

Internal Audit Check list			
SALES AND MARKETING			
Created:	23/OCT/17	Audit 16	
Revised:	28 October 2017		Page 1 of 4
Audit Date		Auditor	

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 8.2.2	Determining the requirements for products and services When determining the requirements for the products and services to be offered to customers, the organization shall ensure that: a) the requirements for the products and services are defined, including: 1) any applicable statutory and regulatory requirements; 2) those considered necessary by the organization; b) the organization can meet the claims for the products and services it offers.	
Viamed Ltd ISO13485:2016 5.2	Customer focus Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	
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.	
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List Processes Per Title

Marketing Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 5886 Report generate to give a idea of the current and future sales and marketing.	386 Marketing Processes	387 Managing Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	

Sales Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 5884 Report generate to give a idea of the current and future sales and marketing.	388 Director 3 (Steve)	387 Managing Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	

EX Sales Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 5873 To check through list of export distributors	204 EX Sales Controller	379 Managing Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
PROCESSID 5885 Report generate to	385 EX Sales	387 Managing	Freq 3 Risk 1	Task 1M	

give a idea of the current and future sales and marketing.	Controller	Director	Overall 3	Audit 3M
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UK Sales Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 5883 Report generate to give a idea of the current and future sales.	384 UK Sales Controller	387 Managing Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
PROCESSID 6888	384 UK Sales Controller	387 Managing Director	Freq Risk Overall	Task 1M Audit 3M	
PROCESSID 6898 To review the GHX Web Pricing	365 Marketing Processes		Freq 3 Risk 2 Overall 6	Task 1M	

Office Processes

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 19 Ensure required leaflets are in stock	538 Goods In	539 Managing Director	Freq 4 Risk 1 Overall 4	Task 1W Audit 1M	
PROCESSID 20 Ensuring mail shots are printed and sent	402 Office Processes	403 Office Processes	Freq 4 Risk 1 Overall 4	Task 1W Audit 1M	
PROCESSID 21 Ensuring office job list is being updated and completed	570 Office Processes	534 Managing Director	Freq 4 Risk 1 Overall 4	Task 1W Audit 1M	

Marketing Processes

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 40 To start the next years calendar.	41 Marketing Processes		Freq 1 Risk 2 Overall 2	Task 12M	
PROCESSID 5870 Book our place at Arab Health if we	196 Director 3 (Steve)		Freq 1 Risk 1 Overall	Task 12M	

decided on going	1
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