

Viamed

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 <i>Helen Lambs</i>	

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. 	<i>/</i>
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. 	<i>/</i>
Viamed Ltd ISO13485:2016 5.2	<p>Customer focus</p> <p>Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.</p>	<i>Route map Audit Calendar</i>
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 	<i>Procedures Doc index Roles + titles Route map Training Record management Review.</i>
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>	<i>Doc index Procedures Roles + titles Route map</i>

	QUESTION:	RESPONSE	Y/N
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

IT Controller					
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		Freq 1 Risk 1 Overall 1	Task 1M	
		304009 ✓			
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	Freq 3 Risk 1 Overall 3	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)	387 Managing Director	Freq 3 Risk 1 Overall 3	Task 1M Audit	
PROCESSID 7909 To update the online GTIN / EAN13 databases of stock descriptions for peppol use	893 Managing Director	894 Marketing Processes	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	1030 Office Processe	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	
		305808✓	305456✓		
PROCESSID 8031	1221 EX Sales Controller	1222 Director 3 (Steve)	Freq Risk Overall	Task 1W Audit 1M	
		305613✓	305630✓	x in terms	
EX Sales Controller					
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
PROCESSID 5873 To check through list of export distributors	204 EX Sales Controller	379 Managin g Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
	304927 x	304212✓			
PROCESSID 5885 Report generate to give a idea of the current and future sales and marketing.	385 EX Sales Controller	387 Managin g Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
	305399✓	297588✓			
UK Sales Controller					
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	387 Managin g Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
	305398✓	297588✓			
PROCESSID 6888 Report generate to give a idea of the current and future sales.	384 UK Sales Controller	387 Managin g Director	Freq 2 Risk 1 Overall 2	Task 1M Audit 3M	
	305398✓	297588✓			
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 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	945 UK Sales Controll er	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	
	301047✓	303872✓			
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	Referenced in Document
Audits	303754 ✓			
Process Scope	Roll Task	Roll Audit	Risk	Action
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	305395 in terms	Freq 1 Risk 1 Overall 1	Task 12M
Accounts Processes	931	60		
Process Scope	Roll Task	Roll Audit	Risk	Action
PROCESSID 7921 To calculate, sales of the Oxygen Sensor Bags and the grey sensor housing,	931	60	Freq 1 Risk 1 Overall 1	Audit 1M
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
PROCESSID 19 Ensure required leaflets are in stock	538 Marketing Processes	539 Goods Out	Freq 2 Risk 1 Overall 2	Task 1W Audit
PROCESSID 20 Ensuring mail shots are printed and sent	402 Marketing Processes	403 Compan y Secretar	Freq 1 Risk 1 Overall 1	Task 1W Audit 1M
PROCESSID 21 Ensuring office job list is being updated and completed	570 Marketing Processes	534 Managin g Director	Freq 2 Risk 1 Overall 2	Task 1W Audit 1M
PROCESSID 7925 Providing Feedback to ebay customers	939 Office Processes	940 Marketin g Processe	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

305457
*
in terms

<p>system. Sales orders from JJ-CCR for this current month and next month, as well as the corresponding production orders.</p>	Processes	3 (Steve)	Overall 1	Audit 3M	
<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>					
<p>PROCESSID 7948 8010006 – rEVo oxygen sensor orders</p>	1028 Office Processes	Freq 1 Risk 1 Overall 1	Task 1M		
<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>					
<p>PROCESSID 7950 Envitec oxygen sensor parts stock check</p>	1031 Director 3 (Steve)	1032 Manager	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	
<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>					
<h2>Marketing Processes</h2>					
Process Scope	Roll Task	Roll Audit	Risk	Action	Referenced in Document
<p>PROCESSID 40 To start the next years calendar.</p>	41 305263+ Marketing Processes	in terms	Freq 1 Risk 2 Overall 2	Task 12M	
<p>PROCESSID 5870 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
x in terms