

Internal Audit Check list			
VANDAGRAPH SENSOR TECHNOLOGIES LTD SERVICE LOGS			
Created:	17/May 1995	Audit No 24	
Audit Date	1/9/2024	Auditor <i>Helen Lamb</i>	Page 1 of 5

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 	<i>Doc index</i> <i>Tech files</i> <i>QA files</i> <i>calibration index</i> <i>Procedures</i>

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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

Service Logs									
To Add new Servicing - Start by finding the Hospital / Company via Instrastat CRM Use the 'U' delivery location									
KEY									
Securing Service Overdue Service									
Tracking ID	Service ID	Due in Months	Operate	Location	Description	Equipment List	Due Date	Scheduled Date	ORD's
34	12	12	00004990	Sunderland Royal Hospital	Delivery Suite and Neonatal Unit	48 Items	26/01/15	...	ORD89051
33	9	12	00004250	Royal Preston Hospital	Resus cabinets, Delivery Suite	41 Items	03/04/15	...	
65	29	12	00000780	Burnley General Hospital	Resus Cabinets and Blenders	28 Items	11/09/15	...	
36	27	12	00000550	Royal Blackburn Hospital	Resus cabinet and blenders annual service	12 Items	17/09/15	...	
38	1	12	00000000	Walsall Manor Hospital	Resus Cabinet, Conversion Suite and Blenders	4 Items	15/02/15	...	
39	10	12	00000000	Black Country, Birmingham & Solihull Hospital	Delivery Suite	10 Items	11/04/15	...	
40	11	12	00000000	Royal Bolton Hospital	Resus cabinet and resus in mobile blenders	12 Items	17/09/15	...	
41	10	12	00000000	West Midlands General Hospital	Resus Cabinet and mobile blenders	11 Items	18/06/15	...	
42	10	12	00000000	North Manchester General Hospital	Resus cabinet and mobile blenders	16 Items	30/07/15	...	

Has the Over due Visit got any Action notes:

Click:



No overdue visits.

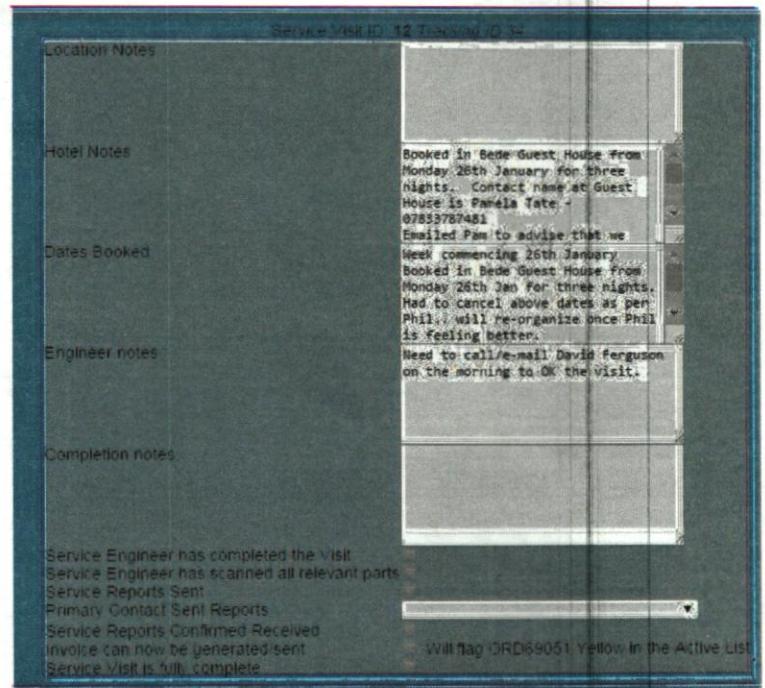
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3. Have any over due Visit NOT got any action notes?

No
No overdue
visits

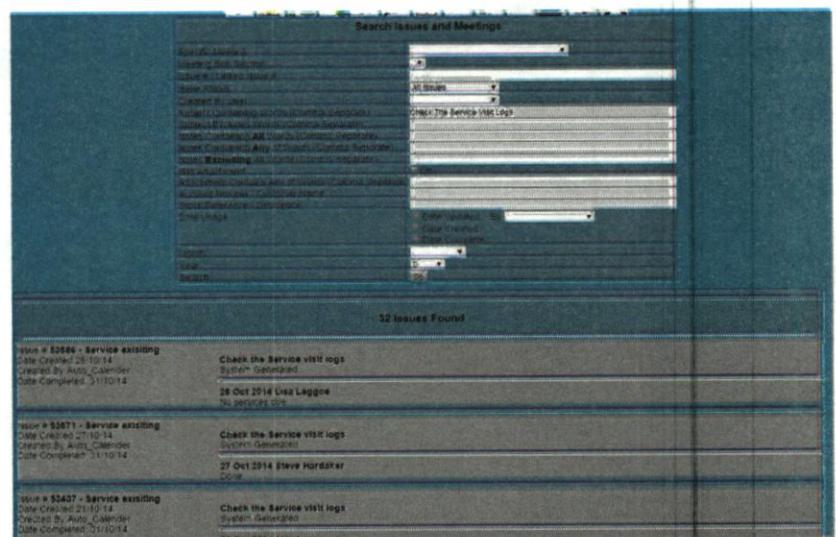


Drop out of the Service Visit Section, Search Intrastats

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. Have any overdue visits not got any action notes.	Task: 1115 Company Secretary Audit :1116 Managing Director <i>336522</i>	Freq 1 Risk 1 Overall 1	Task 6M Audit 12M			
Audits						
Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes	
PROCESSID 7889 To carry out Audit 24 Servicing Viamed	Task: Audit :288 Company Secretary <i>336824</i>	Freq 1 Risk 2 Overall 2	Audit 12M			

in terms

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Office Processes		Roll Task Roll Audit	Risk	Action	* Notes
Process Scope					
PROCESSID 5857 Ensuring customer onsite service visits are completed		Task: 233 341115 Office Processes 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)

338989 ✓