



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

Clause No.	Requirement\\Departement	Evidence	Result
8.2	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.	OK
8.1	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. manifest of cargo vessel M/V Unzil ANA Alex port B/L No.1 and cargo plan	OK
8.3	Design	NA	OK
8.5	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.	OK
8.4	Control of Externally Provided Processes, Products, and Services	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.	OK
8.6	Release of Products and Services	This demonstrates compliance with ISO 9001:2015, clause 8.6, ensuring that product/service release is controlled and properly authorized prior to delivery to the customer. statement of facts for UNZILE ANA IMO913367 CODE 25/ALEX/G2/643	OK

Clause No.	Requirement\Department	Evidence	Result
9.1.1	Customer Satisfaction	Customer satisfaction is verified through 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.	OK
7.2	Competence	The functional and competency requirements for Mr. Osama Ibrahim Ahmed Ibrahim were verified by reviewing his personnel file and 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 ISO 9001:2015, clause 7.2, ensuring that personnel performing work affecting quality are competent based on education, training, and experience.	OK
4.1	understanding the organization and its context	Procedure PD-NAN-09 issue 2 is used for identification of issues and the form FM-NAN- 09-01 is used for internal and external issue determination	OK
4.2	Understanding the needs and expectations of interested parties	Procedure PD-NAN-09 issue 2 is used for identification of issues and the form FM-NAN- 09-04 is used for interested parties' determination	OK
5.1	Leadership and commitment	Has been checked through provision of resources and the employees culture.	OK
5.2	Quality policy	The policy as required no change.	OK
5.3	Organizational roles, responsibilities and authorities	job deskription for agent repræsentative/boarding agent has been checked for proper qualification, authority and responsibility	OK
7.3	Awareness	Employee awareness regarding company policies, objectives, and quality-related responsibilities was observed during interviews and site discussions.	OK

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

Strength Point

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