

Internal Audit Check list			
CORRECTIVE ACTIONS			
Created:	17/May 1995	Audit No 14	VM3/COP 06,09 VOP19
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Audit Date		Auditor	ISO 8.5.2

QUESTION:	RESPONSE:	Y/N
Verify that all are reviewed regularly. This can be done by checking the management meeting minutes, issues, & actions		Y
Check that customer complaints & non-conformities are reviewed regularly at management meetings	Intrastats	
Check that these reviews assess the cause of the non-conformities.	Intrastats	
Verify that action is taken to ensure that stated non-conformities do not recur.		Y
Verify that records of these actions are retained.	Intrastats	
Check that corrective actions taken are reviewed.	Intrastats	
Check that reviews are undertaken to assess potential cause of non-conformities.	Intrastats	
Verify that the need for action to prevent these occurrences is evaluated.		Y
Check that any action deemed necessary has been undertaken and records retained.		Y
Check that preventive action taken is reviewed.		Y
Check that the appropriate authority undertakes regular update reviews, i.e. management meeting minutes		Y
Verify that reviews are presented to the annual management review.		Y
Are Customer complaints properly recorded Hard copy & Intrasasts	X	NO
Is the complaint Index completed correctly Hard copy		Y
Is the complaint Report completed correctly Hard copy		Y
Are reports/ correspondence filed in the customer file		Y
Has corrective action been taken and recorded		X

All Customer Complaints recorded.
 only CCN's Escalated are HARD COPIED