

AUDIT REPORT

COMPANY NAME	OCEE INTERNATIONAL LTD
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STANDARD(S)	ISO 9001:2015	ISO 14001:2015	
AUDIT TYPE	TRANSFER/RECERTIFICATION	TRANSFER/RECERTIFICATION	
CERTIFICATE EXPIRY DATE	08/05/2024	08/05/2024	

FULL ADDRESS OF AUDIT LOCATION(S)	CASWELL ROAD BRACKMILLS INDUSTRIAL ESTATE NORTHAMPTON NN4 7PW
OTHER LOCATIONS INCLUDED IN SCOPE:	<p>OCEE DESIGN LTD, LILIPUT ROAD, BRACKMILLS INDUSTRIAL ESTATE, NORTHAMPTON, NN4 7DT</p> <p>RACE FURNITURE LIMITED, BOURTON INDUSTRIAL PARK, BOURTON-ON-THE-WATER, GLOUCESTERSHIRE, GL54 2HQ</p> <p>FOUR DESIGN DENMARK APS, HVIDKÆRVEJ 2C, DK-5250 ODENSE SV, DENMARK</p>

CLIENT CONTACT	ALISTAIR GOUGH
CLIENT EMAIL	mbye@ethosconsult.co.uk - Mike Bye (Consultant)

LEAD AUDITOR	DAVID SMITH
AUDITOR EMAIL	david@interface-nrm.co.uk

DATE OF AUDIT	18/03/2024 – 21/03/2024 & 27/03/2024
AUDIT TIME (DAYS)	5

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Company Number: 4615780 VAT Registration: 8351 19631

CERTIFICATE SCOPE	THE DESIGN AND DEVELOPMENT, MANUFACTURE, SALE, SUPPLY AND INSTALLATION OF OFFICE, CONFERENCE, EDUCATIONAL, THEATRE, PUBLIC AREA SEATING AND AUDITORIUM FURNITURE
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AUDIT OBJECTIVE	RECERTIFICATION - CONFIRM THE CONTINUED CONFORMITY AND EFFECTIVENESS OF THE MANAGEMENT SYSTEM AS A WHOLE, AND ITS CONTINUED RELEVANCE AND APPLICABILITY FOR THE SCOPE OF CERTIFICATION.
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INTERFACE AUDIT TEAM		ORGANISATION PERSONNEL		
NAME	ROLE	NAME	POSITION	ATTENDANCE
DAVID SMITH	AUDITOR	Michael Bye	Consultant	OPENING & CLOSING
		Alistair Gough	Group CEO	OPENING & CLOSING
		Vicki Hollis	Warehouse, Quality & Environment Manager (Brackmills)	OPENING & CLOSING
		Giulia Neuhaus	Sustainability & Environmental Manager	OPENING
		Ian Clarke	Production and Purchasing Manager (Race)	CLOSING
		Michael Nissen	Group Supply Chain and Operations Director (Denmark)	CLOSING

AUDIT RESULTS:					
NUMBER OF FINDINGS	TOTAL	FINDINGS PER STANDARD			
		ISO 9001:2015	ISO14001:2015		
Major Nonconformities	0	0	0		
Minor Nonconformities	1	1	1		
OFI	3	2	1		
RECOMMENDED FOR CERTIFICATION		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
CLIENT ACTION REQUIRED (See Audit Findings for details)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

The Company is thanked for its co-operation and openness throughout the visit. Any queries regarding the findings should be directed to Interface NRM within 10 working days of the closing meeting.

Auditing is based on a sample of the organisation's management system and is therefore not a guarantee of 100% conformity with requirements.

EXECUTIVE SUMMARY

- Summary of the client – activities, organisation and products or services.
- Record of sites and operations visited.
- Any significant changes since the last audit.
- The appropriateness of the certification scope.
- Comment on conformity and effectiveness of the system (strengths and weaknesses, summary of evidence etc.).
- Overview of findings

The auditor thanks all those involved for their help in meeting the objectives of the audit as planned.

The company specialises in office / workspace furniture and bespoke design seating solutions (e.g. theatres). There are three locations that have been brought together under one system though each has different operations / facilities tailored relevant to the products / services as reviewed during the audit in summary:

Brackmills, Northampton: Head office and manufacture of standard product range variants (note: across two units at time of audit visit in progress of being merged to Liliput Road site). Supply by own transport in UK.

Denmark (remote): Office (note recently moved at time of audit) with product design / development team and supply chain management for outsource manufacture / international sales. Nearby warehouse for orders in transit note also contains product testing (to EN / ANSI standards) facilities.

Race Furniture, Bourton-on-the-Water: Bespoke seating design to customer application space and manufacture of products with installation service. A client site was visited during this audit to witness install activity.

The requirements of the ISO 9001 & 14001 standards have been implemented through an integrated system. This was seen to have been broadly maintained apart from a weakness recognised in the review and control of documents following the latest business changes leading to a minor non-conformity NC 02/19-3-24 being raised for corrective action to be checked at the next audit.

Leadership and commitment was demonstrated by the top management who are active in strategic planning, establishing policies, applying risk and process approach with reviewed measures for recognising performance status and ensuring customer focus. Sustainability policy / strategy has been established and promoted with carbon footprint measurement commenced.

At each location, staff demonstrated awareness of key controls and flow of requirements to fulfil customer / compliance requirements through established processes. Good practice was recognised in the application of ERP software systems (Global / Trimit) that incorporate handling of product variants selection.

On product design, there is clear understanding of conformance to furniture standards, experience of related testing and life cycle considerations (sustainable materials, packaging, recyclability, disassembly, data sheets information). An area for development is the stage-gate process – see OFI 04/20-3-24 for consideration.

Suitable facilities / equipment were observed at each location with benefits to be realised from the space utilisation by merging into one unit at Brackmills and Denmark office downsizing. Relevant environmental aspects have been considered with measures established and awareness to limit / monitor impact.

From this recertification audit, the scope of activities has been fully evidenced through the visits to company sites / client site visit and the statement for the certificates was confirmed. The change of address of the Denmark office has been noted for issue. Note the system documented scope information will require update – see OFI 01/18-3-24.

Continued certification is recommended (note logo for Interface NRM logo to replace previous where used - see OFI 03/19-3-24).

AUDIT FINDINGS

Where a Major Nonconformity (NC) is raised, an NC Report & Corrective Action Plan form will be issued, for the client to action by an agreed date (usually three months). New certificates cannot be issued while there are outstanding Major NCs. Existing certification may be suspended or withdrawn if Major NCs are not successfully closed out.

Actions taken to address Minor NCs will be reviewed at the next audit. Minor NCs do not prevent certification but may escalate to become Major NCs if not addressed.

An Opportunity for Improvement (OFI) does not require formal close out by Interface nor will it prevent Certification.

REF. (NO./DATE)	CRITERIA REF. & STANDARD	STATEMENT OF NONCONFORMITY OR DETAIL OF OFI IDENTIFIED	GRADING
01/18-3-24	9001 & 14001 / 4.3	In the SHEQ Management Systems Manual Organisation Context, the detail of the company sites and scope activities carried out at each is to be added reflecting the latest changes.	OFI
02/19-3-24	9001 & 14001 / 7.5.2 & 7.5.3	The control of documented information within the system has not being fully effective in maintaining the status of what is needed and current. There are various series of documents numbering e.g. prefixes ISMR / QER / IMS seen in use but full list was not available and ownership for review / update procedure is not clear. Proposed Corrective Action Review legacy of documents and record status. Consider approach to control of documents via application of Sharepoint.	Minor NC
03/19-3-24	Use of logos	Oceefour website download certificates to be replaced with latest Interface NRM versions. Race Furniture logo used in email footer to be updated to Interface NRM version.	OFI
04/20-3-24	9001 / 8.3.3	Review of the application of the stage-gate approach to design and development controls would benefit from consideration of means for recording gate status / decisions with any conditions / actions arising.	OFI

COMMENTS ON PREVIOUS AUDIT FINDINGS (NC's & OFI's)

REF. (NO./DATE)	CRITERIA REF. & STD	DETAILS OF ACTIONS TAKEN AND RESOLUTION	STATUS
		None Raised	

AUDIT CONCLUSIONS	Yes	No	N/A
The audit team conducted a process-based audit, focusing on significant aspects/risks/objectives. The audit methods used were interviews, observations of activities and review of documentation and records	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
The organisation has demonstrated effective implementation and maintenance/improvement of its management system.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
The organisation has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
The management review process demonstrated capability to ensure the continuing suitability, adequacy, effectiveness of the management system.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Certification claims, use of logos and trademarks are accurate and in accordance with Interface's guidance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Audit achieved its intended objectives.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
The Audit was conducted as per the visit plan and incorporated all the planned requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
REASONS AUDIT DID NOT ACHIEVE ITS INTENDED OBJECTIVES OR NOT CONDUCTED AS PER THE PLAN (IF REQUIRED)			

AUDIT PROGRAMME				
SCOPE	The design and development, manufacture, sale, supply and installation of office, conference, educational, theatre, public area seating and auditorium furniture			
YEAR	2024	2025	2026	2027
AUDIT TYPE	Recertification	1st Surveillance	2nd Surveillance	Recertification
STANDARD(S)	ISO9001:2015 ISO14001:2015	ISO9001:2015 ISO14001:2015	ISO9001:2015 ISO14001:2015	ISO9001:2015 ISO14001:2015
AUDIT METHOD	On Site & Remote	On Site	On Site	On Site & Remote
SITE VISIT(S)	Ocee Design (2 days on site), Four Design (1 day remote), Race Furniture (1 day onsite) & 1 day Operational Site Visit	Ocee Design (2 days) & Four Design (2 days)	Ocee Design (2 days) & Race Furniture (2 days)	Ocee Design (on site), Four Design (remote), Race Furniture (on site) & Operational Site Visit
AUDIT DAYS	5	4	4	5
AREA TO BE AUDITED				
Context of the Organisation and Leadership	X	X	X	X
Planning	X	X	X	X
Support	X	X	X	X
Operational Processes	X	X	X	X
Ocee Design (Northampton) / Manufacture & Sales process	X	X	X	X
Four Design (Denmark) / Design & development, Sales process, Supply chain management	X	X	N/A	X
Race Furniture (Bouton) / Design & development, Manufacture & Sales process, Installation	X	N/A	X	X
Temporary site visit (location to be arranged) / Installation	X	N/A	N/A	X
Performance evaluation	X	X	X	X
Improvement	X	X	X	X
NOTES				

NEXT VISIT PLAN

STANDARD(S)	ISO 9001:2015	ISO 14001:2015	
VISIT TYPE	SURVEILLANCE	SURVEILLANCE	

DATE OF AUDIT(S)	FEBRUARY 2025	AUDIT DAYS	4
LOCATION(S) AS PER PROGRAMME	(OCEE) LILIPUT ROAD, BRACKMILLS - HEAD OFFICE (2 DAYS) (FOUR) DENMARK – OFFICE & WAREHOUSE (2 DAYS)		
SCOPE OF AUDIT			
THE DESIGN AND DEVELOPMENT, MANUFACTURE, SALE, SUPPLY AND INSTALLATION OF OFFICE, CONFERENCE, EDUCATIONAL, THEATRE, PUBLIC AREA SEATING AND AUDITORIUM FURNITURE			
LEAD AUDITOR	DAVID SMITH		
AUDITOR CONTACT			
SUPPORT AUDITOR(S)			
TECHNICAL ASSISTANT(S)			
Objective of Visit			
SURVEILLANCE - evaluate the implementation, including effectiveness, of the management system, through sampling, to determine whether requirements for certification to the standard continue to be met.			
Criteria for audit			
1. The standards stated above. 2. The organisation's own management system requirements			
NB: TIMINGS AND CONTENT MAY CHANGE DURING THE COURSE OF THE AUDIT			

NEXT VISIT AGENDA

TIME	AREA TO BE AUDITED
Day 1	Ocee Design, Liliput Road, Brackmills Industrial Estate
09:30	Opening Meeting including review of previous report findings, any significant changes / incidents and visit plan
AM	Interview with top management on context, leadership, customer focus & environmental life cycle considerations
	Management Review
	Monitoring, measurement and analysis (including KPIs & customer satisfaction)
	Internal Audits / Evaluation of Compliance
	Nonconformity and corrective action (including complaints), Environmental incidents & Improvements
	Policy / Manual / Processes / Organisation roles & responsibilities update
	Risk & Opportunities actions, Environmental Aspects determination / Compliance Obligations
	Objectives & Plans / Changes
PM	Sales & Customer Service
	Purchasing
16:30	Review of Day 1, any issues and plan for day 2
Day 2	Ocee Design, Liliput Road, Brackmills Industrial Estate
09:30	Site Walk including Infrastructure / Work environment, Waste management, Storage and Emergency Preparedness
AM	Manufacture, Assembly & Packing
	Warehouse & Transport Management
PM	Resource provision including vehicles / equipment maintenance, waste / compliance / emergency testing records, contractor controls
	Documented information control
	Communication – internal & external
	Competence, training & awareness
16:30	Review of Day 2, any issues and plan for day 3
Day 3	Four Design Denmark
09:30	Local Context, Leadership, Planning & Performance Evaluation
AM	Nonconformity and corrective action (including complaints), Environmental incidents & Improvements
	Office Infrastructure / Work environment, Waste management, Emergency Preparedness & related records
	Design and Development (Studio Ocee)
PM	Sales & Customer Service
	Supply Chain Management including Outsourced Manufacturing and Supplier Approvals / Monitoring
	Communication – internal & external
16:30	Review of Day 3, any issues and plan for day 4
Day 4	Four Design Denmark
09:30	Warehouse Site Walk including Infrastructure / Work environment, Waste management, Storage and Emergency Preparedness
AM	Warehouse Operations
	Product Testing
	Resource provision including vehicles / equipment maintenance, waste / compliance / emergency testing records, contractor controls
PM	Documented information control

	Competence, training & awareness
	Auditor collating information and preparing findings
16:30	Closing Meeting
Objective of audit	
<p>To determine if the management system:</p> <ul style="list-style-type: none"> • Conforms to the audit criteria • Can ensure that applicable statutory, regulatory and contractual requirements can be met • Is effective in ensuring that objectives are met, and; • Effectively drives improvement 	
Criteria for audit	
<ul style="list-style-type: none"> • The relevant ISO standard(s). • The organisation's own management system requirements. 	
NB: Timings and content of the agenda may change during the course of the audit	