

Viamed 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 Sept 20	Auditor Helen (am)	header needed on all pages.

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 5.1.2	<p>Customer focus</p> <p>5.1.2 Customer focus</p> <p>Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:</p> <ul style="list-style-type: none"> 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 Seed back/ Issues
VST Ltd ISO9001:2015 8.2.2	<p>Determining the requirements for products and services</p> <p>When determining the requirements for the products and services to be offered to customers, the organization shall ensure that:</p> <ul style="list-style-type: none"> a) the requirements for the products and services are defined, including: <ol style="list-style-type: none"> 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 ISO13485:2011 6.5.2	<p>Customer focus</p> <p>Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.</p>	
Viamed Ltd ISO13485:2011 6.7.2.1	<p>Determination of requirements related to product</p> <p>The organization shall determine:</p> <ul style="list-style-type: none"> 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 ISO13485:2011 6.7.2.3	<p>Communication</p> <p>The organization shall plan and document arrangements for communicating with customers in relation to:</p> <ul style="list-style-type: none"> a) product information; b) enquiries, contracts or order handling, including amendments; c) customer feedback, including complaints; d) advisory notices. <p>The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.</p>	Procedures Intrastarts Issues

	<u>QUESTION:</u>	<u>RESPONSE</u>	<u>Y/N</u>
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		Freq 1	Task	
Managing		Risk 1	1M	
Director		Overall		

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	387	Freq 3	Task	
Director 3	Managing	Risk 1	1M	

(Steve) Director Overall Audit

19599 # 196474

3

3M

PROCESSID 7909

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

893	894	Freq 1	Task
Marketing	Managing	Risk 1	1M
Processes	Director	Overall	Audit

196055

192504

1

6M

PROCESSID 7931

Review any Logged Competitor Pricing

960	387	Freq 1	Task
Managing	Managing	Risk 1	1M
Director	Director	Overall	Audit

197071

192504

1

1M

Overall

1

PROCESSID 7949

Send Current Sales Project List to Relevant sales members

1029	1030	Freq 1	Task
Managing	Managing	Risk 1	1M
Director	Director	Overall	Audit

196063

195458

1

3M

Marketing Controller

Process Scope

PROCESSID 5886

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

195377

196474

1

1M

Overall

1

3M

centre

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

Marketing Processes	Managing Director	Risk 1 Overall	1M Audit
3	3M		

PROCESSID 6891
Exhibition Controller

Freq
Risk
Overall

UK Sales Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 5883 Report generate to give a idea of the current and future sales.	384	387	Freq 3	Task	
	UK Sales Controller	Managing Director	Risk 1 Overall	1M Audit	
	#195375	#196474	3	3M	
PROCESSID 6888	384	387	Freq	Task	
	UK Sales Controller	Managing Director	Risk	1M	
	#195375	#196474	Overall	Audit	
			3	3M	
PROCESSID 6898 To review the GHX Web Pricing	365		Freq 3	Task	
	Marketing Processes		Risk 2	1M	
	#196782		Overall		
			6		
PROCESSID 7920 To review Sales warning pages, highlights dropping in sales	57		Freq 1	Task	
	UK Sales Controller		Risk 1	1M	
	#196775		Overall		
			1		
PROCESSID 7927 To check Contract prices are still valid and within date	944	945	Freq 1	Task	
	Marketing Processes	UK Sales Controller	Risk 1 Overall	1M Audit	
	#197025	#194170	1	3M	

EX Sales Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 5873 To check through list of export distributors	204	379	Freq 3	Task	
	EX Sales Controller	Managing Director	Risk 1 Overall	1M Audit	
	#194959	#194126	3	3M	
PROCESSID 5885 Report generate to give a idea of the current and future sales and marketing.	385	387	Freq 3	Task	
	EX Sales Controller	Managing Director	Risk 1 Overall	1M Audit	
	#195376	#196474	3	3M	

EX Sales Force

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues

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,

931
Director 3
(Steve)
#161576

Freq 1 Task
Risk 1 12M
Overall 1

Marketing Processes**Process Scope****PROCESSID 40**

To start the next years calendar.

41
Marketing
Processes
#195352

Freq 1 Task
Risk 2 12M
Overall 2

196
Director 3
(Steve)
#185587

Freq 1 Task
Risk 1 12M
Overall 1

Covid
19**PROCESSID 5870**Book our place at Arab Health if we decided
on going**Office Processes****Process Scope****PROCESSID 19**

Ensure required leaflets are in stock

538 539 Freq 4 Task
Marketing Goods Out Risk 1 1W
Processes Processes Overall Audit
#197912 #195619 4 1M

PROCESSID 20

Ensuring mail shots are printed and sent

402 403 Freq 4 Task
Marketing Office Risk 1 1W
Processes Processes Overall Audit
#197878 #197456 4 1M

PROCESSID 21Ensuring office job list is being updated and
completed

570 534 Freq 4 Task
Marketing Managing Risk 1 1W
Processes Director Overall Audit
#198296 #194689 4 1M

PROCESSID 7925

Providing Feedback to ebay customers

939 940 Freq 1 Task
Office Marketing Risk 1 1W
Processes Processes Overall Audit
#198333 #197938 1 1M

PROCESSID 7947There should be at least two sets of orders
on the system. Sales orders from JJ-CCR for

1026 1027 Freq 1 Task
Office Director 3 Risk 1 1M
Processes (Steve) Overall Audit
#195656 #189529

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

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.

1028	Freq 1	Task
Office	Risk 1	1M
Processes	Overall	
<i>#195457</i>	1	

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

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:

1031	1032	Freq 1	Task
Director 3	Managing	Risk 1	1M
(Steve)	Director	Overall	Audit
<i>#196064</i>	<i>#196650</i>	1	3M

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