

Via med Ltd + VST Ltd

# Internal Audit Check list

## SALES AND MARKETING

Created:	23/OCT/17	Audit 16	
Revised:	03 August 2020		Page 1 of 5
Audit Date	6 <sup>th</sup> Sept 20	Auditor Helen Long	

header needed on all pages.

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 5.1.2	<b>Customer focus</b> 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.	Reviews Intrastarts Seedback/ Issues
VST Ltd ISO9001:2015 8.2.2	<b>Determining the requirements for products and services</b> 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.	Issues Procedures Reviews
Viamed Ltd ISO13485:2016 5.2	<b>Customer focus</b> Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	
Viamed Ltd ISO13485:2016 7.2.1	<b>Determination of requirements related to product</b> 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 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	Procedures Intrastarts
Viamed Ltd ISO13485:2016 7.2.3	<b>Communication</b> 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.	Procedures Intrastarts Issues

	<b>QUESTION:</b>	<b>RESPONSE</b>	<b>Y/N</b>
1	Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory.	#198067 New Audit.	

## List Processes Per Title

### IT Controller

#### Process Scope

PROCESSID 7916

To check the webmaster tools to see our websites from googles point of view.  
fix any errors it may flag up

Roll Task	Roll Audit	Risk	Action	Notes / Issues
919 Managing Director		Freq 1 Risk 1 Overall 1	Task 1M	
#197296				

### Sales Controller

#### Process Scope

PROCESSID 5884

Report generate to give a idea of the current and future sales and marketing.

Roll Task	Roll Audit	Risk	Action	Notes / Issues
388 Director 3 (Steve)	387 Managing Director	Freq 3 Risk 1 Overall	Task 1M Audit 3M	
#19599	#196474			

PROCESSID 7909

To update the online GTIN / EAN13 databases of stock descriptions for peppol use

893 Marketing Processes	894 Managing Director	Freq 1 Risk 1 Overall 1	Task 1M Audit 6M	
#196055	#192504			

PROCESSID 7931

Review any Logged Competitor Pricing

960 Managing Director		Freq 1 Risk 1 Overall 1	Task 1M	
#197071				

PROCESSID 7949

Send Current Sales Project List to Relevant sales members

1029 Managing Director	1030 Managing Director	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	
#196063	#195458			

### Marketing Controller

#### Process Scope

PROCESSID 5886

Roll Task	Roll Audit	Risk	Action	Notes / Issues
386	387	Freq 3	Task	
#195377	#196474			

Centre

Report generate to give a idea of the current and future sales and marketing.	Marketing Processes	Managing Director	Risk 1 Overall 3	1M Audit 3M
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PROCESSID 6891  
Exhibition Controller

Freq  
Risk  
Overall

## UK Sales Controller

### Process Scope

Roll Task	Roll Audit	Risk	Action	Notes / Issues
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PROCESSID 5883

Report generate to give a idea of the current and future sales.

384	387	Freq 3	Task	
UK Sales	Managing	Risk 1	1M	
Controller	Director	Overall 3	Audit 3M	

#195375 #196474

PROCESSID 6888

384	387	Freq	Task	
UK Sales	Managing	Risk	1M	
Controller	Director	Overall	Audit 3M	

#195375 #196474

PROCESSID 6898

To review the GHX Web Pricing

365		Freq 3	Task	
Marketing		Risk 2	1M	
Processes		Overall 6		

#196782

PROCESSID 7920

To review Sales warning pages, highlights dropping in sales

57		Freq 1	Task	
UK Sales		Risk 1	1M	
Controller		Overall 1		

#196775

PROCESSID 7927

To check Contract prices are still valid and within date

944	945	Freq 1	Task	
Marketing	UK Sales	Risk 1	1M	
Processes	Controller	Overall 1	Audit 3M	

#197025 #194120

## EX Sales Controller

### Process Scope

Roll Task	Roll Audit	Risk	Action	Notes / Issues
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PROCESSID 5873

To check through list of export distributors

204	379	Freq 3	Task	
EX Sales	Managing	Risk 1	1M	
Controller	Director	Overall 3	Audit 3M	

#194959 #194126

PROCESSID 5885

Report generate to give a idea of the current and future sales and marketing.

385	387	Freq 3	Task	
EX Sales	Managing	Risk 1	1M	
Controller	Director	Overall	Audit 3M	

#195376 #1964743

## EX Sales Force

### Process Scope

Roll Task	Roll Audit	Risk	Action	Notes / Issues
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**PROCESSID 7926**

Sales forecasts

58  
EX Sales  
Controller

#196776

Freq 1 Task  
Risk 1 1M  
Overall  
1**Accounts Processes****Process Scope****PROCESSID 7921**To calculate, sales of the Oxygen Sensor  
Bags and the grey sensor housing,Roll Task Roll  
Audit931  
Director 3  
(Steve)

#161576

Risk Action Notes / Issues

Freq 1 Task  
Risk 1 12M  
Overall  
1**Marketing Processes****Process Scope****PROCESSID 40**

To start the next years calendar.

Roll Task Roll  
Audit41  
Marketing  
Processes

#195352

Risk Action Notes / Issues

Freq 1 Task  
Risk 2 12M  
Overall  
2**PROCESSID 5870**Book our place at Arab Health if we decided  
on going196  
Director 3  
(Steve)

#185587

Covid  
19Freq 1 Task  
Risk 1 12M  
Overall  
1**Office Processes****Process Scope****PROCESSID 19**

Ensure required leaflets are in stock

Roll Task Roll  
Audit538  
Marketing  
Processes

#197912 #195419

Risk Action Notes / Issues

Freq 4 Task  
Risk 1 1W  
Overall Audit  
4 1M**PROCESSID 20**

Ensuring mail shots are printed and sent

402  
Marketing  
Processes

#197878 #197456

Freq 4 Task  
Risk 1 1W  
Overall Audit  
4 1M**PROCESSID 21**Ensuring office job list is being updated and  
completed570  
Marketing  
Processes

#198296 #194689

Freq 4 Task  
Risk 1 1W  
Overall Audit  
4 1M**PROCESSID 7925**

Providing Feedback to ebay customers

939  
Office  
Processes

#198333 #197938

Freq 1 Task  
Risk 1 1W  
Overall Audit  
1 1M**PROCESSID 7947**There should be at least two sets of orders  
on the system. Sales orders from JJ-CCR for1026  
Office  
Processes

#195456 #189529

Freq 1 Task  
Risk 1 1M  
Overall Audit

this current month and next month, as well as the corresponding production orders.

1 3M

If there are just two orders, send a VST email to Jan Petersen (jp@jj-ccr.com) at JJ-CCR asking if he wishes to place any additional orders for subsequent months.

We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.

#### PROCESSID 7948

8010006 – rEVo oxygen sensor orders

1028  
Office  
Processes

Freq 1 Task  
Risk 1 1M  
Overall  
1

There should be at least two sets of orders on the system. Sales orders from r-Evo for this current month and next month, as well as the corresponding production orders.

# 195457

If there are just two orders, send a VST email to Pieter Decoene (Pieter@revo-rebreathers.com) at rEvo asking if he wishes to place any additional orders for subsequent months.

We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.

#### PROCESSID 7950

Envitec oxygen sensor parts stock check

1031  
Director 3  
(Steve)

1032  
Managing  
Director

Freq 1 Task  
Risk 1 1M  
Overall Audit  
3M

Check to see whether in the past 6 weeks Envitec (Honeywell) have ordered any parts to used in the production of 8010004 R17JJ-CCR oxygen sensors. If no sales orders have been processed, please send a reminder email to:

# 196064 # 196650

Felix.Krellenberg@honeywell.com  
cc. Jessica.Wagner@honeywell.com