

Internal Audit Check list

SALES AND MARKETING

Created:	23/OCT/17	Audit 16	
Revised:	14 September 2022		Page 1 of 6
Audit Date	11/9/22	Auditor Helen Lamb	

VST

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. 	<p>Management Review procedures PMS QA reviews External parties</p>
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. 	<p>Doc index Route map management review marketing index Roles + tasks</p>
Viamed Ltd ISO13485:2016 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 ISO13485:2016 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 	✓
Viamed Ltd ISO13485:2016 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>	✓

QUESTION:	RESPONSE	Y/N
1 Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory.		Y
2 Are meetings carried out regularly. Go to Host meeting and check the last meeting.		

List Processes Per Title

IT Controller		Roll Task	Roll Audit	Risk	Action	Referenced in Document
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						
919 Managing Director 269129 ✓						
Freq 1 Risk 1 Overall 11						
Task 1M						
Marketing Controller						
Process Scope		Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 5886 Report generate to give a idea of the current and future sales and marketing.						
386 387 Managing Director 271591 ✓						
Freq 3 Risk 1 Overall 13						
Audit 3M						
Sales Controller						
Process Scope		Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 5884 Report generate to give a idea of the current and future sales and marketing.						
388 Director 3 (Steve) 271207 + in forge 271591 ✓ 3M						
Freq 3 Risk 1 Overall 13						
Task 1M Audit 3M						
PROCESSID 7909 To update the online GTIN / EAN13 databases of stock descriptions for pepol use						
893 Managing Director 271076 ✓						
894 Market ing Processes 267667 ✓						
Freq 1 Risk 1 Overall 11						
Task 1M Audit 6M						
PROCESSID 7931	960			Freq 1	Task	

269026 ✓

Review any Logged Competitor Pricing	Managing Director	Risk 1 Overall 11	1M	
PROCESSID 7949 Send Current Sales Project List to Relevant sales members	1029 Managing Director	1030 Office Process es	Freq 1 Risk 1 Overall 11	Task 1M Audit 3M
		270959✓		270660✓
EX Sales Controller				
Process Scope	Roll Task	Roll Audit	Risk	Action
PROCESSID 5873 To check through list of export distributors	204 EX Sales Controller	379 Managing Director	Freq 3 Risk 1 Overall 13	Task 1M Audit 3M
	270149 ✓ in terms		269394✓	
PROCESSID 5885 Report generate to give a idea of the current and future sales and marketing.	385 EX Sales Controller	387 Managing Director	Freq 3 Risk 1 Overall 13	Task 1M Audit 3M
	270606	271591✓		
UK Sales Controller		in terms		
Process Scope	Roll Task	Roll Audit	Risk	Action
PROCESSID 5883 Report generate to give a idea of the current and future sales.	384 UK Sales Controller	387 Managing Director	Freq 3 Risk 1 Overall 13	Task 1M Audit 3M
	270605✓	271591✓		
PROCESSID 6888 Report generate to give a idea of the current and future sales.	384 UK Sales Controller	387 Managing Director	Freq 2 Risk 1 Overall 12	Task 1M Audit 3M
	270605✓	271591✓		
PROCESSID 6898 To review the GHX Web Pricing	365		Freq 1 Risk 2 Overall 12	
PROCESSID 7920 To review Sales warning pages, highlights dropping in sales	57 UK Sales Controller	271864 ✓ in terms	Freq 1 Risk 1 Overall 11	Task 1M
PROCESSID 7927 To check Contract prices are still valid and within date	944 Marketing Processes	945 UK Sales Control	Freq 1 Risk 1 Overall 11	Task 1M Audit 3M
	268963	269372✓		

			ler					
EX Sales Force								
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document			
PROCESSID 7926 Sales forecasts	58 EX Sales Controller <i>creduve chased 271 865</i>		Freq 1 Risk 1 Overall 11	Task 1M				
Audits								
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document			
PROCESSID 7959 Audit to include Sales and Marketing Functions	1056 Company Secretary <i>270627</i>		Freq 1 Risk 1 Overall 11	Audit 12M	<i>vacined</i>			
PROCESSID 7960 Audit for Sales and Marketing	1057 Company Secretary <i>270602</i>		Freq 1 Risk 1 Overall 11	Task 12M	<i>This Audit</i>			
Accounts Processes								
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document			
PROCESSID 7921 To calculate sales of the Oxygen Sensor Bags and the grey sensor housing,	931		Freq 1 Risk 1 Overall 11					
This is no longer relevant as Envitec purchase the parts and have adjusted sensor prices to us								
Office Processes								
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document			
PROCESSID 19 Ensure required leaflets are in stock	271 622 538 Marketing Processes <i>✓ 270630</i>	539 Goods Out	Freq 2 Risk 1 Overall 11	Task 1W Audit 1M				
PROCESSID 20 Ensuring mail shots are printed and sent	271 594 402 Marketing Processes <i>✓ 269353</i>	403 Company Secretary	Freq 1 Risk 1 Overall 11	Task 1W Audit 1M				
PROCESSID 21 Ensuring office job list is being updated and completed	570 Marketing	534 Managi	Freq 2 Risk 1	Task 1W				

271 868 269 934
✓

	Processes	ng Directo r	Overall	Audit	
PROCESSID 7925 Providing Feedback to ebay customers	939 Office Processes	940 Market ing Process es	Freq 1 Risk 1 Overall 11	Task 1W Audit 1M	
		271903		269835	
PROCESSID 7947 There should be at least two sets of orders on the system. Sales orders from JJ-CCR for this current month and next month, as well as the corresponding production orders.	1026 Office Processes	1027 Directo r 3 (Steve)	Freq 1 Risk 1 Overall 11	Task 1M Audit 3M	
		276658		265458	
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 Risk 1 Overall 11	Task 1M	
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.		270659			
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 Managi ng Directo r	Freq 1 Risk 1 Overall 11	Task 1M 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:		271079		271643	
Felix.Krellenberg@honeywell.com cc. Jessica.Wagner@honeywell.com					

Marketing Processes							
Process Scope		Roll Task	Roll Audit	Risk	Action	Referenced in Document	
PROCESSID 40 To start the next years calendar.		41 Marketing Processes		Freq 1 Risk 2 Overall 12 <i>270 500</i>	Task 12M		
PROCESSID 5870 Book our place at Arab Health if we decided on going		196 Director 3 (Steve)		Freq 1 Risk 1 Overall 11 <i>261 818</i> <i>over due</i> <i>chased</i>	Task 12M		