

Internal Audit Check list

Contract Review and Sales Order Processing

Created:	17/May 1995	Audit No 02	
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Audit Date	5-9-23	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.	
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.	
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.	
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 requirements.	

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	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.	/
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.	/
Viamed Ltd ISO13485:2016 5.2	Customer focus Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	management Rev Route Map Audit Calendar
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	procedures Doc index Rollout titles Route Map Training management Review
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.	management Review Doc index Procedure Route Map Training Record
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;	Doc index Procedures

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	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.	Roles + titles Route map
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, 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 index Audit Calendar Route map Roles + titles

Viamed.

	<u>QUESTION:</u>		Y/N
1	Review Last years Audit Are all follow on Issue resolved satisfactory?	Nothing outstanding	Y
2	Are Telephone orders being logged in the call log correctly.		Y

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3	<p>Are Contact Details being updated in the system correctly and fully. Check 6 of this weeks Invoices, different companies. Check the Invoice, customer paperwork and CRM are correct.</p> <p>1. 142612 ✓ ✓ ✓ 2. 144880 ✓ ✓ ✓ 3. 145348 ✓ ✓ ✓ 4. 142913 ✓ ✓ ✓ 5. 145291 ✓ ✓ ✓ 6. 145291 ✓ ✓ ✓</p>		Y
4	<p>Check contacts match to Accounts package. Review the same as question 3.</p> <p>1. 142612 ✓ 2. 144880 ✓ 3. 145348 ✓ 4. 142913 ✓ 5. 145291 ✓ 6. 145291 ✓</p>		Y
5	<p>Check 6 invoices match between Intrastats and Accounts package. Use the same as Question 3. Address, stock, totals, VAT.</p> <p>1. 142612 ✓ 2. 144880 ✓ 3. 145348 ✓ 4. 142913 ✓ 5. 145291 ✓ 6. 145291 ✓</p>		Y
6	<p>Paperwork – All is now digital but double check in the sales office and around both buildings for paperwork that should be disposed of securely. Ensure it is processed as per GDPR, not left lying around and when finished with shredded or archived correctly.</p> <p>Review Tasks ID1087, ID1086, ID508, ID509 304591 ✓</p>	no problems found	Y

↓
304320 ✓
↓
306146
x
in terms
306120
x
in terms

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7	<p>Quotes and proformas – check 4 of each, check the addresses, stock, and quantities to the customer paperwork. Check any over the limit set in VM3COP03 have been approved by a director.</p> <p>Quotes</p> <ol style="list-style-type: none"> 1. 141013 ✓ 2. 144447 ✓ 3. 144686 ✓ 4. 144777 ✓ <p>Proformas</p> <ol style="list-style-type: none"> 1. 144225 ✓ 2. 144904 ✓ 3. 145332 ✓ 4. 145373 ✓ 		Y
8	<p>Quotes and proformas – check these are being reviewed regularly. Note any that have not been reviewed within the last 2 months. Note these below and issue the person responsible.</p>	<p>all checked within last month.</p>	Y

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

ISO Controller					
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
<p>PROCESSID 7941</p> <p>Check Leaflets, Letterhead and other paperwork to see if the correct BSI logo is in use.</p> <p>Remove and dispose of all old items if found.</p> <p>Ask Catrin to review the website for old leaflets.</p>	<p>1005</p> <p>Managing Director</p> <p>302.4574</p>		<p>Freq 1</p> <p>Risk 3</p> <p>Overall 3</p>	<p>Task 12M</p>	

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IT Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 8027 To make sure the pricing on the Shopify web shop is updated when the prices are updated in the companies. Regular checks to ensure all prices are correct.	1204 Marketing Processes <i>306294 x in terms</i>	1215 Company Secretary <i>302887 ✓</i>	Freq 1 Risk 1 Overall 1	Task 1W Audit 6M	
PROCESSID 8028 Export the Viamed Shopify Sales transaction Report	1212 Marketing Processes <i>305465 x in terms</i>	1216 Company Secretary <i>302497 ✓</i>	Freq 1 Risk 1 Overall 1	Task 1M Audit 6M	

Product Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 5905 Check we have consistent pricing across the different databases.	418 Director 3 (Steve) <i>305594 x</i>	71 Managing Director <i>305570 ✓</i>	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
PROCESSID 7697 To review the current pricing and impact of increases	501 Director 3 (Steve) <i>293764 ✓</i>	502 Managing Director <i>296412 ✓</i>	Freq 1 Risk 2 Overall 2	Task 12M Audit 12M	
PROCESSID 7893 To confirm the Document index Price Lists	822 Director 3 (Steve) <i>302219 x</i>		Freq 1 Risk 1 Overall 1	Task 3M	

Humanmed Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 7670 Review of Humanmed sales and orders and clear any duplicates or problems.	611		Freq 3 Risk 1 Overall 3		
PROCESSID 7782 Remove Started But Not Used Order Numbers from intrastats.	770 Managing Director <i>299547 ✓</i>		Freq 2 Risk 1 Overall 2	Task 3M	

Sales Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 7801 To review the current pricing and impact of increases	653 Director 3 (Steve) <i>280739 ✓</i>	654 Managing Director <i>281667 ✓</i>	Freq 1 Risk 2 Overall 2	Task 12M Audit 12M	

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Accounts Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 8020 Check Proformas And Quotes for Vandagraph To The Bank. To see if any have paid, if they have turnm to order.	1200 Office Processes 306111 x in terms	1201 Company Secretary 301714 ✓	Freq 1 Risk 1 Overall 1	Task 1W Audit 3M	

UK Sales Force

Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 5871 Review the Sale or Return list in intrastats. Ensure it is up to date.	292 UK Sales Controller 305577 ✓	293 Managing Director 306234 x in terms	Freq 2 Risk 1 Overall 2	Task 1M Audit 3M	
PROCESSID 5876 To Collect E.Commerce Cardea And Multiquote Orders	361		Freq 1 Risk 1 Overall 1		
PROCESSID 7971 Chase outstanding Quotes and Proformas put on by Steve H or that he is responsible for.	1091 UK Sales Controller 305880 x in terms	1092 Office Processes 302335 ✓	Freq 3 Risk 1 Overall 3	Task 1M Audit 6M	

EX Sales Force

Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 5872 Review the Sale or Return list in intrastats. Ensure it is up to date.	291 EX Sales Controller 305576 ✓	293 Managing Director 306234 x in terms	Freq 2 Risk 1 Overall 2	Task 1M Audit 3M	
PROCESSID 7970 Chase outstanding Quotes and Proformas put on by Ryan or that he is responsible for.	1089 EX Sales Controller 305917 x in terms	1090 Office Processes 302334 ✓	Freq 3 Risk 1 Overall 3	Task 1M Audit 6M	

OEM Sales Controller

Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 7808 To find and Tag any sales that are removed from commissions, as they are break even products for relationships purposes	670 Managing Director 305392 ✓	704 Director 3 (Steve) 300077 ✓	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
PROCESSID 7894 To check the Current Customer Agreements are still Valid	823 Director 3 (Steve) 293610 x in terms	1067 Managing Director 290682 x in terms	Freq 1 Risk 1 Overall 1	Task 6M Audit 12M	

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Vandagraph					
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 7791 Changing of the prices lists. Issue to check these are current *Vandagraph is not an ISO company	636 EX Sales Controller <i>305910 ✓</i>		Freq 1 Risk 2 Overall 2	Task 1M	
Repairs Controller					
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 8005 Check relevant information is being fully entered correctly on SRS system. Check 5 SRS in the system, make sure, there is customer contact details, including email address, serial numbers, part numbers.	1156 Office Processes <i>293821 ✓</i>	1157 Managing Director <i>305462 ✓</i>	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M	
Audits					
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 7715 To carry out Audit 02 Contract Review Viamed	<i>Viamed Audit</i>	36 Company Secretary <i>305382 ✓</i>	Freq 1 Risk 2 Overall 2	Audit 12M	
PROCESSID 7763 To carry out Audit 02 Contract Review VST	<i>VST Audit</i>	187 Company Secretary <i>305388 ✓</i>	Freq 1 Risk 2 Overall 2	Audit 12M	
Accounts Processes					
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 7872 To review with the banks any embargo countries	794 Company Secretary <i>292489 ✓</i>		Freq 1 Risk 3 Overall 3	Task 6M	
Office Processes					
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 2 Office Answering taking calls and either dealing with the enquiry or passing the call onto		668 Office Processes <i>305622 ✓</i>	Freq 2 Risk 1 Overall 2	Audit 3M	

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someone who can,

or making a call log for someone to return a call

PROCESSID 7

Process to check customer orders and enable picking

PROCESSID 14

367

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

PROCESSID 36

430

Invoices are emailed to customers

PROCESSID 37

348

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.

PROCESSID 5875

239

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

PROCESSID 5882

382

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

HumanMed has Gone, tasks no longer required

PROCESSID 5891

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

PROCESSID 5892

397

Checking the eBay and Amazon

Office Processes

901

Office Processes

411

362

Company Secretary

349

401

Office Processes

383

536

398

Office Processes

Freq 1 Audit 1W

Risk 1

Overall 1

Freq 1

Risk 1

Overall 1

Freq 2 Task 1D

Risk 1 Audit 1W

Overall 2

Freq 1

Risk 1

Overall 1

Freq 2 Task 1W

Risk 1 Audit 1M

Overall 2

Freq 4

Risk 1

Overall 4

Freq 3

Risk 1

Overall 3

Freq 2 Task 1D

Risk 2 Audit 1W

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accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions.			Overall 4	
PROCESSID 5893	643	396	Freq 1	
Answering any questions that are asked via the website from within Intrastats			Risk 1	
			Overall 1	
PROCESS NO LONGER REQUIRED Web QUESTIONS NOW COME IN VIA shopify, and Email				
PROCESSID 5894	896	897	Freq 1	Task 1W
Check the Active Back orders ensure no orders get missed	Accounts Processes 306286 ✓	Managing Director 293805 ✓	Risk 1	Audit 3M
			Overall 1	
PROCESSID 5895	776	777	Freq 3	Task 1W
Ensuring that the allocated tasks are being completed	Managing Director 306282 ✓	Office Processes 304361 ✓	Risk 1	Audit 1M
			Overall 3	
PROCESSID 5897	564	568	Freq 5	Task 1D
Task to Frank outgoing Mail	Goods Out 306274 ×	Office Processes 291644 ✓	Risk 1	Audit 6M
	in terms		Overall 5	
PROCESSID 5899	409	410	Freq 3	Task 1W
Chase outstanding Quotes and Proformas	Office Processes 305887 ✓	Office Processes 303881 ✓	Risk 1	Audit 1M
			Overall 3	
PROCESSID 5913	465	466	Freq 2	
Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders.			Risk 1	
			Overall 2	
NO LONGER REQUIRED HUMANEMD STOPPED				
PROCESSID 5943	530	279	Freq 2	Task 1W
Checking the Cardea and Multiquote websites for outstanding orders or requests	306265 ✓	Company Secretary 305882 ✓	Risk 1	Audit 1M
			Overall 2	
PROCESSID 5948		669	Freq 3	Audit 12M
Adding customer accounts to account management software		Company Secretary 296715 ✓	Risk 1	
			Overall 3	
PROCESSID 5949	903	904	Freq 1	Task 1W
Inputting the accurate data on to our pre-printed credit card slips for processing on dispatch of good. Secure storing and processing	Goods Out 306287 ×	Company Secretary 305640 ✓	Risk 3	Audit 1M
	in terms		Overall 3	
PROCESSID 7676	504	505	Freq 2	
Process of PDF ing Invoices into			Risk 1	

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the system for easy of use in the future and the Emailing of Invoices to customers			Overall 2	
NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY				
PROCESSID 7678	478	531	Freq 2	
Checking the Catalog 360 Circle website for outstanding orders or requests			Risk 1	
			Overall 2	
SYSTEM NO LONGER USED				
PROCESSID 7686	487	569	Freq 2	Task 7D
Check that outstanding orders with unresolved issues are being followed up and addressed	306112 ✓	Company Secretary 303758 ✓	Risk 1	Audit 1M
			Overall 2	
PROCESSID 7696	496	537	Freq 2	Task 1D
Emailing Notifications of shipments	306259 x in terms	Office Processes 306269 x	Risk 1	Audit 1W
			Overall 2	
PROCESSID 7709	523	524	Freq 2	Task 1D
Ensure invoices are generated for shipped orders	306252 ✓	Office Processes 306262 x in terms	Risk 2	Audit 1M
			Overall 4	
PROCESSID 7712	528	529	Freq 3	Task 1D
Review the payments received to ensure proformas can be shipped	306264 x in terms	Office Processes 306029 ✓	Risk 1	Audit 1W
			Overall 3	
PROCESSID 7735	549	550	Freq 2	Task 1W
Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate	Office Processes 306127 ✓	UK Sales Controller 305619 ✓	Risk 1	Audit 1M
			Overall 2	
PROCESSID 7758	603	604	Freq 2	Task 1W
Check the emails for orders from GHX	Office Processes 305907 x in terms	Office Processes 304323 ✓	Risk 1	Audit 1M
			Overall 2	
PROCESSID 7761	620	621	Freq 2	Task 1D
Emailing Notifications of shipments	306276 x in terms	Office Processes 306134 ✓	Risk 1	Audit 1W
			Overall 2	
PROCESSID 7783	612	613	Freq 2	
Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers			Risk 1	
			Overall 2	
NOW DONE AUTOMATICALLY				
PROCESSID 7795	643		Freq 1	
Answering any questions that are			Risk 1	

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asked via the website from within Intrastats			Overall 1		
PROCESSID 7822	708	709	Freq 3		
To check we have the stock available to supply our customer Oxylink.			Risk 1		
			Overall 3		
NOTE THIS PROCESS HAS BEEN STOPPED.					
Part number has been superseded					
PROCESSID 7936	990 306141 ✓	991 304834 ✓	Freq 2	Task 1W	
Checking external system for orders	Office Processes	Marketing Processes	Risk 2	Audit 1M	
			Overall 4		
PROCESSID 7953	1043 306285 ✓		Freq 1	Task 1D	
To Send Vandagraph Delivery notifications	Office Processes	in terms	Risk 1		
			Overall 1		
PROCESSID 7955	1044 306291 ✓	x	Freq 1	Task 1D	
Vandagraph Shipper SignOff Collection List	Office Processes	in terms	Risk 1		
			Overall 1		
PROCESSID 7988	1122	1123	Freq 1	Task 12M	
To confirm contact details are being entered into the system correctly.	Company Secretary	Managing Director	Risk 1	Audit 12M	
	303809 ✓		Overall 1		
Between our Invoice, Customer Paperwork and the existing CRM					
PROCESSID 7989	1124	1125	Freq 1	Task 12M	
Verifying the contact details on invoices match between internal system and the external accounts package	Company Secretary	Managing Director	Risk 1	Audit 12M	
			Overall 1		
PROCESSID 8023	1206	1207	Freq 1	Task 1M	
Vandagraph Check Shopify Order Delivery Notifications are sent and updated on the list.	Office Processes	Company Secretary	Risk 1	Audit 3M	
	304733 ✓	298652 ✓	Overall 1		
Goods Out					
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 6954	905	906	Freq 1	Task 1W	
To check the back orders in the tray in goods out and check the active list back orders has been reviewed	Goods Out	Company Secretary	Risk 1	Audit 1M	
	306060 ✓	304833 ✓	Overall 1		
	in terms				