

Internal Audit Check list

CORRECTIVE ACTIONS

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Audit Date		Auditor	ISO 8.5.2

QUESTION:	RESPONSE:	Y/N
Verify that all are reviewed regularly.	INTERNAL 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.	MINUTES	Y
Verify that records of these actions are retained.	INTERNAL MEETING	Y
Check that corrective actions taken are reviewed.	MEETING / HISTORY	Y
Check that reviews are undertaken to assess potential cause of non-conformities.	MINUTES	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
<u>Check that preventive action taken is reviewed.</u>		
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