

Audit Report

For

NANMAR SHIPPING AGENCY AND GENERAL IMPORT AND EXPORT

Surveillance 1 (SV1)

Audit Date: 25/09/2025

Organization Details

Company: NANMAR SHIPPING AGENCY AND GENERAL IMPORT AND

EXPORT

Address: Headquarter: 10, Masjed Nasser Str., Smouha, Alexandria, Egypt

Contact Person: Eng. Nermeen

Email: nanmar@nanmar.com

Audit Criteria: ISO 9001:2015

EA Code: 20

Scope: Provide General Shipping Agency

Audit Objectives

evaluate the conformity, implementation, and effectiveness of the Quality Management System (QMS) established in accordance with ISO 9001:2015 requirements.

Auditors

Auditor Name	Role	
Mohamed Ahmed Fouad	Lead auditor	

Auditee Members

Auditee Name	Position	
Ghada Omar Zeada	Operations Specialist	

No. of Man-Days
1.0

Audit Findings

S.2 operations Customer requirements for Meric Maritime related to the discharge operation of vessel Unzil Ana on 28/06/2025 were clearly defined through an official email communication. An official email from the client specifying the requirements for the discharge operation was reviewed during the audit. 8.1 operation Operation Customer requirements were reviewed, and the organization confirmed its ability to meet the specified requirements, including the expected vessel arrival date and cargo details. A confirmation email was sent to the client accordingly. Email correspondence showing the review of customer requirements, verification of capability, and confirmation of acceptance was verified during the audit. manafist of cargo vessel M/V Unzil ANA Alex port B/L No.1and cargo plan NA Design NA Control of Production and Service Provision The service provision process was verified, including the notification of readiness for discharge submitted through the MTS system on 28/06/2025. The MTS system record confirming the readiness notification for discharge on the stated date was reviewed during the audit. Control of Externally Provided Processes, Records of supplier evaluation for United Marine were reviewed, confirming that the evaluation was performed and documented as per the company's approved supplier management process. Release of Products and Services This demonstrates compliance with ISO OK 9001:2015, clause 8.6, ensuring that product/service release is controlled and properly authorized prior to delivery to the	Clause No.	Requirement\\Departement	Evidence	Result
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Clause No.	Requirement\\Departement	Evidence	Result
9.1.1	Customer Satisfaction	Customer satisfaction is verified through	ОК
		email correspondence, where clients	
		provide feedback following the	
		completion of services.	
		Email records containing customer	
		responses and feedback were reviewed	
		as evidence of satisfaction measurement.	
7.2	Competence	The functional and competency	OK
		requirements for Mr. Osama Ibrahim	
		Ahmed Ibrahim were verified by	
		reviewing his personnel file and	
		1	
		comparing his qualifications and	
		experience against the defined job	
		requirements.	
		The employee file, including educational	
		certificates, experience records, and job	
		description, was reviewed and found	
		consistent with the position's	
		competency requirements.	
		The verification confirms compliance with	
		SO 9001:2015, clause 7.2, ensuring that	
		personnel performing work affecting	
		quality are competent based on	
		education, training, and experience.	
4.1	understanding the organization and its	Procedure PD-NAN-09 issue 2 is used for	OK
	context	identification of issues and the form FM-	
		NAN- 09-01 is used for internal and	
		external issue determination	
4.2	Understanding the needs and	Procedure PD-NAN-09 issue 2 is used for	OK
	expectations of interested parties	lidentification of issues and the form FM-	
	'	NAN- 09-04 is used for interested parties'	
		determination	
5.1	Leadership and commitment	Has been checked through provision of	ОК
		rescources and the employees culture.	
5.2	Quality policy	The policy as required no change.	OK
5.3	Organizational roles, responsibilities and	ob deskription for agent	OK
	authorities	repræsentative/boarding agent has been	
		checked for proper qualification, authority	
		and responsibility	
7.3	Awareness	Employee awareness regarding company	OK
, .5	Waldioso	policies, objectives, and quality-related	
		responsibilities was observed during	
		interviews and site discussions.	

Clause No.	Requirement\\Departement	Evidence	Result
7.4	Communication	The operation reporting has been	ОК
		observed for the vessel Unzil Ana dated	
		28/06/2025, such as arrival report,	
		statement of fact, and draft DIA	
7.5	Documented information	The company choose to have its system	OK
		tranferd to electronic base, however, the	
		document control procedure need to	
		enhance the control procedure for	
		electronic data.	

Stre	eng ⁻	th P	oint

NA

Area for Improvement

the document control procedure need to enhance the control procedure for electronic data.

Observation

NA

Team Leader Recommendations

This audit represents the First Surveillance Audit conducted to verify the continued conformity, implementation, and effectiveness of the organization's Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015.

Disclaimer Statement

The judgment of the management system is based on the sample shown during the audit time.

Lead Auditor Name:

Mohamed Ahmed Fouad

Signature