Planned + VST

Internal Audit Check list			
Contract Review and Sales Order Processing			
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SCOPE

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 5.1.2	**Customer focus** 5.1.2 Customer focus Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that: a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met; b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; c) the focus on enhancing customer satisfaction is maintained.	Management Review Issues feedback intrastats
VST Ltd ISO9001:2015 8.2.1	**Customer communication** Communication with customers shall include: a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes; c) obtaining customer feedback relating to products and services, including customer complaints; d) handling or controlling customer property; e) establishing specific requirements for contingency actions, when relevant.	Intrastats VOP procedures
VST Ltd ISO9001:2015 8.2.2	**Determining the requirements for products and services** When determining the requirements for the products and services to be offered to customers, the organization shall ensure that: a) the requirements for the products and services are defined, including: 1) any applicable statutory and regulatory requirements; 2) those considered necessary by the organization; b) the organization can meet the claims for the products and services it offers.	Intrastats Job log - products.
VST Ltd ISO9001:2015 8.2.3.1	The organization shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. The organization shall conduct a review before committing to supply	VOP procedures

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	products and services to a customer, to include: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer, but necessary for the specified or intended use, when known; c) requirements specified by the organization; d) statutory and regulatory requirements applicable to the products and services; e) contract or order requirements differing from those previously expressed. The organization shall ensure that contract or order requirements differing from those previously defined are resolved. The customers requirements shall be confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements. NOTE In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant product information, such as catalogues.	Intrastats Route map procedures
VST Ltd ISO9001:2015 8.2.3.2	The organization shall retain documented information, as applicable: a) on the results of the review; b) on any new requirements for the products and services.	Doc index QA ISSUES
VST Ltd ISO9001:2015 8.2.4	Changes to requirements for products and services The organization shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.	Doc index marketing Job log. Notifying customers.
Viamed Ltd ISO13485:2016 5.2	**Customer focus** Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	management review
Viamed Ltd ISO13485:2016 7.2.1	**Determination of requirements related to product** The organization shall determine: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the	SOP VOP procedures Intrastats

	product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization	Trainings manager
Viamed Ltd ISO13485:2016 7.2.2	**Review of requirements related to product** The organization shall review the requirements related to product. This review shall be conducted prior to the organization's commitment to supply product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that: a) product requirements are defined and documented; b) contract or order requirements differing from those previously expressed are resolved; c) applicable regulatory requirements are met; d) any user training identified in accordance with 7.2.1 is available or planned to be available; e) the organization has the ability to meet the defined requirements. Records of the results of the review and actions arising from the review shall be maintained (see 4.2.5). When the customer provides no documented statement of requirement, the customer requirements shall be confirmed by the organization before acceptance. When product requirements are changed, the organization shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.	Intrastats Doc index Procedures gmail
Viamed Ltd ISO13485:2016 7.2.3	**Communication** The organization shall plan and document arrangements for communicating with customers in relation to: a) product information; b) enquiries, contracts or order handling, including amendments; c) customer feedback, including complaints; d) advisory notices. The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.	Intrastats procedures
Viamed Ltd ISO13485:2016 8.2.4	**Internal audit** The organization shall conduct internal audits at planned intervals to determine whether the quality management system: a) conforms to planned and documented arrangements, requirements of this International Standard,	Audit Calendar intrastats

	quality management system requirements established by the organization, and applicable regulatory requirements; b) is effectively implemented and maintained. The organization shall document a procedure to describe the responsibilities and requirements for planning and conducting audits and recording and reporting audit results. 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, 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. 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). 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. NOTE Further information can be found in ISO 19011.	Doc ucl x VOP

INTERNAL AUDIT CHECKLIST / QUESTIONNAIRE			
DATE:	**AUDITOR:** **Audit No 02** Contract Review and Sales Order Processing	**AUDIT PROCEDURE** COP's 03, 20.5 ISSUE ID:	
QUESTION:		**RESPONSE:**	**Y/N**
Review Last years Audit Are all follow on Issue resolved satisfactory?		Nothing outstanding	Y

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Are Telephone orders being logged in the call log correctly	Checked last 6 on system	Y
Are Contact Details being updated in the system correctly Check 5 of this weeks Invoices: Check the Invoice, ORD customer paperwork and CRM are correct. Stamped, initialled and dated correctly 1. VSORD01199 REVISED ✓ ✓ 2. VSORD 01194 REVO ✓ ✓ 3. ORD01342 6308 ✓ ✓ 4. ORD 01337 4040 ✓ ✓ 5. ORD 01321 6106 ✓ ✓	all correct	Y
ORD File(s) are in ORD number order and archived correctly		Y
VM3COP 20.30 Quotes and proformas file used correctly check 3 of each, Box size where relevant, checked as per order , stamped emailed and dated. - check any over the limit set in vm3COP03 have been signed by a director. Quotes No VAT 1. QUO05850 ✓ ✓ 2. QUO05849 ✓ ✓ 3. QUO05821 ✓ ✓ Proformas 1. PRO05852 ✓ ✓ 2. PRO05846 ✓ ✓ 3. PRO05845 ✓ ✓	check limit	Y

Sub Processes Linked to Audit 02

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

Humanmed

Controller

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task	Audit	Freq	Risk	Overall	Action
7670 - *History/Details* Review of Humanmed sales and orders and clear any duplicates or problems.	Humanmed general Issues	27178 VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data	Check the active list for Humanmed orders and problems	611 Office Processes #158400		3	1	3	Task 1M

7782 - *History/Details* Remove Started But Not Used Order Numbers from intrastats.	Remove Started But Not Used Order Numbers	27178 VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data	770 Managing Director ✓ #155858	2	1	2	Task 3M	

Product Controller

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task	Audit	Freq	Risk	Overall	Action
5905 Check we have constant pricing across the different databases	Price Checking	22248 VOP 25 Sales and Marketing #157937		418 Director 3 (Steve)	71 Managing Director #153419 #145979	3	1	3	Task 1M Audit 3M
7697 - *History/Details* To review the current pricing and impact of increases	Yearly Pricing Review	22248 VOP 25 Sales and Marketing #145739		501 Director 3 (Steve)	502 Managing Director	1	2	2	Task 12M Audit 12M
7893 - *History/Details* To confirm the Document index Price Lists	VST Price Lists	23541 8010004 JJ-CCR Price List 23557 8010006 rEvo Price List 23553 8010007 8010008 Narked at 90 Price List 23545 8010012 InnerSpace Price List 23549 8010022 8010023 APD Price List 24730 VOP 03 Contract Review, Enquires, Office Processes	#157579 X Not in terms #159637	822 Director 3 (Steve)		1	1	1	Task 3M

Office Team Leader

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task	Audit	Freq	Risk	Overall	Action
6956	Sales Order	24730 VOP 03							

Issues	Contract Review, Enquires, Office Processes

Sales Controller

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task	Audit	Freq	Risk	Overall	Action
6921 Usual standard price from price list - but may offer quantity discount for less ordered. This is logged in a memo on opera, dated and initial and review date added where needed.	Customer pricing agreements	22248 VOP 25 Sales and Marketing	None - this is dynamic and done on a ad hock basis			1	1	1	
6959 All orders appear on the active list and reviewed daily. Forward orders are those the customer has asked a forward date be put on. Those that become due change from gray to yellow and can be picked.	Sales Forward Orders Review	22248 VOP 25 Sales and Marketing	Check the active list has been reviewed daily			1	1	1	
7801 - *History/Details* To review the current pricing and impact of increases	VST Price Review	22248 VOP 25 Sales and Marketing		653 Office Processes	654 Director 3 (Steve)	1	2	2	Task 12M Audit 12M

UK Sales Force

#134361 ✓ #134948 ✓

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task	Audit	Freq	Risk	Overall	Action
5871 - *History/Details* Review the Sale or Return list in intrastats. Ensure it is up to date.	Check Sale Or Returns	23615 VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement		292 UK Sales Controller	293 Managing Director #1573928 ✓	3	2	6	Task 1M Audit 3M
5876 - *History/Details* To Collect E.Commerce Cardea And Multiquote Orders	E.Commerce Cardea And Multiquote	24730 VOP 03 Contract Review, Enquires, Office Processes 17319		361 X		5	1	5	

#1573620 ✓ items ✓

VM3COP20.46 Multiquote e-Tendering procedure
16436 VM3COP03.06 Cardea EProcurement Portal Acknowledge Orders

EX Sales Force

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task	Audit	Freq	Risk	Overall	Action
			#157919		#153928				
5872 - *History/Details* Review the Sale or Return list in intrastats. Ensure it is up to date.	Check Sale Or Returns Export	23615 VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement		291 EX Sales Controller	293 Managing Director	3	2	6	Task 1M Audit 3M

OEM Sales Controller

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task	Audit	Freq	Risk	Overall	Action
			#157784 ✓		#156072 ✓				
7808 - *History/Details* To find and Tag any sales that are removed from commissions, as they are break even products for relationships purposes	Ensure All Invoice Correctly Tagged	27178 VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data		670 Managing Director	704 Director (Steve) 3	3	1	3	Task 1M Audit 3M
7894 - *History/Details* To check the Current Customer Agreements are still Valid	VST Customer Agreements	13892 Waiver - Rebreather labs 13852 Non Disclosure Agreement Rebreather Labs 13887 Ambient Pressure Diving Waiver 13293 ElbaTech	#157520 X in terms.	823 Managing Director	1	1	1		Task 12M

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Waiver - 140210
14607 Fathom Dive systems - Waiver - 141204
13366 Halcyon - Waiver
14087 Hammerhead CCR - Waiver
Thornton Dist. dba SubGravity - Waiver
11844 Juergensen Marine - Waiver - 120723
13368 Scott McCabe - Waiver
9438 VST Waiver
13389 Waiver - 140204 Waiver
13341 Waiver - 140305
13891 Waiver - JJ-CCR
13889 Waiver - Megalodon
13888 Waiver - Narked at Ninety
13890 Waiver - Poseidon
13894 Waiver - rEvo
13893 Waiver - VR Tecnologies
24730 VOP 03 Contract Review, Enquires, Office Processes

Accounts Processes

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task	Audit	Freq	Risk	Overall	Action
7872 - *History/Details* To review with the banks any embargo countries	Embargo Countries NOT Allowed To Sell To	25754 VM3COP20.053 embargo Countries NOT		794 Company Secretary		2	3	6	Task 6M

#156876

allowed to sell
to / buy from

Audits

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task	Audit	Freq	Risk	Overall	Action
7715 - *History/Details* To carry out Audit 02 Contract Review Viamed	Audit 02 Contract Review Viamed	27178 VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data		# 152744	36 Company Secretary	1	2	2	Audit 12M
7763 - *History/Details* To carry out Audit 02 Contract Review VST	Audit 02 Contract Review VST	27178 VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data		# 152757 X	187 Company Secretary	1	2	2	Audit 12M

Vandagraph

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task	Audit	Freq	Risk	Overall	Action
7791 - *History/Details* Changing of the prices lists without informing the sales team. Issue to check these are current *Vandagraph is not an ISO company	Price List Check	22248 VOP 25 Sales and Marketing 23755 Vandagraph Retail Price List (No Letterhead) 23753 Vandagraph Retail Price List 23751 Vandagraph Trade Price List (No Letterhead) 23749 Vandagraph Trade Price List		# 158138 ✓	636 EX Sales Controller	3	2	6	Task 1M

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Office Processes

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task #152822 ✓	Audit	Freq	Risk	Overall	Action
2 - *History/Details* Office Answering taking calls and either dealing with the enquiry or passing the call onto someone who can, or making a call log for someone to return a call	Answering Telephones	24730 VOP 03 Contract Review, Enquires, Office Processes 15040 ANSWERING TELEPHONE SCRIPT 24014 VM3COP27.08 Intrastat Telephone Logging System.			668 Managing Director	2	1	2	Audit 3M
3 What to do when we have guests	Meeting And Greeting Visitors To The Company	16858 VM3COP19.1 Meeting and Greeting Procedure 24730 VOP 03 Contract Review, Enquires, Office Processes							
4 Offering guests a drink and/or snacks/lunch if appropriate.	Assisting With Refreshments For Visitors	16858 VM3COP19.1 Meeting and Greeting Procedure 24730 VOP 03 Contract Review, Enquires, Office Processes							
5 Enter Customer orders into the system, Checking Orders entered into the system so the order drops into the Active / Order picking list	Processing Of Sales Orders	20049 VM3COP03.01 Order Processing Priorities 16276 VM3COP20.051 New Orders - How to enter Human Med orders and Order Checking				1	1	1	

		24775 VM3COP03.08 Humanmed Order Processing 24730 VOP 03 Contract Review, Enquires, Office Processes							
7 Process to check customer orders and enable picking	Checking Of Sales Orders	16276 VM3COP20.051 New Orders - How to enter Human Med orders and Order Checking 24730 VOP 03 Contract Review, Enquires, Office Processes 22266 VM3COP03.07 Humanmed Order Checking	All checking should be done with in a day of the order coming in and being put on to Opera. Look in the checking tray to see if any are older than 4 working hours.		901 Office Processes	1	1	1	Audit 1W
8 To contact customers who require order confirmations and let them know their orders have been received.	Order And Status Liaison With Customers	24730 VOP 03 Contract Review, Enquires, Office Processes	None - these are done on an ad hock basis when asked for by the customer			1	1	1	
14 - *History/Details* Ensuring that fax reports have been generated for both sent and received faxes and ensuring there is paper in the fax machine	Fax Paper	17143 VM3COP20.33 Generating Fax Reports This process is now obsolete 24730 VOP 03 Contract Review, Enquires, Office Processes	~~All~~	367	411	4	1	4	
36 - *History/Details* Invoices are emailed to customers	Emailing Of Invoices	20054 VM3COP20.061 Sending Invoices Via E-Mail 24730 VOP 03 Contract Review, Enquires, Office Processes	Invoice to be Invoiced should not be more than 1 working day old. Also check the VST list	430 Office Processes	362 Company Secretary	4	1	4	Task 1D Audit 1W

#159282 ✓

#159564 x in terms

#159570 x in terms

		as its seperate								
37 - *History/Details* Viamed has a consignment stock with West Yorkshire Ambulance, We scan stock to a shelf, then send them the consignment stock As and when they use stock each week we do a rational and invoice them for the used stock and replenish the consignment stock. WYA Stock check via the website. We can now check their stock agrees with ours.	West Yorkshire Ambulance Stock	20324 VM3COP20.25 WYA Yorkshire Ambulance Consignment Stock Order 24730 VOP 03 Contract Review, Enquires, Office Processes	Check the Task is being completed.	348 Office Processes	349 UK Sales Controller	4	1	4	Task 1W Audit 1M	
5875 - *History/Details* Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox	Check Paypal For Orders	16481 VM3COP03.13 Checking PayPal for Orders 24730 VOP 03 Contract Review, Enquires, Office Processes	Should be no more than 1 outstanding Task to Check Pay Pal for Orders	239 Office Processes	401 Managing Director	4	1	4	Task 1W Audit 1M	
5882 Humanedmed post is received, it needs to be forwarded to Humanmed UK Sales Manager	Send Post To Humanmed	18641 VM3COP20.01 Post In Distributing the Post 24730 VOP 03 Contract Review, Enquires, Office Processes	Tray should not have post over a week old.	382 Office Processes	383 Office Processes	4	1	4	Task 1W Audit 4W	
5891 - *History/Details* To process the Repair Quotes And Orders as they come in.	Processing Of Repair Quotes And Orders	13703 VM3COP20.03 Repair Procedures Goods in 24730 VOP 03 Contract Review, Enquires, Office Processes			536	3	1	3		
5892 - *History/Details* Checking the eBay and	Checking EBay And	24706 VM3COP20.16		397 Office	398 Office	5	1	5	Task ID	

Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions.	Amazon For Orders And Messages	Viamed Ebay Orders. 16191 VM3COP20.23 Viamed Amazon Orders 24730 VOP 03 Contract Review, Enquires, Office Processes		Processes	Processes				Audit 1M	
5893 - *History/Details* Answering any questions that are asked via the website from within Intrastats	Answering Website Questions	17095 VM3COP27.28 Answering Website Questions 24730 VOP 03 Contract Review, Enquires, Office Processes	Top bar of Intrastats there should be no indication of outstanding website questions more than 24 hours old	395	396 Company Secretary	5	1	5	Audit 1M	
5894 - *History/Details* Check the Active Back orders ensure no orders get missed	Checking Of Active List	17124 VM3COP20.20 OFFICE checking the Active List 24730 VOP 03 Contract Review, Enquires, Office Processes	non	896 Office Processes	897 Managing Director	1	1	1	Task 1D Audit 6M	
5895 Ensuring that the allocated tasks are being completed	Completing Office Job List	17226 VM3COP03.04 Office Jobs Priority List 24730 VOP 03 Contract Review, Enquires, Office Processes 24018 VM3COP27.37 Searching for Distributors	nothing to audit as such as its a reminder issue. just check the tasks are being completed off	776 Office Processes	777 Managing Director	3	1	3	Task 1W Audit 1M	
5896	Ensuring ORD`s Are Taken To Goods Out And Invoices Are Retrieved	24730 VOP 03 Contract Review, Enquires, Office Processes								
5897 Task to Frank outgoing Mail	Franking Mail	17651 Humanmed	Should be no mail in the	564 Goods	568 Managing	5	1	5	Task 1D	

		Franking 24730 VOP 03 Contract Review, Enquires, Office Processes	box from yesterday	Out	Director				Audit 6M
5899 - *History/Details* Chase outstanding Quotes and Proformas	Proforma And Quote Chasing	20329 VM3COP27.32 Proforma and Quote Chasing 24730 VOP 03 Contract Review, Enquires, Office Processes	Should be no more than 1 outstanding Task, Checking the history logs chased dates should be within the last month.	409 Office Processes	410 Managing Director	5	1	5	Task 1W Audit 1M
5913 - *History/Details* Checking the mailbox from within the main inbox for outstanding Humanmed orders.	Check For Humanmed Orders In Logistics Mailbox	24730 VOP 03 Contract Review, Enquires, Office Processes		465 Office Processes	466 Office Processes	4	1	4	Task 1D Audit 1M
5943 - *History/Details* Checking the Cardea and Multiquote websites for outstanding orders or requests	Check Cardea And Multiquote	16436 VM3COP03.06 Cardea EProcurement Portal Acknowledge Orders 18623 VM3COP22.00 Replaced See VM3COP20.46 17319 VM3COP20.46 Multiquote e-Tendering procedure 24730 VOP 03 Contract Review, Enquires, Office Processes		530 Office Processes	279 Office Processes	4	1	4	Task 1W Audit 1M
5944 As part of the office jobs list - chase customers that have not ordered from us in a set timescale Specific lost customer are added to the list to be chase when the office have time	Chasing Lost Customers	24722 VM3COP10.03 Chasing lost customers 24730 VOP 03 Contract Review, Enquires, Office Processes	none - this is a part of the office jobs list and does not have a set time scale for completion.			1	1	1	

5945	Sending Samples	16434 VM3COP20.131 Template Letter Sending SOR Samples to Customers 27725 VM3COP20.13 Sending SOR Sale or Return Items to Customers 23373 VOP 22 Picking and Packing Dispatch and Goods Out						
5946	Sending Sale Or Returns	27725 VM3COP20.13 Sending SOR Sale or Return Items to Customers 14223 VM3COP20.132 Template Letter Sending SOR Sale or Returns to Customers 23373 VOP 22 Picking and Packing Dispatch and Goods Out						
5947	Search For Distributors	24730 VOP 03 Contract Review, Enquires, Office Processes 24018 VM3COP27.37 Searching for Distributors						
5948 - *History/Details* Adding customer accounts to account management software	Adding New Accounts To Opera	19576 VM3COP20.12 Adding Accounts to Opera 24730 VOP 03 Contract Review, Enquires, Office Processes	669 Company Secretary	1	1	1		Audit 12M

146425 ✓

#159228 #157987

5949 - *History/Details* Inputting the accurate data on to our pre-printed credit card slips for processing on dispatch of good. Secure storing and processing	Filling Credit Card Slips	20149 VM3COP03.02 How to fill in a credit visa card slip 12832 Viamed Vandagraph Visa Slip Template payment credit card 23381 VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes 24730 VOP 03 Contract Review, Enquires, Office Processes	Goods out to check the slips are correctly filled in on processing.	903 Goods Out	904 Company Secretary	1	3	3	Task 1W Audit 1M
6958	Shipped Order Queries	24730 VOP 03 Contract Review, Enquires, Office Processes							
7675	Ordering Demo Stock For Humanmed Reps	23000 VM3COP03.09 Humanmed Rep Demo Stock Ordering Procedure 23615 VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement							
7676 - *History/Details* Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers	PDFing Of Invoices	17100 VM3COP20.062 PDFing Of Invoices 24730 VOP 03 Contract Review, Enquires, Office Processes	The List should be upto date within the last working day	504 Office Processes	505 Office Processes	5	1	5	Task 1D Audit 1W
7678 - *History/Details* Checking the Catalog 360 Circle website for outstanding orders or	Check Catalog 360 Circle For Quotes And Orders	22084 VM3COP27.30 Circle360 Catalog E-procurement		478 Office Processes	531 Office Processes	4	1	4	Task 1W Audit 1M

#157987 #159517 in Jems

#159169 #158990

requests		System 24730 VOP 03 Contract Review, Enquires, Office Processes							
7686 - *History/Details* Check that outstanding orders with unresolved issues are being followed up and addressed	Thorough Checking Of Awaiting Action Tray	24730 VOP 03 Contract Review, Enquires, Office Processes	#159574 ✓ #158500 ✓	487 Office Processes	569 Company Secretary	5	1	5	Task 1D Audit 1M
7696 - *History/Details* Emailing Notifications of shipments	Send VIAMED Delivery Notifications	20580 VM3COP20.26 Sending Delivery Notifications 24730 VOP 03 Contract Review, Enquires, Office Processes	#159581 ✓ #159208 ✓ Email list should be empty or just todays listed	496 Office Processes	537 Office Processes	5	1	5	Task 1D Audit 1W
7709 - *History/Details* Ensure invoices are generated for shipped orders	Humanmed Invoicing	22470 VM3COP03.12 Humanmed Invoicing 24730 VOP 03 Contract Review, Enquires, Office Processes 22266 VM3COP03.07 Humanmed Order Checking	in terms #159575 X #158588 ✓ Date Picked should be no more than 1 Day old, Or the Last Friday if today is a monday	523 Office Processes	524 Managing Director	5	1	5	Task 1D Audit 1M
7710	Proforma And Quote Processing	26885 VM3COP27.31 Processing Proforma Invoices and Quotations 24730 VOP 03 Contract Review, Enquires, Office Processes	in terms #159590 X #159503 ✓						
7712 - *History/Details* Review the payments received to ensure proformas can be shipped	Review Inward Payments	24730 VOP 03 Contract Review, Enquires, Office Processes		528 Office Processes	529 Office Processes	5	1	5	Task 1D Audit 1W
7734 To make sure Humanmed orders are processed in a timely manner	Humanmed Order Processing	24775 VM3COP03.08 Humanmed Order Processing	check the active list to ensure that they are being			1	1	1	

		17080 VM3COP27.35 Humanmed Account Setup Procedure 22266 VM3COP03.07 Humanmed Order Checking 24730 VOP 03 Contract Review, Enquires, Office Processes	shipped or reviewed						
7735 - *History/Details* Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate	Ensure SOR`s Are Followed Up	24730 VOP 03 Contract Review, Enquires, Office Processes		549 Office Processes	550 Office Processes	4	1	4	Task 1W Audit 1M
7758 - *History/Details* Check the emails for orders from GHX	Check For GHX Orders	24730 VOP 03 Contract Review, Enquires, Office Processes	The Last GHX order older than todays should be in the system	603 Office Processes	604 Office Processes	4	1	4	Task 1W Audit 1M
7761 - *History/Details* Emailing Notifications of shipments	Send VST Delivery Notifications	24730 VOP 03 Contract Review, Enquires, Office Processes 20580 VM3COP20.26 Sending Delivery Notifications	List should be upto date within 1 Working Day	620 Office Processes	621 Office Processes	5	1	5	Task 1D Audit 1W
7783 - *History/Details* Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers	PDF VST Invoices And Purchase Orders	24730 VOP 03 Contract Review, Enquires, Office Processes		612 Office Processes	613 Office Processes	4	1	4	Task 1W Audit 1M
7795 - *History/Details* Answering any questions that are asked via the website from within Intrastats	Answering UK Web Questions	24730 VOP 03 Contract Review, Enquires, Office Processes		643 Office Processes		5	1	5	Task 1D
7822 - *History/Details* To check we have the stock available to supply our customer Oxylink.	Review Oxylink Stock	24730 VOP 03 Contract Review, Enquires, Office Processes		708 Goods In	709 Office Processes	3	1	3	Task 1M Audit 1M

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Goods Out

Process Scope	Brief Description	Responsibility/Procedure/Training	Measurable Objective	Task	Audit	Freq	Risk	Overall	Action
6954 - *History/Details* To check the back orders in the tray in goods out and check the active list back orders has been reviewed	Back Orders Review - By Customer	23373 VOP 22 Picking and Packing Dispatch and Goods Out	review the active list back orders and check they have been reviewed daily Check the ticks by different departments on the list. Should have been reviewed daily by goods out and office.	905 Goods Out # 159513 x in terms.	906 Company Secretary	1	1	1 # 159229 x in terms	Task 1W Audit 1M