Internal Audit Check list
VIAMED LTD SALES AND MARKETING

Created:	23/OCT/17	Audit 16	
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Audit Date	26-9-25	Auditor HELEN LAMB	

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
Viamed Ltd ISO13485:2016 5.2	**Customer focus** Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	Route map management Rdes + tasks Remedy tasks
Viamed Ltd ISO13485:2016 7.2.1	**Determination of requirements related to product** The organization shall determine: a) requirements specified by the customer, including the requirements for delivery and post delivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization	Doc index Rdes + tasks Procedures Training Records
Viamed Ltd ISO13485:2016 7.2.3	**Communication** The organization shall plan and document arrangements for communicating with customers in relation to: a) product information; b) enquiries, contracts or order handling, including amendments; c) customer feedback, including complaints; d) advisory notices. The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.	Doc index Rdes + tasks Rarte map.

	QUESTION:	RESPONSE	Y/N
1	Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory.	Nothing outstanding No non conformances. no observations.	Y
2	Are meetings carried out regularly. Go to Host meeting and check the last meeting.		Y

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

List Processes Per Title

IT Controller

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
PROCESSID 7916 To check the webmaster tools to see our websites from googles point of view. fix any errors it may flag up	Task: 919 375234 ✓ Marketing Processes Audit :1235 354.893 ✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 1M Audit 12M		

Marketing Controller

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
PROCESSID 5886 Report generate to give a idea of the current and future sales and marketing.	Task: 386 Audit :387	Freq 3 Risk 1 Overall 3			
PROCESSID 8046 Shopify Add Words. Please log Google ad word stats.	Task: 278 374421 ✓ Marketing Processes Audit :144 368717 ✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 1M Audit 6M		
PROCESSID 8056 Add calendar to order	Task: 347 347420 ✓ Marketing Processes Audit :	Freq 1 Risk 1 Overall 1	Task 12M		
PROCESSID 8062 Vandagraph Shopify Payouts Report copy last months to accounts so they bank and invoices can be reconciled.	Task: 1080 374050 ✓ Marketing Processes Audit :	Freq 1 Risk 1 Overall 1	Task 1M		
PROCESSID 8068 Request Feedback from Unique Customer for 2 months prior - EyeMax Flowsensors	Task: 1227 374211 ✓ Marketing Processes Audit :	Freq 1 Risk 1 Overall 1	Task 1M		
PROCESSID 8095 Medica Pallet - Return contents to stock/exhibition To make sure the pallet is unpacked and put away on its return	Task: 1294 Goods In Audit :1295 Marketing Processes	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M		

Sales Controller

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
PROCESSID **5884** Report generate to give a idea of the current and future sales and marketing.	Task: 388 ✓ Audit :387	Freq 3 Risk 1 Overall 3			
PROCESSID **7909** To update the online GTIN / EAN13 databases of stock descriptions for peppol use	Task: 893 374764 ✓ Managing Director Audit :894 371475 ✓ Marketing Processes	Freq 1 Risk 1 Overall 1	Task 1M Audit 6M		
PROCESSID **7931** Review any Logged Competitor Pricing	Task: 960 375350 ✓ Managing Director Audit :	Freq 1 Risk 1 Overall 1	Task 1M		
PROCESSID **7949** review Current Sales Project Lists	Task: 1029 374648 ✓ Director 3 (Steve) Audit :1030 374042 ✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M		
PROCESSID **8031** This is a task to remind Ryan to review to see if there are any active tenders.	Task: 1221 375891 ✗ EX Sales Controller in terms Audit :1222 374466 ✓ Director 3 (Steve)	Freq 1 Risk 1 Overall 1	Task 1W Audit 1M		
PROCESSID **8075** To review Tenders in the UK for us to apply for	Task: 1236 376389 ✗ Marketing Processes in terms Audit :1237 376257 ✗ Director 3 (Steve) in terms	Freq 2 Risk 2 Overall 4	Task 1W Audit 3M		
PROCESSID **8093** Review Price Lists Stock and Dates	Task: 1292 Marketing Processes 375894 ✓ Audit :	Freq 1 Risk 1 Overall 1	Task 1M		

EX Sales Controller

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
PROCESSID **5873** To check through list of export distributors	Task: 204 376343 ✗ EX Sales Controller in terms Audit :379 372880 ✓ Managing Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M		
PROCESSID **5885** Report generate to give a idea of the current	Task: 385	Freq 3 Risk 1			

and future sales and marketing.	Audit :387	Overall 3			
PROCESSID **8049** Book Medica medical exhibition	Task: 195 3512284 Director 3 (Steve) Audit :	Freq 1 Risk 1 Overall 1	Task 12M		

UK Sales Controller

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **5883** Report generate to give a idea of the current and future sales. PUTTING ISSUES ON HOLD, while new sales reporting page is made the primary report and a living page.	Task: 384 Audit :387	Freq 3 Risk 1 Overall 3			
PROCESSID **6888** Report generate to give a idea of the current and future sales.	Task 384 Audit :387	Freq 2 Risk 1 Overall 2			
PROCESSID **6898** To review the GHX Web Pricing	Task: 365 Audit :	Freq 1 Risk 2 Overall 2			
PROCESSID **7920** To review Sales warning pages, highlights dropping in sales	Task: 57 375292✓ Managing Director Audit :	Freq 1 Risk 1 Overall 1	Task 1M		
PROCESSID **7927** To check Contract prices are still valid and within date	Task: 944 375368✓ Marketing Processes Audit :945 372937 x UK Sales Controller	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M		

h terms

EX Sales Force

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **7926** Sales forecasts	Task: 58 375293✓ EX Sales Controller Audit :	Freq 1 Risk 1 Overall 1	Task 1M		

Audits

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **7959**	Task: 1056 374047 x	Freq 1	Audit		

Audit

| Audit to include Sales and Marketing Functions

Any follow on issues must be identified with Observation Issue or a Non Conformance Issue.

If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. | Company Secretary

Audit : | Risk 1 Overall 1 | 12M | | |
|---|---|---|---|---|---|
| PROCESSID **7960**
Audit for Sales and Marketing

Any follow on issues must be identified with Observation Issue or a Non Conformance Issue.

If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. | Task: 1057 Company Secretary *374048* Audit : *Audit* | Freq 1 Risk 1 Overall 1 | Audit 12M | | |

Accounts Processes

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **7921**
To calculate, sales of the Oxygen Sensor Bags and the grey sensor housing,

This is no longer relevant as Envitec purchase the parts and have adjusted sensor prices to us | Task: 931

Audit : | Freq 1 Risk 1 Overall 1 | | | |

Office Processes

Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
PROCESSID **19**
Ensure required leaflets are in stock | Task: 538 *375842* ✓ Marketing Processes

Audit :539 *374004* ✓ Goods Out | Freq 2 Risk 1 Overall 2 | Task 1W Audit 1M | | |
| PROCESSID **20**
Ensuring mail shots are printed and sent | Task: 402 *375820* ✓ Marketing Processes

Audit :403 *375507* ✓ Company Secretary | Freq 1 Risk 1 Overall 1 | Task 1W Audit 1M | | |
| PROCESSID **21**
Ensuring office job list is being updated and completed | Task: 570 *376103* ✓ Marketing Processes | Freq 2 Risk 1 Overall | Task 1W Audit | | |

	Audit :534 376099 ✓ Managing Director	2	1M	
PROCESSID 7925 Providing Feedback to ebay customers	Task: 939 375436 ✓ Office Processes Audit :940 364818 ✓ Marketing Processes	Freq 1 Risk 1 Overall 1	Task 1M Audit 6M	
PROCESSID 7947 There should be at least two sets of orders on the system. Sales orders from JJ-CCR for this current month and next month, as well as the corresponding production orders. If there are just two orders, send a VST email to Jan Petersen (jp@jj-ccr.com) at JJ-CCR asking if he wishes to place any additional orders for subsequent months. We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.	Task: 1026 374040 ✓ Office Processes Audit :1027 369083 ✓ Director 3 (Steve)	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	
PROCESSID 7948 8010006 â€" rEVo oxygen sensor orders There should be at least two sets of orders on the system. Sales orders from r-Evo for this current month and next month, as well as the corresponding production orders. If there are just two orders, send a VST email to Pieter Decoene (Pieter@revo-rebreathers.com) at rEvo asking if he wishes to place any additional orders for subsequent months. We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.	Task: 1028 374041 ✓ Office Processes Audit :	Freq 1 Risk 1 Overall 1	Task 1M	
PROCESSID 7950 Envitec oxygen sensor parts stock check Check to see whether in the past 6 weeks Envitec (Honeywell) have ordered any parts to used in the production of 8010004 R17JJ-CCR oxygen sensors. If no sales orders have been processed, please send a reminder email to: Felix.Krellenberg@honeywell.com	Task: 1031 374769 ✓ Director 3 (Steve) Audit :1032 375124 ✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M	

Marketing Processes

Process Scope	Roll Task / Roll Audit	Risk	Action	*	Notes
PROCESSID 40 To start the next years calendar.	Task: 41 373967✓ Marketing Processes Audit :	Freq 1 Risk 2 Overall 2	Task 12M		
PROCESSID 5870 Book our place at Arab Health if we decided on going	Task: 196 365774✓ Director 3 (Steve) Audit :	Freq 1 Risk 1 Overall 1	Task 12M		
PROCESSID 8057 Emergency Services Show Emergency Services Show - September. Can we get a list of what stock and leaflets etc we need getting ready for this. This needs to be given to the marketing and warehouse teams for stock and ordering, well in advance please.	Task: 721 373175✗ UK Sales Controller ʌ Audit : terms	Freq 1 Risk 1 Overall 1	Task 12M		
PROCESSID 8058 Can we get a list of what stock and leaflets etc we need getting ready for this. This needs to be given to the marketing and warehouse teams for stock and ordering, well in advance please.k Please let the warehouse have the list with plenty of time. Please can you give a list of leaflets and marketing material to Robert to add and Catrin to order	Task: 722 374002 ✗ EX Sales Controller Audit :899 375002 Goods In ʌ in terms	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M	*	
PROCESSID 8059 Please can you check what leaflets / booklets / video presentation we need and get ordered anything that we do not have. Ryan got an issue on the 1st Sept too and Cathy will get an Issue on the 10th Sept	Task: 900 374037✓ Marketing Processes Audit :	Freq 1 Risk 1 Overall 1	Task 12M		
PROCESSID 8063 Send Calendars To Sylvia Gallagher	Task: 1106 368456✓ Marketing Processes Audit :	Freq 1 Risk 1 Overall 1	Task 12M		
PROCESSID 8065 Review Shopify Website for Missing Images	Task: 1205 374777✓ Marketing Processes Audit : 374057✓	Freq 1 Risk 1 Overall 1	Task 1M		
PROCESSID 8066	Task: 1213 374057✓	Freq 1	Task		

Review Search Terms - Shopify Admin Analytics Reports Top online store searches For the last full calendar month.	Marketing Processes Audit :	Risk 1 Overall 1	1M		
PROCESSID **8069** Viamed Shopify: Office Hours Update Office Hours page on website to show bank holidays for the next 12 months.	Task: 1228 35/008 Marketing Processes Audit :	Freq 1 Risk 1 Overall 1	Task 12M		

Rolling Tasks Linked to Document :Task (386) Task (388) Task (204) Task (385)
Task (384) Task (538) Task (402) Task (570) Task (41) Task (196) Task (365) Task
(57) Task (944) Task (58) Task (931) Task (939) Task (919) Task (893) Task (960)
Task (1029) Task (1026) Task (1028) Task (1031) Task (1056) Task (1057) Task
(1221) Task (278) Task (347) Task (1080) Task (1227) Task (195) Task (721) Task
(722) Task (900) Task (1106) Task (1205) Task (1213) Task (1228) Task (1236) Task
(1292) Task (1294)