Internal Audit Check list			
Order Processing Picking Packing & Dispatch			
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Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 5.1.2	**Customer focus** 5.1.2 Customer focus Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that: a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met; b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; c) the focus on enhancing customer satisfaction is maintained.	
VST Ltd ISO9001:2015 8.5.1	**Control of production and service provision** The organization shall implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable: a) the availability of documented information that defines: 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed; 2) the results to be achieved; b) the availability and use of suitable monitoring and measuring resources; c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met; d) the use of suitable infrastructure and environment for the operation of processes; e) the appointment of competent persons, including any required qualification; f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent	

	monitoring or measurement; g) the implementation of actions to prevent human error; h) the implementation of release, delivery and post-delivery activities
Viamed Ltd ISO13485:2016 6.4.2	**Contamination control** As appropriate, the organization shall plan and document arrangements for the control of contaminated or potentially contaminated product in order to prevent contamination of the work environment, personnel, or product. For sterile medical devices, the organization shall document requirements for control of contamination with microorganisms or particulate matter and maintain the required cleanliness during assembly or packaging processes.
Viamed Ltd ISO13485:2016 7.2.1	**Determination of requirements related to product** The organization shall determine: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization
Viamed Ltd ISO13485:2016 7.2.3	**Communication** The organization shall plan and document arrangements for communicating with customers in relation to: a) product information; b) enquiries, contracts or order handling, including amendments; c) customer feedback, including complaints; d) advisory notices. The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.
Viamed Ltd ISO13485:2016 7.5.1	**Control of production and service provision** Production and service provision shall be planned, carried out, monitored and controlled to ensure that product conforms to specification. As appropriate, production controls shall include but are not limited to: a) documentation of procedures and methods for the control of

	production (see 4.2.4); b) qualification of infrastructure; c) implementation of monitoring and measurement of process parameters and product characteristics; d) availability and use of monitoring and measuring equipment; e) implementation of defined operations for labelling and packaging; f) implementation of product release, delivery and post-delivery activities. The organization shall establish and maintain a record (see 4.2.5) for each medical device or batch of medical devices that provides traceability to the extent specified in 7.5.9 and identifies the amount manufactured and amount approved for distribution. The record shall be verified and approved.
Viamed Ltd ISO13485:2016 7.5.11	**Preservation of product** The organization shall document procedures for preserving the conformity of product to requirements during processing, storage, handling, and distribution. Preservation shall apply to the constituent parts of a medical device. The organization shall protect product from alteration, contamination or damage when exposed to expected conditions and hazards during processing, storage, handling, and distribution by: a) designing and constructing suitable packaging and shipping containers; b) documenting requirements for special conditions needed if packaging alone cannot provide preservation. If special conditions are required, they shall be controlled and recorded (see 4.2.5).
Viamed Ltd ISO13485:2016 8.2.4	**Internal audit** The organization shall conduct internal audits at planned intervals to determine whether the quality management system: a) conforms to planned and documented arrangements, requirements of this International Standard, quality management system requirements established by the organization, and applicable regulatory requirements; b) is effectively implemented and maintained.

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The organization shall document a procedure to describe the responsibilities and requirements for
planning and conducting audits and recording and reporting audit results.
An audit program shall be planned, taking into consideration the status and importance of the processes
and area to be audited, as well as the results of previous audits.
The audit criteria, scope, interval and
methods shall be defined and recorded (see 4.2.5). The selection of auditors and conduct of audits shall
ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.
Records of the audits and their results, including identification of the processes and areas audited and
the conclusions, shall be maintained (see 4.2.5).
The management responsible for the area being audited shall ensure that any necessary corrections
and corrective actions are taken without undue delay to eliminate detected nonconformities and their
causes. Follow-up activities shall include the verification of the actions taken and the reporting of
verification results.
NOTE Further information can be found in ISO 19011.

Question									Yes/No
Does every Order have a Contract Review Are orders stamped signed & dated; and Order logged in Intrastats, List 6 orders at random									
Order No.	Opera Stamped	A/c No.	Initialled and Dated	Checked stamped	Dated	Initialled	On Intrastats	Have these the correct goods scanned to them at shipping	Yes/No

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Have all Queries been dealt with satisfactorily. Check number of Credit Notes last 6 months and if internal error or customer.		
Have alterations to the Order been initialled and dated.		
Are orders awaiting despatch appropriately packaged and identified.		
Is appropriate transport arranged, check goods out.		
Check Ex-works parcels shipping is arranged.		
Check that the appropriate shipping documents are available for the goods in goods out.		
Check that the delivery note is attached to the goods.		

List Processes Per Title

Warehouse Team Leader

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID **7796** To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage.	645 Goods Out	646 Company Secretary	Freq 2 Risk 1 Overall 2	Task 3M Audit 3M	
PROCESSID **7797** Check order are being picked in order of priority and date.	647 Goods In	648 Managing Director	Freq 4 Risk 1 Overall 4	Task 1W Task 2D Audit 1M	
PROCESSID **7798** Review the orders and items shipped per month	649 Goods In	650 Managing Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	

Audits

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID **7714**		24	Freq 1	Audit 12M	

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To carry out Audit 01 Picking Packing Viamed		Managing Director	Risk 2 Overall 2	
PROCESSID **7762** To carry out Audit 01 Picking Packing VST		194 Company Secretary	Freq 1 Risk 2 Overall 2	Audit 12M

Goods Out

Process Scope	**Roll Task**	**Roll Audit**	**Risk**	**Action**	Notes / Issues
PROCESSID **5859** audit and snap shot - this is an audit of a part of goods out, listing of the parcels that are sat waiting on a customer response	105 Goods Out	364 Company Secretary	Freq 4 Risk 1 Overall 4	Task 1W Audit 1M	
PROCESSID **6970** To Audit the Goods out Area		24 Managing Director	Freq 1 Risk 2 Overall 2	Audit 12M	
PROCESSID **7691** Review the sale or return shelf and ship those items.	491 Goods Out		Freq 5 Risk 1 Overall 5	Task 1D	
PROCESSID **7860** To pick in order orders from the picking screen package the goods ready for dispatch Invoice out the delivery		24 Managing Director	Freq 1 Risk 2 Overall 2	Audit 12M	