

Internal Audit Check list			
Vandagraph Sensor Technologies Returns & Repairs Audit			
Created:	17/May 1995	Audit No 11	VOP 09
Revised:	15 July 2024		Page 1 of 3
Audit Date	19-7-24	Auditor Helen Lamb	

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.	Roles + titles Doc index Feedback.
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.	QA system procedures Bar code tracking Doc index

	QUESTION:	RESPONSE:	Y/N
1	Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory.	Nothing outstanding	Y
2	Check that out of date warranty repairs have received customer approval prior to any repair work being done. <i>Customer Returns sent to Supplier</i>		Y
3	Verify that goods are identified as a Customer Repairs.	SRS on all returns.	Y

15	<p>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.</p> <p>1. 2. 3. 4. 5.</p> <p><i>None at time of Audit</i></p>				Y
16	<p>Returns – Quotes sent. Check the 5 oldest to the Quotes file in the office. Are there notes on Intrastats and on the paperwork.</p> <p>1. 2. 3. 4. 5.</p> <p><i>None at time of Audit</i></p>				Y
17	<p>Returns – Repairs Ready for Invoice. Check the oldest 5 of the VST SRS's. Why have they not been invoiced.</p> <p>1. 68821 2. 68822 } <i>Credits Requested</i> 3. 4. 5.</p> <p>Using the same 5 copy the Barcode into the QA Report and see if they have QA records.</p>				Y
18	<p>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.</p>				Y

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

Warehouse Team Leader				
Process Scope	Roll Task Roll Audit	Risk	Action	Notes

PROCESSID 6862 The repairs that are currently in the building. Confirm the Stage and Location of repairs	Task: 614 336002 Goods Out x in terms Audit :895 329310 Managing Director	Freq 2 Risk 1 Overall 2	Task 1W Audit 3M	
PROCESSID 7138 To review any new QC 21 Forms Check existing forms for corrective actions and effectiveness	Task: 795 335487 Managing Director Audit :796 310517 Company Secretary	Freq 3 Risk 1 Overall 3	Task 1M Audit 12M	
PROCESSID 7674 Review the repairs ready For invoice List in intrastats.	Task: 468 335867 Goods Out Audit :469 Goods In 333183	Freq 2 Risk 1 Overall 2	Task 2W Audit 3M	
PROCESSID 7905 To arrange Supplier Returns Generate RMA box, link items and add faults	Task: 882 335911 Goods In Audit :883 330619 Office Processes	Freq 1 Risk 1 Overall 1	Task 1W Audit 3M	
PROCESSID 8052 Check Supplier returns for items not received back	Task: 272 335454 Goods Out Audit :	Freq 3 Risk 1 Overall 3	Task 1M	
Repairs Controller				
Process Scope	Roll Task Roll Audit	Risk	Action	Notes
PROCESSID 7823 Backup the Fluke ESA615 Safety tester CE Copy any files to the Z Drive - safety tester backupdata	Task: 79 302841 Production Processes Audit :711 325678 Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M	
PROCESSID 7993 Verification Warranty Repairs Customer Approval check the previous months non warranty repairs for customer approval prior to any work being done. Check the Repairs in History File - Completed. Search for non warranty repairs check they have customer approval. Search warranty then go down list to look for non warranty repairs have they had approval	Task: 1131 328730 Company Secretary Audit :1171 Office Processes 313225	Freq 1 Risk 2 Overall 2	Task 12M Audit 12M	
PROCESSID 7994 Verification Completed Repairs	Task: 1132 329168 Company Secretary	Freq 1 Risk 1	Task 12M Audit	

Paperwork. Check 5 Invoiced Repairs, check the paperwork Invoice matches the customer Order.	Audit :1133 312453 ✓ Managing Director	Overall 1	12M	
PROCESSID 7995 Verification Visual Check Repair Shelf	Task: 1134 329864 ✓ Company Secretary Audit :1135 312599 ✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M	
PROCESSID 7996 Verification Repairs Older Repairs Find all repairs older than 60 Days. review why not been invoice / completed.	Task: 1136 330030 ✓ Company Secretary Audit :1137 312454 ✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M	
PROCESSID 7997 Verification Repair Qa Reports Find 5 Completed repairs. Check the ID has a QA record	Task: 1138 330031 ✓ Company Secretary Audit :1140 312456 ✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M	
Audits				
Process Scope	Roll Task Roll Audit	Risk	Action	Notes
PROCESSID 7724 To carry out Audit 11 Repairs And Service Viamed	Task: This Audit 333813 Audit :171 Company Secretary	Freq 1 Risk 2 Overall 2	Audit 12M	
PROCESSID 7772 To carry out Audit 11 Repairs And Service VST	Task: This Audit 333815 Audit :179 Company Secretary	Freq 1 Risk 2 Overall 2	Audit 12M	
Office Processes				
Process Scope	Roll Task Roll Audit	Risk	Action	Notes
PROCESSID 5857 Ensuring customer onsite service visits are completed	Task: 233 335980 Office Processes in terms Audit :234 3367924 UK Sales Controller in terms	Freq 2 Risk 1 Overall 2	Task 1W Audit 1M	
PROCESSID 5898 Dispose of depleted oxygen sensors and send customer replacement disposal bags	Task: 406 335983 Goods In Audit :535 336313 ✓ Company Secretary	Freq 1 Risk 1 Overall 1	Task 2W Audit 2W	

PROCESSID 7752 Ensure all outstanding repairs are being dealt with	Task: 792 335904 ✓ Office Processes Audit :793 329691 ✓ Office Processes	Freq 2 Risk 1 Overall 2	Task 1M Audit 3M	
PROCESSID 7760 Send letters to existing customers to remind them that a service is due on their equipment	Task: 607 336001 ✓ Marketing Processes Audit :898 336332 ✓ Company Secretary	Freq 1 Risk 1 Overall 1	Task 1W Audit 4W	
Goods Out				
Process Scope	Roll Task Roll Audit	Risk	Action	Notes
PROCESSID 7690 Review the Repairs completed shelf and ship those items that are ready for return to the customer.	Task: 492 226303 Goods Out ↑ in terms Audit :758 333812 Goods In	Freq 2 Risk 1 Overall 2	Task 1D Audit 1M	
PROCESSID 7748 Check the orders against the customer paperwork, that we have generated, for the repair we have received in.	Task: 575 Goods Out ↑ in terms Audit :1054 336205 Managing Director ↑ in terms 325955 ✓	Freq 2 Risk 2 Overall 4	Task 7D Audit 12M	
PROCESSID 7749 Check the quotes that we send out for the repairs we have received in.	Task: 576 336317 Goods Out ↑ in terms Audit :	Freq 2 Risk 2 Overall 4	Task 1D	
PROCESSID 7906 Obtain Returns paperwork / authorisation from supplier to return Items.	Task: 884 335912 ✓ Goods Out Audit :	Freq 1 Risk 1 Overall 1	Task 1W	
Repair Processes				
Process Scope	Roll Task Roll Audit	Risk	Action	Notes
PROCESSID 8022 Reviewing Vandagraph Repair in Intrastats	Task: 92 334559 ✓ EX Sales Controller Audit :91 333812 ✓ Managing Director	Freq 1 Risk 2 Overall 2	Task 1M Task 1M	