

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

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 8.5.1	<b>Control of production and service provision</b> The organization shall implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable: 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	Doc index Tech files QA files Calibration index Procedures

Internal Audit Check list			
VANDAGRAPH SENSOR TECHNOLOGIES LTD SERVICE LOGS			
Created:	17/May 1995	Audit No 24	
			Page 2 of 5
Audit Date		Auditor	

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 Address Servicing - Start by finding the Hospital / Company via IntraStat CRM Use the 'D' Delivery account									
<div>KEY</div> <div>Recurring Service</div> <div>One-off Service</div>									
Tracking ID	Service ID	Recur Months	Opera	Location	Description	Equipment List	Due Date	Scheduled Date	ORD's
04	12	12	00004990	Sunderland Royal Hospital	Delivery Suite and Neonatal Unit	48 Items	26/01/15	---	ORDs908
03	9	12	00004250	Royal Preston Hospital	Resus cabinets, Delivery Suite	41 Items	03/04/15	---	
05	26	12	00000780	Burnley General Hospital	Resus Cabinets and Blenders	28 Items	11/09/15	---	
06	27	12	00000550	Royal Blackburn Hospital	Resus cabinet and blender annual service	12 Items	17/09/15	---	
14	14	12	000102	Walsall Manor Hospital	Don't Pump, Compressors and Lungs	4 Items	15/02/15	---	
13	10	12	000110	County Durham & Darlington Hospital	Infant's arm pumps	10 Items	18/04/15	---	
08	28	12	000000	Royal Bolton Hospital	Resus cabinet upgrade to include blender	33 Items	17/09/15	---	
07	16	12	000000	Walsingham General Hospital	Resus cabinet upgrade to include blender	11 Items	18/09/14	---	
09	09	12	000000	North Manchester General Hosp	Resus cabinet and blender annual service	16 Items	18/07/14	---	

Has the Over due Visit got any Action notes:

Click:



*No over due visits.*



Internal Audit Check list			
VANDAGRAPH SENSOR TECHNOLOGIES LTD SERVICE LOGS			
Created:	17/May 1995	Audit No 24	
			Page 3 of 5
Audit Date		Auditor	

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

Issue ID	Issue Description	Created By	Date Created	Date Completed
Issue # 5256 - Service existing	Check the Service visit logs System Generated	Auto_Calendar	26 Oct 2014	26 Oct 2014
Issue # 5257 - Service existing	Check the Service visit logs System Generated	Auto_Calendar	27 Oct 2014	27 Oct 2014
Issue # 5258 - Service existing	Check the Service visit logs System Generated	Auto_Calendar	28 Oct 2014	28 Oct 2014

Internal Audit Check list			
VANDAGRAPH SENSOR TECHNOLOGIES LTD SERVICE LOGS			
Created:	17/May 1995	Audit No 24	
			Page 4 of 5
Audit Date		Auditor	

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

<b>Servicing Onsite</b>		<i>339762✓</i>			
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>333652✓</i>	Freq 1 Risk 1 Overall 1	Task 6M Audit 12M		
<b>Audits</b>					
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		<i>in terms</i>



Internal Audit Check list			
VANDAGRAPH SENSOR TECHNOLOGIES LTD SERVICE LOGS			
Created:	17/May 1995	Audit No 24	
			Page 5 of 5
Audit Date		Auditor	

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