

Internal Audit Check list

CORRECTIVE ACTIONS

Created:	17/May 1995	Audit No 14	VM3/COP 06,09 VOP19
Revised:	12 March 2008	Last printed 3/12/2008 11:10:16 AM	Page 1 of 1
Audit Date		Auditor	ISO 8.5.2

QUESTION:	RESPONSE:	Y/N
Verify that all are reviewed regularly.	INTERIM MEETING	Y
Check that customer complaints & non-conformities are reviewed regularly at management meetings		Y
Check that these reviews assess the cause of the non-conformities.		Y
Verify that action is taken to ensure that stated non-conformities do not recur.	MINUTAS	Y
Verify that records of these actions are retained.	INTERIM	Y
Check that corrective actions taken are reviewed.	MEETING/HISTORY	Y
Check that reviews are undertaken to assess potential cause of non-conformities.	MEETING	Y
Verify that the need for action to prevent these occurrences is evaluated.	MEETING	Y
Check that any action deemed necessary has been undertaken and records retained.	ISSUES/MEETING	Y
Check that preventive action taken is reviewed.		
Check that the appropriate authority undertakes regular update reviews.	M.D.	Y
Verify that reviews are presented to the annual management review.		Y
Are Customer complaints properly recorded	FILE	Y
Are Suspect products labelled HOLD awaiting investigation		Y
Is the complaint Index completed correctly		Y
Is the complaint Report completed correctly		Y
Are reports/correspondence filed in the customer file List 6 reports checked	ARCHIVED	Y
Has corrective action been taken and recorded and is it effective Check complaints file since last audit Are any still open or incomplete	ON-GOING	Y