# Internal Audit Check list

## VANDAGRAPH SENSOR TECHNOLOGIES LTD SERVICE LOGS

| Created: | 17/May 1995 | **Audit No 24** | |
|---|---|---|---|
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| 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 | **Control of production and service provision** 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 |

**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 overdue visits.*

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

No

No overdue visits
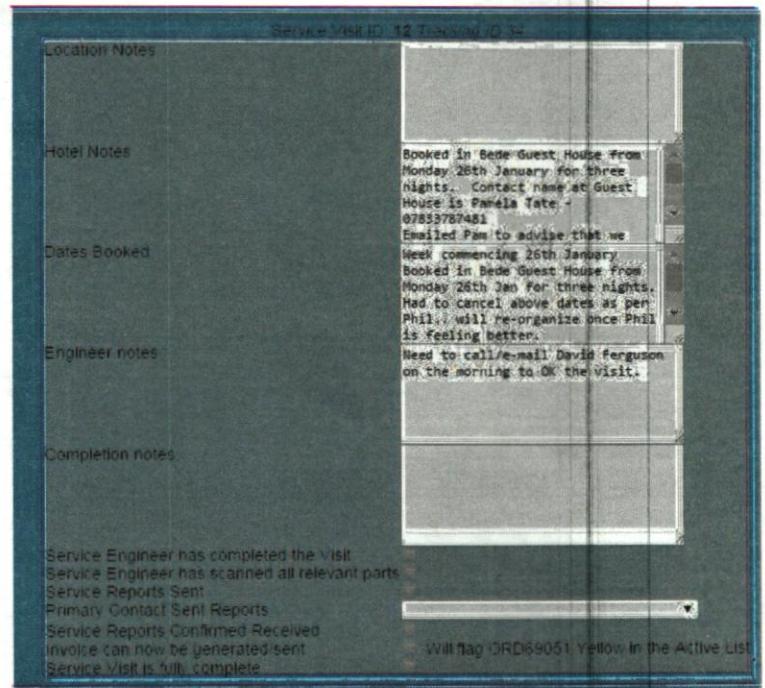


Drop out of the Service Visit Section, Search Intrastats

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

**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<br>Roll Audit | Risk | Action | * | Notes |
|---|---|---|---|---|---|
| PROCESSID **7985**<br>To ensure we do not have any overdue service requirements to our customers.<br><br>Have any overdue visits not got any action notes. | Task: 1115<br>Company Secretary<br><br>Audit :1116<br>Managing Director *333652* | Freq 1<br>Risk 1<br>Overall 1 | Task 6M<br>Audit 12M | | |

### Audits

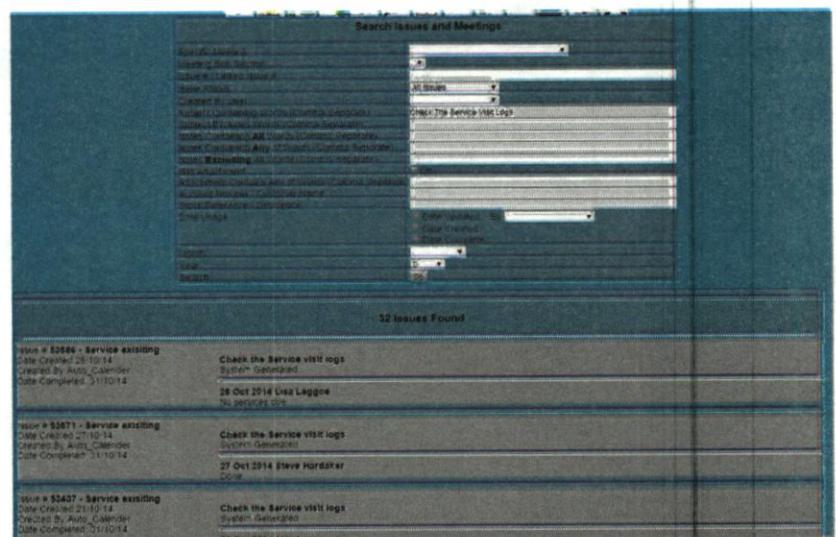| Process Scope | Roll Task<br>Roll Audit | Risk | Action | * | Notes |
|---|---|---|---|---|---|
| PROCESSID **7889**<br>To carry out Audit 24<br>Servicing Viamed | Task:<br><br>Audit :288 *336824*<br>Company Secretary | Freq 1<br>Risk 2<br>Overall 2 | Audit 12M | | |

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## Office Processes

| Process Scope | Roll Task Roll Audit | Risk | Action | * | Notes |
|---|---|---|---|---|---|
| PROCESSID **5857** Ensuring customer onsite service visits are completed | Task: 233 34 1115 * 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)

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