Vandagraph Sensor Technologies Returns & Repairs Audit

Created:	17/May 1995	**Audit No 11**	VOP 09
Revised:	16 July 2024		Page 1 of 3
Audit Date		Auditor	

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 8.2.1	**Customer communication** Communication with customers shall include: a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes; c) obtaining customer feedback relating to products and services, including customer complaints; d) handling or controlling customer property; e) establishing specific requirements for contingency actions, when relevant.	
VST Ltd ISO9001:2015 8.5.3	**Property belonging to customers or external providers** The organization shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization. The organization shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services. When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred. NOTE A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.	

	QUESTION:	**RESPONSE:**	**Y/N**
1	Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory.		
2	Check that out of date warranty repairs have received customer approval prior to any repair work being done.		
3	Verify that goods are identified as a Customer Repairs.		

4	Check that the QA Records – final inspection, test sheets and safety records are completed. Returns – Repairs Ready for Invoice – View Status. Copy the serial number in to serial number search in Stockbook to get the barcode ID. Paste into QA Report. All available reports will be in here.		
5	Check that anti-static precautions are in place and appropriate checks are recorded. Check the workshop, QA and the R+D room. Should these be in place anywhere else around the company.		
6	Check that the correct coloured duckets are being used for Urgent and Export repairs.		
7	Check that the repairs are being worked in priority, and then date order.		
8	Check that completed duckets are placed on the repairs shelf with all appropriate paperwork. Check all duckets on the shelves.		
9	Returns – Returns Completed. Pick 5 Invoiced repairs and check the paperwork in the ORD file matches the customer paperwork and the invoice. 1. 2. 3. 4. 5.		
12	Check in the workshops and make sure all sealant, glues, greases, sprays, tapes and gases are in date and have a data sheet, if no date is present make sure there is a review to check purchase date and lifespan in Intrastats. List any without and check recurring issues for this.		
13	Returns – Repairs in building. Pick 5 from the list and go and find them, check they have the appropriate paperwork. 1. 2. 3. 4. 5.		
14	Check the number of old repairs. Intrastats – Returns – Repairs in building. Find out what is happening with any older than 6 month. List any anomalies.		

15	Returns – Ready for quote. Check the 5 oldest from the list and go and find them on the repairs shelf, check they have the appropriate paperwork. 1. 2. 3. 4. 5.		
16	Returns – Quotes sent. Check the 5 oldest to the Quotes file in the office. Are there notes on Intrastats and on the paperwork. 1. 2. 3. 4. 5.		
17	Returns – Repairs Ready for Invoice. Check the oldest 5 of the VST SRS's. Why have they not been invoiced. 1. 2. 3. 4. 5. Using the same 5 copy the Barcode into the QA Report and see if they have QA records.		
18	Returns – Calibration Certificates. From the list click View, to go to the calibration certificate. Copy the serial number in to serial number search in Stockbook to get the barcode ID. Paste into QA Report. Check there is a QA Report is available.		

Sub Processes Linked to Audit 11

Review the below processes tasks and audits and ensure they are completed in a timely manner.

List Processes Per Title