

Internal Audit Check list			
SALES AND MARKETING			
Created:	23/OCT/17	Audit 16	
Revised:	03 August 2020		Page 1 of 5
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.	

	<u>QUESTION:</u>	<u>RESPONSE</u>	<u>Y/N</u>
1	Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory.		

List Processes Per Title

IT Controller					
Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 7916 To check the webmaster tools to see our websites from googles point of view. fix any errors it may flag up	919 Managing Director		Freq 1 Risk 1 Overall 1	Task 1M	
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	
PROCESSID 7909 To update the online GTIN / EAN13 databases of stock descriptions for peppol use	893 Marketing Processes	894 Managing Director	Freq 1 Risk 1 Overall 1	Task 1M Audit 6M	
PROCESSID 7931 Review any Logged Competitor Pricing	960 Managing Director		Freq 1 Risk 1 Overall 1	Task 1M	
PROCESSID 7949 Send Current Sales Project List to Relevant sales members	1029 Managing Director	1030	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	
Marketing Controller					
Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 5886	386	387	Freq 3	Task	

Report generate to give a idea of the current and future sales and marketing.	Marketing Processes	Managing Director	Risk 1 Overall 3	1M Audit 3M	
PROCESSID 6891 Exhibition Controller			Freq Risk Overall		
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	
PROCESSID 7920 To review Sales warning pages, highlights dropping in sales	57 UK Sales Controller		Freq 1 Risk 1 Overall 1	Task 1M	
PROCESSID 7927 To check Contract prices are still valid and within date	944 Marketing Processes	945 UK Sales Controller	Freq 1 Risk 1 Overall 1	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 give a idea of the current and future sales and marketing.	385 EX Sales Controller	387 Managing Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
EX Sales Force					
Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues

PROCESSID 7926 Sales forecasts	58 EX Sales Controller		Freq 1 Risk 1 Overall 1	Task 1M	
Accounts Processes					
Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 7921 To calculate, sales of the Oxygen Sensor Bags and the grey sensor housing,	931 Director 3 (Steve)		Freq 1 Risk 1 Overall 1	Task 12M	
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 decided on going	196 Director 3 (Steve)		Freq 1 Risk 1 Overall 1	Task 12M	
Office Processes					
Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 19 Ensure required leaflets are in stock	538 Marketing Processes	539 Goods Out	Freq 4 Risk 1 Overall 4	Task 1W Audit 1M	
PROCESSID 20 Ensuring mail shots are printed and sent	402 Marketing 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 Marketing Processes	534 Managing Director	Freq 4 Risk 1 Overall 4	Task 1W Audit 1M	
PROCESSID 7925 Providing Feedback to ebay customers	939 Office Processes	940 Marketing Processes	Freq 1 Risk 1 Overall 1	Task 1W Audit 1M	
PROCESSID 7947 There should be at least two sets of orders on the system. Sales orders from JJ-CCR for	1026 Office Processes	1027 Director 3 (Steve)	Freq 1 Risk 1 Overall	Task 1M Audit	

<p>this current month and next month, as well as the corresponding production orders.</p> <p>If there are just two orders, send a VST email to Jan Petersen (jp@jj-ccr.com) at JJ-CCR asking if he wishes to place any additional orders for subsequent months.</p> <p>We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.</p>			1	3M	
<p>PROCESSID 7948 8010006 – rEVo oxygen sensor orders</p> <p>There should be at least two sets of orders on the system. Sales orders from r-Evo for this current month and next month, as well as the corresponding production orders.</p> <p>If there are just two orders, send a VST email to Pieter Decoene (Pieter@revo-rebreathers.com) at rEvo asking if he wishes to place any additional orders for subsequent months.</p> <p>We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.</p>	1028 Office Processes		Freq 1 Risk 1 Overall 1	Task 1M	
<p>PROCESSID 7950 Envitec oxygen sensor parts stock check</p> <p>Check to see whether in the past 6 weeks Envitec (Honeywell) have ordered any parts to used in the production of 8010004 R17JJ-CCR oxygen sensors. If no sales orders have been processed, please send a reminder email to:</p> <p>Felix.Krellenberg@honeywell.com cc. Jessica.Wagner@honeywell.com</p>	1031 Director 3 (Steve)	1032 Managing Director	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	