

<b>Internal Audit Check list</b>			
<b>Repairs &amp; Service</b>			
Created:	17/May 1995	<b>Audit No 11</b>	VM3/COP 05,05.30 VOP14
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Audit Date		Auditor	ISO 7.5 7.5.1

<b>QUESTION:</b>	<b>RESPONSE:</b>	<b>Y/N</b>
Check that out of date warranty repairs have received customer approval prior to any repair work being done.		
Verify that goods are identified as a Customer Repair and include a SRN Barcode.		
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.		
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.		
Check that the correct coloured duckets are being used for Urgent and Export repairs.		
Check that the repairs are being worked in priority, and then date order.		
Check that completed duckets are placed on the repaired probes shelf with all appropriate paperwork. Check all duckets on the shelves.		
Returns – Returns Completed. Pick 5 Invoiced and check the paperwork in the ORD file matches the customer paperwork and the invoice. 1 2 3 4 5		
Intrastats Service Logs – are any services overdue, list them. Returns – Service Visits. Look in Notes icon for further info and check any issues attached.		
Intrastats Service Logs – are any services in progress. Returns – Service Visits. Check the Notes are they being filled in.		

<p>Returns – Repairs in building. Pick 5 from the list and go and find them, check they have the appropriate paperwork.</p> <ol style="list-style-type: none"> <li>1</li> <li>2</li> <li>3</li> <li>4</li> <li>5</li> </ol>		
<p>Check the number of old repairs. Returns – Repairs in building. Find out what is happening with any older than 6 month.</p>		
<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> <ol style="list-style-type: none"> <li>1</li> <li>2</li> <li>3</li> <li>4</li> <li>5</li> </ol>		
<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> <ol style="list-style-type: none"> <li>1</li> <li>2</li> <li>3</li> <li>4</li> <li>5</li> </ol>		
<p>Returns – Rep[airs Ready for Invoice. Check the oldest 5 of the Viamed / VST SRS's. Why have they not been invoiced.</p> <ol style="list-style-type: none"> <li>1</li> <li>2</li> <li>3</li> <li>4</li> <li>5</li> </ol> <p>Using the same 5 copy the Barcode into the QA Report and see if they have QA records.</p>		
<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>		