

	H R STEEL INDUSTRIES PVT. LTD			
	Sankrail Industrial Park, Jala Dhulagiri, P.O- Kandua, P.S- Sankrail, Howrah- 711302, West Bengal, India			
INTERNAL QUALITY AUDIT REPORT-2026				
Doc No- HRSI/MS/06	Issue No- 01	Issue Date- 02.01.2026	Rev No- 00	Rev Date- Nil

Standard	ISO 9001:2015
Type Of Audit	INTERNAL AUDIT
Name of the Company	H R STEEL INDUSTRIES PVT. LTD
Address of the company	Sankrail Industrial Park, Jala Dhulagiri, P.O- Kandua, P.S- Sankrail, Howrah- 711302, West Bengal, India
Site Address, If any	NA
Contact Person Detail	Mr.
Scope	MANUFACTURE AND SUPPLY OF MILD STEEL, GALVANIZED & HIGH TENSILE FASTNERS.
Exclusion	8.3 Design & Development
Complexity	NO
Any Other Information	NO

Audit Team	Team Leader	Shubham Kundu
	Tem Member	NA
No of Man-days	01	
Date of Audit	12.06.2026 (Onsite)	
Audit Objective	Organization's Quality management system continues to fulfill of the requirements of the standard	

SUMMARY OF INTERNAL AUDIT FINDINGS:

03 NCs has raised.	
I.	The organization has not evaluated climate change as a relevant internal or external issue while determining its organizational context.
II.	Quality Policy was not displayed in the local language as required to ensure effective communication and understanding by all employees.
III.	The organization has evaluated its external suppliers; however, one service provider (Transport Agency) was not included in the external provider evaluation process.



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Area of Improvement	Awareness related to policy, procedure and standard among the workers may further improved through continuous training program and interactive session.		
Non-Conformities	Type	No.	Description
	Major	00	
	Minor	03	

This report details the outcome of our surveillance audit of your Quality management system to determine the degree of compliance with your own Quality management system documentation and the requirements of the ISO 9001:2015 standard.

The reporting format follows the selected quality management system standard, clause by clause, and findings are reported as appropriate. Activities that are not in compliance with own documentation or the ISO standard are reported on our Non-Conformance Reports (NCR'S) or Opportunity For Improvement (OFI) or Observation.

A NON-CONFORMANCE REPORT is a non-compliance of a serious nature, one that may have a significant impact on the quality of the services provided by your company, and/ or relate to multiple non-complying activities. NCR's must be responded to, corrected and formally closed-out before Recertification audit by SGS team and registration can proceed. Many Non-Conformance Reports can be closed-out by our review of revised documentation and therefore, you should submit copies of such documentation with your response.

OPPORTUNITY FOR IMPROVEMENT forms address areas which are not considered to have a serious impact on the quality of the services provided by your company and normally relate to isolated non-complying activities. They may also point out areas where initiative can be taken to improve sections of your Quality system. It is not mandatory to respond to OFI's. However, they are taken into consideration at the next surveillance visit, since an opportunity for improvement may be preventative measure or part of the continuous improvements process.

Please respond to this report by completing the Non-Conformance Reports (NCR's) and, if necessary, Opportunity For Improvement forms (OFI'S) attached, within the time period agreed at the internal audit closing meeting.

Your signature is required against both "Company Representative" spaces on the form, and please fills in details of your intended corrective action and the date you anticipate completing the corrective action. If you have a problem meeting the required response times, then please contact us to re-evaluate proposed action and time-scale.

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Client Disclosure

“We confirm the following information and opinions were given to you in connection with your examination of the Management System. We acknowledge as top management our responsibility for the Management System, results and audit report, which you have prepared for the organization. All the records have been made available to you for the purpose of your audit and all the transactions undertaken by the organization have been property reflected and recorded in the Management System. All other records and related information have been made available to you.

We also confirm there are no material contingents, major customer Dis-satisfaction issues or potential liabilities under claims or pending or threatening litigation. Disclosure has been made in the audit report for all matters necessary for the audit report to show a true and fair view of the organization’s Management System state of affairs and results”.

SIGN OFF:

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**VERIFICATION OF DOCUMENTED INFORMATION & RECORDS AS PER STD REQUIREMENT
(C- Conformity, NC-Non-Conformity, O-Observation)**

Clause Number	C/NC/O	Document Verification detail with statement of Conformity
4.1 understanding the organization and its context (Determination of external and Internal Issues)	NC	Context of the organization was found mentioned in QMS Manual HRSI/QM, Issue 01, Rev 00, Date- 02.01.2026. The Internal and External issues such as Culture, Technology, legal compliance, Competition, local community related issues has been briefly discussed in the manual and it found satisfactory verified in page no-11, 12 in the manual. The organization has not evaluated climate change as a relevant internal or external issue while determining its organizational context.
4.2 Understanding the needs and expectations of interested parties (Determination, Monitor & Review of the Interested Parties)	C	Needs and expectation of Internal and External interested parties such as Employee, Workers, Customers, and Suppliers was identified and mentioned in Manual. Verified vide ref- QMS Manual HRSI/QM, Issue 01, Rev 00, Date- 02.01.2026, Page no-15
4.3 Determining the scope of the quality management system (Boundaries and Type of Product and Services and any requirement not applicable)	C	Statement of applicability and scope was found in line with the activities. MANUFACTURE AND SUPPLY OF MILD STEEL, GALVANIZED & HIGH TENSILE FASTNERS. Exclusion: 8.3 Design and development of products and services This clause is not applicable as H R STEEL INDUSTRIES PVT. LTD. does not design & develop their product but manufacturing as per BIS, EN specification as well as customer requirement.
4.4 Quality management system and its processes (Established, Implement and maintained, process and Interaction of Process)	C	Process interaction was evident in Manual. Vide doc ref no- HRSI/QM, Issue 01, Rev 00, Date- 02.01.2026. Quality management system and the processes needed and their interactions, in accordance with the requirement have been addressed in manual. Process interaction verified.
5.1.1 Leadership & Commitment (Statement of ensurity)	C	Interaction with Top management was done during assessment. Top management commitment was evident through their open participation in audit and planning of improvement w.r.t QMS.



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5.1.2 Customer focus (statement of conformity)	C	Customer focus was evident through customer's need and expectation analysis. Communication with customer is done to Maintain a good relation and regular contact with the Customer. Obtaining & using the customer feedback / Customer complaint for enhancing continual improvement is carried out and evident vide approval on submitted quotation to customer vide and feedback from Customer.
5.2 Quality policy (Establish, Implement, Maintain, communicated and understood)	NC	Quality Policy, signed by Director. Policy contains all the aspects as per standard requirement. But Quality Policy was not displayed in the local language as required to ensure effective communication and understanding by all employees.
5.3 Organizational roles, responsibilities and authorities	C	Role's responsibility and authority matrix was evident vide HRSI/QM, Issue 01, Rev 00, Date- 02.01.2026, Responsibility and authority of key personnel and found satisfactory. Verified organization chart. Verified In Manual. Vide Doc Ref no- HRSI/HRM/04
6.0 Planning		
6.1 Actions to address risks and opportunities (Risk Assessment has done with prevention of undesirable effects)	C	Risk and opportunity matrix was found available during audit and all the aspects and activities were covered. Risk mitigation plan was found mentioned in same documents. Verified vide doc ref no- HRSI/RA-01, Issued on 02.01.2026
6.2 Quality objectives and planning to achieve them (Documented, Measurable, Monitored and communicated)	C	Quality objectives verified through Doc No: HRSI/MS/OBJ, such as Nil Quality related customer complaint, Breakdown Hours Should be less Than 20 Hrs/Month, Yearly 2 hrs training on QMS management system for every employee was taken and action plan and achievement was evident vide Performance report of objective and action plan to achieve the objectives.
6.3 Planning of changes (As per 4.4) and Purpose, resource availability and allocation	C	Change management procedure has been found during audit

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7.1 Resources (Need of External resources, People, Infrastructure, Environment, Calibration records, Organizational Knowledge)	C	List of Plant and machinery Verified through Doc. No: HRSI/LM/04, List of Employee, Preventive Maintenance Record has been verified through Doc. No: HRSI/MNT/02 Breakdown has been verified through Machine History Card Doc. No: HRSI/MNT/03 Calibration Callender has been Verified and Calibration Record of Steel Scale has been Verified. Serial No: HRSIPL/SS-01, Least Count: 0.5 mm, Calibrated on: 16.09.2025, Next Calibration Due On: 15.09.2026. Organizational knowledge has been verified through portal, notice board etc.
7.2 Competence (Employee records & Competence skill matrix)	C	Procedure for Competence, Training and Awareness has been verified vide Doc No.: HRSI/SOP/03, Competency assessment for operator & Worker (HRSI/HRM/CM) was done yearly. Training need identification was carried out based on existing skill and knowledge and the same required for performing the job. Annual Training calendar has evidenced vide Doc. No.: HRSI/HRM/ATC, Sample evident for Mr Sumanta Adhikari, quality manager & Arnab Kar, lab inspector. Awareness training on ISO 9001:2015 for Akhilesh Thakur was evident dated 05.01.2026. Training evaluation was done and found effective.
7.3 Awareness (Quality Policy, Objectives & Effectiveness of QMS)	C	Awareness on Quality Policy and objectives was found adequate among workers. Manu Kumar Shaw Operator was interviewed and his response on QMS was good.
7.4 Communication (what, who, when, whom, how)	C	Communication Matrix was evident. Communication matrix for internal and external communication was mentioned in manual. Mainly External communication has been carried out through email.
7.5 Documented information (External Origin, Creation, Updation, Distribution, Preservation, version control, Retention and disposition)	C	Master List of Documents and records was evident vide HRSI/MS/11, it was updated on yearly basis.
8.1 Operational planning and control (Plan, Implement and control of process, documented information for process carried out as planned and Conformity of product or services)	C	Daily Production plan evident. Production report has evident. QAP verified for Raw material, In-process & Final Product specification verified during audit. Incoming raw material inspection has evident for High Carbon Wire Rod, Dia 7 mm received date 22.05.2026 test date 22.05.2026 and it has accepted as per specification. Final test report verified dated 27.05.2026. Product Name- Spring washer, Qty Checked: -5 Pcs. Checking done as per plan and found accepted.

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8.2.1 Customer communication (Enquiries, Contract, order, feedback, complaints)	C	Mail communication regarding Contract, order, feedback checked, Work order for also evident.
8.2.2 Determining of Requirements for products and services (Objective evidence for record of contract review and approval, Record verification of Statutory & Regulatory shall be referred here, record for communication of changes, legal requirements need to be re-verified if any concerns identified in Stage 1 audit or any new product added)	C	Product requirements together with additional determined requirements are reviewed. Review is conducted prior to commitment to supply product to client. Reviews of requirement of the Customer are done by the Quality Manager by interaction with the customer. Also verified that, legal requirements regarding product and service have been complied. PO has been verified for one customer.
8.2.3 Review of the requirements for products and services (Documented Information for Result of review and any new requirements for product or services)	C	Product requirements together with additional determined requirements are reviewed. Customer requirements are clearly defined in work order and it was reviewed by management in each and every case, Review is conducted prior to commitment to supply product to customer.
8.2.4 Changes to requirements for products and services (the changed documents is aware and approved by relevant person)	C	Verified the change notes for changes in requirements for products and services. No changes has evidenced.
8.3 Design and Development (D&D)		
8.3.1 General Establish, Maintain and Implement the D&D Process	NA	
8.3.2 D&D Planning (Record reference) 8.3.3 D&D Inputs (Record reference for the inputs) 8.3.4 D&D Controls (Record reference & Approval) 8.3.5 D&D Outputs (Record reference for outputs) 8.3.6 D&D Changes (Record reference for changes, approved, validated & verified before implementation & actions as necessary)	NA	
8.4.1 Control of externally provided processes, products and services (Documented Information for criteria for the evaluation, selection, monitoring of performance and re-evaluation)	NC	Procedure for control of externally provided processes, products & services has evident vide Doc no: HRSI/SOP/07 List of external provider has evident. Last updated as on March, 2026, Vendor registration form evident. Purchase order for raw material along with its invoice has been verified during audit. The organization has evaluated its external suppliers; however, one service provider (Transport Agency) was not included in the external provider evaluation process.



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8.4.2 Type and extent of control (Control Verification)	C	HRSI has ensured that externally provided processes, Products and services do not adversely affect the ability to consistently deliver conforming products and services to the customers.
8.4.3 Information for external providers (Competence and qualification of external provider)	C	HRSI has ensured the adequacy of requirements prior to their communication to the external provider for the processes, products and services to be provided. All information clearly defined in Purchase order copies.
8.5.1 Control of production and service provision (Records verified work instructions for the processing including delivery and post-delivery activities, characteristic of product, equipments use and availability for monitoring and measurement)	C	Daily Production plan evident. Production report has evident. QAP verified for Raw material, In-process & Final Product specification verified during audit. Incoming raw material inspection has evident for High Carbon Wire Rod, Dia. 7 mm, received date 22.05.2026 test date 22.05.2026 and it has accepted as per specification. Final test report verified dated 27.05.2026. Product Name- Spring washer, Qty Checked: -5 Pcs. Checking done as per plan and found accepted..
8.5.2 Identification and Traceability (Records verified for identification batch no or serial no in process as well as final dispatch)		Traceability throughout the Raw material to Finish product was found adequate. Batch number was given to all products. All workshop areas are marked like Raw material storage area, Finish products area etc.
8.5.3 Property belonging to customers or external providers (Documented Information of Lost or damaged property)	C	Verified customer property drawing it has been preserved properly.
8.5.4 Preservation of output (objective evidence for meeting the defined storage conditions for handling, packaging, storage and protection)	C	Verified procedure for preservation of finished, semi-finished and raw product.
8.5.5 Post-delivery activities (Life time, maintenance, Warranty & Guarantee, Final Disposal)	C	Verified the records of post-delivery activities of HRSI. Warranty has been provided for product. After delivery of product customer feedback has been taken from customer.
8.5.6 Control of changes (Documented Information change review result, person who is authorized to changes)	C	Change plan also the change record verified. Name of the responsible person is also mentioned there.
8.6 Release of products and services (Planned Arrangement documented information for acceptance criteria and authorized person traceability)	C	Product release has been verified through Final inspection report.
8.7 Control of nonconforming outputs (Documented Information for Non conformity, action taken, concession, authority deciding action)	C	Deviations from standard product & service is noted and documented. Root cause analysis done for any kind of nonconforming outputs and corrective action was taken. Verified non-conforming product register.

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9.1.1 Monitoring, Measurement analysis and evaluation	C	Check and verified the monitoring matrix. Organization has Analysed and evaluated the effectiveness of the QMS through performance report of financial year for each department.
9.1.2 Customer Satisfaction (Analysis of Customer Satisfaction)	C	Customer satisfaction evident for this year. Average CSI- 95%. Customer feedback was taken by mail and telephonic conversation.
9.1.3 Analysis and Evaluation	C	Verified the analysis and evaluation of the arriving from the monitoring and measurement like conformity of projects, risk & opportunity analysis, performance of the external providers etc. KPI for the each department was evaluated
9.2 Internal Audit (Frequency and Documented Information for Implementation of Audit Program and the audit result)	C	SOP verified, Doc. No: HRSI/SOP/01 Internal audit conducted at Planned Interval by appointed Internal Auditors. Auditors are competent to conduct the Internal Audit and Internal Audit was effective. Procedure for the internal audit within the manual, frequency of internal audit is yearly. Verified internal audit summery report.
9.3 Management Review (Frequency, Input, Output, Documented Information for MRM Results)	C	SOP verified, Doc. No: HRSI/SOP/02 Management review meeting conducted as scheduled. MRM conducted as per the schedule. MRM Held in the presence of Chairperson and With the Departmental Heads and found effective. Frequency and procedure for Management Review Meeting defined within the sop, also verified the minutes of management review meeting
10.1 Improvement – General	C	Organization has determined the opportunities for improvement through monitoring, measurement analysis and evaluation, periodical internal audit and Management review meeting
10.2 Nonconformity and Corrective action (Documented Information for nature of NC and result of action taken)	C	Verified the nonconformity and corrective actions taken against the nonconforming outputs and nonconformity arrived against the internal audit. Verified the record of non conformity.
10.3 Continual improvement	C	Check and verified that Continual improvement plan is recorded. Continual improvement of Quality Management System through the using Audit results, Analysis of data, corrective actions and Management Review.

AUDITOR'S SIGNATURE: *Shubham Kundu*