



NON-CONFORMANCE REGISTER

| NC No | Date of NCR | Type of Non-Conformance | | Details of Non-Conformance | Non - Conformance status | | Action Take By | NCR Verified by |
|-----------------|-------------|-------------------------|----------|---|--------------------------|------|-----------------------|-----------------|
| | | Internal | External | | Closed | Open | | |
| Audit No: 21/01 | 02/08/2021 | Yes | | Annual Training Plan shall be maintained. During audit training plan not evident with the auditee as per the Training and awareness procedure Doc Ref No: SM-Q-MSP-07. | 04/08/2021 | | HR Dept. | MR |
| Audit No: 01/22 | 25/02/2022 | Yes | | Quality objective analysis shall be carried for defined objectives in sheet, during the audit objective analysis is not evident with the process owners. Ref No: SM-Q-ANX-08. | 25/02/2022 | | HR Dept. | MR |
| Audit No: 02/22 | 24/02/2022 | Yes | | Supplier re-evaluation shall be carried out as per the frequency defined in control of external provider process. During the it was observed supplier re-evaluation not evident with the auditee. | 27/02/2022 | | Purchase Dept Manager | MR |
| Audit No: 1/1 | 13/10/2022 | | Yes | Quality objectives are not acceptable as they are not compatible with current situation of company. | 14/11/2022 | | MR | GM |
| Audit No: 02/23 | 16/Aug/23 | Yes | | During the audit it was observed that, organization has failed to define the new objectives after analysis the Jan - Jun -23 Data. | 19/Aug/2023 | | MR | GM |



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|---------------|------------|-----|--|------------|----------|----------|
| Audit No: 1/1 | 20/09/2025 | Yes | Training Plan and training attendance records are not evident at the time of audit, as per the auditee trainings are conducted for the sales Strategies conduct in April – 2025 and accounts related training. | 29.09.2025 | HR Dept. | HR Dept. |
| Audit No: 1/1 | 24/10/2025 | Yes | The organization provides training to employees; however, there is no evaluation of the effectiveness of the training conducted. | 10.11.2025 | HR Dept. | HR Dept. |
| Audit No: 1/1 | 24/10/2025 | Yes | Leads received through WhatsApp are not being monitored or controlled. No defined system or record exists to track: | 10.11.2025 | MR | CEO |

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