Internal Audit Check list

VANDAGRAPH SENSOR TECHNOLOGIES LTD
CORRECTIVE ACTIONS

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Audit Date	14/11/24	Auditor Helen Lamb	

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 10.1	**General** The organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These shall include: a) improving products and services to meet requirements as well as to address future needs and expectations; b) correcting, preventing or reducing undesired effects; c) improving the performance and effectiveness of the quality management system. NOTE Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.	Roles + titles management review
VST Ltd ISO9001:2015 10.2.1	When a nonconformity occurs, including any arising from complaints, the organization shall: a) react to the nonconformity and, as applicable: 1) take action to control and correct it; 2) deal with the consequences; b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by: 1) reviewing and analysing the nonconformity; 2) determining the causes of the nonconformity; 3) determining if similar nonconformities exist, or could potentially occur; c) implement any action needed; d) review the effectiveness of any corrective action taken; e) update risks and opportunities determined during planning, if necessary; f) make changes to the quality management system, if necessary. Corrective actions shall be appropriate to the effects of the nonconformities encountered.	complaints index Doc index Roles + titles Renew meetings
VST Ltd ISO9001:2015 8.5.5	**Post-delivery activities** The organization shall meet requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, the organization shall consider: a) statutory and regulatory requirements;	Route map QA system Feedback

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	b) the potential undesired consequences associated with its products and services; c) the nature, use and intended lifetime of its products and services; d) customer requirements; e) customer feedback. NOTE Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.	*Barcode tracking* *PMS* *Technical files*
VST Ltd ISO9001:2 015 9.1.2	**Customer satisfaction** The organization shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring and reviewing this information. NOTE Examples of monitoring customer perceptions can include customer surveys, customer feedback on delivered products and services, meetings with customers, market-share analysis, compliments, warranty claims and dealer reports.	*PMS* *Feedback* *Procedures.*

VST

	QUESTION:	RESPONSE:	Y/N
1	Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory.	*Nothing outstanding*	*Y*
2	Verify that all are reviewed regularly. This can be done by checking the management meeting minutes, issues.& actions. Task ID 728.	*346545✓*	*Y*
3	Check that customer complaints & non-conformities are reviewed regularly at management meetings	Intrastats	*Y*
4	Check that these reviews assess the cause of the non-conformities.	Intrastats *QC21 form + non con pages tick boxes*	*Y*
5	Verify that action is taken to ensure that stated non-conformities do not recur.	*QC21 form non con tick boxes*	*Y*
6	Verify that records of these actions are retained.	Intrastats	*Y*

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7	Check that corrective actions taken are reviewed. Task ID 283 and 285. 345967✓ 345968✓	Intrastats	Y
8	Check that reviews are undertaken to assess potential cause of non-conformities. Task ID 284.	Intrastats 319655✓	Y
9	Verify that the need for action to prevent these occurrences is evaluated.	QC21 form	Y
10	Check that any action deemed necessary has been undertaken and records retained.		Y
11	Check that preventive action taken is reviewed.	QC21 completion section.	Y
12	Check that the appropriate authority undertakes regular update reviews. i.e. management meeting minutes.	Renewed ✓ Minutes.	Y
13	Verify that reviews are presented to the annual management review.	Renewed minutes ✓	Y
14	Are Customer complaints properly recorded Hard copy & Intrastats.		Y
15	Is the complaint Index completed correctly Hard copy.		Y
16	Is the complaint Report completed correctly Hard copy.		Y
17	Has corrective action been taken and recorded	file + issues	Y

Sub Processes Linked to Audit 14

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

List Processes Per Title

Clone from Docid

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Managing Director					
Process Scope	**Roll Task** **Roll Audit**	**Risk**	**Action**	*****	**Notes**
PROCESSID **6931** Review the Customer Complaints Heading	Task: 728 346545✓ Managing Director Audit :774 34 5611✓ Company Secretary	Freq 1 Risk 3 Overall 3	Task 1W Audit 6M		
PROCESSID **7838** Review Customer Feedback Negative	Task: 739 344 591✓ Managing Director Audit :	Freq 3 Risk 1 Overall 3	Task 1M		
PROCESSID **7839** To Review Viamed Customer Complaints	Task: 737 Managing Director 344589 ✓ Audit :	Freq 3 Risk 1 Overall 3	Task 1M		
PROCESSID **7840** To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised	Task: 740 Managing Director 344592 ✓ Audit :	Freq 3 Risk 1 Overall 3	Task 1M		
PROCESSID **7841** To review Customer Complaints see if Non Conformance need to be raised	Task: 738 344590 ✓ Managing Director Audit :	Freq 3 Risk 1 Overall 3	Task 1M		
PROCESSID **7842** To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised	Task: 741 Managing Director Audit : 344593 ✓	Freq 3 Risk 1 Overall 3	Task 1M		
PROCESSID **7843** To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raise	Task: 742 344594 ✓ Managing Director Audit :	Freq 3 Risk 1 Overall 3	Task 1M		
PROCESSID **7849** Review the Customer Returns and Review Product Failures New Codes	Task: 750 346376✓ Managing Director Audit :751 345608✓	Freq 1 Risk 3 Overall 3	Task 1W Audit 3M		

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		Director 3 (Steve)					

ISO Controller

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **7199** To review any non conformances created during the previous month, and produce a non conformance report. Review history of non conformances and see if there has been any improvement.	Task: 283 345967 Company Secretary Audit :284 3196554 Managing Director ✓	Freq 2 Risk 2 Overall	Other 1M Audit 12M		
PROCESSID **7264** To review any non conformances created during the previous month, and produce a non conformance report. Review history of non conformances and see if there has been any improvement.	Task: 285 345968 Company Secretary Audit :286 31965 7✓	Freq 3 Risk 2 Overall 6	Task 1M Task 12M		
PROCESSID 7743 Major Customer Complaints get escalated to Paper Customer Complaints file. Check the File is being Maintained and any relevant documentation is in the File.	Task: 75 Managing Director 341930 ✓ Audit :	Freq 2 Risk 1 Overall 2	Task 6M		

IT Controller

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **7934** Test the integration of the website submitted questions to intrastats TASK NO LONGER REQUIRED, SHOPIFY EMAILS QUESTIONS	Task: 973 Audit :1176	Freq 1 Risk 1 Overall 1			

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Humanmed Controller

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes	
PROCESSID **7671** Humanmed Non Conformances	Task: 747 Audit :	Freq 2 Risk 2 Overall 4				

OEM Sales Controller

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes	
PROCESSID **7965** Enter Feedback from VST customer or Suppliers in the the Feedback headers Both Positive and Negative feedback to be logged	Task: 1068 *345334* Director 3 (Steve) ✓ Audit :1069 Managing Director *325535* ✓	Freq 2 Risk 2 Overall 4	Task 3M Audit 12M			

Audits

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes	
PROCESSID **7726** To carry out Audit 14 Complaints And Corrective Actions Viamed	Task: *346833x* *in* Audit :30 *terms* Company Secretary	Freq 1 Risk 2 Overall 2	Audit 12M			
PROCESSID **7774** To carry out Audit 14 Complaints And Corrective Actions VST	Task: *346837x* *in terms* Audit :189 Company Secretary	Freq 1 Risk 2 Overall 2	Audit 12M			

Rolling Tasks Linked to Document :Task (30) Task (189) Task (75) Task (283) Task (747) Task (739) Task (737) Task (740) Task (738) Task (741) Task (742) Task (750) Task (728) Task (973) Task (1068) Task (285)