

<b>Internal Audit Check list</b>			
CORRECTIVE ACTIONS			
Created:	17/May 1995	<b>Audit No 14</b>	VM3/COP 06,09 VOP19
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<b><u>QUESTION:</u></b>	<b><u>RESPONSE:</u></b>	<b><u>Y/N</u></b>
Verify that all are reviewed regularly. This can be done by checking the management meeting minutes, issues. & actions		
Check that customer complaints & non-conformities are reviewed regularly at management meetings	Intrastats	
Check that these reviews assess the cause of the non-conformities.	Intrastats	
Verify that action is taken to ensure that stated non-conformities do not recur.		
Verify that records of these actions are retained.	Intrastats	
Check that corrective actions taken are reviewed.	Intrastats	
Check that reviews are undertaken to assess potential cause of non-conformities.	Intrastats	
Verify that the need for action to prevent these occurrences is evaluated.		
Check that any action deemed necessary has been undertaken and records retained.		
Check that preventive action taken is reviewed.		
Check that the appropriate authority undertakes regular update reviews. i.e management meeting minutes		
Verify that reviews are presented to the annual management review.		
Are Customer complaints properly recorded Hard copy & Intrastats		
Is the complaint Index completed correctly Hard copy		
Is the complaint Report completed correctly Hard copy		
Are reports/correspondence filed in the customer file		
Has corrective action been taken and recorded		