

Via med

# 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.	/
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.	/
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.	Route Map Audit Calendar
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	Procedures Doc index Roles + titles Route Map Training Record management Renew.
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.	Doc index Procedures Roles + titles Route Map

	<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	
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>					
<b>Process Scope</b>	<b>Roll Task</b>	<b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	<b>Referenced in Document</b>
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>					
<b>Process Scope</b>	<b>Roll Task</b>	<b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	<b>Referenced in Document</b>
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>					
<b>Process Scope</b>	<b>Roll Task</b>	<b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	<b>Referenced in Document</b>
PROCESSID 5884 Report generate to give a idea of the current and future sales and marketing. in terms 303197 x	388 Director 3 (Steve)	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 303246 ✓	893 Managing Director	894 Marketin g Processe s 302485 ✓	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		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 5873 To check through list of export distributors	204 EX Sales Controller 304927 x	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 297588✓	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
UK Sales Controller					
<b>Process Scope</b>	<b>Roll Task</b>	<b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	<b>Referenced in Document</b>
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 297588✓	Freq 2 Risk 1 Overall 2	Task 1M Audit 3M	
PROCESSID 6898 To review the GHX Web Pricing	365		Freq 1 Risk 2 Overall 2		
PROCESSID 7920 To review Sales warning pages, highlights dropping in sales	57 303753✓ Managing Director		Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	
PROCESSID 7927 To check Contract prices are still valid and within date	944 Marketing Processes 301047 x 303872✓	945 UK Sales Controller 304208✓	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	
EX Sales Force					
<b>Process Scope</b>	<b>Roll Task</b>	<b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	<b>Referenced in Document</b>

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 * 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 * 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,	931 640		Freq 1 Risk 1 Overall 1		
This is no longer relevant as Envitec purchase the parts and have adjusted sensor prices to us					
<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	538 Marketing Processes	539 Goods Out	Freq 2 Risk 1 Overall 2	Task 1W Audit 1M	
	in terms * 305616 305427 * in terms				
PROCESSID 20 Ensuring mail shots are printed and sent	402 Marketing Processes	403 Company Secretary	Freq 1 Risk 1 Overall 1	Task 1W Audit 1M	
	in terms * 305588 y 304127 ✓				
PROCESSID 21 Ensuring office job list is being updated and completed	570 Marketing Processes	534 Managing Director	Freq 2 Risk 1 Overall 2	Task 1W Audit 1M	
	in terms 305111 x 304718 ✓				
PROCESSID 7925 Providing Feedback to ebay customers	939 Office Processes	940 Marketing Process	Freq 1 Risk 1 Overall 1	Task 1M Audit 6M	
	304046 ✓ s295142 ✓				
PROCESSID 7947 There should be at least two sets of orders on the	1026 Office	1027 Director	Freq 1 Risk 1	Task 1M	

305452  
\*  
in terms 29963 ✓

<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 * 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	305263* 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	

296669  
\* in terms