

Corrective Action Plan

Client	MAX	QIMA Service No	R-Cloud-2126154
Supplier	Norwest Industries Ltd	Auditor	Md Asraful Alam
Factory	Chittagong Fashion Specialised Textiles Ltd	Audit Date	09-Mar-21
Industry	Apparels	Country	Bangladesh
Audit Type	Manufacturing Audit (MA)		

No.	Findings / Violations	Corrective action	Target completion date
1	Fabric storage were not maintained properly. Inspected and uninspected role kept in same place without proper identification. Quarantine area and procedure were not maintained properly.	Fabric storage should maintain properly. Inspected and uninspected role should keep in separate place with proper identification. Quarantine area and procedure should maintain properly.	08-Apr-21
2	Rejected fabric and accessories keeping record was not available.	Rejected fabric and accessories keeping record should available.	08-Apr-21
3	Trims sharp point test record were not available.	Trims sharp point test record should available.	08-Apr-21
4	Fabric relaxation procedures were not maintained properly.	Fabric relaxation procedures should maintain properly.	08-Apr-21
5	Cut parts inspection and record were not maintained properly.	Cut parts inspection and record should maintain properly.	08-Apr-21
6	Folding template for running MAX order was found without customer, style name and approval. Template was found in different sizes for same style.	Folding template should have customer, style name and approval. Template should maintain same size for same style.	08-Apr-21
7	Button control procedures were not maintained properly. Multiple style and sizes were found in same packet at attaching zone.	Button control procedures should maintain properly. Multiple style and sizes should separate from attaching zone.	08-Apr-21
8	Metal control were not done properly. Stapler pin, unauthorized sharp tools was found store and cutting section.	Metal control should do properly. Stapler pin, unauthorized sharp tools should not use at any section.	08-Apr-21

Factory Stamp & Site Representative Signature:

Date: 09-Mar-21

Lead Auditor Signature:

Date: 09-Mar-21



Facility Name:	Chittagong Fashion Specialised Textiles Ltd.	Vendor Name:	Norwest Industries Ltd
Address:	Plot # 26, Sector # 01, Road # 04, CEPZ, Chattogram - 4223.	Vendor Country:	Bangladesh.
City and State	Dhaka	Contact Title:	Anurag Sidhwani
Country:	Bangladesh	Fax No.:	N/A
Contact:	Taufiq Ahmed, Asst. Manager – HR & Compliance	E-mail Address:	anurag.sidhwani@norwest.com.bd
Phone:	+8801678-039637		

Outcome of Factory Process Evaluation

Item	Max. Points	Points	Scoring	
Facility Organization Structure	30	30		
I. Pre-Production Activity	25	23		
II. Fabric, Trims and Accessories	30	15	Excellent	> 271 Points
III. Markers, Spreading, Cutting and Bundling.	40	32	Good	227-269 Points
IV. Sewing/Knitting/Linking	55	51	Fair	179-225 Points
V. Finishing, Pressing, Final Inspection & Packaging.	55	46	Poor	Below 179
VI. KIDS PRODUCT SAFETY CHECKLIST	30	20		
VII. Finished Product Audit.	40	40		
Total Score.....	305	257	Percent.....	84%

Rating

Good

Factory capable in house of

Sewing ☒

Cutting ☒

Finishing ☒

Embroidery ☐

Printing ☐

Washing ☐

Dyeing ☐

Knitting ☐

Linking ☐

Other : Molding

Instructions: Read each of the following questions very carefully and select the appropriate rating value by placing an "X" in the selected column. If the question does not apply based upon the operation or the activities being conducted in the facility being evaluated, indicate by marking an "X" in the N/A column

Facility Organization Structure

SL n	Item	5	3	2	0	N/A
1	Does factory has experienced & technically qualified production manager	X				
2	Does the Organization have a quality assurance department	X				
3	Does the factory have stationed inline & endline qcs	X				
4	Is the quality department independent of production department	X				
5	Do you have client specific dedicated QA	X				
	Product safety department					
6	Is there appointed Product safety officer (PSO), engaged in follow up of all child safety related SOP?	X				
	Score.....	30				
	Total Score					30

Comments:	1	Facility has a well experience Production manager, all have 5-10 years of experience in this trade.
	2	Facility has a Quality Assurance department, total 46 persons in the QA department.
	6	Product safety officer was available at factory.

I. Pre-Production Activity

SL n	Item	5	3	2	0	N/A
1	Fabric CSV & SSV checked prior to bulk cutting, review past records	X				
2	Fabric shrinkage test is done prior to bulk cutting, review records	X				
3	Fabric shade lot grouping and approval done prior to bulk cutting, review records	X				
4	Patterns and size set samples are checked prior to bulk cutting, review records.		X			
5	Pre production meeting before bulk cut for every style, review records	X				
	Score.....	20	3			
	Total Score					23

Comments:		Fabric CSV & SSV, shrinkage test and shade lot grouping records were available.
		Pre-production meeting records were available.

II. Fabric, Trims and Accessories

SL n	Item	5	3	2	0	N/A
1	Fabric or yarn storage is organized and fabrics or yarn is stored indoors, off the floor and remain in a protective wrap or boxes until opened for use...			X		
2	Fabrics are inspected using the 4 or 10 point system. Reports indicate the number and type of defects, degree of shade variation and are reviewed by supervisors for follow up action		X			
3	Facilities has fabric inspection machine in fabric storage area for inspection of fabric.	X				
4	Trims and Accessories including packaging materials are properly stored and checked. Inventory records are maintained including trims and accessories card		X			
5	All rejected lots /rejected trims are quarantined in clear indicated area.			X		
	Trim Sharp point test					
6	Do you conduct Trims sharp point test inhouse or third party lab?				X	
	Score.....	5	6	4	0	
	Total Score					15

Comments:	1	Fabric storage were not maintained properly. Inspected and uninspected role kept in same place without proper identification. Quarantine area and procedure were not maintained properly.
	5	Rejected fabric and accessories keeping records were not available.
	6	Trims sharp point test records were not available.



III. Markers, Spreading, cutting & Bundling

SL n	Item	5	3	2	0	N/A
1	Markers are checked for completeness, accuracy, and correct layout based upon fabric width, pattern and garment design requirements...	X				
2	Procedures and controls are in place to allow sufficient time for fabric to relax before spreading and cutting.			X		
3	Cutting tables are clean and well maintain. Cutting tables are smooth, without ridges or jumps between section. Cutting room is clean, well lighted (minimum 80 foot candles) and working specifications is adequate		X			
4	Proper cutting methods and equipment are used according to type of fabric or part. Operators are using metal mash gloves while cutting product.	X				
5	Fabric cut piles are marked, numbered or otherwise properly identified...	X				
6	Cut parts are inspected so that defective, shaded or incorrectly cut parts are repaired or replaced. Written records and reports are maintained...			X		
7	Cut parts are properly bundled and stored to keep them clean and undamaged condition.	X				
8	Fusing machines are well maintained. Facility staff enforces proper controls, checks and other monitoring procedures requiring the equipment and production.	X				
Score		25	3	4		
Total Score		32				

Comments:	2	Fabric relaxation procedures were not maintained properly.
	6	Cut parts inspection and record were not maintained properly.

IV. Sewing, Knitting & Linking

SL n	Item	5	3	2	0	N/A
1	An approved reference sample is available.	X				
2	Facility has a process in place to randomly select samples and inspect in-line production at multiple intervals during the day for workmanship and visual defects.	X				
3	Facility has procedure to conduct 100 % inspection for workmanship and visual defects at end of line under well lit area.(1000 lux)	X				
4	Daily in-line inspection reports are properly maintained.	X				
5	Daily end line inspection reports are properly maintained	X				
6	Measurements are done at the end of the line, reports are maintained		X			
7	Before wash measurement sheet is available for washed styles.		X			
8	Proper attachments (presser foots, folders, guides and templates) and other working aids are installed and utilized by the operators.	X				
9	Operators skill and seam disciplines are found satisfactory	X				
10	Machine maintenance /health card for machines are available	X				
	Broken Needle policy					
11	Machine maintenance /health card for machines are available	X				
Score		45	6			
Total Score		51				

Comments:	An approved reference sample, daily in-line, end line inspection records were available.
	Machine maintenance card and service records were available.

V. Finishing, Pressing, Final inspection & Packaging

SL n	Item	5	3	2	0	N/A
1	Trimming is conducted in a well lit area with adequate specifications and using proper and well maintained trimming tools and equipment.	X				
2	Pressing equipment including press pads and covers are clean, well maintained and steam supply and pressure are sufficient for types of product being pressed.	X				
3	Garments are given adequate time to dry after pressing and cleaning before poly bagging.	X				
4	All product inspected for appearance and workmanship prior to packing and written records are maintained.		X			
5	Product standards and guidelines are readily available and in use by the inspectors.	X				
6	Inspection area is well lit & carried on standard inspection tables	X				
7	Sufficient measurements are done representing all sizes and colors prior to packing and written records are maintained.	X				
8	Uninspected, repaired and defective garments are segregated to prevent accidental mixing of products, does facility have records for this	X				
9	Packing area is clean and well-lit with adequate space for storing styles by size and color.		X			
10	Products are packed as per packing instructions or specifications such as size and color ratios, labelling, etc.			X		
11	Pre-final and Final Inspection Audits are conducted by independent team. Report available.		X			
	Neck stretch					
12	Do you have neck stretch gauge and check samples/bulk garments against it?					X
Total Score		35	9	2		
		46				

Comments:	10	Folding template for running MAX order was found without customer, style name and approval. Template was found in different sizes for same style.
	12	Neck stretch gauge and check is not applicable for woven top products.



VI. KIDS PRODUCT SAFETY CHECKLIST			5	3	2	0	N/A
1	Needle detection	Does the facility have a regularly calibrated functional needle detection machine? Is 9-point calibration done (record 3 times per shift with 1.2mm sensitivity)?	X				
		Do pieces passed from needle detection machine go directly to needle free zone/packing area?					
2	Button attachment	Do you use Lock stitch machine for button attachment & what is the minimum needle passage?			X		
		Is button control procedure checked, verified and records maintained properly?					
3	Snap attachment	What kind of snap attachment machine do you use (Fly wheel or pneumatic wheel). Is there regular checking and maintenance of attaching mold & machine for snaps/rivets etc.? Is records maintained?		X			
		How do you verify optimum pressure as per fabric/style, do you duplicate original dye set?					
4	Pull strength tester	Is pull test equipment available in-house & and correctly performed to test the attachment strength of machine? Is records maintained?	X				
5	Metal control document	Is metal control efficiently done in sample room, whole production floor & QC room?			X		
6	Metal free zone	Does metal free zone has all necessary SOP in place with limited authorized entry?		X			
** Hand stitched buttons are not acceptable ** No metal pin, stapler pin should be used in cutting/sewing/finishing floor. ** Scissors/trimmers/tag gun etc. should be tied to the work station.			Total Score 20				
Comments:	2	Button control procedures were not maintained properly. Button of multiple styles and sizes were found in same packet.					
	5	Metal control were not done properly. Stapler pin, unauthorized sharp tools were found in store and cutting section.					

VI. Finished Product Audit

Inspected by:	Md Asraful Alam	Units Pulled:	32
Product Description:	Woven shirt	(Auditor to pull 32 units at Random)	

No	Defects Observed	Major	Minor
1	PLEATE	2	
2	BOTTOM HEM ROPPING		1
3	BOTOOM HEM SHAPE DISTORTED		1
4	MAIN LABEL ATTCH SLANTED		1
5	UNCUT THREAD		1
	Total number of defects	2	4

1)	If it passes AQL 2.5(Ac 2 ,Rej 3)	40
2	If it passes AQL 4(Ac 3 ,Rej 4)	20
3	If it passes AQL 6.5(Ac 5,Rej 6)	0
Total Score		40

Guidelines for Scoring

N/A	IF NOT APPLICABLE
0	NO ACTIVITY EXIST
2	ACTIVITY EXISTS/NO PROPER RECORDS
3	ACTIVITY EXISTS WITH PARTIAL RECORDS
5	ACTIVITY EXISTS WITH FULL EVIDENCE

Criteria for Vendor Selection

Based on the evaluation vendor will be selected if the following conditions are met

- Overall score should be greater than 150 Points(If vendor scores 150,he will bw on probation for three months)
- Facility Organization Structure score should be minimum of 10 Points
- Finished Product audit score should be minimum of 20 Points
- If cost & Product profile matches with Max, but evaluation fails,decision to work with vendor lies with core team.

REMARKS	Date: 09-Mar-2021 Done by: Md Asraful Alam
Overall score is 257 points (84%). The rating is Good.	
Fabric, Trims and Accessories section score is 15. Facility needs to improve at fabric and accessories keeping procedures.	
KIDS PRODUCT SAFETY CHECKLIST section score is 20. Facility needs to improve at button attach and sharp tools controlling procedures	

CAP IMAGES

VENDOR NAME : Norwest Industries Ltd

FACTORY NAME: Chittagong Fashion Specialised Textiles Ltd.

Product Audit findings picture



PLEAT - MAJOR



PLEAT - MAJOR



MAIN LABEL SLANTED - MINOR



BOTTOM HEM ROPPING - MINOR



UNCUT THREAD-MINOR



CAP Related Picture- of Operation floor



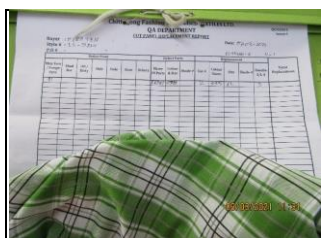
Fabric storage were not maintained properly. Inspected and uninspected role kept in same place without proper identification. Quarantine area and procedure were not maintained properly.



Rejected fabric and accessories keeping records were not available.



Fabric relaxation procedures were not maintained properly.



Cut parts inspection and record were not maintained properly.



Folding template for running MAX order was found without customer, style name and approval. Template was found in different sizes for same style.



Button control procedures were not maintained properly. Button of multiple styles and sizes were found in same packet.



Metal control were not done properly. Stapler pin, unauthorized sharp tools were found in store and cutting section.



Metal control were not done properly. Stapler pin, unauthorized sharp tools were found in store and cutting section.

Factory General & Operation related picture



Arrival Photo



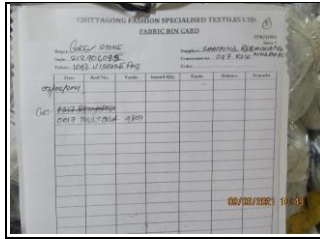
Factory building



Factory gate



Fabrics warehouse



BIN Card



Reject fabric area



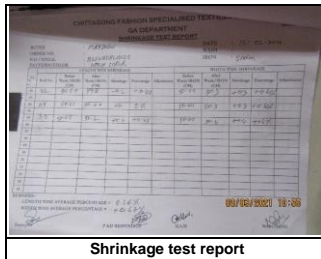
Fabric inspection



Fabric inspection report



Shade blanket



Shrinkage test report



Accessories store



Accessories inspection area



Accessories inspection record



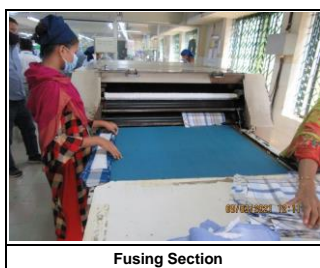
Accessories inventory



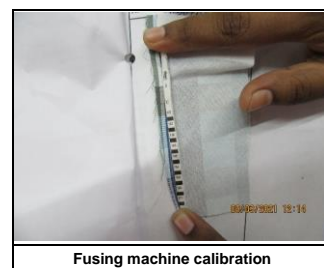
Reject Accessories area



Cutting section



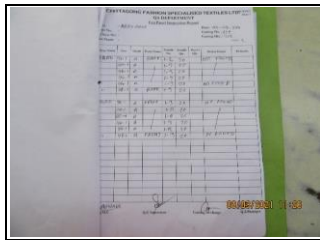
Fusing Section



Fusing machine calibration



Fabric relaxation



Cut panel inspection report



Sewing section



End line inspection - Sewing



In process inspection - Sewing



Ironing section



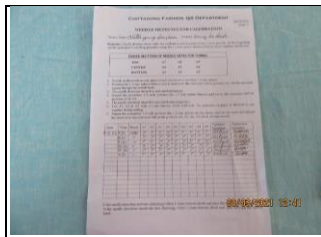
Finishing section



Packing section



Needle detection machine



Needle detector calibration



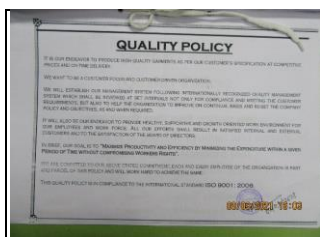
Garments relaxation



Pull test machine



Pull test report



Quality Policy



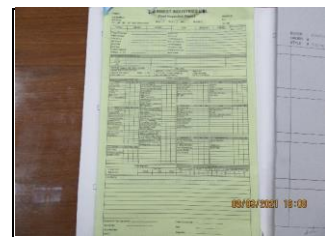
Quality Manual



QC Training record



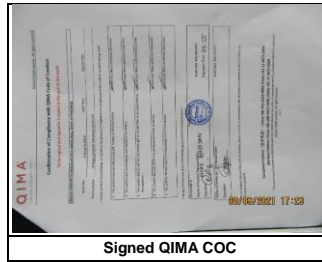
Finished goods



Final Inspection report



Signed Factory acknowledgement



Signed QIMA COC



CAP signed by factory

Product Assurance concerns along with agreed actions plans and responsibilities	Date: 08-Apr-2021, Done by: Md Asraful Alam
Fabric storage were not maintained properly. Inspected and uninspected role kept in same place without proper identification. Quarantine area and procedure were not maintained properly.	Mr. Neaz Vuiyan (Director - Marketing) agreed to take corrective action of these issues.
Rejected fabric and accessories keeping records were not available.	Mr. Neaz Vuiyan (Director - Marketing) agreed to take corrective action of these issues.
Trims sharp point test records were not available.	Mr. Neaz Vuiyan (Director - Marketing) agreed to take corrective action of these issues.
Fabric relaxation procedures were not maintained properly.	Mr. Neaz Vuiyan (Director - Marketing) agreed to take corrective action of these issues.
Cut parts inspection and record were not maintained properly.	Mr. Neaz Vuiyan (Director - Marketing) agreed to take corrective action of these issues.
Folding template for running MAX order was found without customer, style name and approval. Template was found in different sizes for same style.	Mr. Neaz Vuiyan (Director - Marketing) agreed to take corrective action of these issues.
Button control procedures were not maintained properly. Button of multiple styles and sizes were found in same packet.	Mr. Neaz Vuiyan (Director - Marketing) agreed to take corrective action of these issues.
Metal control were not done properly. Stapler pin, unauthorized sharp tools were found in store and cutting section.	Mr. Neaz Vuiyan (Director - Marketing) agreed to take corrective action of these issues.



S.NO	DETAILS	PARTICULARS
	Product	Woven Tops
A)	<u>VENDOR DETAILS</u>	
1	Factory Name	Chittagong Fashion Specialised Textiles Ltd.
2		Plot # 26, Sector # 01, Road # 04, CEPZ, Chattogram - 4223.
3		
4	Property :Own / Branch / Sub-contractor	Own
5	Labour: On self-roll / Contracted	Self roll
6	Years in operation	23
7	Product Specialization	Shirts/Blouse/School Wear/Pajama Set/Uniform
8	Installed Capacity	2, 60, 000
9	Country	Bangladesh
10	Local Language	Bengali
11	Contact Person	Neaz Ahmed Bhuiyan
12	Designation	Director - Sales & Marketing
13	Contact Number	+8801713-15664
14	Mail Id	neaz.bhuiyan@chittagongfashion.com
15	Fax	NA
16	Output of FY 2019-20	1891089 pcs
17	Output of last three months	413105 pcs
18	FY 2019-20 Turn Over in USD.	2624130 USD
19	Subsidiary from Government	3 Months
20	Participation in any Govt. Scheme	Yes
21	Travel time from nearest Airport	30 min
B)	<u>CREDIT REFERENCE</u>	
1	Bank name	Agrani Bank Ltd.
2	Address	Banani Corp. branch. Banani, Dhaka-1214.
3	Country	Bangladesh
C)	<u>MANAGEMENT & OPERATING LOCATION</u>	
1	Managing Director	Anis Ahmed Bhuiyan
2	Chairman	Afzal Ahmed Bhuiyan
3	Director	Noor Alam Bhuiyan
4	Business Head / Unit Head	Neaz Ahmed Bhuiyan
5	Quality Control	Md. Abdul Alim
6	Production Manager	Monzur Kader & Nazrul Islam
7	Product Engineer	N/A
8	Documentation Manager	Sudhangshu Bikash Paul
9	Shipping Manager	Biplob Bhattyacharjee
10	Other	

D)	<u>PHYSICAL FACILITIES</u>					
1	Building structure			Re-inforced Building		
2	Total Area in Sq. mtr			72000 sqft		
3	Office Area			3500 sqft		
4	Warehouse Area			13000 sqft		
5	Cutting Area			6000 sqft		
6	Sewing Area			24000 sqft		
7	Finishing Area			8000 sqft		
8	Packing Area			3000 sqft		
9	Dormitories			N/A		
10	Recreation Space			60000 sqft		
11	No. of Floors (Including Ground)			7		
12	Lighting Type (Fluorescent Lamps / Tungsten)			LED		
13	No. of Electric Generators			2		
E)	<u>CUSTOMERS & CAPACITY</u>					
SL.no	Product	Customers	Capacity-Booked	Lead time	Market	
					Export	Domestic
1	Shirt	Max	60%	50 Days	100%	N/A
2	Shorts	Encuentro-Modas	10%	60 Days	100%	N/A
3	Shirt	Zeroten	10%	120 Days	100%	N/A
4	Tops	Acoola	10%	60 Days	100%	N/A
5	Shirt	Other	10%	60-120 days	100%	N/A
F)	<u>MANPOWER</u>					
1	Total no of workers			793		
2	Permanent			655		
3	Temporary/Trainees			138		
4	Male			184		
5	Female			609		
6	Skilled			585		
7	Unskilled			208		
8	Total workers in cutting			30		
9	Total workers in sewing			508		
10	Total workers in finishing			89		
11	Total workers in packing			12		
12	Total no of QC			46		
13	No of Shifts			1		
14	Absents			3-5%		
15	Attrition			5%		
16	OT hours per week			12		
17	PF			Yes		
18	ESI			N/A		
19	Minimum wages			8200		
20	Transport			Subsidiary		
21	Accommodation			N/A		
22	Creche			Yes		
23	Fire NOC			Yes		
24	Insurance Agency			BGMEA		
25	Factory Act Registration Number			N/A		

G)	HEALTH AND SAFETY	
1	Facility clean and well lit	Yes
2	Fresh drinking water availability	Yes
3	First aid kit well stocked and availability on the factory floor	Yes
4	Emergency exits unlocked, unobstructed and easy to open	Yes
5	Aisles marked and unobstructed	Yes
6	Fire extinguishers maintained, readily available and location marked	Yes
7	Emergency exit signs equipped with emergency lights	Yes
8	Evacuation plan put up in local language	Yes
9	Any exposed wire or other visible Fire/Safety hazards	No
10	All machines equipped with protective equipment (needle and pully guard)	Yes
11	Separate Area for Hazardous materials	N/A
12	Workers provided with and using protective equipments.(face mask,gloves)	Yes
13	Proper ventilation and equipment operational (exhaust fans etc)	Yes
14	Kitchen/Canteen area clean and tidy	Yes
15	Child labour	No
16	Workers right being violated	No
17	Unauthorised sub contracting	No
18	Broken needle policy	Yes
19	Additional remarks	

RATING		Technical	Social	Commercial
1	Excellent			
2	Good	X	X	X
3	Fair			
4	Poor			

Confirming that the above Information is True

Prepared By: Md Asraful Alam



Approved By: Leo Cheung