

Internal Audit Check list		
VANDAGRAPH SENSOR TECHNOLOGIES LTD SERVICE LOGS		
Created:	17/May 1995	Audit No 24
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Audit Date		Auditor

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 8.5.1	<p>Control of production and service provision</p> <p>The organization shall implement production and service provision under controlled conditions.</p> <p>Controlled conditions shall include, as applicable:</p> <ul style="list-style-type: none"> a) the availability of documented information that defines: 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed; 2) the results to be achieved; b) the availability and use of suitable monitoring and measuring resources; c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met; d) the use of suitable infrastructure and environment for the operation of processes; e) the appointment of competent persons, including any required qualification; f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement; g) the implementation of actions to prevent human error; h) the implementation of release, delivery and post-delivery activities 	<p>Doc index</p> <p>Tech files</p> <p>QA files</p> <p>Calibration index</p> <p>Procedures</p>

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Answer questions 1-4, Any non conformance generate an Issue.

1. Review Last years Audit. Update processes if required.

Are all follow on Issue resolved satisfactory.

Nothing outstanding

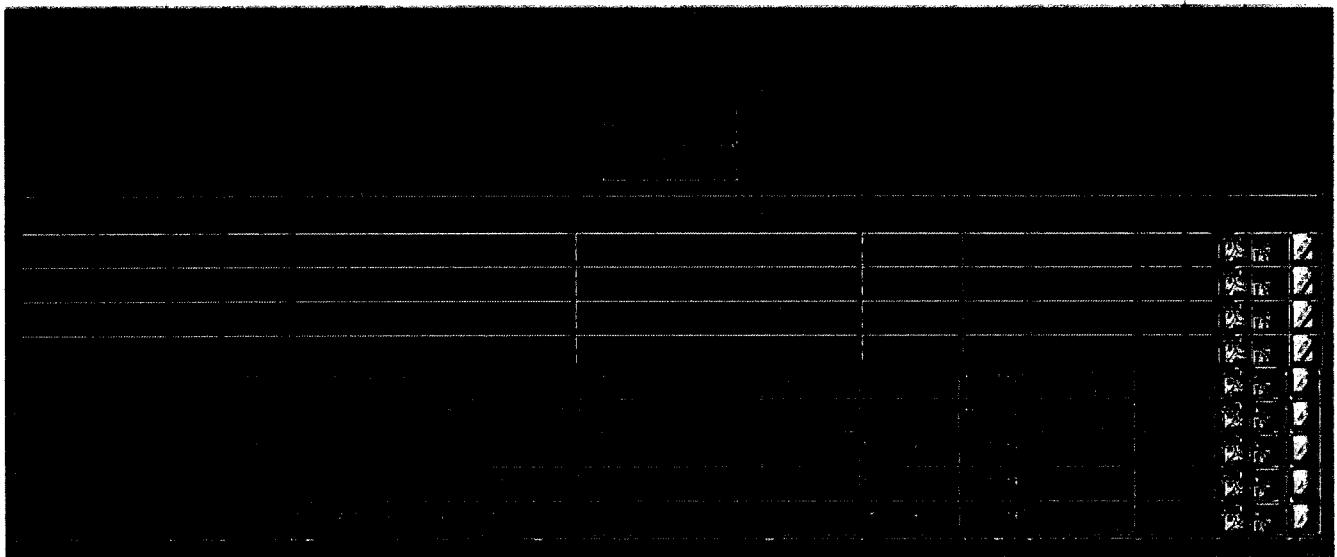
INTRASTATS STOCK MENU – SERVICE VISITS – *Service Visits*.

All Active and Single visit services should be shown.

2. Are Any service Visits Over Due

Note Tracking ID 34 in the Example,

No Service visits for
VST



Has the Over due Visit got any Action notes:

Click:

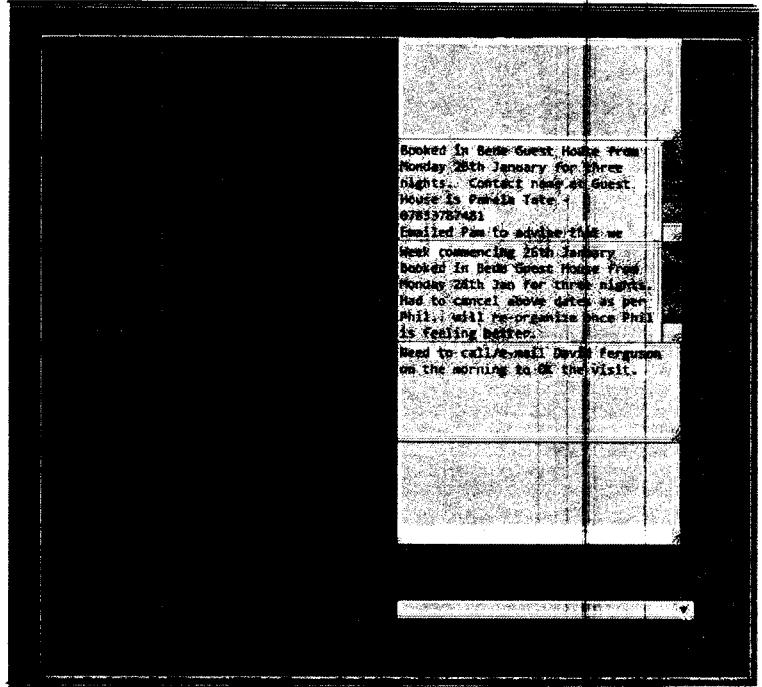


No over due visits.

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3. Have any over due Visit NOT got any action notes?

No
No overdue
visits



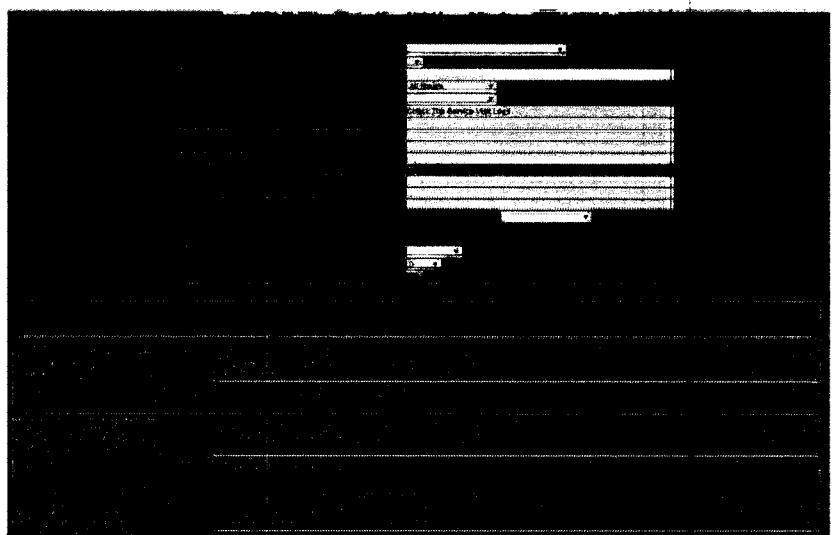
Drop out of the Service Visit Section, Search Intrastats



In the Subject Contains Words box type: **Check The Service Visit Logs**

You should see a list of system generated tasks to 2 Different employees,
Scroll down the list,

No issues
no services



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4. Are more than 1 Issue outstanding per user.

No

5. Any problems found in the Issues system not being addressed.

No

Sub Processes Linked to Audit

Review the below processes tasks and audits and ensure they are completed in a timely manner.

List Processes Per Title

Clone from Docid

Servicing Onsite	339762					
Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes	
PROCESSID 7985 To ensure we do not have any overdue service requirements to our customers.	Task: 1115 Company Secretary Audit :1116 Managing Director 333652	Freq 1 Risk 1 Overall 1	Task 6M Audit 12M			
Have any overdue visits not got any action notes.						
Audits						
Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes	
PROCESSID 7889 To carry out Audit 24 Servicing Viamed	Task: Audit :288 Company Secretary 336 824	Freq 1 Risk 2 Overall 2	Audit 12M			

in terms

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Office Processes		Roll Task	Risk	Action	*	Notes	
Process Scope	Roll Audit						
PROCESSID 5857 Ensuring customer onsite service visits are completed	Task: 233 341115 ✓ Office Processes 341115 ✓ Audit :234 339 086 ✓ UK Sales Controller		Freq 2 Risk 1 Overall 2	Task 1W Audit 1M			
PROCESSID 7760 Send letters to existing customers to remind them that a service is due on their equipment	Task: 607 Marketing Processes 341142 ✓ Audit :898 Company Secretary		Freq 1 Risk 1 Overall 1	Task 1W Audit 4W			

Rolling Tasks Linked to Document :Task (233) Task (607) Task (288) Task (1115)

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