

VST

# Internal Audit Check list

## SALES AND MARKETING

Created	23/OCT/17	Audit 16	
Revised	05 September 2023		Page 1 of 6
Audit Date	5-9-23	Auditor	Helen Lamb

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.	PMS product Renew external patches QA renew
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.	Doc index Route map marketing index Procedures Release titles
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	/
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.	/

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	<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.	Nothing outstanding	Y
2	Are meetings carried out regularly. Go to Host meeting and check the last meeting.	Last held in July 23.	Y

### List Processes Per Title

<b>IT Controller</b>					
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
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 304009✓		Freq 1 Risk 1 Overall 1	Task 1M	
<b>Marketing Controller</b>					
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 Managin g Director	Freq 3 Risk 1 Overall 3	Audit 3M	
<b>Sales Controller</b>					
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) in terms 303197✓	387 Managin g Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
PROCESSID 7909 To update the online GTIN / EAN13 databases of stock descriptions for peppol use	893 Managing Director 303246✓	894 Marketin g Processe s	Freq 1 Risk 1 Overall 1	Task 1M Audit 6M	
PROCESSID 7931 Review any Logged Competitor Pricing	960 Managing Director		Freq 1 Risk 1 Overall 1	Task 1M	

303909✓

PROCESSID 7949 Send Current Sales Project List to Relevant sales members	1029 Managing Director 305808✓	1030 Office Processes 305456✓	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	
PROCESSID 8031	1221 EX Sales Controller 305613	1222 Director 3 (Steve) 305630	Freq Risk Overall	Task 1W Audit 1M	
EX Sales Controller	✓	* items			
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 5873 To check through list of export distributors	204 EX Sales Controller 304927+	379 Managing Director 304212✓	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
PROCESSID 5885 Report generate to give a idea of the current and future sales and marketing.	in terms 385 EX Sales Controller 305399	387 Managing Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
UK Sales Controller	✓	297588✓			
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 5883 Report generate to give a idea of the current and future sales.	384 UK Sales Controller 305398	387 Managing Director 297588✓	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
PROCESSID 6888 Report generate to give a idea of the current and future sales.	384 UK Sales Controller 305398✓	387 Managing Director	Freq 2 Risk 1 Overall 2	Task 1M Audit 3M	
PROCESSID 6898 To review the GHX Web Pricing	365	297588✓	Freq 1 Risk 2 Overall 2		
PROCESSID 7920 To review Sales warning pages, highlights dropping in sales	57 Managing Director 303753✓		Freq 1 Risk 1 Overall 1	Task 1M	
PROCESSID 7927 To check Contract prices are still valid and within date	944 Marketing Processes 301047+ 303872✓	945 UK Sales Controller	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	
EX Sales Force		304208✓			
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document

PROCESSID 7926 Sales forecasts	58 EX Sales Controller		Freq 1 Risk 1 Overall 1	Task 1M	
<b>Audits</b>	303754 ✓				
<b>Process Scope</b>	<b>Roll Task</b>	<b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	<b>Referenced in Document</b>
PROCESSID 7959 Audit to include Sales and Marketing Functions	1056 Company Secretary	305418 x in terms	Freq 1 Risk 1 Overall 1	Audit 12M	
PROCESSID 7960 Audit for Sales and Marketing	1057 Company Secretary		Freq 1 Risk 1 Overall 1	Task 12M	
<b>Accounts Processes</b>	305395 x in terms				
<b>Process Scope</b>	<b>Roll Task</b>	<b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	<b>Referenced in Document</b>
PROCESSID 7921 To calculate, sales of the Oxygen Sensor Bags and the grey sensor housing,  This is no longer relevant as Envitec purchase the parts and have adjusted sensor prices to us	931		Freq 1 Risk 1 Overall 1		
<b>Office Processes</b>					
<b>Process Scope</b>	<b>Roll Task</b>	<b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	<b>Referenced in Document</b>
PROCESSID 19 Ensure required leaflets are in stock  x in terms 305616	538 Marketing Processes	539 Goods Out 305427 in terms	Freq 2 Risk 1 Overall 2	Task 1W Audit 1M	
PROCESSID 20 Ensuring mail shots are printed and sent	402 Marketing Processes	403 Company Secretary 305588 x in terms 304127 ✓	Freq 1 Risk 1 Overall 1	Task 1W Audit 1M	
PROCESSID 21 Ensuring office job list is being updated and completed  in terms 305111 x	570 Marketing Processes	534 Managing Director 304718 x ✓	Freq 2 Risk 1 Overall 2	Task 1W Audit 1M	
PROCESSID 7925 Providing Feedback to ebay customers	939 Office Processes	940 Marketing Processes 304046 ✓ 295742 ✓	Freq 1 Risk 1 Overall 1	Task 1M Audit 6M	
PROCESSID 7947 There should be at least two sets of orders on the	1026 Office	1027 Director	Freq 1 Risk 1	Task 1M	

305454  
x  
in terms  
299963 ✓

<p>system. Sales orders from JJ-CCR for this current month and next month, as well as the corresponding production orders.</p> <p>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.</p> <p>We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.</p>	Processes	3 (Steve)	Overall 1	Audit 3M	
<p><b>PROCESSID 7948</b> 8010006 – rEVo oxygen sensor orders</p> <p>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.</p> <p>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.</p> <p>We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.</p>	1028 Office Processes		Freq 1 Risk 1 Overall 1	Task 1M	
					305455 x in terms
<p><b>PROCESSID 7950</b> Envitec oxygen sensor parts stock check</p> <p>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:</p> <p>Felix.Krellenberg@honeywell.com cc. Jessica.Wagner@honeywell.com</p>	1031 Director 3 (Steve)	1032 Managin g Director	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	
					303255 ✓ 297638 ✓
<b>Marketing Processes</b>					
<b>Process Scope</b>	<b>Roll Task</b>	<b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	<b>Referenced in Document</b>
<p><b>PROCESSID 40</b> To start the next years calendar.</p>	41 Marketing Processes	205263 in terms	Freq 1 Risk 2 Overall 2	Task 12M	
<p><b>PROCESSID 5870</b> Book our place at Arab Health if we decided on going</p>	196 Director 3 (Steve)		Freq 1 Risk 1 Overall 1	Task 12M	

296660  
↑ in terms