

Wanted + VST

Internal Audit Check list			
Contract Review and Sales Order Processing			
Created:	17/May 1995	Audit No 02	VOP12
Revised:	06 September 2021		Page 1 of 10
Audit Date	3-9-21	Auditor Helen Lamb	

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 Infrastructure issues
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.	Procedures Infrastructure
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.	Reviews Issues
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 products and services to a customer, to include: a) requirements specified by the customer, including the requirements for delivery and post delivery 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	Infrastructure Procedures

Internal Audit Check list			
Contract Review and Sales Order Processing			
Created:	17/May 1995	Audit No 02	VOP12
Revised:	06 September 2021		Page 2 of 10
Audit Date		Auditor	

	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.	
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 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.	Procedures intra stats
Viamed Ltd ISO13485:2016 5.2	Customer focus Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	intra stats
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 post delivery 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	intra stats procedures
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.	intra stats procedures QA + Doc index
Viamed Ltd ISO13485:2016 7.2.3	Communication The organization shall plan and document arrangements for communicating with customers in relation to:	issues

Internal Audit Check list			
Contract Review and Sales Order Processing			
Created:	17/May 1995	Audit No 02	VOP12
Revised:	06 September 2021		Page 3 of 10
Audit Date		Auditor	

	<p>a) product information;</p> <p>b) enquiries, contracts or order handling, including amendments;</p> <p>c) customer feedback, including complaints;</p> <p>d) advisory notices.</p> <p>The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.</p>	
<p>Viamed Ltd</p> <p>ISO13485:2016 8.2.4</p>	<p>Internal audit</p> <p>The organization shall conduct internal audits at planned intervals to determine whether the quality management system:</p> <p>a) conforms to planned and documented arrangements, requirements of this International Standard, quality management system requirements established by the organization, and applicable regulatory requirements;</p> <p>b) is effectively implemented and maintained.</p> <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, 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>Doc index</p> <p>intrastats</p> <p>issues</p>

	QUESTION:		Y/N
1	<p>Review Last years Audit</p> <p>Are all follow on Issue resolved satisfactory?</p>	*'	
2	Are Telephone orders being logged in the call log correctly.	telephone order log. y # 235081	y

*' #196545 issue from last years Audit re high value Proformas and Quotes. System update.

Internal Audit Check list			
Contract Review and Sales Order Processing			
Created:	17/May 1995	Audit No 02	VOP12
Revised:	06 September 2021		Page 4 of 10
Audit Date		Auditor	

3	Are Contact Details being updated in the system correctly and fully. Check 5 of this weeks Invoices: Check the Invoice, ORD customer paperwork and CRM are correct. Stamped, initialed and dated correctly 1. RVM132464-1 ✓ ✓ ✓ 2. RVM132484-1 ✓ ✓ ✓ 3. RVM132426-1 ✓ ✓ ✓ 4. RM132474-1 ✓ ✓ ✓ 5. RST130228-2 ✓ ✓ ✓	No longer stamp and sign all digital. # Need easy way to 235085 See Invoices shipped	Y
4	Check contacts match to Accounts package. Review 5 contacts. 1. RVM132464-1 Merivara ✓ 2. RVM132484-1 Yardley Green Uni Birmingham ✓ 3. RVM132426-1 Warrington ✓ 4. RVM132474-1 Manchester Royal ✓ 5. RST130228-2 REVO ✓		Y
5	Check 6 invoices match between Intrastats and Accounts package. Address, stock, totals, VAT 1. RVM132464-1 ✓ ✓ ✓ ✓ 2. RVM132484-1 ✓ ✓ ✓ ✓ 3. RVM132426-1 ✓ ✓ ✓ ✓ 4. RVM132474-1 ✓ ✓ ✓ ✓ 5. RST132362-1 ✓ ✓ ✓ ✓ 6. RST130228-2 ✓ ✓ ✓ ✓		Y
6	Check sales office filing is done correctly and as per GDPR. Archiving processed correctly.	all digital due to covid 19	N/A
7	Quotes and proformas list ^{list} used correctly check 4 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. Check Reviewed regularly. *1 Quotes 1. QVM131168 ✓ ✓ ✓ 2. QVM131702 ✓ ✓ ✓ 3. QVM131901 ✓ ✓ ✓ Repair 4. QVM132013 ✓ ✓ ✓ Proformas 1. MVM131225 ✓ ✓ ✓ Box sizes included - 2. MVM131315 ✓ ✓ ✓ Box size ✓ 3. MVM132019 ✓ ✓ ✓ Box size ✓ 4. MVM132072 ✓ ✓ ✓ Box size	Question needs updating all Digital New # 234664 No VST Quotes or Proformas	Y

Status - Other # 235176

06/09/2021

Page 4 of 10

*1 New system Required in near time statement added to make sure Quotes/Proformas checked by Director. initials added

Internal Audit Check list			
Contract Review and Sales Order Processing			
Created:	17/May 1995	Audit No 02	VOP12
Revised:	06 September 2021		Page 5 of 10
Audit Date		Auditor	

Sub Processes Linked to Audit 02

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

List Processes Per Title

Product Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 5905 Check we have consistent pricing across the different databases.	418 Director 3 (Steve) 234540 x	71 234645 ✓ Managing Director n terms	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	Page being Re written
PROCESSID 7697 To review the current pricing and impact of increases	501 221213 ✓ Director 3 (Steve)	502 223823 ✓ Managing Director	Freq 1 Risk 2 Overall 2	Task 12M Audit 12M	
PROCESSID 7893 To confirm the Document index Price Lists	822 Director 3 (Steve) 230435 x	i terms	Freq 1 Risk 1 Overall 1	Task 3M	

ISO Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 7941 Check Leaflets, Letterhead and other paperwork to see if the correct BSI logo is in use. Remove and dispose of all old items if found. Ask Catrin to review the website for old leaflets.	1005 Managing Director 230814 ✓		Freq 2 Risk 3 Overall 6	Task 12M	

Humanmed Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 7670 Review of Humanmed sales and orders and clear any duplicates or problems.	611 231822 ✓ Office Processes		Freq 3 Risk 1 Overall 3	Task 1M	
PROCESSID 7782 Remove Started But Not Used Order Numbers from Intrastats.	770 228097 ✓ Managing Director		Freq 2 Risk 1 Overall 2	Task 3M	

Sales Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 7801 To review the current pricing and impact of increases	653 208031 ✓ Office Processes	654 Director 3 (Steve) 209128 ✓	Freq 1 Risk 2 Overall 2	Task 12M Audit 12M	

Internal Audit Check list			
Contract Review and Sales Order Processing			
Created:	17/May 1995	Audit No 02	VOP12
Revised:	06 September 2021		Page 6 of 10
Audit Date		Auditor	

EX Sales Force

Process Scope

PROCESSID 5872

Review the Sale or Return list in intrastats.
Ensure it is up to date.

Roll Task

291 *234655* ✓
EX Sales Controller

Roll Audit

293 *225430* ✓
Managing Director

Risk

Freq 3
Risk 2
Overall 6

Action

Task 1M
Audit 3M

Notes / Issues

OEM Sales Controller

Process Scope

PROCESSID 7808

To find and Tag any sales that are removed from commissions, as they are break even products for relationships purposes

Roll Task

670 *234224* ✓
Managing Director

Roll Audit

704 *228426* ✓
Director 3 (Steve)

Risk

Freq 3
Risk 1
Overall 3

Action

Task 1M
Audit 3M

Notes / Issues

PROCESSID 7894

To check the Current Customer Agreements are still Valid

823

Director 3 (Steve)
202715 ✓

1067

Managing Director
217798 ✓

Freq 1

Risk 1
Overall 1

Task 6M
Audit 12M

UK Sales Force

Process Scope

PROCESSID 5871

Review the Sale or Return list in intrastats.
Ensure it is up to date.

Roll Task

292
UK Sales Controller
234656 ✓

Roll Audit

293
Managing Director
225430 ✓

Risk

Freq 3
Risk 2
Overall 6
Freq 5
Risk 1
Overall 5

Action

Task 1M
Audit 3M

Notes / Issues

PROCESSID 5876

To Collect E.Commerce Cardea And Multiquote Orders

361

Accounts Processes

Process Scope

PROCESSID 7872

To review with the banks any embargo countries

Roll Task

794
Company Secretary
219858 ✓

Roll Audit

Risk

Freq 2
Risk 3
Overall 6

Action

Task 6M

Notes / Issues

Audits

Process Scope

PROCESSID 7715

To carry out Audit 02 Contract Review Viamed

Roll Task

Roll Audit

36 *234214* x
Company Secretary

Risk

Freq 1
Risk 2
Overall 2

Action

Audit 12M

Notes / Issues

PROCESSID 7763

To carry out Audit 02 Contract Review VST

in terms

187
Company Secretary
234221 x

Freq 1

Risk 2
Overall 2

Audit 12M

- This Audit

Internal Audit Check list			
Contract Review and Sales Order Processing			
Created:	17/May 1995	Audit No 02	VOP12
Revised:	06 September 2021		Page 7 of 10
Audit Date		Auditor	

Vandagraph

Process Scope

PROCESSID 7791

Changing of the prices lists without informing the sales team.

Issue to check these are current

*Vandagraph is not an ISO company

Roll Task

636

EX Sales Controller

Roll Audit

Risk

Freq 3

Risk 2

Overall 6

Action

Task 1M

Notes / Issues

Goods Out

Process Scope

PROCESSID 6954

To check the back orders in the tray in goods out and check the active list back orders has been reviewed

Roll Task

905

Goods Out

Roll Audit

906

Company Secretary

Risk

Freq 1

Risk 1

Overall 1

Action

Task 1W
Audit 1M

Notes / Issues

Office Processes

Process Scope

PROCESSID 2

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

Roll Task

Roll Audit

668

Office Processes

Risk

Freq 2

Risk 1

Overall 2

Action

Audit 3M

Notes / Issues

PROCESSID 7

Process to check customer orders and enable picking

367

901

Office Processes

Freq 1

Risk 1

Overall 1

Audit 1W

PROCESSID 14

Ensuring that fax reports have been generated for both sent and received faxes and ensuring there is paper in the fax machine

411

Freq 4

Risk 1

Overall 4

PROCESSID 36

Invoices are emailed to customers

430

Office Processes

362

Company Secretary

Freq 4

Risk 1

Overall 4

Task 1D
Audit 1W

PROCESSID 37

Viamed has a consignment stock with West Yorkshire Ambulance.

348

349

Freq 4

Risk 1

Overall 4

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.

Internal Audit Check list			
Contract Review and Sales Order Processing			
Created:	17/May 1995	Audit No 02	VOP12
Revised:	06 September 2021		Page 8 of 10
Audit Date		Auditor	

WYA Stock check via the website.

We can now check their stock agrees with ours.

PROCESSID 5875

Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox

239 234382
Office Processes

401 232553
Office Processes

Freq 4
Risk 1
Overall 4

Task 1W
Audit 1M

PROCESSID 5882

Humanmed post is received, it needs to be forwarded to Humanmed UK Sales Manager

382 234536
Office Processes

383 232715
Office Processes

Freq 4
Risk 1
Overall 4

Task 1W
Audit 4W

PROCESSID 5891

To process the Repair Quotes And Orders as they come in.

536

Freq 3
Risk 1
Overall 3

PROCESSID 5892

Checking the eBay and Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions.

397 235013
Office Processes

398
Office Processes

Freq 5
Risk 1
Overall 5

Task 1D
Audit 1W

PROCESSID 5893

Answering any questions that are asked via the website from within Intrastats

643 235026
Office Processes

396 232550
Company Secretary

Freq 5
Risk 1
Overall 5

Task 1D
Audit 1M

PROCESSID 5894

Check the Active Back orders ensure no orders get missed

896 235045
Office Processes

897 221253
Managing Director

Freq 1
Risk 1
Overall 1

Task 1D
Audit 6M

PROCESSID 5895

Ensuring that the allocated tasks are being completed

776 234713
Managing Director

777 233184
Office Processes

Freq 3
Risk 1
Overall 3

Task 1W
Audit 1M

PROCESSID 5897

Task to Frank outgoing Mail

564
Goods Out

568 218913
Office Processes

Freq 5
Risk 1
Overall 5

Task 1D
Audit 6M

PROCESSID 5899

Chase outstanding Quotes and Proformas

409
Office Processes

410 232558
Office Processes

Freq 3
Risk 1
Overall 3

Task 1W
Audit 1M

PROCESSID 5913

Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders.

465
Office Processes

466
Office Processes

Freq 4
Risk 1
Overall 4

Task 1D
Audit 1M

PROCESSID 5943

Checking the Cardea and Multiquote websites for outstanding orders or requests

530
Office Processes

279 234654
Office Processes

Freq 4
Risk 1
Overall 4

Task 1W
Audit 1M

PROCESSID 5948

Adding customer accounts to account management software

669 224204
Company Secretary

Freq 3
Risk 1
Overall 3

Audit
12M

PROCESSID 5949

Inputting the accurate data on to our pre-

903
Goods Out

904
Company Secretary

Freq 1
Risk 3

Task 1W
Audit 1M

Internal Audit Check list			
Contract Review and Sales Order Processing			
Created:	17/May 1995	Audit No 02	VOP12
Revised:	06 September 2021		Page 9 of 10
Audit Date		Auditor	

printed credit card slips for processing on dispatch of good. Secure storing and processing

PROCESSID 7676
Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers

NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY

PROCESSID 7678
Checking the Catalog 360 Circle website for outstanding orders or requests

PROCESSID 7686
Check that outstanding orders with unresolved issues are being followed up and addressed

PROCESSID 7696
Emailing Notifications of shipments

PROCESSID 7709
Ensure invoices are generated for shipped orders

PROCESSID 7712
Review the payments received to ensure proformas can be shipped

PROCESSID 7735
Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate

PROCESSID 7758
Check the emails for orders from GHX

PROCESSID 7761
Emailing Notifications of shipments

PROCESSID 7783
Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers

NOW DONE AUTOMATICALLY

PROCESSID 7795
Answering any questions that are asked via the website from within Intrastats

PROCESSID 7822
To check we have the stock available to

504	505	Overall 3	
Freq 2			
Risk 1			
Overall 2			
478 234680	531 233164	Freq 4	Task 1W
Office Processes	Office Processes	Risk 1	Audit 1M
		Overall 4	
487 235020	569 232407	Freq 5	Task 1D
Office Processes	Company Secretary	Risk 1	Audit 1M
		Overall 5	
496 235027	537 234698	Freq 5	Task 1D
Office Processes	Office Processes	Risk 1	Audit 1W
		Overall 5	
523 235021	524 231997	Freq 5	Task 1D
Office Processes	Office Processes	Risk 1	Audit 1M
		Overall 5	
528 235032	529 234409	Freq 3	Task 1D
Office Processes	Office Processes	Risk 1	Audit 1W
		Overall 3	
549 234563	550 234412	Freq 4	Task 1W
Office Processes	Office Processes	Risk 1	Audit 1M
		Overall 4	
603 235038	604 233136	Freq 4	Task 1W
Office Processes	Office Processes	Risk 1	Audit 1M
		Overall 4	
620 235041	621 234568	Freq 5	Task 1D
Office Processes	Office Processes	Risk 1	Audit 1W
		Overall 5	
612	613	Freq 4	
		Risk 1	
		Overall 4	
643 235026		Freq 5	Task 1D
Office Processes		Risk 1	
		Overall 5	
708	709	Freq 3	
		Risk 1	

Internal Audit Check list			
Contract Review and Sales Order Processing			
Created:	17/May 1995	Audit No 02	
Revised:	06 September 2021		VOP12 Page 10 of 10
Audit Date		Auditor	

supply our customer Oxylink.

NOTE THIS PROCESS HAS BEEN STOPPED.

Part number has been superseded
PROCESSID 7936
Checking external system for orders

PROCESSID 7953
To Send Vandagraph Delivery notifications

PROCESSID 7955
Vandagraph Shipper SignOff Collection List

234580 ✓
990
Office Processes

233665 ✓
991
Marketing Processes

1043 235064 ✓
Office Processes

1044
Office Processes 235053 ✓

Overall 3

Freq 2	Task 1W
Risk 2	Audit 1M
Overall 4	
Freq 1	Task 1D
Risk 1	
Overall 1	
Freq 1	Task 1D
Risk 1	
Overall 1	