

# Internal Audit Check list

VANDAGRAPH SENSOR TECHNOLOGIES LTD

SALES AND MARKETING

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

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 5.1.2	<b>Customer focus</b> 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.	<i>Management review Procedures QA reviews PMS</i>
VST Ltd ISO9001:2015 8.2.2	<b>Determining the requirements for products and services</b> 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.	<i>Doc index Route map marketing index</i>

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

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

## List Processes Per Title

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<b>IT Controller</b>						
<b>Process Scope</b>	<b>Roll Task Roll Audit</b>	<b>Risk</b>	<b>Action</b>	*	<b>Notes</b>	
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 34002 Marketing Processes Audit :1235 31998 Managing Director	Freq 1 Risk 1 Overall 11	Task 1M Audit 12M			
<b>Marketing Controller</b>						
<b>Process Scope</b>	<b>Roll Task Roll Audit</b>	<b>Risk</b>	<b>Action</b>	*	<b>Notes</b>	
PROCESSID 5886 Report generate to give a idea of the current and future sales and marketing.	Task: 386 Audit :387	Freq 3 Risk 1 Overall 13				
PROCESSID 8046 Shopify Add Words. Please log Google ad word stats.	Task: 278 34002 Marketing Processes Audit :144 34101 Managing Director	Freq 1 Risk 1 Overall 11	Task 1M Audit 6M			
PROCESSID 8056 Add calendar to order	Task: 347 312792 Marketing Processes Audit :	Freq 1 Risk 1 Overall 11	Task 12M			
PROCESSID 8062 Vandagraph Shopify Payouts Report copy last months to accounts so they bank and invoices can be reconciled.	Task: 1080 339761 Marketing Processes Audit :	Freq 1 Risk 1 Overall 11	Task 1M			
PROCESSID 8068 Request Feedback from Unique Customer for 2 months prior - EyeMax Flowsensors	Task: 1227 339775 Marketing Processes Audit :	Freq 1 Risk 1 Overall 11	Task 1M			
<b>Sales Controller</b>						
<b>Process Scope</b>	<b>Roll Task Roll Audit</b>	<b>Risk</b>	<b>Action</b>	*	<b>Notes</b>	
PROCESSID 5884 Report generate to give a idea of the current and future sales and marketing.	Task: 388 Audit :387	Freq 3 Risk 1 Overall 13				
PROCESSID 7909 To update the online GTIN / EAN13 databases of stock descriptions	Task: 893 Managing Director 340298	Freq 1 Risk 1 Overall 6M	Task 1M Audit 6M			

for peppol use	Audit :894 336865 ✓ Marketing Processes				
PROCESSID 7931 Review any Logged Competitor Pricing	Task: 960 341007 ✓ Managing Director in terms Audit :	Freq 1 Risk 1 Overall 11	Task 1M		
PROCESSID 7949 review Current Sales Project Lists	Task: 1029 Director 3 (Steve) 340177 ✓ in terms Audit :1030 Managing Director 339751 ✓	Freq 1 Risk 1 Overall 11	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 ✓ EX Sales Controller in terms Audit :1222 Director 3 (Steve) 340064 ✓ in terms	Freq 1 Risk 1 Overall 11	Task 1W Audit 1M		
PROCESSID 8075 To review Tenders in the UK for us to apply for	Task: 1236 340874 ✓ Marketing Processes Audit :1237 Director 3 (Steve) 333358 ✓	Freq 2 Risk 2 Overall 14	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 Overall 13	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 Overall 13			
PROCESSID 8049 Book Medica medical exhibition	Task: 195 316856 ✓ Director 3 (Steve) Audit :	Freq 1 Risk 1 Overall 11	Task 12M		

## UK Sales Controller

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID 5883 Report generate to give a idea of the current and future sales.	Task: 384 Audit :387	Freq 3 Risk 1 Overall 13			
PUTTING ISSUES ON HOLD, while new					

sales reporting page is made the primary report and a living page.				
<b>PROCESSID 6888</b> Report generate to give a idea of the current and future sales.	Task: 384  Audit :387	Freq 2 Risk 1 Overall 12		
<b>PROCESSID 6898</b> To review the GHX Web Pricing	Task: 365  Audit :	Freq 1 Risk 2 Overall 12		
<b>PROCESSID 7920</b> To review Sales warning pages, highlights dropping in sales	Task: 57 340 944x Managing Director  Audit :	Freq 1 Risk 1 Overall 11	Task 1M	
<b>PROCESSID 7927</b> To check Contract prices are still valid and within date	Task: 944 341005 Marketing Processes  Audit :945 338494 UK Sales Controller	Freq 1 Risk 1 Overall 11	Task 1M Audit 3M  in terms	

## EX Sales Force

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
<b>PROCESSID 7926</b> Sales forecasts	Task: 58 340 945 EX Sales Controller  Audit : in terms	Freq 1 Risk 1 Overall 11	Task 1M		

## Audits

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
<b>PROCESSID 7959</b> Audit to include Sales and Marketing Functions	Task: 1056 Company Secretary  Audit : 339757 in terms	Freq 1 Risk 1 Overall 11	Audit 12M		
<b>PROCESSID 7960</b> Audit for Sales and Marketing	Task: 1057 Company Secretary 339758 Audit : in terms	Freq 1 Risk 1 Overall 11	Task 12M		

## Accounts Processes

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
<b>PROCESSID 7921</b> To calculate, sales of the Oxygen Sensor Bags and the grey sensor housing,	Task: 931  Audit :	Freq 1 Risk 1 Overall 11			

This is no longer relevant as Envitec purchase the parts and have adjusted sensor prices to us					
<b>Office Processes</b>					
Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
<b>PROCESSID 19</b> Ensure required leaflets are in stock	Task: 538 340975 Marketing Processes  Audit :539 339710 Goods Out	Freq 2 Risk 1 Overall	Task 1W Audit 1M 12		
<b>PROCESSID 20</b> Ensuring mail shots are printed and sent	Task: 402 340952 Marketing Processes  Audit :403 341121 Company Secretary	Freq 1 Risk 1 Overall	Task 1W Audit 1M 11		
<b>PROCESSID 21</b> Ensuring office job list is being updated and completed	Task: 570 340632 Marketing Processes  Audit :534 339117 Managing Director	Freq 2 Risk 1 Overall	Task 1W Audit 1M 12 terms		
<b>PROCESSID 7925</b> Providing Feedback to ebay customers	Task: 939 341004 Office Processes  Audit :940 330025 Marketing Processes	Freq 1 Risk 1 Overall	Task 1M Audit 6M 11		
<b>PROCESSID 7947</b> 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.	Task: 1026 339749 Office Processes  Audit :1027 Director 3 (Steve)	Freq 1 Risk 1 Overall	Task 1M Audit 3M 11  334626 X terms		
We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.					
<b>PROCESSID 7948</b> 8010006 "rEvo oxygen sensor orders	Task: 1028 Office Processes  Audit : 339750	Freq 1 Risk 1 Overall	Task 1M 11 in terms		
There should be at least two sets of orders on 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.				
<b>PROCESSID 7950</b> Envitec oxygen sensor parts stock check	Task: 1031 Director 3 (Steve) 340300 ✓ Audit :1032 Managing Director 340647 ✓ in terms	Freq 1 Risk 1 Overall 11	Task 1M Audit 3M	
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:				
<p>Felix.Krellenberg@honeywell.com cc. Jessica.Wagner@honeywell.com</p> <h3>Marketing Processes</h3>				
<b>Process Scope</b>	<b>Roll Task</b> <b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	<b>*</b>
<b>PROCESSID 40</b> To start the next years calendar.	Task: 41 339672 ✓ Marketing Processes Audit :	Freq 1 Risk 2 Overall 12	Task 12M	
<b>PROCESSID 5870</b> Book our place at Arab Health if we decided on going	Task: 196 Director 3 (Steve) 331182 X Audit :	Freq 1 Risk 1 Overall 11	Task 12M	issues X 341221 Sent
<b>PROCESSID 8057</b> Emergency Services Show Emergency Services Show - September.	Task: 721 UK Sales Controller 338631 ✓ Audit :	Freq 1 Risk 1 Overall 11	Task 12M	
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.				
<b>PROCESSID 8058</b> 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. Please let the warehouse have the list	Task: 722 EX Sales Controller 339731 X Audit :899 Goods In 340536 ✓ in terms	Freq 1 Risk 1 Overall 11	Task 12M Audit 12M	

with plenty of time. Please can you give a list of leaflets and marketing material to Robert to add and Catrin to order				
<b>PROCESSID 8059</b> Please can you check what leaflets / booklets / video presentation we need and get ordered anything that we do not have.	Task: 900 Marketing Processes Audit : <i>339746</i>	Freq 1 Risk 1 Overall 1 1	Task 12M	
Ryan got an issue on the 1st Sept too and Cathy will get an Issue on the 10th Sept				
<b>PROCESSID 8063</b> Send Calendars To Sylvia Gallagher	Task: 1106 Marketing Processes Audit : <i>313793</i>	Freq 1 Risk 1 Overall 1 1	Task 12M	
<b>PROCESSID 8065</b> Review Shopify Website for Missing Images	Task: 1205 Marketing Processes Audit : <i>340306</i>	Freq 1 Risk 1 Overall 1 1	Task 1M	
<b>PROCESSID 8066</b> Review Search Terms - Shopify Admin Analytics Reports Top online store searches For the last full calendar month.	Task: 1213 Marketing Processes Audit : <i>339770</i>	Freq 1 Risk 1 Overall 1 1	Task 1M	
<b>PROCESSID 8069</b> Viamed Shopify: Office Hours Update Office Hours page on website to show bank holidays for the next 12 months.	Task: 1228 Marketing Processes Audit : <i>316452</i>	Freq 1 Risk 1 Overall 1 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)