

Internal Audit Check list			
SERVICE LOGS			
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Audit Date	1-8-18	Auditor HELEN LAMB	

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 8.5.1	<b>Control of production and service provision</b> The organization shall implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable: a) the availability of documented information that defines: 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed; 2) the results to be achieved; b) the availability and use of suitable monitoring and measuring resources; c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met; d) the use of suitable infrastructure and environment for the operation of processes; e) the appointment of competent persons, including any required qualification; f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement; g) the implementation of actions to prevent human error; h) the implementation of release, delivery and post-delivery activities	
Viamed Ltd ISO13485:2016 7.5.1	<b>Control of production and service provision</b> Production and service provision shall be planned, carried out, monitored and controlled to ensure that product conforms to specification. As appropriate, production controls shall include but are not limited to: a) documentation of procedures and methods for the control of production (see 4.2.4); b) qualification of infrastructure; c) implementation of monitoring and measurement of process parameters and product characteristics;	

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	<p>d) availability and use of monitoring and measuring equipment;  e) implementation of defined operations for labelling and packaging;  f) implementation of product release, delivery and post-delivery activities.</p> <p>The organization shall establish and maintain a record (see 4.2.5) for each medical device or batch of medical devices that provides traceability to the extent specified in 7.5.9 and identifies the amount manufactured and amount approved for distribution. The record shall be verified and approved.</p>	
Viamed Ltd ISO13485:2016 7.5.3	<p><b>Installation activities</b></p> <p>The organization shall document requirements for medical device installation and acceptance criteria for verification of installation, as appropriate.</p> <p>If the agreed customer requirements allow installation of the medical device to be performed by an external party other than the organization or its supplier, the organization shall provide documented requirements for medical device installation and verification of installation.</p> <p>Records of medical device installation and verification of installation performed by the organization or its supplier shall be maintained (see 4.2.5).</p>	
Viamed Ltd ISO13485:2016 7.5.4	<p><b>Servicing activities</b></p> <p>If servicing of the medical device is a specified requirement, the organization shall document servicing procedures, reference materials, and reference measurements, as necessary, for performing servicing activities and verifying that product requirements are met.</p> <p>The organization shall analyse records of servicing activities carried out by the organization or its supplier:</p> <p>a) to determine if the information is to be handled as a complaint;  b) as appropriate, for input to the improvement process.</p> <p>Records of servicing activities carried out by the organization or its supplier shall be maintained (see 4.2.5).</p>	
Viamed Ltd ISO13485:2016 7.5.6	<p><b>Validation of processes for production and service provision</b></p> <p>The organization shall validate any processes for production and service provision where the resulting output cannot be or is not verified by subsequent monitoring or measurement and, as a consequence,</p>	

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	<p>deficiencies become apparent only after the product is in use or the service has been delivered.</p> <p>Validation shall demonstrate the ability of these processes to achieve planned results consistently.</p> <p>The organization shall document procedures for validation of processes including:</p> <ul style="list-style-type: none"> <li>a) defined criteria for review and approval of the processes;</li> <li>b) equipment qualification and qualification of personnel;</li> <li>c) use of specific methods, procedures and acceptance criteria;</li> <li>d) as appropriate, statistical techniques with rationale for sample sizes</li> <li>e) requirements for records (see 4.2.5);</li> <li>f) revalidation, including criteria for revalidation;</li> <li>g) approval of changes to the processes.</li> </ul> <p>The organization shall document procedures for the validation of the application of computer software used in production and service provision. Such software applications shall be validated prior to initial use and, as appropriate, after changes to such software or its application. The specific approach and activities associated with software validation and revalidation shall be proportionate to the risk associated with the use of the software including the effect on the ability of the product to conform to specifications. Records of the results and conclusion of validation and necessary actions from the validation shall be maintained (see 4.2.4 and 4.2.5).</p>	
<p>Viamed Ltd ISO13485:2016 8.2.4</p>	<p><b>Internal audit</b></p> <p>The organization shall conduct internal audits at planned intervals to determine whether the quality management system:</p> <ul style="list-style-type: none"> <li>a) conforms to planned and documented arrangements, requirements of this International Standard, quality management system requirements established by the organization, and applicable regulatory requirements;</li> <li>b) is effectively implemented and maintained.</li> </ul> <p>The organization shall document a procedure to describe the responsibilities and requirements for planning and conducting audits and recording and reporting audit results.</p> <p>An audit program shall be planned, taking into consideration the status and importance of the processes and area to be audited, as well as the results of previous audits. The audit criteria, scope,</p>	

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	<p>interval and methods shall be defined and recorded (see 4.2.5). The selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.</p> <p>Records of the audits and their results, including identification of the processes and areas audited and the conclusions, shall be maintained (see 4.2.5).</p> <p>The management responsible for the area being audited shall ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results.</p> <p>NOTE Further information can be found in ISO 19011.</p>	
<p>Viamed Ltd</p> <p>ISO13485:2016 8.4</p>	<p><b>Analysis of data</b></p> <p>The organization shall document procedures to determine, collect and analyse appropriate data to demonstrate the suitability, adequacy and effectiveness of the quality management system. The procedures shall include determination of appropriate methods, including statistical techniques and the extent of their use.</p> <p>The analysis of data shall include data generated as a result of monitoring and measurement and from other relevant sources and include, at a minimum, input from:</p> <ul style="list-style-type: none"> <li>a) feedback;</li> <li>b) conformity to product requirements;</li> <li>c) characteristics and trends of processes and product including opportunities for improvement;</li> <li>d) suppliers;</li> <li>e) audits;</li> <li>f) service reports, as appropriate.</li> </ul> <p>If the analysis of data shows that the quality management system is not suitable, adequate or effective, the organization shall use this analysis as input for improvement as required in 8.5.</p> <p>Records of the results of analyses shall be maintained (see 4.2.5).</p>	

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Answer questions 1-4, Any non conformance generate an Issue.

INTRASTATS STOCK MENU  
SERVICE VISITS  
*Service Visits*

All Active and Single visit services should be shown.

Service Logs										
To Add new Servicing / Start by finding the Hospital / Company via Intrastats CRM Use the 'O' Delivery account										
<div>KEY</div> <div>Recurring Service</div> <div>Once Only Service</div>										
Tracking ID	Service ID	Recur Months	Opera	Location	Description	Equipment List	Due Date	Scheduled Date	ORD's	
34	12	12	00004990	Sunderland Royal Hospital	Delivery Suite and Neonatal Unit	48 Items	26/01/15	---	ORD69051	
33	9	12	00004260	Royal Preston Hospital	Resus cabinets, Delivery Suite	41 Items	03/04/15	---		
35	29	12	00000780	Burnley General Hospital	Resus Cabinets and Blenders	28 Items	11/09/15	---		
36	27	12	00000550	Royal Blackburn Hospital	Resus cabinet and blender annual service	12 Items	17/09/15	---		
14	14	0	00005210	Walsall Manor Hospital	Tom Thumb Conversions and Upgrade	4 Items	15/02/13	---		
13	13	0	00001350	County Durham & Darlington Hospital	maternity tom thumbs	10 Items	18/04/13	---		
28	28	0	00000591	Royal Bolton Hospital	Resus cabinet upgrade to include blender	32 Items	17/05/13	---		
25	18	0	00002370	Westmorland General Hospital	Resus cabinet upgrade to include blender	1 Items	19/06/14	---		
30	23	0	00003580	North Manchester General Hosp	Resus cabinet and blender annual service	16 Items	30/07/14	---		

1. Are Any service Visits Over Due?,

Note Tracking ID 34 in the Example,

Yes 3 but all from July

ID 61 - 9-7-18 - completed just not updated - 24-7-18

ID 68 - 27-7-18 - } waiting PO from

ID 69 - 27-7-18 - } Customer

Audit done 1st Aug 18

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Has the Over due Visit got any Action notes:

Click:



2. Have any over due Visit NOT got any action notes?

Service Visit ID: 12 Tracking ID 34

Location Notes	
Hotel Notes	Booked in Bede Guest House from Monday 26th January for three nights. Contact name at Guest House is Pamela Tate - 07833787481
Dates Booked	Emailed Pam to advise that we Week commencing 26th January Booked in Bede Guest House from Monday 26th Jan for three nights. Had to cancel above dates as per Phil.. will re-organize once Phil is feeling better.
Engineer notes	Need to call/e-mail David Ferguson on the morning to OK the visit.
Completion notes	

Service Engineer has completed the Visit  
 Service Engineer has scanned all relevant parts  
 Service Reports Sent  
 Primary Contact Sent Reports  
 Service Reports Confirmed Received  
 Invoice can now be generated/sent  
 Service Visit is fully complete

Will flag ORD69051 Yellow in the Active List

ID 61 has notes

ID 68 no notes. but do have quote in opera

#125145 to SH

ID 69 nothing on system for this

ID 68 + ID 69 with in terms. Only 3 days old.

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Drop out of the Service Visit Section,

Search Intrastats



☒ Search Issues

☐ Serial Number

In the Subject Contains Words box type: *Check The Service Visit Logs*

Search Issues and Meetings

Specific Meeting

Meeting Sub Section

Issue # / Linked Issue #

Issue Status

Created By User

Subject Contains Words (Comma Separate)

Subject Excludes Words (Comma Separate)

Notes Containing All Words (Comma Separate)

Notes Containing Any of Words (Comma Separate)

Notes Excluding All Words (Comma Separate)

Has Attachment

Attachment Contains Any of Words (Comma Separate)

Account Number / Customer Name

Stock Reference / Description

Date Usage

Month

Year

Search

All Issues

▼

Check The Service Visit Logs

On

Date Updated By

▼

Date Created

▼

Date Completed

▼

Go

32 Issues Found

Issue # 53586 - Service existing

Date Created 28/10/14

Created By:Auto\_Calender

Date Completed: 31/10/14

Check the Service visit logs

System Generated

28 Oct 2014 Lisa Leggoe

No services due

Issue # 53571 - Service existing

Date Created 27/10/14

Created By:Auto\_Calender

Date Completed: 31/10/14

Check the Service visit logs

System Generated

27 Oct 2014 Steve Hardaker

Done

Issue # 53437 - Service existing

Date Created 21/10/14

Created By:Auto\_Calender

Date Completed: 31/10/14

Check the Service visit logs

System Generated

21 Oct 2014 Lisa Leggoe

You should see a list of system generated tasks to 2 Different employees,

✓ Yes.

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Scroll down the list,

3. Are more than 1 Issue outstanding per user?

None outstanding

4. Any problems found in the Issues system not being addressed?

No

#### Sub Processes Linked to Audit

Review the below processes tasks and audits and ensure they are completed in a timely manner.

#### Office Processes

##### Process Scope

PROCESSID 5857

Ensuring customer onsite service visits are completed

PROCESSID 7760

Send letters to existing customers to remind them that a service is due on their equipment

##### Roll Task

233

Office

Processes

##### Roll Audit

234

UK Sales

Controller

##### Risk

Freq 4

Risk 1

Overall 4

##### Action

Task 1W

Audit 1M

##### Notes / Issues