

Internal Audit Check list

Vandagraph Sensor Technologies Returns & Repairs Audit

Created:	17/May 1995	Audit No 11	VOP 09
Revised:	22 July 2025		Page 1 of 7
Audit Date	22-7-25	Auditor <i>Helen Lamb</i>	

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 8.2.1	<p>Customer communication</p> <p>Communication with customers shall include:</p> <ul style="list-style-type: none"> a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes; c) obtaining customer feedback relating to products and services, including customer complaints; d) handling or controlling customer property; e) establishing specific requirements for contingency actions, when relevant. 	<i>Doc index Roles + titles Feedback.</i>
VST Ltd ISO9001:2015 8.5.3	<p>Property belonging to customers or external providers</p> <p>The organization shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization. The organization shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.</p> <p>When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.</p> <p>NOTE A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.</p>	<i>QA system Bar code tracking Doc index + procedures</i>

	QUESTION:	RESPONSE:	Y/N
1	Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory.	<i>Nothing outstanding. No non Conformances.</i>	<i>Y</i>
2	Check that out of date warranty repairs have received customer approval prior to any repair work being done.		<i>Y</i>
3	Verify that goods are identified as a Customer Repairs.		<i>Y</i>

4	<p>Check that the QA Records – final inspection, test sheets and safety records are completed.</p> <p>Returns – Repairs Ready for Invoice – View Status. Copy the serial number in to serial number search in Stockbook to get the barcode ID. Paste into QA Report. All available reports will be in here.</p>	None for VST at time of Audit	
5	Check that anti-static precautions are in place and appropriate checks are recorded. Check the workshop, QA and the R+D room. Should these be in place anywhere else around the company.		Y
6	Check that the correct coloured duckets are being used for Urgent and Export repairs.		Y
7	Check that the repairs are being worked in priority, and then date order.		Y
8	Check that completed duckets are placed on the repairs shelf with all appropriate paperwork. Check all duckets on the shelves.		Y
9	<p>Returns – Returns Completed.</p> <p>Pick 5 Invoiced repairs and check the paperwork in the ORD file matches the customer paperwork and the invoice.</p> <p>1. 68930 ✓ 2. 68836 ✓ 3. 4. 5.</p> <p>very few repairs</p>		Y
12	Check in the workshops and make sure all sealant, glues, greases, sprays, tapes and gases are in date and have a data sheet, if no date is present make sure there is a review to check purchase date and lifespan in Intrastats. List any without and check recurring issues for this.	Task 1011 + 1010 ✓	Y
13	<p>Returns – Repairs in building.</p> <p>Pick 5 from the list and go and find them, check they have the appropriate paperwork.</p> <p>1. SRS 69111 - 2. SRS 69165 - 3. SRS 69188 - 4. 5.</p>		Y
14	<p>Check the number of old repairs.</p> <p>Intrastats – Returns – Repairs in building. Find out what is happening with any older than 6 month. List any anomalies.</p>	None.	N

VST

15	<p>Returns – Ready for quote. Check the 5 oldest from the list and go and find them on the repairs shelf, check they have the appropriate paperwork.</p> <p>1. <i>Nothing on list</i> 2. 3. 4. 5.</p>		Y
16	<p>Returns – Quotes sent. Check the 5 oldest to the Quotes file in the office. Are there notes on Intrastats and on the paperwork.</p> <p>1. <i>Nothing on list</i> 2. 3. 4. 5.</p>		Y
17	<p>Returns – Repairs Ready for Invoice. Check the oldest 5 of the VST SRS's. Why have they not been invoiced.</p> <p>1. <i>Nothing on list</i> 2. 3. 4. 5.</p> <p>Using the same 5 copy the Barcode into the QA Report and see if they have QA records.</p>		Y
18	<p>Returns – Calibration Certificates. From the list click View, to go to the calibration certificate. Copy the serial number in to serial number search in Stockbook to get the barcode ID. Paste into QA Report. Check there is a QA Report is available.</p>		Y

Sub Processes Linked to Audit 11

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

List Processes Per Title

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Warehouse Team Leader					
Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID 6862 The repairs that are currently in the building. Confirm the Stage and Location of repairs	Task: 614 370432 ✓ Goods Out Audit :895 364116 ✓ Managing Director	Freq 2 Risk 1 Overall 2	Task 1W Audit 3M		
PROCESSID 7138 To review any new QC 21 Forms Check existing forms for corrective actions and effectivness	Task: 795 370058 ✓ Managing Director Audit :796 364967 ✓ Company Secretary	Freq 3 Risk 1 Overall 3	Task 1M Audit 12M		
PROCESSID 7674 Review the repairs ready For invoice List in intrastats.	Task: 468 370268 ✓ Goods Out Audit :469 367890 ✓ Goods In	Freq 2 Risk 1 Overall 2	Task 2W Audit 3M		
PROCESSID 7905 To arrange Supplier Returns Generate RMA box, link items and add faults	Task: 882 370305 ✓ Goods In Audit :883 365502 ✓ Office Processes	Freq 1 Risk 1 Overall 1	Task 1W Audit 3M		
PROCESSID 8052 Check Supplier returns for items not received back	Task: 272 368610 ✓ Goods Out Audit :	Freq 3 Risk 1 Overall 3	Task 1M		
Repairs Controller					
Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID 7823 Backup the Fluke ESA615 Safety tester CE Copy any files to the Z Drive - safety tester backupdata	Task: 79 336969 ✓ Production Processes Audit :711 339730 ✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M		
PROCESSID 7993 Verification Warranty Repairs Customer Approval check the previous months non warranty repairs for customer approval prior to any work being done. Check the Repairs in History File - Completed. Search for non warranty repairs check they have customer	Task: 1131 363260 ✓ Company Secretary Audit :1171 347799 ✓ Office Processes	Freq 1 Risk 2 Overall 2	Task 12M Audit 12M		

approval. Search warranty then go down list to look for non warranty repairs have they had approval				
PROCESSID 7994 Verification Completed Repairs Paperwork. Check 5 Invoiced Repairs, check the paperwork Invoice matches the customer Order.	Task: 1132 363989- Company Secretary Audit :1133 347010- Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M	
PROCESSID 7995 Verification Visual Check Repair Shelf	Task: 1134 364658- Company Secretary Audit :1135 347196- Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M	
PROCESSID 7996 Verification Repairs Older Repairs Find all repairs older than 60 Days. review why not been invoice / completed.	Task: 1136 364659- Company Secretary Audit :1137 347011- Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M	
PROCESSID 7997 Verification Repair Qa Reports Find 5 Completed repairs. Check the ID has a QA record	Task: 1138 364660- Office Processes Audit :1140 347012- Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M	
Audits				
Process Scope	Roll Task Roll Audit	Risk	Action	* Notes
PROCESSID 7724 To carry out Audit 11 Repairs And Service Viamed	Task: Audit :171 368451- Company Secretary	Freq 1 Risk 2 Overall 2	Audit 12M	
PROCESSID 7772 To carry out Audit 11 Repairs And Service VST	Task: Audit :179 368452- Company Secretary	Freq 1 Risk 2 Overall 2	Audit 12M	
Office Processes				
Process Scope	Roll Task Roll Audit	Risk	Action	* Notes
PROCESSID 5857 Ensuring customer onsite service visits are completed	Task: 233 370412- Office Processes Audit :234 368093- UK Sales Controller	Freq 2 Risk 1 Overall 2	Task 1W Audit 1M	

in terms

PROCESSID 5898 Dispose of depleted oxygen sensors and send customer replacement disposal bags	Task: 406 Goods In 370415✓ Audit :535 369574 Company Secretary	Freq 1 Risk 1 Overall 1	Task 2W Audit 2W	
PROCESSID 7752 Ensure all outstanding repairs are being dealt with	Task: 792 Office Processes 370441✓ Audit :793 Office Processes 364518✓	Freq 2 Risk 1 Overall 2	Task 1M Audit 3M	
PROCESSID 7760 Send letters to existing customers to remind them that a service is due on their equipment	Task: 607 Marketing Processes 370701✓ Audit :898 Company Secretary 368242✓	Freq 1 Risk 1 Overall 1	Task 1W Audit 4W	
Goods Out				
Process Scope	Roll Task Roll Audit	Risk	Action	* Notes
PROCESSID 7690 Review the Repairs completed shelf and ship those items that are ready for return to the customer.	Task: 492 Goods Out 370687✓ Audit :758 Goods In 368488✓	Freq 2 Risk 1 Overall 2	Task 1D Audit 1M	
PROCESSID 7748 Check the orders against the customer paperwork, that we have generated, for the repair we have received in.	Task: 575 Goods Out 370698✓ Audit :1054 Managing Director 361087✓	Freq 2 Risk 2 Overall 4	Task 7D Audit 12M	
PROCESSID 7749 Check the quotes that we send out for the repairs we have received in.	Task: 576 Goods Out 370699✓ Audit :	Freq 2 Risk 2 Overall 4	Task 1D	
PROCESSID 7906 Obtain Returns paperwork / authorisation from supplier to return Items.	Task: 884 Goods Out 370306✓ Audit :	Freq 1 Risk 1 Overall 1	Task 1W	
Repair Processes				
Process Scope	Roll Task Roll Audit	Risk	Action	* Notes
PROCESSID 8022 Reviewing Vandagraph Repair in Intrastats	Task: 92 EX Sales Controller 369169✓ Audit :91 Managing Director 368446✓	Freq 1 Risk 2 Overall 2	Task 1M Task 1M	

Rolling Tasks Linked to Document :Task (171) Task (492) Task (575) Task (576)
Task (233) Task (406) Task (792) Task (607) Task (179) Task (614) Task (795) Task
(468) Task (486) Task (485) Task (79) Task (882) Task (884) Task (1131) Task
(1132) Task (1134) Task (1136) Task (1138) Task (92) Task (272)