



TOGETHER
for a sustainable future

OCCASION

This publication has been made available to the public on the occasion of the 50th anniversary of the United Nations Industrial Development Organisation.



TOGETHER
for a sustainable future

DISCLAIMER

This document has been produced without formal United Nations editing. The designations employed and the presentation of the material in this document do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations Industrial Development Organization (UNIDO) concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries, or its economic system or degree of development. Designations such as “developed”, “industrialized” and “developing” are intended for statistical convenience and do not necessarily express a judgment about the stage reached by a particular country or area in the development process. Mention of firm names or commercial products does not constitute an endorsement by UNIDO.

FAIR USE POLICY

Any part of this publication may be quoted and referenced for educational and research purposes without additional permission from UNIDO. However, those who make use of quoting and referencing this publication are requested to follow the Fair Use Policy of giving due credit to UNIDO.

CONTACT

Please contact publications@unido.org for further information concerning UNIDO publications.

For more information about UNIDO, please visit us at www.unido.org

22565

Government Of Sri Lanka - Ministry of Constitutional Affairs & Industrial
Development

United Nations Industrial Development Organisation

STRENGTHENING THE QUALITY, STANDARDISATION AND METROLOGY
CAPACITIES IN SRI LANKA

**SURVEYS ON
IMPACT OF ISO 9000 & ISO 14000
CERTIFICATION
&
TESTING REQUIREMENTS OF INDUSTRIAL
AND COMMERCIAL ORGANISATIONS**

Final Report

Prepared For

United Nations Industrial Development Organisation
(UNIDO)



March 2001

**SURVEYS ON
IMPACT OF ISO 9000 & ISO 14000
CERTIFICATION
&
TESTING REQUIREMENTS OF INDUSTRIAL
AND COMMERCIAL ORGANISATIONS**

FINAL REPORT

**PROJECT SMED - SMALL & MEDIUM
ENTERPRISE DEVELOPERS**

**(A Project of the Federation of Chambers of Commerce & Industry of Sri Lanka
& the Friedrich-Naumann-Stiftung in Sri Lanka)**

**Level 4, No.53, Vauxhall Lane
Colombo 4, Sri Lanka**

Tel.304287 - 89. Fax.304291

E.mail.projsmed@slt.lk

CONTENTS

	<u>Page</u>
1. Introduction	01
2. Objectives	02
3. Methodology	02
4. Survey Team	03
5. Limitations	04
 <u>Annexures:</u>	
List of Firms Surveyed on ISO 9000 & ISO 14001 Certification	Annex 1
List of firms Surveyed on Chemical & Microbiological Testing	Annex 2
Specimen survey questionnaire - ISO 9000 & ISO 14001	Annex 3
Specimen survey questionnaire - Chemical & Microbiological Testing	Annex 4

Note: A comprehensive analysis of the surveys, findings and recommendations will Be undertaken by Dr G M S de Silva, Consultant selected by UNIDO.

ABBREVIATIONS

UNIDO	-	United Nation Industrial Development Organization
ISO	-	International Standards Organization
JICA	-	Japan International Co-operation Agency
MSMEs	-	Micro Small and Medium Enterprises
SMED	-	Small and Medium Enterprise Developers
MFA	-	Multi Fibre Agreement
FNSSt	-	Friedrich-Naumann-Stiftung
FCCISL	-	Federation of Chambers of Commerce & Industry of Sri Lanka
BOI	-	Board of Investment

1. INTRODUCTION

In consultation with the Ministry of Constitutional Affairs & Industrial Development (MID) of the Government of Sri Lanka (GOSL) and the private sector Chambers and Associations, the United Nations Industrial Organisation (UNIDO) launched a support programme called "Integrated Industrial Development Support Programme for Sri Lanka" (UNIDO-SRL-IP) to develop and promote the micro, small and medium enterprises (MSMEs) in Sri Lanka. The programme document was signed in Colombo by the Director General of the UNIDO and the Hon. Minister of Industrial Development, GOSL on 20th September 1999.

The UNIDO Integrated Industrial Development Support Programme - Sri Lanka consists of the following activities -

- Follow up activities related to JICA Master Plan Study on Industrialisation and Investment Promotion
- Support to the Apparel Sector (2005 MFA problem)
- National Leather Development Programme
- Support to SME development, Business Incubators
- Strengthening the Quality, Standardisation and Metrology capacities
- Promoting University, Industry linkages and industrial man power development
- Setting up a National Cleaner Production Centre.

Most of these activities have now commenced and are in different stages of implementation.

As for the implementation of the Strengthening of the Quality, Standardization and Metrology Component, UNIDO has selected Project SMED, Small and Medium

Enterprise Developers, a Project of FCCISL and FNSt to undertake the following surveys.

- a) Survey on testing requirements of Industrial and Commercial organizations.
- b) Survey on impact of ISO 9000 and ISO 14000 certification.

Dr G M S de Silva, the National Consultant who supervised the surveys and will prepare the analysis of the data and the final report for UNIDO.

2. OBJECTIVES

The objectives of the two surveys have been identified as follows -

2.1 Survey on testing requirements of Industrial and Commercial Organisations - to gather quantitative information on the number, type and range of chemical and microbiological tests contracted-out to external laboratories (local and overseas) by Sri Lankan commercial and industrial organisations.

1.2. Survey on Impact of ISO 9000 and ISO 14000 certification.

- a) to access the impact of certification to ISO 9000 standards on the product/service
- b) to study the impact of ISO 14001 certification on environmental control procedures, waste management etc., of the certified organisations.

3. METHODOLOGY:

In consultation with the National Programme Director of the UNIDO Integrated Programme of Sri Lanka and the National Consultant, Dr G S M de Silva, the two surveys were designed and implemented. The Project SMED, was sub-contracted to undertake the data collection and entering the data in electronic data bases.

For the survey on testing requirements of industrial and commercial organisations approximately 70 organisations were identified (Annex I) by the consultant and contractor (SMED) belonging to the following sectors -

- Food Processing
- Chemical and Related Products
- Rubber Polymers & Leather.

For the survey on Impact of ISO 9000 and ISO 14000 a sample of 120 organisations were identified (Annex II) by the consultant and contractor (SMED) for the survey.

The two questionnaires designed by the consultant (Dr G S M de Silva) were reviewed and amended after conducting the pilot survey of limited number of organisations (Annex III & IV).

Direct interview method by prior appointment was used for the surveys. Data and information collected by the enumerators were checked and verified before entering into the data base.

4: SURVEY TEAM

Under the supervision of Mr H M Ranasinghe, the final survey was conducted by the following team of Consultants -

1. Mr H M Ranasinghe - BA Econ, MBA, Dip in Business Mgmt - NIBM
2. Mr M N R Cooray - B.SC (Eng)(Hons), Post Grad.Dip. in Ind. Eng.
Chartered MIC Eng.
3. Mr V R S Peiris - B.Sc.(Eng)(Hons), Post Grad.Dip.in Ind.Eng.
4. Mr T F N Perera - B.Sc.(Eng) Dip.in Ind. Eng.
5. Ms V Nadarajan - B.Sc. Chem. Eng.
6. Mr M I Gunewardena - B.Sc.
7. Mr S W B Wijekoon - Mech. Eng. Certf.
8. Ms I Chandrasena - B.Sc. Chem. Eng.
9. Ms K Illangasinghe - B.Sc. Chem. Eng.

5. LIMITATIONS

Due to many surveys carried out from time to time by several institutions such as Board of Investment (BOI), Central Bank, Survey Research Lanka (SRL) etc, most companies did not welcome the field surveys of this nature. Unlike during the regulated era, with the liberalised economy, the private sector firms do not depend on MID or other Government Authorities for any concessions such as licences, approvals etc. Therefore, it was found that generally most companies were reluctant to provide information particularly relating to their sales, unit prices etc. Partly this may be due to the competition among themselves.

As a common factor Many private firms are scared of the Tax Authorities and Labour Regulations and there was a general reluctance to disclose the true facts and figures relating to their performances. SMED was compelled to send field survey team, several times to each firm to get the information required.

However, it was found that many small and medium companies were extending their maximum co-operation for the survey.

ANNEX 1

LIST OF FIRMS SURVEYED ON ISO 9000 & ISO 14001 CERTIFICATION

	<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
1.	Belden Industries (Pvt) Ltd 283, Kepungoda, Pamunugama	Mr Alan Treen. Managing Director
2.	Maliban Biscuit Manufactories Ltd 389, Galle Road, Ratmalana	Mr S P Gamage, General Manager
3.	Plastic Packaging (Pte) Ltd 93/3, Sri Dhammadara Mawatha, Ratmalana	Mr Mervyn Dias, Chairman
4.	Richard Pieris Exports Ltd No.10, Raja Mawatha, Ekala, Ej-Ela	Mr Rohana Silva General Manager
5.	St Anthony's Industries Group (Pvt) Ltd 752/1, Baseline Road, Colombo 9	Mr S Sivakumar, General Manager
6.	CEI Plastics Ltd 4 th Floor, Propertex Court, 108, W A D Ramanayake Mawatha Colombo 2	Mr Alex Samararatne Management Accountant
7.	Tuffline Ltd 188, Highlevel Road, Meegoda.	Mr A Jayasinghe Factory Manager
8.	Hirdaramani Garments (Katunayake) Ltd Ring Road 2, IPZ, Katunayake.	Mr Chaminda Wickremasuriya Systems Administrator
9.	John Ward Ceylon (Pvt) Ltd Spur Road 7, Phase 2, IPZ, Katunayake.	Mr M F Abdeen Director/General Manager
10.	FDK Lanka (Pvt) Ltd Ring Road 3, Phase II, EPZ, Katunayake.	Mr Upananda Mallikarachchi Director

<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
11. Lanka Tiles Ltd 34/5, W A D Ramanayake Mawatha, Colombo 2.	Mr T K P Govinna Assistant General Manager
12. Lanka Fastener Ltd Phase II, IPZ, Katunayake.	Mr A M Mendis, General Manager
13. Chemical Industries (Col) Ltd 77, Telawala Road, Ratmalana	Mr W R Jayaweera, Works Manager
14. Industrial Clothings Ltd Phase 1, EPZ, Katunayake	Mr Rashid Ahmed, Deputy General. Manager
15. Maskeliya Plantations Ltd 320/1, Union Place, Colombo 2	Mr F R Amarasinghe Director Operations
16. Acme Printing & Packaging Ltd 318, Gonamaditha Road, Piliyandala	Mr Lalith Salgado Factory Manager
17. Varna Ltd 15, Old Airport Road, Ratmalana.	Mr C L Wickremasinghe Managing Director
18. Lanka Transformers Ltd 154/11, Railway Station Road, Angulana, Moratuwa	Mr Kaushal C Obadage Factory Manager
19. Ceylon Heavy Industries & Construction Co Ltd Authurugiriya.	Ms Sumana Witharana Quality Assurance Manager
20. J B F Industries Lanka (Pte) Ltd 38/37, Linoel, Sapugaskanda	Mr B K Shenon, Director Chief Executive Officer
21. Pussellawa Plantations Ltd, Elston Estate Puwakpitiya.	Mr S P J Wijeyesakere Group Manager
22. CIC Fertilizers (Pvt) Ltd 205, D R Wijewardena Mw., Colombo 10.	Mr K A Jayawardane Director

	<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
23.	Dankotuwa Porcelain Ltd Kurunegala Rd., Dankotuwa,	Mr Jayantha Ranatunga Chief Executive Officer
24.	Suntel (Pvt) Ltd 110, Sir James Peiris Mawatha., Colombo 2.	Mr Viran Constantine Head of Quality Management
25.	Regnis (Lanka) Ltd 52, Ferry Rd., Off Borupana Road Ratmalana	Mr V G K Vidyaratne Factory Director
26.	Metropolitan Computers (Pvt) Ltd 85, Braybrooke Place, Colombo 2.	Mr Mohan Weerasuriya Asst. General Manager
27.	Roton Vander (Freighting) Ltd 40, Church Street, Colombo 1.	Mr Mana Jayawardena Chairman
28.	Aqua Packaging Ltd 122, Kew Rd., Colombo 2.	Mr Ken Nirmalan Executive Chairman
29.	Nawaloka Hospitals (Pvt) Ltd 23, Sri Saugathodaya Mw., Colombo 2.	Prof. Lal Chandrasena Director/General Manager
30.	Associated Motorways Ltd ASMOT Factory, Nagoda, Kalutara.	Mr Ananda Caldera Director General Manager/Factories
31.	Associated Autoways Ltd ASMOT Factory, Nagoda, Kalutara.	Mr Ananda Caldera Director General Manager/Factories
32.	Hayleys Exports Ltd 138/4, Minuwangoda Road, Ekala, Ja-Ela	Mr G F De Silva Managing Director
33.	Ruhunu Cables Ltd 42, Siridhamma Mawatha, Colombo 10.	Mr H N Jayasinghe Managing Director
34.	S-Lon Lanka (Pvt) Ltd 20, 2 nd Cross St., Off Borupana Road Ratmalana.	Mr K N Sivarajah Production Manager

<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
35. Tudawe Brothers Ltd 505/2, Elvitigala Mawatha, Colombo 5.	Mr M Vijayanandha Manager/Planning & Development
36. Central Industries Ltd No.10 1/1, Albert Crescent, Colombo 7.	Mr Newton Wickremasuriya Chief Executive Officer
37. Paints and General Industries No.20, Sri Gnanendra Mawatha, Nawala.	Mrs T Nanayakkara ISO Co-ordinator
38. Asha Shipping Ltd 35, Edward Lane, Colombo 3.	Mr I S Mohideen General Manager
39. Haycarb Limited 400, Deans Road, Colombo 10.	Mr L M Hapuarachchi Management Representative
40. Lignocell Limited 400, Deans Road, Colombo 10.	Mr L M Hapuarachchi Management Representative
41. Ceylon Cold Stores Ltd No.1, Justice Akbar Mawatha, Colombo 2.	Mr D A M Arsecularatne Quality Research & Development Manager
42. Tea Tang Limited 215, First Division, Maradana, Colombo 10.	Mr Mohan Mendis Director
43. Quick Tea (Pvt) Ltd 334, T B Jayah Mawatha Colombo 10.	Mr Mansoor Akbarally Director
44. Dipped Products Ltd 400, Deans Road, Colombo 10.	Mr K A L S Fernando Management Representative
45. I E Dong'A (Pvt) Ltd 03, Sri Gunarathana Road, Panadura.	Mr Sanjeeva Sellahewa Business Development Manager

<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
46. I-E Marketing Services (Pvt) Ltd 219, Galle Road, Panadura.	Mr Dilan Alwis Financial Controller/Management Representative.
47. Risk Engineering Unit Eagle Insurance Co Ltd 11 th Floor, DHPL Building, Nawam Mawatha, Colombo 2.	Mr Susantha Weerakoon Manager
48. Alliance Finance Co Ltd 84, Ward Place, Colombo 7.	Mr Dennis Viswasam Management Representative
49. ACL Cables Ltd 21, Norris Canal Road, Colombo 10.	Mr H A S Madanayake Executive Director
50. Alumex (Pvt) Ltd Sapugaskanda, Makola.	Mr Nirupa William De Silva Director Administration
51. Link Natural Products (Pvt) Ltd 338, T B Jayah Mw., Colombo 10.	Dr Devapriya Nugawela Managing Director
52. Royal Ceramics Lanka Ltd 51/1, Fife Road, Colombo 5.	Mr Ranjith Fernando Deputy General Manager
53. M D Gunasena & Co (Printers) Ltd 20, St Sebastian Hill, Colombo 12.	Mr L Ranasinghe Manager Costing & Operations
54. Trelleborg Lanka (Pvt) Ltd Sapugaskanda, Makola.	Mr K J Wanasinghe Deputy General Manager.- Technical
55. Royal Fernwood Porcelain Ltd Police Station Rd., Kosgama.	N K D Saratchandra G M (Technical)

	<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
56.	Hettigoda Industries (Pvt) Ltd No.3/33, Sri Dharmarama Road, Ratmalana.	Mr M V C Fernando Quality Assurance Manager
57.	Puttalam Cement Co Ltd No.75, 3 rd Floor, Hemas House, Colombo 2.	Mr W L P Nandisena Quality Assurance Manager
58.	Glaxo Wellcome Ceylon Ltd 121, Galle Road, Kaldemulla, Moratuwa.	Mr I J Gunasekera Quality Assurance Manager
59.	Bata Shoe Co of Cey Ltd 100, General Sir John Kotalawala Mawatha, Ratmalana.	Mr N A Bodinagoda Production Manager
60.	Ceylon Biscuits Ltd Highlevel Road., Makumbura, Pannipitiya.	Mr Jayantha Thenabadu Director Technical
61.	Arpico Flexifoam (Pvt) Ltd P O BOX 16, Nawinna, Maharagama.	Mr Lalith Wijesinghe Production Manager
62.	Ducky's Bag Manufacturing Co (Pvt) Ltd No.9, Ramya Rd., Colombo 4.	Mr Dinesh Madawala Deputy General Manager
63.	Hands International (Pvt) Ltd No.9, Ramya Road., Colombo 4.	Mr Lincoln Pereira General Manager
64.	Kelani Cables Ltd P O Box 14, Kelaniya.	Mr Saman Perera Quality Assurance Engineer
65.	ABC Shipping (Pvt) Ltd 'ABC Court' 117, Hunupitiya Lake Road., Colombo 2.	Mr Nuwan Samaranayake Management Representative
66.	Magnet Cells (Pvt) Ltd 7, Maya Avenue., Colombo 6.	Mr D L Seneviratne Managing Director
67.	Hemas Manufacturing (Pte) Ltd 309/10, Negombo Road., Welisara.	Mr Asoka Mitraratne Asst. Manager. Quality Assurance

	<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
68.	Uni-Walkers Ltd Office Automation Division No.1, Alfred House Gardens, Colombo 3.	Mr K N Gunawardena General Manager
69.	Alpha Industries Ltd Mattegoda, Polgasowita.	Mr Shane E Dirckze Asst. Factory Manager
70.	Tri-Star Apparel (Exp) Pte Ltd 20, Maligawa Rd., Ratmalana.	Mr Ranjith Kumarasinghe Group Dep. Chairman
71.	Amico Group of Industries 75, Kandawela Rd., Ratmalana.	Mr Sarath Fernando Quality Assurance & Dev. Manager
72.	Dart Express Lanka (Pvt) Ltd 260, Sri Ramanathan Mawatha Colombo 15.	Mr Dilip Fernando Manager. Administration
73.	Coats Thread Lanka (Pvt) Ltd Moragahgahena, Millewa, Horana.	Mr K K Dissanayake Director - Manufacturing
74.	Keells Food Prod. Ltd P O Box 10, Ekala, Ja-Ela.	Mr Janaka Perera Manager - Operations
75.	Volanka Ltd 193, Minuwangoda Rd., Kotugoda.	Mr Indrajith Piyasena Managing Director
76.	Jewelknit Ltd No.16, De Fonseka Rd., Colombo 5.	Mr Nimal Mello Chief Executive Officer
77.	Asbestos Cement Industries Ltd 68, Katukurunduwatta Rd., Ratmalana.	Mr T Yoganathan Personnel Manager
78.	Unilever Ceylon Ltd 258, Grandpass Road, Colombo 14.	Dr S A K Abayawardana Technical Director
79.	Texwood Industries Phase 1, IDZ Katunayake.	Mrs June Perera HRD & Administration Manager

	<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
80.	Union Apparels (Pvt) Ltd .No.20, Lake Road., Maharagama.	Mr Nishantha Jayasinghe Group Human Resource Manager
81.	Elastomeric Engineering Co Ltd 371, Colombo Rd., Bokundara, Piliyandala.	Mr Sarath Mendis Director/General Manager
82.	Textrip Ltd Elpitiya Rd., Bentota.	Mr N K D M Gunasekera Managing Director
83.	Mackinnons Travels Ltd 4, Leyden Bastian Rd., Colombo 1.	Mr Muaiyyed Idroos Manager Sales & Marketing
84.	Navigation Maritime Colombo (Pvt) Ltd 14, East Tower, World Trade Centre, Echelon Square, Colombo 1.	Mr Mevan Wickremasinghe Management Rep.
85.	The Lion Brewery Ceylon Ltd 254, Colombo Rd., Biyagama.	Mrs Nausha Raheem Quality Assurance Manager
86.	CIC Fertilisers (Pvt) Ltd 205, D R Wijewardena Mawatha Colombo 10.	Mr S P Emmanuel Agronomist
87.	Toyo Cushion Lanka (Pvt) Ltd 193, Minuwangoda Rd., Kotugoda.	Ms D Dissanayake Executive
88.	John Keells Computer Services (Pvt) Ltd 148, Vauxhall Street, Colombo 2.	Mr Athula Herath Manager - Quality Assurance
89.	Trans Asia Hotel 115, Sir Chittampalam A GardINER Mawatha, Colombo 2.	Mr W Wijegunawardena Human Resource Manager
90.	Aitken Spence Travels Ltd Vauxhall Tower, 305, Vauxhall Street Colombo 2.	Mr Gehan Perera Director/General Manager

<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
91. Lanka Walltile Ltd 215, Nawala Road, Narahenpita, Colombo 5.	Mr W M Dhanapala Asst. G M (Tech)
92. Ritzbury Lanka (Pvt) Ltd 108/3, Sir John Kothalawala Mawatha, Rathmalana.	Ms D S Wickramasinghe Managing Director
93. E W Information Systems Ltd 252, Galle Road, Colombo 3.	Mr Philip Charles Weinman General Manager/Admin. Services
94. SANKEN Lanka (Pvt) Ltd 295, Madampitiya Rd., Colombo 14.	Mr Indrakumar Weerasinghe Quality Assurance Manager
95. Lanka Salt Ltd 124, Nawala Road., Colombo 5.	Mr Mahinda Gunawardena Executive Director
96. Industrial Gases Pvt Ltd 152/2, Mabima Road., Heiyantuduwa.	Mr Hemantha Patabandage Director
97. Industrial Clothings Ltd (Prime Polymers Div) D-17, Seethawaka Industrial Park, Avissawela.	Mr Seyed Umair Ahamed Director
98. CISCO Speciality Packaging (Pvt) Ltd 359, Nagaha Mawatha, Palanwatta, Pannipitiya.	Mr S P Samantha Ranatunga Executive Director
99. Premium Exports Ceylon Ltd Agrapatana.	Dr Nalin L Herath Factory Manager
100. Jaqalanka Group of Companies 46/1, Fife Road., Colombo 5.	Mr Daniel Ortiz Director
101. IOM Development Private Ltd 460, Union Place, Colombo 2.	Mr Fazle M Lafir Managing Representative

LIST OF FIRMS SURVEYED ON CHEMICAL & MICROBIOLOGICAL TESTING

	<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
1.	Ceylon Heavy Industries & Construction Co Ltd Athurugiriya	Mr D S Karunaratne Chief of Laboratory
2.	Lanka Ceramic Ltd 696, Galle Road, Colombo 3.	Mr Sarath Silva, General Manager
3.	Tech Waters Pvt Ltd 303, Highlevel Rd., Colombo 5	Ms Manel Perera Manager-Laboratories
4.	Environmental Laboratories Ltd 85A, Poorwarama Road, Colombo 5	Mr Nihal De Silva, Managing Director
5.	Bamber & Bruce Ltd 56 1/1, Vajira Road, Colombo 5.	Mrs S Ambalavanar Chief Analyst
6.	Ceylon Glass Co Ltd 148, Maligawa Road, Borupana, Ratmalana.	Mr T T R Peiris Chemist
7.	Asian Paints Lanka Ltd 81, Korlawella Rd., Moratuwa.	Mr A H M Mubarak Director
8.	Chemical Industries (Colombo) Ltd 77, Sri Sasanajothi Mw., Ratmalana.	Mr W R Jayaweera Works Manager
9.	Lignocell Ltd 400, Deans Rd., Colombo 10	Mr Disala Sondapperuma Executive - Commercial
10.	BCC Lanka Ltd Hulftsdorp Mills, Colombo 12,	Mr J P Wijayarathna Quality Control Manager

	<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
11.	Prima Ceylon Ltd 50, Sri Jayawardenapura Mawatha Rajagiriya.	Mr Lin Hsin Hui General Manager
12.	Govt. Analyst's Dept., Colombo 7.	Mr M A J Mendis Govt. Analyst
13.	Coconut Dev. Authority 54, Nawala Rd., Colombo 5.	Mr S B Ratnayake Director Quality Assurance
14.	City Analyst's Laboratory 79/2/4, Baddegama Wimalawansa Himi Mawatha, Colombo 10	Mr S P K Warnakulasooriya City Analyst
15.	Associated Battery Manuf. (Cey) Ltd Katukurundawatte Road Off Attidiya Rd, Ratmalana.	Mr R M D Bandara Assistant General Manager
16.	Textile Training & Services Centre Kandawela Estate No.2, Gen. Sir John Kotalawela Mawatha Ratmalana.	Mr Kirthi Rasaputra Director
17.	Bienco Link Carbons (Pte) Ltd 338, T B Jayah Mawatha, Colombo 10.	Mr P K J Ratnasiri Director/General Manager
18.	Ceylon Cold Stores Ltd No.1, Justice Akbar Mawatha, Colombo 2.	Mr D A M Arsecularatne Manager - Research & Development
19.	Haycarb Ltd 400, Deans Rd., Colombo 10.	Mr M S P Udaya Kumara Manager Research & Developmen
20.	Ecologic Systems (Pvt) Ltd 447, Union Place Colombo 2.	Mr Charith Molligoda General Manager

	<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
21.	Glaxo Wellcome Ceylon Ltd 121, Galle Road Kaldemulla, Moratuwa.	Mr I J Gunasekera Quality Assurance Manager
22.	A Baur & Co., Ltd 62, Jethawana Road Colombo 14.	Mr Udaya Rupasena Marketing Executive-
23.	Smithkline Beecham Mackwoods 65C (3 rd Floor), Dharmapala Mawatha Colombo 7.	Mr Cabral Pharmacist/Manager
24.	Union Carbide Lanka Ltd 1 st Floor, Red Cross Society Building 106, Dharmapala Mawatha, Colombo 7.	Mr Nihal Jayaweera Technical Manager
25.	Kiriya Milk Industries of Lanka (Pvt) Ltd 45, Nawala Road, Narahenpita.	Mrs S Durairatnam Quality Manager (R&D)
26.	The Lion Brewery Ceylon Ltd 254, Colombo Road, Biyagama.	Mrs Nausha Raheem Quality Assurance Manager
27.	Link Natural Products (Pvt) Ltd 338, T B Jayah Mw., Colombo 10.	Dr Devapriya Nugawela Managing Director
28.	ASHA Central Hospital No.37, Horton Place, Colombo 7.	Dr J A Weeratunge Asst. Director
29.	Royal Ceramics Lanka Ltd 51/1, Fife Road, Colombo 5.	Mr Ranjith Fernando Deputy General Manager
30.	Cargills Quality Foods (Pvt) Ltd No.35/1, Malwatte Lane, Colombo 15.	Mr Mahinda Ganepola General Manager
31.	Ma's Tropical Food Processing (Pvt) Ltd 80/1, Lauries Road, Colombo 5.	Mr Mario de Alwis Director

	<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
32.	Puttalam Cement Co Ltd No.75, Hemas House, Bray Brooke Place, Colombo	Mr K Abeygooneratne Chief Chemist
33.	General Seed Testing Laboratory Agriculture Department, Peradeniya.	Mrs A G S Kariyawasam Officer-In-Charge
34.	Ceylon Chocolates Ltd Padiwatte, Kundasale.	Mr B G S S Kariyawasam Plant Manager
35.	Adamjee Lukmanjee & Sons Ltd 140, Grandpass Road, Colombo 14.	Mr Anura Wijayapala Quality Assurance Executive
36.	CITRO Essential Oils (Pvt) Ltd CITRO Building No.15/C, Old Quarry Road, Mount Lavinia.	Mr A Kularatna Managing Director
37.	Upali Consumer Products Ltd 195, High Level Road, Homagama.	Mr J Rajamanthre Factory Manager
38.	Community Environmental Laboratory 3, Cambell Terrace, Colombo 2..	Mr K L R F Wijayawardena Research Assistant.
39.	Unilever Ceylon Ltd 258, Grandpas Road, Colombo 14.	Dr S A K Abayawardana Technical Director
40.	Industrial Asphalts (Cey) Ltd 28/1, New Nuge Rd., Peliyagoda.	Mr T D Abeysooriya Factory Manager
41.	Hemas Manuf. (Pte) Ltd 309/10, Negombo Rd., Welisara.	Mr Asoka Mitraratne Assistant Manager Quality Assurance
42.	National Transport Medical Institute 170, Highlevel Rd., Nugegoda.	Dr D C Joseph Chief Medical Officer
43.	Maliban Biscuits Manufacturers Ltd 389, Galle Road, Ratmalana.	Mrs Warna Fernando Quality Assurance Manager

<u>Name & Address of Firm</u>	<u>Name & Designation of Contact Person</u>
44. Lanka Salt Ltd 124, Nawala Road, Narahenpita, Colombo 5.	Mr Mahinda Gunawardena Executive Director
45. Ceylon Biscuits Ltd High Level Rd., Makumbura, Pannipitiya.	Mr D S P Dissanayake Quality Assurance Manager
46. Dept., of Microbiology Faculty of Medicine, Colombo.	Prof. Jenonfa Perera Head of Division
47. Co-operative Wholesale Establishment 70, D R Wijewardena Mawatha Colombo 10.	Mrs P I Kulatunge Deputy General Manager Quality Assurance
48. Veterinary Research Institute P O Box 28, Gannoruwa, Peradeniya.	Dr Ranjith Wickramasinghe Director (Veterinary Research)
49. State Pharmaceuticals Manufacturing Corp., No.11, Sir John Kotalawala Mawatha Kandawala Estate, Ratmalana.	Mr K D Athula Kuruppu Quality Control Manager
50. Coconut Research Institute Lunuwila	Dr L L W Somasiri Head - Soils & Plant Nutrition Div.
51. Asiri Hospitals Ltd 181, Kirula Road, Colombo 5	Dr Cyama Perera/Mr N P John Microbiologist/Laboratory Manager.
52. Department of Labour Division of Occupational Hygiene 97, Jawatte Road, Colombo 5.	Dr W Ranjit De Alwis Commissioner of Labour



United Nations Industrial Development Organization

Survey on ISO 9000 & ISO 14001 certifications

Oct / Nov 2000

1. Company

Name	
Address	
Telephone	
Fax	
E-Mail	
Product/service category	

2. Contact person

Name	
Designation	
Contact Telephone No /Fax No.	
E-mail	

3 Company details

3.1 Year of Establishment & Ownership

Year of establishment: _____

Public Private Partnership Joint venture Other.....

3.2 Investment

Total capital investment (Rs Mn)	
Less than 50	
51-100	
above 101	

3.3 Products/Services

Please indicate the main products/services of the company

Product/Service	Percentage of total production/services
1.	
2.	
3.	
4.	

3.4 Turnover

Please indicate the total turnover of the company for the last three-year period:

Turnover, Rs Mn.	1997	1998	1999
Less than 100			
101 to 200			
201 to 300			
301 and above			

3.5 Exports

Please indicate the value of exports of the company for the last three-year period

Exports, Rs Mn.	1997	1998	1999
Less than 50			
51 to 100			
101 to 200			
201 and above			

3.6 Competition & market share (Domestic)

Please list the company and competitor percent market shares in respect of the products/services of your company

Product/Service	Percent Market Share			
	Company	Competitor 1	Competitor 2	Competitor 3
1.				
2.				
3.				
4.				

3.7 Employees

Please give the total number of employees of the company including casual, temporary & contract employees: (as at 30 September 2000)

.....

4. ISO 9000 and ISO 14000 certification

4.1 Awareness

Are/Were you aware of ISO 9000 and / or ISO 14001 certification process ?

ISO 9000

Fully aware

Partially aware

Not aware

ISO 14000

Fully aware

Partially aware

Not aware

4.2 Certification status

(a) Has your company obtained ISO 9000 or ISO 14001 certification?

ISO 9001 Yes
 No

ISO 9002 Yes
 No

ISO 14001 Yes
 No

Year :
Month :
Registrar :

Year :
Month :
Registrar :

Year :
Month :
Registrar :

(b) If not certified, do you wish to obtain certification:

ISO 9000

Thinking

In the near future

Already started

ISO 14001

Thinking

In the near future

Already started

4.3 Sustaining certification

If you have obtained ISO 9000 or ISO 14001 certification, what additional measures have you taken to sustain the certification ? (You may tick more than one)

(a) ISO 9000

- Induction of new employees
- Training of employees (internal/external/internal & external))
- Improvement/enlargement of product testing
- Introduction of quality enhancement tools (QC circles/ 5s techniques /SPC etc)
- Other

(b) ISO 14001

- Induction of new employees
- Training of employees (internal/external/internal & external))
- Improvement of waste management systems
- Improvement of production processes
- Other.....

4.4 Effect of certification

In your opinion, what are the effects of ISO 9000/ISO 14001 certification on a company?
(If more than one reason please rank them in the order of 1 to 7)

(a) ISO 9000

- Improved market access
- Improve quality
- Enhance customer satisfaction
- Improve company image
- Advertising slogan
- Better management control
- Other.....

(b) ISO 14001

- Environmental protection & waste management
- Health & safety of work force
- Company image improvement
- Marketing advantage
- Acceptance by overseas customers
- Social responsibility
- Other.....

4.5 Reasons for certification

(a) ISO 9000

The decision to obtain ISO 9000 certification was motivated by
(If more than one reason please rank them in the order of 1 to 5)

- Desire to improve the quality system of the company
- Marketing advantage
- Customer requirement
- Regulatory requirement of the importing country
- Because competitor's were obtaining certification
- Other.....

(b) ISO 14001

The decision to obtain ISO 14001 certification was motivated by:
(If more than one reason please rank them in the order of 1 to 5)

- Desire to improve company image
- Marketing advantage
- Customer requirement
- Regulatory requirement
- Because competitor's were obtaining certification
- Other.....

4.6 Competitor certification (Domestic)

How many of your domestic competitors have obtained certification?

ISO 9000.....

ISO 14001.....

4.7 Time duration

Please indicate the time duration taken for certification:

(a) ISO 9000

6 m 1 yr 1-2 yrs more than 2 yrs

(b) ISO14001

6 m 1 yr 1-2 yrs more than 2 yrs

4.8 Choice of certification body

What were the main criteria used in the selection of the registrar?

- Cost
- International recognition
- Reliability
- Customer requirement
- Other.....

4.9 Sales

The increase of sales attributable to ISO 9000 certification is :

No improvement	
u p t o 5 %	
5 to 10 %	
11 to 20 %	
21 to 30 %	
o v e r 30 %	

4.10 Margins

The increase of margins attributable to ISO 9000 certification is:

No increase	
u p t o 5 %	
5 to 10 %	
11 to 20 %	
21 to 30 %	
o v e r 30 %	

4.11 Change in Percent defect Rate

Please indicate the change in the average percent defect rate in respect of each product/service:

Change of percent defect rate after certification	Product/ Service 1	Product/ Service 2	Product/ Service 3	Product/ Service 4
No effect				
Reduced between 0 to 5 %				
Reduced between 6 to 10 %				
Reduced by more than 20 %				

4.12 Customer base & satisfaction

(a) Did the customer base increase after certification? Yes No

If 'Yes' by what percentage? Local Exports

(b) Have you conducted customer satisfaction surveys before and after certification? Yes No

If 'yes' has it shown,

No change Increase Marginal increase Significant increase

4.13 Other benefits to company

What other benefits accrued to the company as a result of certification to:
(If more than one, please rank from 1 to 6)

(a) ISO 9000

- Improved company image
- Improved work methods
- Productivity improvement
- Improved housekeeping
- Enhancement in staff morale
- Other.....

(b) ISO 14001

- Improved company image
- Acceptance by community
- Productivity improvement
- Improved house keeping
- Enhancement in staff morale
- Other.....

4.14 Benefits to industry

Do you believe certification to ISO 9000 and / or ISO 14001 provides tangible benefits to industry?

no benefit

some benefit

Significant benefit

4.15 Trade considerations

Do you believe the requirement for certification as a non-tariff barrier to trade?

(a) ISO 9000

Yes No

(b) ISO 14001

Yes No

4.16 Effect on the environment

What are the effects of ISO 14001 certification on your factory's :

a) Volume of

	No Effect	Reduced by upto 5 %	Reduced by 6%-10%	Reduced by more than 10 %
Gas emissions				
Waste water				
Solid wastes				

(b) Quality of,

	No Effect	Reduced by upto 5 %	Reduced by 6%-10%	Reduced by more than 10 %
Gas emissions				
Waste water				
Solid wastes				

4.17 Waste management

What measures have you taken for waste management?
(You may tick more than one)

- Cleaner production
- Greener productivity
- Energy management
- Other.....

4.18 Cost of certification

Please indicate the approximate cost of certification:

		ISO 9000	ISO 14001
Cost of Consultancy, Rs	Internal		
	External		
Cost of Certification, Rs			
Any additional investment, Rs			
Total, Rs			

4.19 Importance of certification

Overall how do you rate the importance of ISO 9000 and /or ISO 14001 certification?

	ISO 9000	ISO 14001
No comment		
Slightly important		
Important		
Very important		
Critically important		

4.20 Recommendations to other companies

Would you recommend other companies to obtain ISO 9000/14001 certification?

	ISO 9000	ISO 14001
Very strongly		
Strongly		
Recommend with reservation		
Not recommend		
No comment		

Not recommend – please indicate reasons.....

.....

<p>Enumerator</p> <p>Name :</p> <p>Signature :</p> <p>Date :</p>



United Nations Industrial Development Organization

Survey on Chemical & Microbiological Testing

1. Company

Name	
Address	
Telephone	
Fax	
E-Mail	
Product/service category	

2. Contact person

Name	
Designation	
Contact Telephone No /Fax No.	
E-mail	

3. Company details

3.1 Year of Establishment & Ownership

Year of establishment : _____

Public Private Partnership Joint venture Other.....

3.2 Investment

Total capital investment (Rs. Mn)	
Less than 50	
51-100	
above 101	

3.3 Products/Services

Please indicate the main products/services of the company:

Product/Service	Percentage of total production/services

4. Chemical & Microbiological Tests

4.1 In-house testing

Do you have in-house testing capabilities? **Yes** **No**

If "Yes", are these facilities available to outside organisations? **Yes** **No**

Also, if "Yes" please fill in:

Product	Test	Test method	Analytical instruments used	Calibration traceability of instruments	Average number of tests per month	Unit cost /Fee, Rs

4.2 Out sourced testing

Do you out source chemical or microbiological tests to external laboratories local or overseas. ?

Yes **No**

(a) If 'Yes', please fill-in the table below

Product Category	Test	Test method	Test Laboratory	Total No. per Month (Average)	Approx. unit cost per test, Rs.
Butter	Example : Determination of fat content	SLS 279 : 1988	Industrial Technology Institute	30	750

(b) What are the reasons for out sourcing the tests ?

- Non availability of facilities in the company
- High cost of setting up facilities in the company
- Non availability of facilities in the country
- Non availability of accredited laboratories in the country
- Lack of confidence in locally available laboratories
- Customer's requirement
- Other.....

(c) what additional tests would you carry out, if accredited laboratories are established in the country ?

Product	Test	Test Method (or reference)	Approximate No. of tests per month

4.3 Reasons for testing

What are the reasons for testing ?
(You may tick more than one)

- To ensure Product safety
- To ensure product quality
- Regulatory requirement
- Export requirement
- Other

4.4 Additional local sales/export volume

if facilities for testing of your product(s) are available locally?

(a) What additional local sales / exports would you be likely to secure ?

	Likely increase as a percent of present sales/exports
Local sales	
Exports	

(b)

(c) Is the Customer base likely to increase ?

Yes No, If 'Yes' by what percentage ?.....

<p><u>Enumerator</u></p> <p>Name :</p> <p>Signature :</p> <p>Date :</p>
--