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*for a sustainable future*

## OCCASION

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**FINAL REPORT**

**PROJECT DP/SRL/86/007**

**STANDARDISATION AND QUALITY CONTROL PHASE II**

**CONTRACT 92/133**

**THE PROVISION OF LEAD ASSESSOR TRAINING**

**ISO 9000**

**IN SRI LANKA**

**PROVIDED BY  
P-E BATALAS LIMITED  
BATALAS HOUSE  
WINCHESTER HILL  
ROMSEY  
UNITED KINGDOM  
AUGUST 1992**

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UNIDO/SRI LANKAN STANDARDS INSTITUTION  
LEAD ASSESSOR TRAINING  
COLOMBO, SRI LANKA  
17-21 AUGUST 1992

1. INTRODUCTION

The course was proposed as a response to a request from Sri Lankan Standards Institution (SLSI) via UNIDO, as a pre-cursor to the Institution becoming a Registration Body on behalf of the Sri Lankan Government.

The tutors nominated were Phil Sharland, Lead Tutor, and Dennis Marshall, both full-time P-E Batalas Consultants. Phil Sharland was previously involved in an EEC-sponsored course for the Bureau of Indian Standards in Madras during February 1991. The programme and timings were notified to SLSI in July 1992.

2. DELEGATES

The delegates for this course were as previously notified to P-E Batalas and included in the course manual. There were no substitutions. The delegate list is at Appendix A.

3. VENUE

The venue for this course was the Amethyst Suite of the Hilton Hotel, Colombo, Sri Lanka. The layout and facilities were adequate and met all the requirements previously stated by P-E Batalas in their contract conditions.

4. THE COURSE

4.1 DAY 1 - 17 August 1992

An introductory speech was given by Drs. G.M.S. de Silva, Director General, SLSI, and O.S. Peiris, Chairman, SLSI, prior to the commencement of the course.

The course was then introduced by Phil Sharland, who also introduced P-E Batalas to the delegates. Dennis Marshall then invited the delegates to introduce themselves and presented Vocabulary. The Introduction and Evolution of the Standard was presented by Phil Sharland and the two tutors then presented ISO 9001/2, alternating at appropriate times.

The case study was introduced at 16.40 hours and the delegates given the task for the evening. Teams for case study activities were allocated, as detailed in the delegate assessment sheet for the course. Three syndicate rooms were made available for the delegates to use as teams.

The case study exercise continued until 19.00 hours.

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4.2 DAY 2 - 18 August 1992

The day commenced at 08.30 hours, as scheduled. Feedback from the case study was very constructive.

Presentations were then given on:-

- Audits
- Management of Auditing
- The Assessment
- The Auditor
- Auditing Skills
- Aides Memoire
- Non-Conformance Report Requirement

During the afternoon a Quality Management video was shown.

The case study was then introduced and commenced, finishing at 19.00 hours.

4.3 DAY 3 - 19 August 1992

The day started at 08.20 hours, all delegates being present and eager to proceed.

The case study feedback was conducted, followed by presentations on:-

- Third Party Audits
- Audit Guides
- Quality Plans
- Communications
- Economics

The course, to date, was then reviewed, any queries from the delegates being clarified.

The case study exercise commenced at 16.30 hours and finished at 19.00 hours.

4.4 DAY 4 - 20 August 1992

The day again started at 08.20 hours.

The case study feedback was conducted, followed by a presentation on Auditing in the Design and Software functions.

In the afternoon the examinations were held and both parts of the examination were attempted by each delegate. The examination papers were marked and adjudicated at the P-E Batalas Romsey office and the results were notified directly to SLSI.

Following the examination, the delegates were briefed on the requirements of the presentations to the mock Board of Directors of Castle Engineering Ltd on the final day.

Preparation for this was completed by 19.00 hours.

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4.5 DAY 5

The presentations to the mock Board of Directors of Castle Engineering Ltd took place. Drs. G.M.S. de Silva and O.S. Peiris kindly agreed to participate as board members, with Dennis Marshall acting as Mr. Warwick, the Managing Director.

Phil Sharland was the observer during this exercise.

It was noted that the standard of presentations by the teams was very high. SLSI should be congratulated on this.

Phil Sharland thanked Drs. de Silva and Peiris for their kind cooperation in volunteering to be members of the mock Board of Directors.

5. CONFERENCE FACILITIES

Refreshments and lunches provided by the Hilton were of a very high standard and punctual. Staff at the hotel were extremely obliging and polite. Facilities were adequate.

6. STUDENT CRITIQUES

Each student completed a critique form. A summary of the analysis is as attached at Appendix B.

7 COURSE RESULTS

The results of the examinations held on the course were as follows

17-21 August 1992

<u>DELEGATE</u>	<u>RESULT</u>
Chandrasena, Chandra	Successful
De Silva, Srilal	Successful
Devendra, Savitri	Successful
Gunaratne, Sujeewa	Successful
Jayarwardene, Rangit	Successful
Liyanaarachchi, Sunil	Successful
Meewaddana, Wasantha	Successful
Mendis, Sanath	Successful
Rathnasevera, Nimala	Successful
Samaranayake, Sobitha	Successful
Satharasingue, Nayona	Successful
Senaweera, Lalith	Successful
Silva, Harold	Successful
Siriwardene, Lackma	Successful
Weragoda, Sherani	Successful
Wickramasooriya, Ananda	Successful
Wickremasinghe, Tilak	Successful
Perera, Upendra	Unsuccessful
Jayarwardene, Sorogini	Unsuccessful
Attapattu, Rangika	Unsuccessful

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The results were notified to Mr Jayawardene of SLSI, together with Certificates for the successful candidates and Letters of Attendance for those who were unsuccessful.

Examination resits are being arranged through the British Council in Columbo, in association with SLSI, for all the unsuccessful candidates..

P-E Batalas Ltd  
Batalas House  
Winchester Hill  
Romsey  
Hants  
SO51 7ND

APPENDIX A

DELEGATE LIST

Chandrasena, Chandra  
De Silva, Srilal  
Devendra, Savitri  
Gunaratne, Sujeewa  
Jayarwardene, Rangit  
Liyanaarachchi, Sunil  
Meewaddana, Wasantha  
Mendis, Sanath  
Rathnasevera, Nimala  
Samaranayake, Sobitha  
Satharasingue, Nayona  
Senaweera, Lalith  
Silva, Harold  
Siriwardene, Lackma  
Weragoda, Sherani  
Wickramasooriya, Ananda  
Wickremasinghe, Tilak  
Perera, Upendra  
Jayarwardene, Sorogini  
Attapattu, Rangika

**P-E BATALAS TRAINING****Course Assessment Summary**

Course Type: Lead Assessor

Location: Colombo  
Sri Lanka

Client: UNIDO/SLSI

Date: 17/21st Aug 1992

ELEMENT		RATING			
		Full	Early Well	Not Very Well	Not At All
<b>1. AIMS MET</b>					
Course	*	9	10	—	—
Personal		4	16	—	—
<b>2. TEACHING SATISFACTION</b>					
Visual Aids	*	4	9	6	—
Course Manual		12	8	—	—
Tutor Presentation		13	7	—	—
<b>3. ADMINISTRATION SATISFACTION</b>					
Planning/Organisation	*	14	5	—	—
Environment		14	6	—	—
Catering	*	14	5	—	—
Living Accommodation		—	—	—	—
<b>4. CONTENT</b>					
Subject Level	*	—	—	19	—
Subject Relevancy	*	—	19	—	—
		Excellent	Good	Early Good	Poor
<b>5. OVERALL RATING</b>		11	9	—	—

Course Tutor/s: Lead: Phil Sharland

Second: Dennis Marshall

Venue: Hilton Hotel, Colombo (Client Booking)

Additional Comment from Tutor/s:

Not all Critiques were completed in their entirety (marked above by \*)