

Internal Audit Check list			
VANDAGRAPH SENSOR TECHNOLOGIES LTD SERVICE LOGS			
Created:	17/May 1995	Audit No 24	
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Audit Date	14-8-25	Auditor HELEN LAMB	

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 8.5.1	<b>Control of production and service provision</b> 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; h) the implementation of release, delivery and post-delivery activities	Doc index Procedures Tech files QA system Calibration index Roles + tasks Review meetings PMS Feedback.

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Answer questions 1-4, Any non conformance generate an Issue.

**1. Review Last years Audit. Update processes if required.**

Are all follow on Issue resolved satisfactory.

*Nothing outstanding No Non Conformances*

INTRASTATS STOCK MENU – SERVICE VISITS – Service Visits.

All Active and Single visit services should be shown.

**2. Are Any service Visits Over Due**

Note Tracking ID 34 in the Example,

*No VST service visits*

Service Logs									
To Add new Servicing / Start by finding the Hospital / Company via Intrastats CRM Use the 'O' Delivery account									
KEY									
Recurring Service									
Once Only Service									
Tracking ID	Service ID	Recur Months	Opera	Location	Description	Equipment List	Due Date	Scheduled Date	ORD's
34	12	12	00004990	Sunderland Royal Hospital	Delivery Suite and Neonatal Unit	48 Items	26/01/15	---	ORD69051
33	9	12	00004260	Royal Preston Hospital	Resus cabinets, Delivery Suite	41 Items	03/04/15	---	
35	29	12	00000780	Burnley General Hospital	Resus Cabinets and Blenders	28 Items	11/09/15	---	
36	27	12	00000550	Royal Blackburn Hospital	Resus cabinet and blender annual service	12 Items	17/09/15	---	
14	14	0	00005210	Walsall Manor Hospital	Tom Thumb Conversions and Upgrade	4 Items	15/02/13	---	
13	13	0	00001350	County Durham & Darlington Hospital	maternity tom thumbs	10 Items	18/04/13	---	
28	28	0	00000691	Royal Bolton Hospital	Resus cabinet upgrade to include blender	32 Items	17/05/13	---	
25	18	0	00002370	Westmorland General Hospital	Resus cabinet upgrade to include blender	1 Items	19/06/14	---	
30	23	0	00003580	North Manchester General Hosp	Resus cabinet and blender annual service	16 Items	30/07/14	---	

Has the Over due Visit got any Action notes:

Click:



*N/A*



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3. Have any over due Visit NOT got any action notes?

N/A

Service Visit ID: 12 Tracking ID 34

Location Notes

Hotel Notes

Dates Booked

Engineer notes

Completion notes

Service Engineer has completed the Visit  
Service Engineer has scanned all relevant parts  
Service Reports Sent  
Primary Contact Sent Reports  
Service Reports Confirmed Received  
Invoice can now be generated/sent  
Service Visit is fully complete

Booked in Bede Guest House from Monday 26th January for three nights. Contact name at Guest House is Pamela Tate - 07833787481  
Emailed Pam to advise that we  
Week commencing 26th January  
Booked in Bede Guest House from Monday 26th Jan for three nights. Had to cancel above dates as per Phil.. will re-organize once Phil is feeling better.  
Need to call/e-mail David Ferguson on the morning to OK the visit.

Will flag ORD69051 Yellow in the Active List

Drop out of the Service Visit Section, Search Intrastats

In the Subject Contains Words box type: **Check The Service Visit Logs**

You should see a list of system generated tasks to 2 Different employees,  
Scroll down the list,

Nothing for VST

Search Issues

Serial Number

Search Issues and Meetings

Specific Meeting

Meeting Sub Section

Issue # / Linked Issue #

Issue Status

Created By User

Subject Contains Words (Comma Separate)

Subject Excludes Words (Comma Separate)

Notes Containing All Words (Comma Separate)

Notes Containing Any of Words (Comma Separate)

Notes Excluding All Words (Comma Separate)

Has Attachment

Attachment Contains Any of Words (Comma Separate)

Account Number / Customer Name

Stock Reference / Description

Date Usage

Month

Year

Search

32 Issues Found

Issue # 53586 - Service existing Date Created: 26/10/14 Created By: Auto_Calendar Date Completed: 31/10/14	Check the Service visit logs System Generated 28 Oct 2014 Lisa Leggoe No services due
Issue # 53671 - Service existing Date Created: 27/10/14 Created By: Auto_Calendar Date Completed: 31/10/14	Check the Service visit logs System Generated 27 Oct 2014 Steve Hardaker Done
Issue # 53437 - Service existing Date Created: 21/10/14 Created By: Auto_Calendar Date Completed: 31/10/14	Check the Service visit logs System Generated 21 Oct 2014 Lisa Leggoe

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4. Are more than 1 Issue outstanding per user.

No

5. Any problems found in the Issues system not being addressed.

No

#### Sub Processes Linked to Audit

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

#### List Processes Per Title

Clone from Docid

Servicing Onsite					
Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
<b>PROCESSID 7985</b> To ensure we do not have any overdue service requirements to our customers.  Have any overdue visits not got any action notes.  NO ONSITE VISITS ANYMORE, Process not currently required	Task: 1115 <i>357158</i> Company Secretary Audit :1116 <i>368505</i> Managing Director	Freq 1 Risk 1 Overall 1	Task 6M Audit 12M		
Audits					
Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
<b>PROCESSID 7889</b>	Task:	Freq 1	Audit 12M		



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To carry out Audit 24 Servicing Viamed	371427 Audit :288 Company Secretary	Risk 2 Overall 2			
<b>Office Processes</b>					
<b>Process Scope</b>	<b>Roll Task Roll Audit</b>	<b>Risk</b>	<b>Action</b>	<b>*</b>	<b>Notes</b>
PROCESSID 5857 Ensuring customer onsite service visits are completed	Task: 233 372380 Office Processes in terms Audit :234 370926x UK Sales Controller	Freq 2 Risk 1 Overall 2	Task 1W Audit 1M		SH left issue to go to someone else
PROCESSID 7760 Send letters to existing customers to remind them that a service is due on their equipment	Task: 607 372690 Marketing Processes 370830 Audit :898 Company Secretary	Freq 1 Risk 1 Overall 1	Task 1W Audit 4W		

Rolling Tasks Linked to Document :Task (233) Task (607) Task (288) Task (1115)