Internal Audit Check list

VIAMED LTD SALES AND MARKETING

Created:	23/OCT/17	**Audit 16**	
		M LAMB	Page 1 of 7
Audit Date	17-9-24	Auditor H LAMB	

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
Viamed Ltd ISO13485:2016 5.2	**Customer focus** Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	Route Map Audit Roles + titles
Viamed Ltd ISO13485:2016 7.2.1	**Determination of requirements related to product** The organization shall determine: 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 specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization	Doc index Roles + titles Route Map Review meeting
Viamed Ltd ISO13485:2016 7.2.3	**Communication** The organization shall plan and document arrangements for communicating with customers in relation to: a) product information; b) enquiries, contracts or order handling, including amendments; c) customer feedback, including complaints; d) advisory notices. The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.	Route Map Audit Calendar Roles + titles

	QUESTION:	RESPONSE	Y/N
1	Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory.	Nothing outstanding	Y
2	Are meetings carried out regularly. Go to Host meeting and check the last meeting.		Y

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

List Processes Per Title

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Clone from Docid

IT Controller

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **7916** To check the webmaster tools to see our websites from googles point of view. fix any errors it may flag up	Task: 919 *341007* Marketing Processes Audit :1235 *31 9778* Managing Director	Freq 1 Risk 1 Overal l 1	Task 1M Audit 12M		

Marketing Controller

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **5886** Report generate to give a idea of the current and future sales and marketing.	Task: 386 Audit :387	Freq 3 Risk 1 Overal l 3			
PROCESSID **8046** Shopify Add Words. Please log Google ad word stats.	Task: 278 *360020* Marketing Processes Audit :144 *334101* Managing Director	Freq 1 Risk 1 Overal l 1	Task 1M Audit 6M		
PROCESSID **8056** Add calendar to order	Task: 347 *312792* Marketing Processes Audit :	Freq 1 Risk 1 Overal l 1	Task 12M		
PROCESSID **8062** Vandagraph Shopify Payouts Report copy last months to accounts so they bank and invoices can be reconciled.	Task: 1080 *339776* Marketing Processes Audit :	Freq 1 Risk 1 Overal l 1	Task 1M		
PROCESSID **8068** Request Feedback from Unique Customer for 2 months prior - EyeMax Flowsensors	Task: 1227 *339777* Marketing Processes Audit :	Freq 1 Risk 1 Overal l 1	Task 1M		

Sales Controller

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **5884** Report generate to give a idea of the current and future sales and marketing.	Task: 388	Freq 3 Risk 1 Overal			

	Audit :387	1 3			
Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
PROCESSID **7909** To update the online GTIN / EAN13 databases of stock descriptions for peppol use	Task: 893 Managing Director *34 0298* Audit :894 *336 865* Marketing Processes ✓	Freq 1 Risk 1 Overal 1 1	Task 1M Audit 6M		
PROCESSID **7931** Review any Logged Competitor Pricing	Task: 960 *341007* x Managing Director *in terms* Audit :	Freq 1 Risk 1 Overal 1 1	Task 1M		
PROCESSID **7949** review Current Sales Project Lists	Task: 1029 *340177* Director 3 (Steve) *in* *terms* Audit :1030 *339751* ✓ Managing Director *340064* x *in terms.*	Freq 1 Risk 1 Overal 1 1	Task 1M Audit 3M		
PROCESSID **8031** This is a task to remind Ryan to review to see if there are any active tenders.	Task: 1221 *341016* x EX Sales Controller *in* *terms* Audit :1222 Director 3 (Steve) *340064* x *in terms.*	Freq 1 Risk 1 Overal 1 1	Task 1W Audit 1M		
PROCESSID **8075** To review Tenders in the UK for us to apply for	Task: 1236 *340 874* ✓ Marketing Processes Audit :1237 Director 3 (Steve) *333358* ✓	Freq 2 Risk 2 Overal 1 4	Task 1W Audit 3M		

EX Sales Controller

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
PROCESSID **5873** To check through list of export distributors	Task: 204 *339083* ✓ EX Sales Controller Audit :379 *338443* ✓ Managing Director	Freq 3 Risk 1 Overal 1 3	Task 1M Audit 3M		
PROCESSID **5885** Report generate to give a idea of the current and future sales and marketing.	Task: 385 Audit :387	Freq 3 Risk 1 Overal 1 3			
PROCESSID **8049** Book Medica medical exhibition	Task: 195 *316856* ✓ Director 3 (Steve) Audit :	Freq 1 Risk 1 Overal 1 1	Task 12M		

UK Sales Controller

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
PROCESSID **5883**	Task: 384	Freq 3			

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
Report generate to give a idea of the current and future sales. PUTTING ISSUES ON HOLD, while new sales reporting page is made the primary report and a living page.	Audit :387	Risk 1 Overal l 3			
PROCESSID **6888** Report generate to give a idea of the current and future sales.	Task: 384 Audit :387	Freq 2 Risk 1 Overal l 2			
PROCESSID **6898** To review the GHX Web Pricing	Task: 365 Audit :	Freq 1 Risk 2 Overal l 2			
PROCESSID **7920** To review Sales warning pages, highlights dropping in sales	Task: 57 340744X Managing Director Audit :	Freq 1 Risk 1 Overal l 1	Task 1M		
PROCESSID **7927** To check Contract prices are still valid and within date	Task: 944 341005√ Marketing Processes Audit :945 338494 x in UK Sales Controller in	Freq 1 Risk 1 Overal l 1	Task 1M Audit 3M		

EX Sales Force

terms

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
PROCESSID **7926** Sales forecasts	Task: 58 34096S† EX Sales Controller in Audit : terms.	Freq 1 Risk 1 Overal l 1	Task 1M		

Audits

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
PROCESSID **7959** Audit to include Sales and Marketing Functions	Task: 1056 339757 x Company Secretary in terms Audit :	Freq 1 Risk 1 Overal l 1	Audit 12M		
PROCESSID **7960** Audit for Sales and Marketing	Task: 1057 339758 x Company Secretary in terms Audit :	Freq 1 Risk 1 Overal l 1	Task 12M		

Accounts Processes

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
PROCESSID **7921** To calculate, sales of the Oxygen Sensor Bags and the grey sensor housing, This is no longer relevant as Envitec purchase the parts and have adjusted sensor prices to us	Task: 931 Audit :	Freq 1 Risk 1 Overal l 1			

Office Processes

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **19** Ensure required leaflets are in stock	Task: 538 340975 Marketing Processes Audit :539 339710 Goods Out	Freq 2 Risk 1 Overal l 2	Task 1W Audit 1M		
PROCESSID **20** Ensuring mail shots are printed and sent	Task: 402 340957 Marketing Processes Audit :403 341121 Company Secretary	Freq 1 Risk 1 Overal l 1	Task 1W Audit 1M		
PROCESSID **21** Ensuring office job list is being updated and completed	Task: 570 340632 Marketing Processes Audit :534 339117 Managing Director in terms	Freq 2 Risk 1 Overal l 2	Task 1W Audit 1M		
PROCESSID **7925** Providing Feedback to ebay customers	Task: 939 341004 Office Processes Audit :940 330025 Marketing Processes	Freq 1 Risk 1 Overal l 1	Task 1M Audit 6M		
PROCESSID **7947** There should be at least two sets of orders on the system. Sales orders from JJ-CCR for this current month and next month, as well as the corresponding production orders. If there are just two orders, send a VST email to Jan Petersen (jp@jj-ccr.com) at JJ-CCR asking if he wishes to place any additional orders for subsequent months. We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.	Task: 1026 339749 Office Processes in terms. Audit :1027 Director 3 (Steve) 334626 in terms	Freq 1 Risk 1 Overal l 1	Task 1M Audit 3M		
PROCESSID **7948** 8010006 â€" rEVo oxygen sensor orders There should be at least two sets of orders on	Task: 1028 Office Processes 339750 Audit : in terms	Freq 1 Risk 1 Overal l 1	Task 1M		

the system. Sales orders from r-Evo for this current month and next month, as well as the corresponding production orders.

If there are just two orders, send a VST email to Pieter Decoene (Pieter@revo-rebreathers.com) at rEvo asking if he wishes to place any additional orders for subsequent months.

We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.

Process Scope	Roll Task / Roll Audit	Risk	Action		
PROCESSID **7950** Envitec oxygen sensor parts stock check Check to see whether in the past 6 weeks Envitec (Honeywell) have ordered any parts to used in the production of 8010004 R17JJ-CCR oxygen sensors. If no sales orders have been processed, please send a reminder email to: Felix.Krellenberg@honeywell.com cc. Jessica.Wagner@honeywell.com	Task: 1031 Director 3 (Steve) _340300_ ✓ Audit :1032 Managing Director _340647_ × in terms	Freq 1 Risk 1 Overal l 1	Task 1M Audit 3M		

Marketing Processes

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **40** To start the next years calendar.	Task: 41 _339672_ ✓ Marketing Processes Audit :	Freq 1 Risk 2 Overal l 2	Task 12M		
PROCESSID **5870** Book our place at Arab Health if we decided on going	Task: 196 _331182_ × Director 3 (Steve) Audit :	Freq 1 Risk 1 Overal l 1	Task 12M	_341221_ × ISSUE SENT SN✓	
PROCESSID **8057** Emergency Services Show Emergency Services Show - September. Can we get a list of what stock and leaflets etc we need getting ready for this. This needs to be given to the marketing and warehouse teams for stock and ordering, well in advance please.	Task: 721 UK Sales Controller _338631_ ✓ Audit :	Freq 1 Risk 1 Overal l 1	Task 12M		
PROCESSID **8058** Can we get a list of what stock and leaflets etc	Task: 722 _339731_ × EX Sales Controller in terms	Freq 1 Risk 1	Task 12M		

we need getting ready for this. This needs to be given to the marketing and warehouse teams for stock and ordering, well in advance please.k Please let the warehouse have the list with plenty of time. Please can you give a list of leaflets and marketing material to Robert to add and Catrin to order	Audit :899 Goods In 340536 4 in terms	Overal l 1	Audit 12M
PROCESSID **8059** Please can you check what leaflets / booklets / video presentation we need and get ordered anything that we do not have. Ryan got an issue on the 1st Sept too and Cathy will get an Issue on the 10th Sept	Task: 900 Marketing Processes Audit : 339746	Freq 1 Risk 1 Overal l 1	Task 12M
PROCESSID **8063** Send Calendars To Sylvia Gallagher	Task: 1106 Marketing Processes 313793 Audit :	Freq 1 Risk 1 Overal l 1	Task 12M
PROCESSID **8065** Review Shopify Website for Missing Images	Task: 1205 Marketing Processes 340306 Audit :	Freq 1 Risk 1 Overal l 1	Task 1M
PROCESSID **8066** Review Search Terms - Shopify Admin Analytics Reports Top online store searches For the last full calendar month.	Task: 1213 Marketing Processes 339770 Audit :	Freq 1 Risk 1 Overal l 1	Task 1M
PROCESSID **8069** Viamed Shopify: Office Hours Update Office Hours page on website to show bank holidays for the next 12 months.	Task: 1228 366452 Marketing Processes Audit :	Freq 1 Risk 1 Overal l 1	Task 12M

Rolling Tasks Linked to Document :Task (386) Task (388) Task (204) Task (385) Task (384) Task (538) Task (402) Task (570) Task (41) Task (196) Task (365) Task (57) Task (944) Task (58) Task (931) Task (939) Task (919) Task (893) Task (960) Task (1029) Task (1026) Task (1028) Task (1031) Task (1056) Task (1057) Task (1221) Task (278) Task (347) Task (1080) Task (1227) Task (195) Task (721) Task (722) Task (900) Task (1106) Task (1205) Task (1213) Task (1228) Task (1236)