



MPL-F-9

QRO CERTIFICATION LLP, India – certification body of management systems

standard: ISO 9001:2015

organization: RAMESH KRISHNA ENGINEERS PVT LTD

Report no. : **8217**

Copy no. :

1ST SURVEILLANCE AUDIT REPORT

Routing slip: 1 x Customer
1 x QRO CERTIFICATION LLP, India.

Elaborated by Lead Auditor		Approved by the Director of certification body		
Name and surname	Date	Name and surname	Date	Signature
KUSHAL JOHRI	28-05-2026	Shalu Gupta	29-05-2026	 For QRO Certification LLP Authorized Signatory 

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

1. Basic data

1.1 Audited organization

Name: RAMESH KRISHNA ENGINEERS PVT LTD

Regd. Office/H.O.: UNIT-4: PLOT NO. 153/B, C, E & F, SECTOR - 1, PHASE-II, I.D.A. CHERLAPALLY,
HYDERABAD, TELANAGANA-500 051, INDIA

1.2 Date of audit: 28-05-2026

1.3 Audit objectives:

To audit conformity of the introduced system QMS with the standard ISO 9001:2015

Scope: MANUFACTURING OF HEAVY FABRICATION AND MACHINING EQUIPMENT'S.

EA code: 17,18

Locations to be certified: UNIT-4: PLOT NO. 153/B, C, E & F, SECTOR - 1, PHASE-II, I.D.A.
CHERLAPALLY, HYDERABAD, TELANAGANA-500 051, INDIA

1.4 Audit subject matter:

All system processes were audited according to the specified standard in compliance with the Audit programme (Attachment No 1).

1.5 Audit team members:

Lead Auditor - KUSHAL JOHRI

Auditor -

Technical Expert -

1.6 Representatives of the audited organization are as per attendance sheet attached.

1.7 Other audit participants:

Observer –

1.8 Place of audit conduction (Locations audited):

UNIT-4: PLOT NO. 153/B, C, E & F, SECTOR - 1, PHASE-II, I.D.A. CHERLAPALLY, HYDERABAD,
TELANAGANA-500 051, INDIA

1.9 Reference documents for audit conducting:

- Documents recorded in 1st stage audit

1.10 Documents proving the audit course:

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

- 1st Stage audit (attachment no. MPL-F-7)
- Approved Audit programme (attachment no. MPL-F-7A)
- Closing meeting report (attachment no. MPL-F-8A)
- Report on detected nonconformities (if determined) (attachment no. MPL-F-8)

2. Audit results

2.1 Audit course

1st stage audit was conducted by assessment of management system documentation of auditee. Adequacy of documents was reviewed to verify its compliance to the requirements of the relevant standard. 1st stage audit (on site) was also conducted and the results were discussed with the client. The client took required corrective actions, against the nonconformities of 1st stage audit, prior to the certification audit (2nd stage audit)

2nd stage audit was conducted by interviewing the client's employees and examining the activities at workplaces. Audit was based on sampling. Therefore, it is possible that all nonconformities of the system could not have been identified during the audit. The audited activities were selected in such a way, that the obtained results would provide the most realistic picture of the management system functioning of the audited organization

The audit results were presented during audit and at closing meeting with the auditee, who accepted and confirmed it by his signatures.

2.2 Contribution of the management system in the certified company:

During the opening meeting, the company's CEO told that he decided to establish & maintain ISO 9001:2015 QMS since it was a requirement of some of his customers & also it was based on customer focus & continual improvement which was very essential for the company's growth. Later, he also realized improvement in business because of improved customer satisfaction.

2.3 Detected nonconformities

The following table contains the outline of the detected nonconformities:

Standard requirements	Nonconformity Report No.
NA NA	00

Detailed description of the detected nonconformity/ies with the planned action for their elimination is stated in Report/s on detected nonconformities No 00 (Attachment No. MPL-F-8) of the report.

2.4 Other determinations

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

During audit there were deviations detected, which were not classified as nonconformities. Recommendations were defined for these deviations. Assessment of complying with individual standard requirements is stated in clause 2.5 of this report. Following the audit results there are also stated recommendations on system function improvement at each requirement.

<u>Opening meeting and audit proceedings</u> Done
<u>Comments on Internal audit:</u> Internal audit is conducted in 6 months. Last internal audit was conducted on 21-03-2026
<u>Comments on MRM:</u> MRM is conducted in 6 months. Last MRM conducted on 27-03-2026
<u>Is there any deviation from the audit plan?</u> No deviation
<u>Is there any significant issue that impacts the audit program?</u> No significant issue found.
<u>Is there any Significant change, that took place since last audit, and affects?</u> No, Nil
<u>Type of audit (single, combined, joint or integrated)</u> Single
<u>Is the certification scope appropriate as per the organizational activities?</u> Yes

a. Assessment of complying with particular requirements of the standard ISO 9001:2015

	Check Points	Findings/objective evidence
4.1	The organization shall determine external and internal issues that affect its ability to achieve the intended result of the QMS. The organization shall monitor and review information about these issues.	Ramesh Krishna Engineers Pvt. Ltd. is engaged in the manufacturing of heavy fabrication and machining equipment for various industrial applications. The company focuses on precision fabrication, machining, assembly, and quality control to deliver reliable and durable products. It utilizes skilled manpower, modern machinery, and established manufacturing processes to meet customer requirements. The company is committed to maintaining consistent quality, timely delivery, and customer satisfaction.
	Note 1. Issues can include positive and negative factors or conditions for consideration. Note 2. Understanding the external context can be facilitated by considering issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local. Note 3. Understanding the internal context can be facilitated by considering issues related to values, culture, knowledge and performance of the organization.	External issues - - Identified in Annex A & B - Customer requirements and expectations - Supplier quality and delivery performance - Market competition and demand changes - Availability and price of raw materials - Changes in legal and regulatory requirements - Technological developments in fabrication and machining

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

		Internal issues - - Identified in Annex A & B - Skilled manpower and technical competency - Availability and maintenance of machinery - Production capacity and efficiency - Quality control and inspection - Raw material availability and storage - Workplace safety and employee awareness ☒ Satisfactory ☐ Unsatisfactory Routine review of system performance is done, discussion with merchandiser/ marketing team, review of customer orders/ satisfaction/complaints, growth of business etc.
4.2	The organization shall determine: a) The interested parties that are relevant to the quality management system and affect its ability to provide product & services that meet customer's and applicable legal & regulatory requirements. a) The requirements of these interested parties that are relevant to the quality management system.	Defined in Section 4.2 of QM ☒ Satisfactory ☐ Unsatisfactory Some Applicable Legal Requirements: FACTORY LICENSE - MIC0200012354119CFO GST- 36AEFPG5920E1ZU Interested Parties - Customers – Quality products, timely delivery, and competitive pricing. - Employees – Safe workplace, training, job security, and fair treatment. - Suppliers – Clear requirements, timely payments, and stable business. - Management/Owners – Business growth, profitability, and compliance. - Regulatory Authorities – Compliance with applicable legal requirements. - Contractors – Clear work requirements and safe working conditions.
4.3	Scope of the QMS	
	The organization shall maintain a <u>documented</u> Scope of the QMS (Types of product and or services of the organization). The organization shall identify the requirements of this standard, that are not applicable to the QMS of the organization, and shall provide documented justifications for not applying the requirements.	Defined in Section 3.3 of QM MANUFACTURING OF HEAVY FABRICATION AND MACHINING EQUIPMENT'S. Please fill Details in Annexure.
4.4	QMS and its processes	

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

4.4.1	Identification of Processes of the QMS and its application Determination of input requirements and output expectations Determination of sequence and interactions of these processes Determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes Determine the resources needed for these processes and ensure their availability Management of risks and opportunities Process evaluation and Improvement in the processes and in the QMS	Process Flow Charts are made and available. Evidenced as per QM Section 4.4 SOPs for different processes were there. ☒ Satisfactory ☐ Unsatisfactory Following is the process in brief Raw Material Procurement- Material Inspection- Cutting & Preparation-Assembly- Dimensional Inspection- Testing & Calibration- Surface Finishing- Final Inspection- Packing & Dispatch
	Assignment of personnel's responsibilities and authorities for these processes	Authority and Responsibility checked on interview of 1. B.Gopal Designation: MR 2. Sri. M Eswara Rao Designation: Plant Head
4.4.2	Management of documented information	
a.	Availability of documented information necessary for effective operation of the Processes	Satisfactory in 4 tiers i.e. QM, procedures/ Quality Plan, W.I. & Records
b.	Availability of documented information providing evidence that the processes have been carried out as planned.	
5.	Leadership	
5.1	Leadership and commitment	
5.1.1	a) taking accountability for the effectiveness of the quality management system; b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization; c) ensuring the integration of the quality management system requirements into the organization's business processes; d) promoting the use of the process approach and risk-based thinking; e) ensuring that the resources needed for the quality management system are available; f) communicating the importance of effective quality management and of conforming to the quality management system requirements; g) ensuring that the quality management system achieves its intended results; h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;	Name of the Person having overall responsibility and accountability for achieving and maintaining conformity of the QMS : Golla Ramesh Krishna, Director Whether list of process owner maintained/defined : YES Relevant Document Number: RKE/LOPO/03 b. Quality Policy & Quality Objectives have been established - found documented in the Quality manual. c. The QMS processes and organization's business processes found interlinked, integrated and listed in QM (Evidenced as per QM Section 4.4). The QMS documents found available with different process owners.

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

	i) promoting improvement j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.	d. The organization has established its documented system on the basis of process identification, associated risks and opportunities. Evidenced as per QM Section 4.4 e. Required infrastructural, financial, material, technical and personnel resources have been provided for effective operation and control of the QMS and business processes. f. ☒ Satisfactory ☐ Unsatisfactory - based on interview of 1. B.Gopal - MR 2. Sri.Sesha Rao - Quality Head 3. Sri. M Eswara Rao - Plant Head g. The Director demonstrated efforts he had made towards achieving objectives of the QMS. h. The Director has recruited, and assigned responsibilities to different personnel and promotes improvement in performance. Verified: List of key process owners and their responsibilities: RKE/LOPO/03 i. The Director monitors, supports and enables process leaders to exercise their leadership in the assigned functional areas.
5.1.2	Customer focus a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed. c) the focus on enhancing customer satisfaction is maintained.	The top management determines applicable contractual, statutory and regulatory requirements. This process is directly looked by the Director. Order are reviewed time to time to identify associated risks and opportunities, in order to enhance customer satisfaction. Record of Customer satisfaction maintained, Customer Satisfaction level of 93.5% achieved.
5.2	Policy	
5.2.1	Quality policy	
5.2.2	Communication of the Quality Policy	- Maintain $\geq 95\%$ on-time delivery against committed schedules. - Maintain $\geq 98\%$ product conformity during final inspection. - Keep customer complaints below 3% of orders received. - Maintain $\geq 95\%$ supplier conformity for purchased materials and services. - Conduct 100% required inspection and testing before product dispatch. - Provide relevant training to 100% of identified employees annually. ☒ Satisfactory ☐ Unsatisfactory based on interview of 1. B.Gopal Designation: MR 2. Sri. M Eswara Rao Designation: Plant Head

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

5.3	Organizational roles, responsibilities and authorities	Organization chart available with Responsibilities and authorities of key personnel found defined in Evidenced through physical verification Golla Ramesh Krishna – Director - Provide leadership, resources, and direction for the QMS. - Ensure customer requirements, quality objectives, and business goals are achieved. B. Gopal – Management Representative (MR) - Coordinate implementation and maintenance of the QMS. - Monitor QMS performance and report results to top management. Sri. Sesha Rao – Quality Head - Control inspection, testing, and product quality activities. - Identify and control nonconforming products and implement corrective actions.
	Top management shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.	
6	PLANNING	
6.1.1	Management of Risk & opportunity in the QMS a. Record of action taken to reduce risk b. Evaluation of action	The organization has established a Risk & Opportunity management plan wherein key processes and associated risks, contingency plans and opportunities have been documented. Verified: RKE/R&O/01 Record of action taken to contain risk or avail opportunity and its evaluation verified RKE/R&O/R/01
6.1.2		
6.2	Quality objectives and planning to achieve them Availability of Quality objectives for relevant functions Availability of action plan	Reviewed Quality Objectives and improvement targets in - Achieve ≥95% on-time delivery of customer orders. - Maintain ≥98% product conformity during final inspection. - Maintain customer complaints below 3% of total orders. - Achieve ≥95% supplier conformity for incoming materials. - Ensure 100% completion of required inspection and testing before dispatch. Action plan to achieve these targets evidenced.
6.2.1		
6.2.2		
6.3	Availability of Plan for change in QMS	The changes are documented and obsolete documents are boldly marked as obsolete. Provision Made Clause No.4
7	Resource Management	

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

7.1.1	<i>The Organization shall determine requirement of resources</i>	<i>Determination of requirement is done by concerned process owners or by the Director.</i>																		
	<i>Determination of internal resources- adequacies and deficiencies</i>	<i>Existing resources, constraints or under utilization is reviewed and appropriate action is taken. Purchase requirement is generated and decision for resource fulfillment is taken by the Director and the concerned process owner.</i>																		
	<i>Determination of resources required from external providers</i>	<i>Resource required from external sources is determined by the Director and the concerned process owner.</i>																		
7.1.2	<i>The organization shall determine need of human resource and shall provide and maintain it to ensure effective operation of processes.</i>	<i>HR need is determined by the Director and is maintained to ensure effective operation of processes.</i>																		
7.1.3	<i>The organization shall determine need of infrastructural resource and shall provide and maintain it to ensure effective operation of processes.</i> <i>a) buildings and associated utilities</i> <i>b) equipment, including hardware and software</i> <i>c) transportation resources</i> <i>d) information and communication technology</i>	<i>Infrastructure found suitable. Machineries/Equipments like CNC Plasma Cutting, Vertical beam Welding machine, Flange Straightening machine found.</i> <i>During onsite audit, infrastructure found in proper operating condition.</i>																		
7.1.4	<i>The organization shall determine, provide and maintain Environment for the effective operation of processes</i> <i>a) social (e.g. non-discriminatory, calm, non-confrontational);</i> <i>b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective)</i> <i>c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).</i>	<i>Work Environment found satisfactory. Fire fighting equipments, first aid box, drinking water facility, DG set, Heat ventilation and toilet facility found adequate.</i>																		
7.1.5	Monitoring and measuring resources																			
<table border="1"> <tr> <td>Measuring & monitoring Resources/equipment</td><td>Vernier,</td><td>Micrometer,</td></tr> <tr> <td>Identification no. of Resource/equipment</td><td>RKE/GKH/07</td><td>RKE/GKH/09</td></tr> <tr> <td>Date of last calibration</td><td>04-03-2026</td><td>25-04-2026</td></tr> <tr> <td>Calibration valid up to</td><td>04-03-2027</td><td>25-04-2027</td></tr> <tr> <td>Calibration status on equip.</td><td>☒ Evidenced ☐ Not Evidenced</td><td>☒ Evidenced ☐ Not Evidenced</td></tr> <tr> <td></td><td>☒ Evidenced ☐ Not Evidenced</td><td>☒ Evidenced ☐ Not Evidenced</td></tr> </table>			Measuring & monitoring Resources/equipment	Vernier,	Micrometer,	Identification no. of Resource/equipment	RKE/GKH/07	RKE/GKH/09	Date of last calibration	04-03-2026	25-04-2026	Calibration valid up to	04-03-2027	25-04-2027	Calibration status on equip.	☒ Evidenced ☐ Not Evidenced	☒ Evidenced ☐ Not Evidenced		☒ Evidenced ☐ Not Evidenced	☒ Evidenced ☐ Not Evidenced
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Traceability of master equipment used for calibration																								
7.1.6	The organization should determine knowledge that is required for effective operation of processes. This knowledge should be available to the personnel who need it. (The required knowledge can be gained from internal source like intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services) (Knowledge is also accessed from external source like - Standards; Literature, Seminars, lectures, awareness & Training programs, internet etc.)	The Director showed me knowledge and literature collected from various sources like internet books etc. regarding products/Services and its processes. This knowledge is also transferred in the organisation through manuals, trainings etc. Changes in the knowledge are gathered and transmitted in the same manner. Verified: Knowledge related to Products Knowledge related to processes																						
7.2	Competence																							
	<table><tr><td>Employee name & Position</td><td>Competency Criteria</td><td>Competency record</td></tr><tr><td>Sri. M Eswara Rao Designation: Plant Head</td><td>Graduate + 4 years similar experience.</td><td>B.Tech Mechanical + 6 years similar experience.</td></tr><tr><td>Sri.Sesha Rao Designation: Quality Head</td><td>Graduate + 6 years similar experience.</td><td>M.B.A + 9 years similar experience.</td></tr><tr><td>Training given to:</td><td>All staff</td><td>All Staff</td></tr><tr><td>Subject of Training:</td><td>Process Improvement</td><td>Training on ISO Documentation</td></tr><tr><td>Date of training –</td><td>24-03-2026</td><td>30-03-2026</td></tr><tr><td>Evaluation of training’s effectiveness</td><td>☒ Evidenced ☐ Not Evidenced</td><td>☒ Evidenced ☐ Not Evidenced</td></tr></table>			Employee name & Position	Competency Criteria	Competency record	Sri. M Eswara Rao Designation: Plant Head	Graduate + 4 years similar experience.	B.Tech Mechanical + 6 years similar experience.	Sri.Sesha Rao Designation: Quality Head	Graduate + 6 years similar experience.	M.B.A + 9 years similar experience.	Training given to:	All staff	All Staff	Subject of Training:	Process Improvement	Training on ISO Documentation	Date of training –	24-03-2026	30-03-2026	Evaluation of training’s effectiveness	☒ Evidenced ☐ Not Evidenced	☒ Evidenced ☐ Not Evidenced
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Training given to:	All staff	All Staff																						
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Date of training –	24-03-2026	30-03-2026																						
Evaluation of training’s effectiveness	☒ Evidenced ☐ Not Evidenced	☒ Evidenced ☐ Not Evidenced																						
7.3	Awareness The organization shall ensure that persons doing work under the organization’s control are aware of: a) the quality policy	- Employees are aware of the Quality Policy and Quality Objectives. - Employees understand their roles, responsibilities, and authorities. - Personnel are aware of customer requirements and product quality requirements. - Employees understand the importance of process conformity and prevention of defects. - Employees are aware of nonconformity reporting and corrective action requirements. Evidenced through physical verification 1. Golla Ramesh Krishna - Director 2. B.Gopal - MR 3. Sri.Sesha Rao - Quality Head																						

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

	b) relevant quality objectives	☒ Satisfactory ☐ Unsatisfactory
	c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance d) the implications of not conforming with the quality management system requirements.	☒ Satisfactory ☐ Unsatisfactory - based on interview of 1. B.Gopal - MR 2. Sri.Sesha Rao - Quality Head 3. Sri. M Eswara Rao - Plant Head
7.4	Communication The organization shall determine the internal and external communications relevant to the quality management system	Evidenced through physical verification 1. Golla Ramesh Krishna - Director 2. B.Gopal - MR 3. Sri.Sesha Rao - Quality Head
7.5.1	Documented information The organization's quality management system shall include: a) Documented information required by this International Standard a) Documented information determined by the organization as being necessary for the effectiveness of the quality management system.	Satisfactory in 4 tiers i.e. QM, procedures/ Quality Plan, W.I. & Records 1. Quality Manual Doc. No. RKE/QM/01 Rev. No. 00 Date 01-11-2025 2. Quality Procedures Doc. No. RKE/QP/01 Rev. No. 00 Date 01-11-2025
7.5.2	Creating and updating Documented Information	Document control process No change available and implemented
7.5.3	Control of documented information	Ref. Procedure: RKE/QM Para 4.2.4 1. Minutes of Mgmt. Review Meeting Record No. R/MR/02 for 2 yrs. 2. Customer Complaints Register Record No. MKT/02 for 2 yrs.
8.	Operational planning and control	
8.1	The organization shall plan, implement and control the processes needed to meet the requirements for the product realization and to implement the actions by: a) determining the requirements for the products and services b) establishing criteria for- - the processes - the acceptance of products and services -determining the resources needed to achieve conformity to the product and service requirements	Defined in RKE/QP/01 of QM, Quality Plan. Planning is done based on customer requirements (including applicable statutory & regulatory requirements, if any), mode of delivery, safety precaution (if any) and any other specific product requirement. Each process has its own criteria.

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

8.2	Requirements for products and services	
8.2.1	Customer communication Communication with customers shall include: a) providing information relating to products and services b) handling enquiries, contracts or orders, including changes c) obtaining customer feedback relating to products and services, including customer complaints	-Product/Services details are available for distribution to the potential/actual customers. Doc. No. RKE/CC/03 -Customer enquiry is recorded with the marketing and follow up is monitored. RKE/ER/01 -Customer order is reviewed by the Director Customer Feedback is received from 5 nos. of customers for the period Jan 26 - Apr 26
	d) handling or controlling customer property	
	e) establishing specific requirements for contingency actions, when relevant.	Contingency plan to meet customer requirement is prepared by the production head and reviewed and approved by the Director as and when required. conformity evidenced
8.2.2	Determining the requirements for products and services When determining the requirements for the products and services to be offered to customers, the organization shall ensure that: a) the requirements for the products and services are defined, including: 1. any applicable statutory and regulatory requirements 2. those considered necessary by the organization b) the organization can meet the claims for the products and services it offers.	Customer order and delivery requirement is recorded and reviewed by the Marketing Head/Director, after interaction with the client. Record of interaction with client is maintained in hard copy / E mail print outs / or soft copy. Customer orders are also reviewed for their fulfillment ability by the organisation. Evidenced
8.2.3	Review of the requirements for products and services	
8.2.3.1	The organization shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. The organization shall conduct a review before committing to supply products and services to a customer, the review should include: a) requirements specified by the customer, including the requirements for delivery and post-delivery activities b) requirements not stated by the customer, but necessary for the specified or intended use, when known c) requirements specified by the organization d) statutory and regulatory requirements applicable to the products and services e) contract or order requirements differing from those previously expressed.	Customer order is reviewed before acceptance. Sign of review and acceptance verified. Customer checked :- Customer Name : Jyoti pinnacle property services Order no & Date : Order No. TJK/06724, 03/03/2026 Product/Service ordered : MS structure Quantity ordered : 11,790 kgs Review of Requirements by : Marketing Head Products Delivered on : 08/03/2026 Quantity Delivered : 11,790 kgs

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

	<i>The customer's requirements shall be confirmed by the organization before acceptance, when the customer does not provide a <u>documented statement</u> of their requirements.</i>	
8.2.3.2	<i>The organization <u>shall retain documented information</u>, as applicable:</i> <i>a) on the results of the review</i> <i>b) on any new requirements for the products and services.</i>	
8.2.4	<i>Changes to requirements for products and services</i> <i>The organization shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.</i>	Verified.
8.4	<i>Control of externally provided processes, products and services</i>	
8.4.1	<i>The organization shall ensure that externally provided processes, products and services conform to requirements. The organization shall determine the controls to be applied to externally provided processes, products and services when:</i> <i>a) products and services from external providers are intended for incorporation into the organization's own products and services;</i> <i>b) products and services are provided directly to the customer(s) by external providers on behalf of the organization;</i> <i>c) a process, or part of a process, is provided by an external provider as a result of a decision by the organization.</i> <i>The organization shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall <u>retain documented information</u> of these activities and any necessary actions arising from the evaluations.</i>	Purchasing Process found established, items and services to be purchased are listed and their suppliers details found documented. No part of the production process is outsourced. Verified : List of approved suppliers.RKE/V/R1 Suppliers are selected by the Director after review of their capabilities and reputation. Verified Supplier's registration form : Their performance is monitored continuously. Suppliers performance is re evaluated annually and accordingly the suppliers list is up dated. Evaluation is done against criteria like Timely delivery/ quality / rate.
8.4.2	<i>Type and extent of control</i> <i>The organization shall ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers. The organization shall:</i> <i>a) ensure that externally provided processes remain within the control of its quality management system;</i> <i>b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;</i>	Purchased products are inspected for conformity before acceptance. Extent of control over purchased products has been defined in the Quality plan. Purchase challan/ invoice is reviewed by the QC and QC remarks is attached to it. Incoming inspection is done as per incoming Quality plan. Purchased product quality is inspected and approved by the Process owner who uses the purchased products. Review remarks are put on the bill/ attached to the bill of the service supplier.

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

	c) take into consideration: 1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements; 2) the effectiveness of the controls applied by the external provider; d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.	See Note 1 below
8.4.3	Information for external providers The organization shall ensure the adequacy of requirements prior to their communication to the external provider. The organization shall communicate to external providers its requirements for: a) the processes, products and services to be provided b) the approval of: 1) products and services; 2) methods, processes and equipment; 3) the release of products and services; c) competence, including any required qualification of persons; d) the external providers' interactions with the organization; e) control and monitoring of the external providers' performance to be applied by the organization; c) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.	Purchase orders are generated and communicated to the suppliers by E-mail or courier. Product specification is communicated either as per brand/ written specifications or by referring to the samples in Purchase Orders. Material/service acceptance is also confirmed to the supplier orally/noting on material receipt copy/email. See Note 1 below

Note 1

P.O No & Date	Telephone, dt. 28/02/2026	Telephone, dt. 09/04/2026
Supplier	Narendra steels	Somani ispat private limited
Material ordered & specifications.	MS plates	NPB 500
Material specifications in P.O	☒ Evidenced ☐ Not Evidenced	☒ Evidenced ☐ Not Evidenced
Acceptance criteria in P.O	☒ Evidenced ☐ Not Evidenced QC check after receiving as per Quality Plan.	☒ Evidenced ☐ Not Evidenced QC check after receiving as per Quality Plan.
Review of P.O for adequacy	By HOD Purchase	By HOD Purchase

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

Material received on	dt 03/03/2026	dt 15/04/2026
Quantity received	7,500 kgs	8.9800 MT
Inspection/test/verification results of the received material Before acceptance	Pass based on Test Report dtd 03/03/2026 Or review of Supplier's Test Certificate Date of review 03/03/2026.	Pass based on Test Report dtd 15/04/2026 Or review of Supplier's Test Certificate Date of review 15/04/2026

8.5	Production and service provision	
8.5.1	Control of production and service provision The organization shall implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable: a) the availability of documented information that defines: 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed; 2) the results to be achieved; b) the availability and use of suitable monitoring and measuring resources; c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met; d) the use of suitable infrastructure and environment for the operation of processes; e) the appointment of competent persons, including any required qualification; f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement; g) the implementation of actions to prevent human error; h) the implementation of release, delivery and post-delivery activities.	Work is performed in controlled environment. Written Work instructions and process instructions found displayed in different process areas. Verified WI/ process instructions : RKE/WI-2 Use of Vernier, and Micrometer, found during audit Verified the production/services process Customer enquiry, site inspection, service planning, equipment inspection, repair/maintenance, calibration, testing, final verification, service reporting, and handover. verified product specification/ acceptance criteria MS structure - specification sheet Acceptance criteria found defined for transferring product from one stage to another process stage. Stage wise inspection is done by the Prod/ QC staff by putting remarks in the Production register. Non conforming products are recorded in non conforming products register/Rework register, these materials are transferred to next stage when conformity is established. Responsible workers for each operation found specified. Machines in the factory are identified and properly mentioned in the process sheets as per the flow of production process.

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

		Validated process parameters found documented identifying R/materials, consumables, their specifications, process method, process operator/ Operators specifications. Validated method found approved by the Director. Post delivery activity is limited to repair of products and if not possible, replacement of non conforming products.
8.5.2	Identification and traceability The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services. The organization shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision. The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain the <u>documented information</u> necessary to enable traceability.	Identification and traceability of product/service is ensured as is verified as per note 2 below. See Note 2 below

Note2

Customer	Jyoti pinnacle property services	Team work glass solution private limited
Order no & Date	Order No. TJK/06724, 03/03/2026	Order No. 468/9483, 28/03/2026
Product/Service ordered	MS structure	MS canopy
Quantity ordered	11,790 kgs	1,320 kgs
Review of requirements	Marketing Head	Marketing Head
Change to agreed requirements		
Product /service delivered on	08/03/2026	30/03/2026
Quantity delivered	11,790 kgs	1,320 kgs
Identification & traceability of the delivered product/service (throughout product realization) & its record.	Batch No. EIR2061	Batch No. EIR2140

8.5.3	Property belonging to customers or external providers The organization shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization. When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external	Customer Property is received in the form of product specifications/ samples/ design specifications. Organization takes care to identify and preserve these in readily identifiable and accessible manner. Record of customer property found properly maintained.
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Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

	provider and <u>retain documented information</u> on what has occurred.	
8.5.4	Preservation The organization shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.	organization ensures proper identification, handling, storage, protection, packaging, and preservation of raw materials, fabricated components, machined parts, and finished products to prevent damage, deterioration, contamination, and mix-up until delivery.
8.5.5	Post-delivery activities The organization shall meet requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, the organization shall consider: a) statutory and regulatory requirements; b) the potential undesired consequences associated with its products and services; c) the nature, use and intended lifetime of its products and services; d) customer requirements; e) customer feedback.	Post delivery activity is limited to repair of products and if not possible, replacement of non conforming products. Customer feedback is received and reviewed periodically. Verified record of customer feedbacks. From 5 nos. of customers For the period Jan 26 - Apr 26 Customer Satisfaction Level : 93.5%
8.5.6	Control of changes The organization shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements. The organization <u>shall retain documented information</u> describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.	No change has been made in the work process since implementation of the QMS. The Director said that in future if any change is made, the same will be documented and review of impact of change shall be documented at the earliest. Provision available but change not done as yet.
8.6	Release of products and services The organization shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. The organization <u>shall retain documented information</u> on the release of products and services. The documented information shall include: a) evidence of conformity with the acceptance criteria; b) traceability to the person(s) authorizing the release.	Finished goods are released to the customer only on the basis of documented evidence of conformity. Only authorized person orders release/ dispatch of the product/ consignment on the basis of QC report of conformity and dispatch challan. See Note 2 above for orders verified.
8.7	Control of nonconforming outputs	
8.7.1	The organization shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. The organization shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of	Non conforming products identified at pre dispatch stage are recorded in rework register, these are re inspected after rework and ok material is dispatched and rejected material is

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

	products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services. The organization shall deal with nonconforming outputs in one or more of the following ways: a) correction; b) segregation, containment, return or suspension of provision of products and services; c) informing the customer; d) obtaining authorization for acceptance under concession. Conformity to the requirements shall be verified when nonconforming outputs are corrected.	scrapped/ recycled. Record of material scrapped / issued for recycling.
8.7.2	The organization <u>shall retain documented information</u> that: a) describes the nonconformity; b) describes the actions taken; c) describes any concessions obtained; d) identifies the authority deciding the action in respect of the nonconformity.	Rework register is kept which describes the non conformity, actions taken and concessions obtained and approved by the appropriate authority. Record Verified : RKE/NC/R/01
9.0	Performance evaluation	
9.1.1	Monitoring, measurement, analysis and evaluation The organization shall determine: a) what needs to be monitored and measured; b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results; c) when the monitoring and measuring shall be performed; d) when the results from monitoring and measurement shall be analysed and evaluated. The organization shall evaluate the performance and the effectiveness of the quality management system. The organization shall <u>retain appropriate documented information</u> as evidence of the results.	Monitoring, measurement, analysis and improvement plan found described in the Quality Manual.

9.1.2	Customer satisfaction The organization shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring and reviewing this information.	Customer satisfaction level is monitored by analyzing feedback forms Verified record of customer feedbacks. From 5 nos. of customers For the period Jan 26 - Apr 26 Customer Satisfaction Level : 93.5%
9.1.3	Analysis and evaluation	As per the Quality Manual analysis of data is analyzed Periodically.

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

	The organization shall analyse and evaluate appropriate data and information arising from monitoring and measurement. The results of analysis shall be used to evaluate: a) conformity of products and services; b) the degree of customer satisfaction; c) the performance and effectiveness of the quality management system; d) if planning has been implemented effectively; e) the effectiveness of actions taken to address risks and opportunities; f) the performance of external providers; g) the need for improvements to the quality management system.	See Note 3
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Note 3

	As on 24-03-2026	As on 25-09-2025
Customer satisfaction:	93.5%	92.1%
Product/service conformance:	97.4%	96.3%
On time delivery:	95.6%	92.8%
Process losses	1.5%	3.4%
External Service Providers Performance	99.5%	97.8%
Effectiveness of Risks and Opportunities	☒ Satisfactory ☐ Unsatisfactory	☒ Satisfactory ☐ Unsatisfactory
Trend of Processes	☒ Satisfactory ☐ Unsatisfactory	☒ Satisfactory ☐ Unsatisfactory

9.2	Internal audit	
9.2.1	The organization shall conduct internal audits at planned intervals to provide information on whether the quality management system: a) conforms to: 1) the organization's own requirements for its quality management system; 2) the requirements of this International Standard; b) is effectively implemented and maintained.	The organization conducts internal audit in 6 months as per documented procedure 5.4.0. The non-conformities are noted in NC forms. Records show that last internal audit was conducted on 21-03-2026, corrective action taken to close non conformities verified. Separate folder for Record of internal audits evidenced. See Note 4 below

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

9.2.2	The organization shall: a) plan, establish, implement and maintain an audit program(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits b) define the audit criteria and scope for each audit; c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process; d) ensure that the results of the audits are reported to relevant management; e) take appropriate correction and corrective actions without undue delay; f) retain <u>documented information</u> as evidence of the implementation of the audit program and the audit results.	Internal audit program found established for one year. Internal auditors found trained by the Consultant. The audit has been conducted appropriately. Corrective action found taken in the NC form. Verified record of internal audit. See Note 4 below
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Note 4

Planning of internal audits	Once in 6 months as per procedure no 5.4.0
Date of last audit	21-03-2026
No. of NCs	3
Status/result of NCs	☒ Closed ☐ Not Closed
Record No.	R/IA-04
Audit Conducted by	External Qualified Auditor

9.3	Management review	
9.3.1	Top management shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.	QMS Review is done once in 6 months. Agenda found as in the standard. Name of the participants and their signature was evidenced. See Note 5 below
9.3.2	Management review inputs The management review shall be planned and carried out taking into consideration a) the status of actions from previous management reviews;	Review Input information found as per agenda prescribed in the ISO standard. See Note 5 below

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

	b) changes in external and internal issues that are relevant to the quality management system; c) information on the performance and effectiveness of the quality management system, including trends in: 1) customer satisfaction and feedback from relevant interested parties; 2) the extent to which quality objectives have been met; 3) process performance and conformity of products and services; 4) nonconformities and corrective actions; 5) monitoring and measurement results; 6) audit results; 7) the performance of external providers; d) the adequacy of resources; e) the effectiveness of actions taken to address risks and opportunities f) opportunities for improvement.	
9.3.3	Management review outputs The outputs of the management review shall include decisions and actions related to: a) opportunities for improvement; b) any need for changes to the quality management system; c) resource needs. The organization <u>shall retain documented information</u> as evidence of the results of management reviews.	Review output checked and found it adequate and as per prescribed agenda. See Note 5 below Conformity evidenced.

Note 5

Planning of Management Review	Once in 6 months (as defined in QM section/ Procedure no. 5.6.1)
Date of Last MRM	27-03-2026
Status of MRM	Management Review was: ☒ Satisfactory ☐ Unsatisfactory

10.	Improvement	
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Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

10.1	The organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These shall include: a) improving products and services to meet requirements as well as to address future needs and expectations; b) correcting, preventing or reducing undesired effects; c) improving the performance and effectiveness of the quality management system.	Continual improvement in the organization and its QMS is ensured by - - Made objectives at relevant functions. And are monitored periodically. - Taking correction and corrective actions against identified non conformities, complaints, audit non conformities - Establishing time bound and measurable improvement targets - Taking action regarding recommendations and suggestions - Identifying potential non conformities and by taking appropriate preventive action
10.2.1	Nonconformity and corrective action When a nonconformity occurs, including any arising from complaints, the organization shall: a) react to the nonconformity and, as applicable: 1) take action to control and correct it; 2) deal with the consequences; b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, 1) reviewing and analyzing the nonconformity; 2) determining the causes of the nonconformity; 3) determining if similar nonconformities exist, or could potentially occur; c) implement any action needed; d) review the effectiveness of any corrective action taken; e) update risks and opportunities determined during planning, if necessary; f) make changes to the quality management system, if necessary. Corrective actions shall be appropriate to the effects of the nonconformities encountered.	Non conformity is recorded by relevant function. Complaint is recorded by marketing function. Further both are evaluated for root cause and appropriate action to avoid recurrence. Related record is maintained by marketing/ QA and any other concerned function
10.2.2	The organization shall retain <u>documented information</u> as evidence of: a) the nature of the nonconformities and any subsequent actions taken; b) the results of any corrective action.	Checked and Evidenced through Record No. : RKE/NCP/R1
10.3	Continual improvement The organization shall continually improve the suitability, adequacy and effectiveness of the quality management system.	Continual improvement in organization and its QMS was evidenced through -

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018

	<i>The organization shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.</i>	- <i>sale trends,</i> - <i>No. of customer complaints</i> - <i>Record of non conformities and rework record</i> - <i>training records</i> <i>Conformity evidenced.</i>
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3. Subsequent audit focus

At subsequent audit, which shall be executed according to Certification Agreement, correction measures fulfilment, which are recorded in reports on detected nonconformities shall be reviewed. At the same time implementation level of recommendations defined in article 2.5 of this Report shall be detected. (I recommend to focus the subsequent audit on weakness.)

4. Conclusion (Note: according to closing statement of LA)

On the basis of audit results the Lead Auditor states that audited organization

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has established and maintained management system according to ISO 9001: 2015, the management review and internal audit process are acceptable and are followed. The scope is appropriate and proposed to be granted. I propose to award the Certificate for the scope and localities defined in point 1.3 of this Report.

The management review and internal audit process are acceptable and are followed. The scope is appropriate and proposed to be granted.

Attachments:

1st Stage audit

Audit programme

Closing meeting report

Report on detected nonconformities (if determined)

Attendance Sheet

Doc. No.	Rev. No.	Issue Date
MPL-F-9	00	01/06/2018