

# Internal Audit Check list

VANDAGRAPH SENSOR TECHNOLOGIES LTD

SALES AND MARKETING

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

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 5.1.2	<p><b>Customer focus</b></p> <p>5.1.2 Customer focus</p> <p>Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:</p> <ul style="list-style-type: none"> <li>a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;</li> <li>b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;</li> <li>c) the focus on enhancing customer satisfaction is maintained.</li> </ul>	<p>Product PMS</p> <p>Review External parties</p> <p>QA renew</p>
VST Ltd ISO9001:2015 8.2.2	<p><b>Determining the requirements for products and services</b></p> <p>When determining the requirements for the products and services to be offered to customers, the organization shall ensure that:</p> <ul style="list-style-type: none"> <li>a) the requirements for the products and services are defined, including:</li> <ol style="list-style-type: none"> <li>1) any applicable statutory and regulatory requirements;</li> <li>2) those considered necessary by the organization;</li> </ol> <li>b) the organization can meet the claims for the products and services it offers.</li> </ul>	<p>Doc index</p> <p>Route map</p> <p>Marketing index</p> <p>management</p> <p>Review</p>

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 observation	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**

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Clone from Docid

IT Controller					
Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
<b>PROCESSID 7916</b> To check the webmaster tools to see our websites from googles point of view. fix any errors it may flag up	Task: 919 375434 Marketing Processes  Audit :1235 354893 Managing Director	Freq 1 Risk 1 Overall 1	Task 1M Audit 12M		
Marketing Controller					
Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
<b>PROCESSID 5886</b> Report generate to give a idea of the current and future sales and marketing.	Task: 386  Audit :387	Freq 3 Risk 1 Overall 3			
<b>PROCESSID 8046</b> 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		
<b>PROCESSID 8056</b> Add calendar to order	Task: 347 347420 Marketing Processes  Audit :	Freq 1 Risk 1 Overall 1	Task 12M		
<b>PROCESSID 8062</b> 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		
<b>PROCESSID 8068</b> 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		
Sales Controller					
Process Scope	Roll Task Roll Audit	Risk	Action	*	Notes
<b>PROCESSID 5884</b> Report generate to give a idea of the current and future sales and marketing.	Task: 388	Freq 3 Risk 1 Overall			

	Audit :387	3				
<b>PROCESSID 7909</b> 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			
<b>PROCESSID 7931</b> Review any Logged Competitor Pricing	Task: 960 375350 ✓ Managing Director Audit :	Freq 1 Risk 1 Overall 1	Task 1M			
<b>PROCESSID 7949</b> 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			
<b>PROCESSID 8031</b> This is a task to remind Ryan to review to see if there are any active tenders.	Task: 1221 375894 ✓ EX Sales Controller Audit :1222 374466 ✓ Director 3 (Steve)	Freq 1 Risk 1 Overall 1	Task 1W Audit 1M			
<b>PROCESSID 8075</b> To review Tenders in the UK for us to apply for	Task: 1236 3763894 ✓ Marketing Processes Audit :1237 376257x ✓ Director 3 (Steve)	Freq 2 Risk 2 Overall 4	Task 1W Audit 3M			
<b>EX Sales Controller</b>						
<b>Process Scope</b>	<b>Roll Task</b> <b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	*	Notes	
<b>PROCESSID 5873</b> To check through list of export distributors	Task: 204 376343 ✓ EX Sales Controller Audit :379 372880 ✓ Managing Director	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M			
<b>PROCESSID 5885</b> Report generate to give a idea of the current and future sales and marketing.	Task: 385 Audit :387	Freq 3 Risk 1 Overall 3				
<b>PROCESSID 8049</b> Book Medica medical exhibition	Task: 195 351228 ✓ Director 3 (Steve) Audit :	Freq 1 Risk 1 Overall 1	Task 12M			
<b>UK Sales Controller</b>						
<b>Process Scope</b>	<b>Roll Task</b> <b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	*	Notes	
<b>PROCESSID 5883</b>	Task: 384	Freq 3				

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.	Audit 387	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 375293 ✓ 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 375348 ✓ Marketing Processes  Audit : 372937 UK Sales Controller	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M		
<b>EX Sales Force</b>	<i>in terms</i>				
<b>Process Scope</b>	<b>Roll Task</b> <b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	*	Notes
PROCESSID 7926 Sales forecasts	Task: 58 375293 ✓ EX Sales Controller  Audit :	Freq 1 Risk 1 Overall 1	Task 1M		
<b>Audits</b>					
<b>Process Scope</b>	<b>Roll Task</b> <b>Roll Audit</b>	<b>Risk</b>	<b>Action</b>	*	Notes
PROCESSID 7959 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.	Task: 1056 374047 ✓ Company Secretary  Audit : <i>audit</i>	Freq 1 Risk 1 Overall 1	Audit 12M		
PROCESSID 7960	Task: 1057 374048 ✓ <i>audit</i>	Freq 1	Audit		

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.	Company Secretary  Audit :	Risk 1 Overall 1	12M			
<b>Accounts Processes</b>						
<b>Process Scope</b>	<b>Roll Task Roll Audit</b>	<b>Risk</b>	<b>Action</b>	*	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				
<b>Office Processes</b>						
<b>Process Scope</b>	<b>Roll Task Roll Audit</b>	<b>Risk</b>	<b>Action</b>	*	Notes	
PROCESSID 19  Ensure required leaflets are in stock	Task: 538 375842  Marketing Processes  Audit :539 376004 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  Audit :534 376099 Managing Director	Freq 2 Risk 1 Overall 2	Task 1W Audit 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	Task: 1026 374040  Office Processes	Freq 1 Risk 1 Overall 1	Task 1M Audit 3M			

<p>this current month and next month, as well as the corresponding production orders.</p> <p>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.</p> <p>We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.</p>	<p>Audit :1027 Director 3 (Steve) 369083✓</p>	1				
<p><b>PROCESSID 7948</b> 8010006 â€“ rEvo oxygen sensor orders</p> <p>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.</p> <p>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.</p> <p>We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.</p>	<p>Task: 1028 Office Processes Audit : 374041✓</p>	<p>Freq 1 Risk 1 Overall 1</p>	<p>Task 1M</p>			
<p><b>PROCESSID 7950</b> Envitec oxygen sensor parts stock check</p> <p>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:</p> <p>Felix.Krellenberg@honeywell.com cc. Jessica.Wagner@honeywell.com</p>	<p>Task: 1031 Director 3 (Steve) Audit :1032 375124✓ Managing Director</p>	<p>Freq 1 Risk 1 Overall 1</p>	<p>Task 1M Audit 3M</p>			
<p><b>Marketing Processes</b></p> <p><b>Process Scope</b></p> <p><b>PROCESSID 40</b> To start the next years calendar.</p>	<p><b>Roll Task</b> <b>Roll Audit</b></p> <p>Task: 41 373967✓ Marketing Processes Audit :</p>	<p>Risk</p>	<p>Action</p>	<p>*</p>	<p>Notes</p>	

PROCESSID <b>5870</b> Book our place at Arab Health if we decided on going	Task: 196 <i>365774</i> Director 3 (Steve)  Audit :	Freq 1 Risk 1 Overall 1	Task 12M		
PROCESSID <b>8057</b> 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 <i>373175</i> UK Sales Controller  Audit : <i>in terms</i>	Freq 1 Risk 1 Overall 1	Task 12M		
PROCESSID <b>8058</b> 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. 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 <i>374002</i> EX Sales Controller  Audit : 899 <i>375002</i> Goods In <i>in terms</i>	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M		
PROCESSID <b>8059</b> 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 <i>374037</i> Marketing Processes  Audit :	Freq 1 Risk 1 Overall 1	Task 12M		
PROCESSID <b>8063</b> Send Calendars To Sylvia Gallagher	Task: 1106 <i>348456</i> Marketing Processes  Audit :	Freq 1 Risk 1 Overall 1	Task 12M		
PROCESSID <b>8065</b> Review Shopify Website for Missing Images	Task: 1205 <i>374777</i> Marketing Processes  Audit :	Freq 1 Risk 1 Overall 1	Task 1M		
PROCESSID <b>8066</b> Review Search Terms - Shopify Admin Analytics Reports Top online store searches For the last full calendar month.	Task: 1213 <i>374057</i> Marketing Processes  Audit :	Freq 1 Risk 1 Overall 1	Task 1M		
PROCESSID <b>8069</b> Viamed Shopify: Office Hours Update Office Hours page on website to	Task: 1228 <i>351008</i> Marketing Processes	Freq 1 Risk 1 Overall 1	Task 12M		

show bank holidays for the next 12 months.   Audit :	1				
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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)