

Internal Audit Check list

Vandagraph Sensor Technologies Ltd Contract Review and Sales Order Processing

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Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 5.1.2	<p>Customer focus 5.1.2 Customer focus Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that: 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.</p>	
VST Ltd ISO9001:2015 8.2.1	<p>Customer communication Communication with customers shall include: a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes; c) obtaining customer feedback relating to products and services, including customer complaints; d) handling or controlling customer property; e) establishing specific requirements for contingency actions, when relevant.</p>	
VST Ltd ISO9001:2015 8.2.2	<p>Determining the requirements for products and services When determining the requirements for the products and services to be offered to customers, the organization shall ensure that: a) the requirements for the products and services are defined, including: 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.</p>	
VST Ltd ISO9001:2015 8.2.3.1	<p>The organization shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. The organization shall conduct a review before committing to supply products and services to a customer, to include: a) requirements specified by the customer, including the requirements for delivery and post delivery activities; b) requirements not stated by the customer, but necessary for the specified or intended use, when known; c) requirements specified by the organization; d) statutory and regulatory requirements applicable to the products and services; e) contract or order requirements differing from those previously expressed.</p> <p>The organization shall ensure that contract or order requirements differing from those previously defined are resolved.</p> <p>The customers requirements shall be confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.</p> <p>NOTE In some situations, such as internet sales, a formal review is</p>	

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	impractical for each order. Instead, the review can cover relevant product information, such as catalogues.	
VST Ltd ISO9001:2015 8.2.3.2	The organization shall retain documented information, as applicable: a) on the results of the review; b) on any new requirements for the products and services.	
VST Ltd ISO9001:2015 8.2.4	Changes to requirements for products and services The organization shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.	

	<u>QUESTION:</u>		Y/N
1	Review Last years Audit Are all follow on Issue resolved satisfactory?		
2	Are Telephone orders being logged in the call log correctly.		
3	Are Contact Details being updated in the system correctly and fully. Check 6 of this weeks Invoices, different companies. Check the Invoice, customer paperwork and CRM are correct. 1. 2. 3. 4. 5. 6.		
4	Check contacts match to Accounts package. Review the same as question 3. 1. 2. 3. 4. 5. 6.		

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5	<p>Check 6 invoices match between Intrastats and Accounts package. Use the same as Question 3. Address, stock, totals, VAT.</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 		
6	<p>Paperwork – All is now digital but double check in the sales office and around both buildings for paperwork that should be disposed of securely. Ensure it is processed as per GDPR, not left lying around and when finished with shredded or archived correctly. Review Tasks ID1087, ID1086, ID508, ID509</p>		
7	<p>Quotes and proformas – check 4 of each, check the addresses, stock, and quantities to the customer paperwork. Check any over the limit set in VM3COP03 have been approved by a director.</p> <p>Quotes</p> <ol style="list-style-type: none"> 1. 2. 3. 4. <p>Proformas</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 		
8	<p>Quotes and proformas – check these are being reviewed regularly. Note any that have not been reviewed within the last 2 months. Note these below and issue the person responsible.</p>		

Sub Processes Linked to Audit 02

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

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