Final Audit Report

CIGMATEC BUILDING CONTRACTING LLC

ISO 9001:2015

QUALITY MANAGEMENT SYSTEM

Report No. SV-2026-000004 | Surveillance



QUALITY REGISTRAR SYSTEMS

U.A.E.

THIRD PARTY MANAGEMENT SYSTEM AUDIT REPORT

OF

Cigmatec Building Contracting LLC

Reviewed &
Approved by Scheme Dept:

Accreditation Body:
■ ASCB ☐ Others

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CONCLUSION & RECOMMENDATION	
■	The management system complies with the requirements of the reference standard — recommend Issuance / Continuation of Certificate.
☐	Complies with exception of minor NC(s) — recommend Issuance / Continuation of Certificate upon off-site verification of closure of all minor NCs within 60 days from the date of audit.
☐	Evidence of major nonconformity(ies) — not recommended for Issuance / Continuation of Certificate at this time; follow-up audit required within 60 days to verify on-site closure.
☐	Not recommended — organization has not implemented / maintained the system/process at pace; full audit required.

QUALITY REGISTRAR SYSTEM ISO 9001:2015 Quality Management System	Doc. No.: Form 04-2a Issue: 01 Rev: 04 Date: 01-08-2026

ISO 9001:2015 Quality Management System AUDIT REPORT

Stage 1 / Stage 2 / Surveillance / Recertification — Checklist and Report

☐ Stage 1 (Initial) ☐ Stage 2 (Initial) ■ Surveillance ☐ Recertification

1. ORGANIZATION DETAILS			
Name of Organization	Cigmatec Building Contracting LLC	**Report No.**	SV-2026-000004
Address	P.O. BOX 12345, Dubai, UAE, United Arab Emirates	**Certificate No.**	
Site Address (if any)		**NACE/EAC Code**	
No. of Employees			
E-mail ID	EHS@cigmatec.com		
Contact Person	Mr. Antony		
Telephone / Fax	050 301 9556 / 0000000000		
Multisite	☐ Yes ☐ No		
Scope of Audit	Unknown		

2. AUDIT TEAM & LOGISTICS	
Lead Auditor	Mukesh .
Auditor(s)	
Technical Expert	
Audit Man-day(s)	
Audit Date	03-09-2026

Audit Objective / Purpose	To verify the effective implementation, maintenance, and effectiveness of the Quality Management System (QMS) in accordance with ISO 9001:2015, evaluate conformity with the standard requirements, verify compliance with applicable statutory, regulatory and customer requirements, assess the achievement of quality objectives and planned results, and confirm continual improvement of the QMS to support certification.
Audited Criteria	Organization context and interested parties, QMS and associated processes, quality policy, actions to address risks and opportunities, quality objectives and action plans, compliance with applicable statutory, regulatory and customer requirements, operational planning and control, requirements for products and services, design and development, control of externally provided processes/products/ services, production and service provision, competence and awareness, communication, monitoring, measurement, analysis and evaluation, customer satisfaction, performance evaluation, internal audit, management review, nonconformity and corrective actions, continual improvement, documented information (manual, procedures, records, and related documents), and verification of the effective implementation and effectiveness of the QMS in accordance with ISO 9001:2015.

3. CHANGE DETAIL	
Are quoted man-days adequate?	☐ Yes ☐ No
Any change in employee details?	☐ None ☐ Yes (specify):
Any change in scope?	☐ None ☐ Yes (specify):
Any additional information?	☐ None ☐ Yes (specify):

4. CATEGORIES OF FINDINGS		
Category	**Classification**	**Definition**

Category 1	**Major Non-Conformity**	A nonconformity which affects the capability of the management system to achieve its intended results, raises significant doubt on the effectiveness of the QMS, could result in harm to the organization's ability to consistently provide conforming products/ services, or reflects the recurrence/persistence of an unresolved Minor Non-Conformity. Corrective action is mandatory.
Category 2	**Minor Non-Conformity**	A nonconformity which does not affect the capability of the management system to achieve its intended results, but reflects a single lapse or partial breakdown in the implementation of a documented process or requirement. Corrective action is mandatory.
Category 3	**Observation**	Requirements and expectations are generally met, with minor inadequacies or omissions noted; in the auditor's opinion, preventive action would improve the effectiveness of the implemented management system. Corrective action is not mandatory.
Category 4	**Satisfactory / Conformity**	The requirement is fully met and effectively implemented.
Category 5	**Positive Point**	A point worth noting as good practice or a particular strength, which the organization is encouraged to continue and build upon.

5. DISCLAIMER

This report has been prepared by Quality Registrar System in respect of the organization's application for assessment. The purpose of this report is to record evidence of the organization's compliance with the audited standard(s). Quality Registrar System does not warrant the suitability of the contents of this report for any particular purpose, and accepts no liability for consequences arising from actions taken by third parties based on this report. The findings recorded are the result of a sample-based audit; the absence of a recorded nonconformity does not imply that no other nonconformities exist. The organization is required to implement corrective action(s) should further nonconformities be identified. This report is confidential, and its distribution is limited to the audit team, the relevant accreditation / competent authority, the organization, and the Quality Registrar System.

6. BRIEF ABOUT THE ORGANIZATION

7. ATTENDANCE SHEET

Name of Person	Designation	Signature
Mr. Antony	Management Representative	

8. AUDIT BRIEF AND FACTS

The audit was carried out based on a sampling of available records, processes, and personnel. The auditee(s) were cooperative throughout the audit, and the scope of the audit was discussed and confirmed with the organization at the opening meeting.

Random sampling was used in gathering audit evidence; this implies certain limitations. Inconsistency or unavailability of a specific piece of documented information does not necessarily indicate that other evidence of conformity does not exist. However, where information, records, or documentation required to evidence conformity to a mandatory requirement were unavailable at the time of audit, this has been recorded as a nonconformity to be addressed through corrective action.

Work instructions/guidance provided to employees before commencing work:

Work environment observed (ventilation, noise, lighting, housekeeping, welfare/rest facilities):

In an ISO audit, various aspects of an organization's operations to ensure compliance with the specific ISO standard under consideration were assessed. Here are some common areas that the auditor has focused on:

Organizational Context: The auditor examined how well the organization understands and defines its internal and external context. This involves considering factors such as the industry, regulatory environment, and stakeholder expectations.

Leadership and Management: The auditor assessed the effectiveness of the Organization's leadership in establishing a quality management system and demonstrating commitment to meeting the requirements of the ISO standard.

Policy and Objectives: Companies are expected to have documented policies and objectives that align with the ISO standard. The auditor reviewed these documents and assessed their relevance and effectiveness.

Risk Management: ISO standards often require organizations to identify and manage risks. The auditor evaluated how well an organization identifies, assesses, and addresses risks within its processes.

Process Documentation: The auditor reviewed documented processes to ensure they are in line with the ISO standard's requirements. This includes procedures for key activities related to the standard.

Monitoring and Measurement: Companies are expected to monitor and measure various aspects of their operations. The auditor assessed the effectiveness of these processes and the accuracy of the data collected.

Corrective and Preventive Actions: The auditor checked whether the organization has processes in place to identify and address nonconformities, including corrective and preventive actions.

Records and Documentation: The auditor reviewed records to ensure that the organization maintains appropriate documentation and records as required by the ISO standard.

Training and Competence: The competence of personnel is assessed to ensure that employees have the necessary skills and training to carry out their roles in a manner that aligns with ISO requirements.

Communication: The auditor evaluated how effectively the organization communicates both internally and externally about its quality or environmental management system.

9. AUDIT FINDINGS BY CLAUSE

Clause 4. Context of the Organization

Clause	Requirement	Status	Objective Evidence / Audit Comments
4.1	Understanding the organization and its context — external and internal issues relevant to purpose and affecting ability to achieve intended QMS outcomes.	■ C ☐ NC ☐ OFI ☐ NA	
4.2	Understanding the needs and expectations of interested parties, incl. applicable legal requirements and other requirements the organization subscribes to.	■ C ☐ NC ☐ OFI ☐ NA	
4.3	Determining the scope and boundaries of the quality management system (products, services, sites, activities included/excluded) and the basis on which the scope is determined.	■ C ☐ NC ☐ OFI ☐ NA	
4.4	Quality management system, including the processes needed and their interactions, established, implemented, maintained, and continually improved in accordance with the requirements of ISO 9001:2015.	■ C ☐ NC ☐ OFI ☐ NA	

Clause 5. Leadership

Clause	Requirement	Status	Objective Evidence / Audit Comments
5.1	Leadership and commitment — top management demonstrates leadership and commitment to the QMS, promotes customer focus and risk-based thinking, integrates QMS requirements into business processes, and provides resources.	■ C ☐ NC ☐ OFI ☐ NA	
5.2	Quality policy — established, documented, communicated, appropriate to purpose and context, includes commitment to satisfy applicable requirements and to continual improvement, available as documented information.	■ C ☐ NC ☐ OFI ☐ NA	
5.3	Organizational roles, responsibilities and authorities assigned and communicated, incl. management representative/quality management function, and responsibility for reporting on QMS performance.	■ C ☐ NC ☐ OFI ☐ NA	

Clause 6. Planning

Clause	Requirement	Status	Objective Evidence / Audit Comments

6.1	Actions to address risks and opportunities — determined with regard to context (4.1) and interested party requirements (4.2); integrated into QMS processes; effectiveness of actions evaluated.	■ C ☐ NC ☐ OFI ☐ NA	
6.2	Quality objectives established at relevant functions, levels and processes, and planning to achieve them — consistent with quality policy, measurable, monitored, communicated, updated as appropriate.	■ C ☐ NC ☐ OFI ☐ NA	
6.3	Planning of changes — when the organization determines the need for changes to the QMS, changes are carried out in a planned manner, considering the purpose and potential consequences, the integrity of the QMS, resource availability, and allocation/reallocation of responsibilities and authorities.	■ C ☐ NC ☐ OFI ☐ NA	

Clause 7. Support			
Clause	**Requirement**	**Status**	**Objective Evidence / Audit Comments**
7.1	Resources — determination and provision of resources needed for establishment, implementation, maintenance and improvement of the QMS.	■ C ☐ NC ☐ OFI ☐ NA	
7.2	Competence — determination of necessary competence of persons affecting the performance and effectiveness of the QMS; training or other action taken; records retained.	■ C ☐ NC ☐ OFI ☐ NA	
7.3	Awareness — persons doing work under the organization's control are aware of the quality policy, relevant quality objectives, their contribution to QMS effectiveness (incl. benefits of improved performance), and implications of not conforming.	■ C ☐ NC ☐ OFI ☐ NA	
7.4	Communication — internal and external communications relevant to the QMS determined (what, when, with whom, how, who communicates).	■ C ☐ NC ☐ OFI ☐ NA	
7.5	Documented information — creation, updating and control (identification/ description, format, review/approval, distribution, access, storage, retention, disposition, control of external origin documents).	■ C ☐ NC ☐ OFI ☐ NA	

Clause 8. Operation			
Clause	**Requirement**	**Status**	**Objective Evidence / Audit Comments**
8.1	Operational planning and control — criteria for the processes needed to meet requirements for the provision of products and services established and implemented; controlled/planned changes implemented; consequences of unintended changes reviewed and mitigated; outsourced processes controlled.	■ C ☐ NC ☐ OFI ☐ NA	
8.2	Requirements for products and services — communication with customers established (incl. handling enquiries, contracts, orders, feedback); requirements related to products and services determined and reviewed before commitment to supply; changes to requirements communicated to relevant persons.	■ C ☐ NC ☐ OFI ☐ NA	
8.3	Design and development of products and services (where applicable) — planning, design and development inputs, controls applied during the process, outputs, and changes documented; design outputs verified/ validated against input requirements prior to release.	■ C ☐ NC ☐ OFI ☐ NA	
8.4	Control of externally provided processes, products and services — criteria for evaluation, selection, monitoring of performance, and re-evaluation of external providers established; type/ extent of control applied and verification activities defined.	■ C ☐ NC ☐ OFI ☐ NA	
8.5	Production and service provision — carried out under controlled conditions (incl. availability of documented information, suitable monitoring/ measuring resources, identification & traceability where required, preservation, post-delivery activities, control of changes).	■ C ☐ NC ☐ OFI ☐ NA	
8.6	Release of products and services — planned arrangements verified at appropriate stages; evidence of conformity with acceptance criteria maintained; release not proceeding until requirements satisfactorily completed (unless otherwise approved by a relevant authority and, as applicable, the customer).	■ C ☐ NC ☐ OFI ☐ NA	

8.7	Control of nonconforming outputs — outputs not conforming to requirements identified and controlled to prevent unintended use or delivery; actions taken (correction, segregation, containment, return, suspension) documented; conformity verified after correction.	■ C ☐ NC ☐ OFI ☐ NA	

Clause 9. Performance Evaluation			
Clause	**Requirement**	**Status**	**Objective Evidence / Audit Comments**
9.1.1	Monitoring, measurement, analysis and evaluation — what needs to be monitored and measured, and the methods, timing and analysis/evaluation required, determined; QMS performance and effectiveness evaluated.	■ C ☐ NC ☐ OFI ☐ NA	
9.1.2	Customer satisfaction — monitoring of customer perceptions of the degree to which their needs and expectations have been fulfilled; methods for obtaining, monitoring and reviewing this information determined.	■ C ☐ NC ☐ OFI ☐ NA	
9.1.3	Analysis and evaluation — appropriate data and information arising from monitoring and measurement analysed and evaluated, incl. conformity of products/services, customer satisfaction, performance and effectiveness of the QMS, effectiveness of planning, effectiveness of actions to address risks/ opportunities, performance of external providers, and need for improvements.	■ C ☐ NC ☐ OFI ☐ NA	
9.2	Internal audit — conducted at planned intervals to provide information on whether the QMS conforms to the organization's own requirements and ISO 9001:2015, and is effectively implemented and maintained.	■ C ☐ NC ☐ OFI ☐ NA	
9.3	Management review — top management reviews the QMS at planned intervals to ensure continuing suitability, adequacy and effectiveness; inputs and outputs as required by the standard.	■ C ☐ NC ☐ OFI ☐ NA	

Clause 10. Improvement			
Clause	**Requirement**	**Status**	**Objective Evidence / Audit Comments**

10.1	General — improvement opportunities determined and selected; necessary actions implemented to meet customer requirements and enhance customer satisfaction, incl. addressing changing needs/expectations, correcting/ preventing/reducing undesired effects, and improving QMS performance and effectiveness.	■ C ☐ NC ☐ OFI ☐ NA	
10.2	Nonconformity and corrective action — reaction to nonconformity, evaluation of need for action to eliminate cause(s), review of effectiveness, updates to risks/ opportunities as needed.	■ C ☐ NC ☐ OFI ☐ NA	
10.3	Continual improvement — suitability, adequacy and effectiveness of the QMS continually improved, considering results of analysis and evaluation and the outputs of management review.	■ C ☐ NC ☐ OFI ☐ NA	

10. MANAGEMENT SYSTEM EFFECTIVENESS — QUALITY PERFORMANCE VERIFICATION		
Quality Management Element	**Status**	**Objective Evidence Reviewed & Audit Finding**
Customer & Product/Service Requirements Review	■ C ☐ NC ☐ OFI ☐ NA	The process for determining and reviewing requirements for products and services was reviewed and confirms that customer requirements (incl. those not stated but necessary for intended use), statutory and regulatory requirements, and the organization's own requirements have been determined, reviewed before commitment, and are consistently met.
Design and Development Controls	■ C ☐ NC ☐ OFI ☐ NA	Design and development records (where applicable) were reviewed and confirm that planning, inputs, design and development controls, outputs, and changes are documented and that design outputs meet input requirements prior to release.
Control of Externally Provided Processes, Products & Services	■ C ☐ NC ☐ OFI ☐ NA	The organization's approved supplier / external provider list and evaluation records were reviewed and confirm that criteria for evaluation, selection, monitoring of performance, and re-evaluation of external providers have been established and applied, with the type and extent of control proportionate to the impact on the organization's ability to consistently meet requirements.
Quality Objectives and Performance Indicators	■ C ☐ NC ☐ OFI ☐ NA	Quality objectives and associated performance indicators were reviewed and confirm that suitable, measurable indicators have been established and monitored to evaluate QMS performance and progress towards the organization's quality objectives.
Production and Service Provision Records	■ C ☐ NC ☐ OFI ☐ NA	Records of production and service provision were reviewed and confirm that products and services are provided under controlled conditions, incl. identification and traceability where required, and that records demonstrating conformity to requirements are retained.
Quality Objectives and Action Plan	■ C ☐ NC ☐ OFI ☐ NA	The Quality Objectives and Action Plan were reviewed and confirm that measurable objectives, responsibilities, timeframes, and planned actions have been established, monitored, and periodically reviewed to support continual improvement of the QMS.
Control of Nonconforming Outputs	■ C ☐ NC ☐ OFI ☐ NA	The nonconforming output control procedure and related records were reviewed and confirmed that outputs not conforming to requirements are identified and controlled to prevent unintended use or delivery, with corrective action and re-verification recorded where applicable.
Monitoring and Measuring Resources / Calibration	■ C ☐ NC ☐ OFI ☐ NA	Monitoring and measuring equipment records were reviewed and confirm that resources needed for valid and reliable monitoring and measurement results are determined, suitable for the specific type of activities, calibrated/verified at specified intervals, and safeguarded from adjustments, damage or deterioration.

11. RISK MANAGEMENT		
Element	**Status**	**Objective Evidence Reviewed & Audit Finding**
Risk & Opportunity Management	■ C ☐ NC ☐ OFI ☐ NA	The organization's Risk & Opportunity Management Procedure / Register was reviewed and confirms that internal and external issues, interested parties, and compliance obligations relevant to the QMS have been identified, assessed, and are being addressed to support achievement of intended QMS outcomes.

12. CUSTOMER FEEDBACK AND COMPLAINTS

Element	Status	Objective Evidence Reviewed & Audit Finding
Customer Feedback / Complaints Monitoring	■ C ☐ NC ☐ OFI ☐ NA	The organization's system for monitoring customer perception and satisfaction was reviewed, including the mechanism for receiving, recording, and responding to customer feedback and complaints. Evidence of feedback collection was verified, demonstrating a systematic approach to monitoring customer satisfaction.

13. STATUTORY / REGULATORY COMPLIANCE

Requirement Type	Status	Objective Evidence Reviewed & Audit Finding
Domestic / Local Legal Requirements	■ C ☐ NC ☐ OFI ☐ NA	Compliance with applicable domestic/local statutory and regulatory requirements (municipality, civil defense, labour law, etc.) was reviewed and found to be identified and monitored via the organization's Legal & Other Requirements Register.
International Requirements	■ C ☐ NC ☐ OFI ☐ NA	Applicable international requirements relevant to the organization's scope of operations were reviewed and found to be identified within the Legal & Other Requirements Register.
Product / Service Certification Standards	■ C ☐ NC ☐ OFI ☐ NA	Certification(s) or standards applicable to the organization's products / services were reviewed for validity and relevance to the scope of the QMS.
Insurance	■ C ☐ NC ☐ OFI ☐ NA	The organization's insurance coverage relevant to its operations was reviewed for validity.
International Registration(s)	■ C ☐ NC ☐ OFI ☐ NA	Applicable international registrations (if any) relevant to the organization's operations were reviewed.
Others	■ C ☐ NC ☐ OFI ☐ NA	

14. USE OF CERTIFICATION MARK / LOGO

■	The certification mark/logo is being used by the organization in accordance with Quality Registrar System's approved specimen and conditions of use.
☐	The certification mark/logo has not yet been used by the organization; the organization has been made aware of the applicable conditions of use.
☐	Incorrect/unauthorized use of the certification mark/logo was identified — refer to Non-Conformity No. _____.

15. AUDITOR'S OVERALL CONCLUSION

The management system is effectively implemented.

16. SUMMARY OF AUDIT

Non-conformities and Corrective Action in Previous Assessment (Stage 1, Stage 2, Surveillance & Re-assessment)
During the audit, the non-conformities and observations from the previous audit were reviewed and verified with the auditee.

No.	Clause	Type	Area / Description of Finding
No non-conformities or observations were recorded for this audit.			

Recommendation for Continual Improvement	Audit Team Comments
☐ Modification/update required to Management System ■ No further action required at this time	

17. TEAM LEADER DECLARATION	
■	Auditing is based on a sampling process of the available information.
■	Audit is combined, joint, or integrated (delete as applicable).
☐	The effectiveness of corrective actions taken regarding previously identified nonconformities has been verified.
☐	Outcomes are effective and compliant.
☐	The internal audit and management review processes are effective and comply with the requirements.
☐	The scope of certification is appropriate.
☐	The capability of the management system to meet applicable requirements and expected outcomes has been confirmed.
☐	The audit objectives have been fulfilled and achieved.

■	Audit Plan
☐	Attendance Sheet
☐	Confidentiality Statement
☐	Company Trade License and Compliance Documents
☐	Audit objectives and Evidence

Proposed date for next audit (Surveillance / Recertification)	01-10-2027

Lead Auditor: Mukesh .

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Signature

Date: 2026-10-07