNV Certification	
	Surveillance Audit	An explanation of the continual Audit (Next surveillance) procedure and other future actions	
12	Appeal	Explain the Appeal & Complaint option available to the client against any decision of the Audit team.	
13	Invite questions	Invite questions, clarification from company (But no Consultancy)	
14	Signature	Obtain company representative's signature on report to acknowledge receipt.	
15			

Summary of the Audit Team

A. Stage of audit:

☒	Surveillance 1
☐	Surveillance 2
☐	Surveillance Cum Transfer

HO: 537-B/187-B, Amber Bihar, Nr. CBI, Keshav Nagar, Sitapur Road, Lucknow-20, (U.P), India,						
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☐	Modification
☐	Upgrade From
☐	Other

B. Recommendation:

☒	Continuation of Certificate
☐	Change in Scope
☐	Addition of Site
☐	modification of the current certificate (registration no. and expiration date remain unchanged)
☐	other :

C. Reason:

☒	The quality system complies with the requirements of the reference standard: Congratulations, on the basis of the above summary, Lead Auditor is pleased to put forward a recommendation for issuance of certificate.
☐	The quality system complies with the requirements of the reference standard with exception of minor NC: Congratulations, Lead Auditor is pleased to put forward a recommendation for continuation of Certification upon off-site verification of closure of all issues, the NC closure need to be submitted along with the Corrective Action Plan and objective evidence with 15 days from the Surveillance audit but not later than 60 days from the date of Surveillance audit. If all non-conformances are not closed within 60 days, a full reassessment may be required.
☐	Evidence of major non conformities: Organization is not recommended for Certification. A follow-up assessment will be scheduled to allow for on-site verification and closure of all issues within 60 days from the date of Surveillance audit. If all non-conformances are not closed within 60 days, a full reassessment may be required.
☐	Not Recommended: Organization is not recommended for certification, a Surveillance audit will be required. To progress your application for registration, please respond to each non-conformances, with a plan showing proposed actions, timescales and responsibilities for resolution. The organization should consider the root cause of the non-conformance and the potential for related issues in other parts of your system.
Proposed Audit Date for 2nd Surveillance Audit (21/02/2027)	

D. Condition of the Audit report:

Sl.	Condition of the Audit report
A	This is to state that this audit report or any information in this report is based on a sampling process of the available information to the certification body. Further to advise that audit recommendations are subject to an independent review prior to a decision concerning the awarding or renewal of certification.
B	This is to state that the audited organization is effectively controlling the use of the certification documents and marks if applicable.
C	This report itself does not allow the client / applicants to use logo of the certification body or accreditation board, use of logo govern as per certification body rule. Please refer the terms of use of logo as available on the website of the certification body.

Sign Off:08.04.2026

TNV Report Submission	Client Acceptance for Report
Name of Auditor: Md. Moniruzzaman	Name: Ashrafal Alam
Signature 	Signature  ASHRAFUL ALAM Director Ceder de Dhaka Ltd.

HO: 537-B/187-B, Amber Bihar, Nr. CBI, Keshav Nagar, Sitapur Road, Lucknow-20, (U.P), India,					
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