

# Internal Audit Check list

## Repairs & Service

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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Check that out-of-date warranty repairs have received customer approval prior to any repair work being done.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 "Customer Repair". SRN Barcode		
Check that equipment repairs are segregated from probe repairs and the appropriate form is raised.		
Verify that the form is correctly filled in with all relevant details.		
Check that the final inspection / test sheets and safety records are completed "Intrastat Logs"		
Check compliance of on-site repairs on SRN (section 7.)* Temporary not relevant, needs updating for future		
Check that anti-static precautions are in place and appropriate checks are recorded.		
Check that the correct coloured duckets are being used for "Urgent" repairs and also for "Export" repairs.		
Verify that the appropriate customers paperwork and Viamed worksheet is correctly filled in "Intrastats"		
Check that the duckets are being worked in priority, and then date order.		
Verify that testing is done to the correct values as stated in the Intrastat procedures and recorded as such.		
Verify that the certificate corresponds to the values on the worksheet.		
Check that completed duckets are placed on the repaired probes shelf with all appropriate paperwork		
Verify that the invoice ties up with all the original paperwork and copies retained in the customer file		
Verify that service requests are transposed onto a worksheet.		
Check that services are scheduled within an agreed time frame.		
Check that the engineer has all available equipment ready.		
Check that test sheets are available for each service.		
Check that all information is logged on the test sheet.		
Check that parts used are detailed on the test sheet		
Verify that copies are made available to customer.		
Verify that all paperwork is put into the customer file.		
<b>If more space is required for answers use the reverse of this form</b>		

NB External service has reduced considerably form 4 full time engineers to three Or four service visits per year strictly controlled from head office. As this side of the company may increase a new set of procedures is required to comply with the Intrastat system. See scheduled issues