

Internal Audit Check list
VANDAGRAPH SENSOR TECHNOLOGY LTD
Order Processing Picking Packing & Dispatch

Created	17/May 1995	Audit No 01	
Revised	22 January 2025		Page 1 of 3
Audit Date	22-4-25	Auditor Helen Lamb	350896

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 5.1.2	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.	Management Review Procedure QA Review External partners PMS
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;	Doc index Tech files QA Tech files Calibration Management Review

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	h) the implementation of release, delivery and post-delivery activities	
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Question	Order No.	CID No.	Customer order number	Check attached documents for customer paperwork and associated docs	Does the customer paperwork match the Invoice	Have these the correct goods scanned to them at shipping	Does the account have an email address or other method for invoice delivery	Initials of the person who entered the order	Initials of the person who checked the order
1 Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory.							Nothing outstanding		Y
2 Does every Order have official customer paperwork. Check 6 orders at random from the Outstanding Customer Orders list.									
	1 152984	4218	453601 2277	✓	✓	✓	✓	KG	SL
	2 151246	5190	2307248 4663	✓	✓	✓	✓	KG	SL
	3 154342	5530	2408076 1-1	✓	✓	✓	✓	KG	HC
	4 153786	4266	3293	✓	✓	✓	✓	AM	KG
	5 152386	5872	FBC09 77-2	✓	✓	✓	✓	KG	AM
	6 154230	5922	442143 6513	✓	✓	✓	✓	AM	KG

3 Have all Queries been dealt with satisfactorily. Check number of Credit Notes last 6 months and if internal error or customer.	24-7-75 onwards	2 customer no issues.	Y
4 Are orders awaiting despatch appropriately packaged and identified.			Y
5 Is appropriate transport arranged, check goods out.			Y
6 Check Ex-works parcels shipping is arranged.			Y

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7	Check that the appropriate shipping documents are available for the goods in goods out.		Y
8	Check that the delivery note is attached to the goods.		Y

List Processes Per Title

Warehouse Team Leader						
Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues	
PROCESSID 7796 To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage.	645 Goods Out 346371	646 Company Secretary 3116991	Freq 2 Risk 1 Overall 2	Task 3M Audit 3M		
PROCESSID 7797 Check order are being picked in order of priority and date.	647 Goods In 349705	648 Managing Director 3116648	Freq 4 Risk 1 Overall 4	Task 8W Task 2D Audit 3M		
PROCESSID 7798 Review the orders and items shipped per month	649 Managing Director 352273	650 Company Secretary 346543	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M		
PROCESSID 7825 To Pick and Pack customer Orders			✓ Freq 1 Risk 1 Overall 1			
Audits						
Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues	
PROCESSID 7714 To carry out Audit 01 Picking Packing Viamed	350890	24 Company Secretary	Freq 1 Risk 2 Overall	Audit 12M		

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			2		
PROCESSID 7762 To carry out Audit 01 Picking Packing VST		194 Company Secretary	Freq 1 Risk 2 Overall 2	Audit 12M	
Goods Out		350896 ✓			
Process Scope	Roll Task	Roll Audit	Risk	Action	Notes / Issues
PROCESSID 5859 audit and snap shot - this is an audit of a part of goods out, listing of the parcels that are sat waiting on a customer response	105 Goods Out 353409	364 Company Secretary 351237	Freq 4 Risk 1 Overall 4	Task 1W Audit 1M	
PROCESSID 7691 Review the sale or return shelf and ship those items.	491 Goods Out 353674 ✓		Freq 3 Risk 1 Overall 3	Task 1D	
PROCESSID 7860 To pick in order orders from the picking screen package the goods ready for dispatch Invoice out the delivery		24 Company Secretary 350890	Freq 1 Risk 2 Overall 2	Audit 12M	