

Internal Audit Check list			
VANDAGRAPH SENSOR TECHNOLOGIES LTD			
CORRECTIVE ACTIONS			
Created:	17/May 1995	Audit No 14	
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Audit Date	25-11-25	Auditor <i>Helen Lamb</i>	

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2 015 10.1	<p>General</p> <p>The organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These shall include:</p> <ul style="list-style-type: none"> a) improving products and services to meet requirements as well as to address future needs and expectations; b) correcting, preventing or reducing undesired effects; c) improving the performance and effectiveness of the quality management system. <p>NOTE Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.</p>	<i>Roles + tasks</i> <i>Marketing index</i> <i>Doc index</i>
VST Ltd ISO9001:2 015 10.2.1	<p>When a nonconformity occurs, including any arising from complaints, the organization shall:</p> <ul style="list-style-type: none"> a) react to the nonconformity and, as applicable: <ul style="list-style-type: none"> 1) take action to control and correct it; 2) deal with the consequences; b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by: <ul style="list-style-type: none"> 1) reviewing and analysing the nonconformity; 2) determining the causes of the nonconformity; 3) determining if similar nonconformities exist, or could potentially occur; c) implement any action needed; d) review the effectiveness of any corrective action taken; e) update risks and opportunities determined during planning, if necessary; f) make changes to the quality management system, if necessary. <p>Corrective actions shall be appropriate to the effects of the nonconformities encountered.</p>	<i>Customer complaints index</i> <i>Doc index</i> <i>Roles + titles</i> <i>Review meetings</i> <i>procedures</i>
VST Ltd ISO9001:2 015 8.5.5	<p>Post-delivery activities</p> <p>The organization shall meet requirements for post-delivery activities associated with the products and services.</p> <p>In determining the extent of post-delivery activities that are required, the organization shall consider:</p> <ul style="list-style-type: none"> a) statutory and regulatory requirements; 	<i>Route map</i> <i>QA system</i> <i>Feedback</i>

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	<p>b) the potential undesired consequences associated with its products and services;</p> <p>c) the nature, use and intended lifetime of its products and services;</p> <p>d) customer requirements;</p> <p>e) customer feedback.</p> <p>NOTE Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.</p>	<i>Post market surveillance Barcode tracking tech files</i>
VST Ltd ISO9001:2015 9.1.2	<p>Customer satisfaction</p> <p>The organization shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring and reviewing this information.</p> <p>NOTE Examples of monitoring customer perceptions can include customer surveys, customer feedback on delivered products and services, meetings with customers, market-share analysis, compliments, warranty claims and dealer reports.</p>	<i>PMS feedback procedures</i>

	<u>QUESTION:</u>	<u>RESPONSE:</u>	Y/ N
1	Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory.	<i>No issues Nothing outstanding</i>	Y
2	Verify that all are reviewed regularly. This can be done by checking the management meeting minutes, issues.& actions. Task ID 728.	<i>391561 all upto date</i>	Y
3	Check that customer complaints & non-conformities are reviewed regularly at management meetings	Intrastats	Y
4	Check that these reviews assess the cause of the non-conformities.	Intrastats	Y
5	Verify that action is taken to ensure that stated non-conformities do not recur.		Y
6	Verify that records of these actions are retained.	Intrastats	Y

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7	Check that corrective actions taken are reviewed. Task ID 283 and 285. 380043✓ 380044✓	Intrastats	Y
8	Check that reviews are undertaken to assess potential cause of non-conformities. Task ID 284. 354495✓	Intrastats	Y
9	Verify that the need for action to prevent these occurrences is evaluated.		Y
10	Check that any action deemed necessary has been undertaken and records retained.		Y
11	Check that preventive action taken is reviewed.		Y
12	Check that the appropriate authority undertakes regular update reviews. i.e. management meeting minutes.		Y
13	Verify that reviews are presented to the annual management review.		Y
14	Are Customer complaints properly recorded Hard copy & Intrastats.		Y
15	Is the complaint Index completed correctly Hard copy.		Y
16	Is the complaint Report completed correctly Hard copy.		Y
17	Has corrective action been taken and recorded		Y

Sub Processes Linked to Audit 14

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

List Processes Per Title

Managing Director					
Process Scope	Roll Task Roll Audit	Risk	Action *	Notes	

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PROCESSID 6931 Review the Customer Complaints Heading	Task: 728 381561 ✓ Managing Director Audit :774 379683 ✓ Company Secretary	Freq 1 Risk 3 Overall 3	Task 1W Audit 6M			
PROCESSID 7838 Review Customer Feedback Negative	Task: 739 381564 ✓ Managing Director Audit :	Freq 3 Risk 1 Overall 3	Task 1M			
PROCESSID 7839 To Review Viamed Customer Complaints	Task: 737 381562 ✓ Managing Director Audit :	Freq 3 Risk 1 Overall 3	Task 1M			
PROCESSID 7840 To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised	Task: 740 381565 ✓ Managing Director Audit :	Freq 3 Risk 1 Overall 3	Task 1M			
PROCESSID 7841 To review Customer Complaints see if Non Conformance need to be raised	Task: 738 381563 ✓ Managing Director Audit :	Freq 3 Risk 1 Overall 3	Task 1M			
PROCESSID 7842 To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised	Task: 741 381566 ✓ Managing Director Audit :	Freq 3 Risk 1 Overall 3	Task 1M			
PROCESSID 7843 To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raise	Task: 742 381567 ✓ Managing Director Audit :	Freq 3 Risk 1 Overall 3	Task 1M			
PROCESSID 7849 Review the Customer Returns and Review Product Failures New Codes	Task: 750 381434 ✓ Managing Director Audit :751 379680 ✓ Director 3 (Steve)	Freq 1 Risk 3 Overall 3	Task 1W Audit 3M			
ISO and Compliance Controller						
Process Scope	Roll Task Roll Audit	Risk	Action *	Notes		

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PROCESSID 7199 To review any non conformances created during the previous month, and produce a non conformance report. Review history of non conformances and see if there has been any improvement.	Task: 283 380043 Company Secretary	Freq 2 Risk 2 Overall 4	Other 1M Audit 12M			
	Audit :284 356495 Managing Director					
PROCESSID 7264 To review any non conformances created during the previous month, and produce a non conformance report. Review history of non conformances and see if there has been any improvement.	Task: 285 380044 Company Secretary	Freq 3 Risk 2 Overall 6	Task 1M Task 12M			
	Audit :286 357496 Managing Director					
PROCESSID 7743 Major Customer Complaints get escalated to Paper Customer Complaints file. Check the File is being Maintained and any relevant documentation is in the File.	Task: 75 376214 Managing Director	Freq 2 Risk 1 Overall 2	Task 6M			
	Audit :					

IT Controller

Process Scope	Roll Task Roll Audit	Risk	Action *	Notes
PROCESSID 7934 Test the integration of the website submitted questions to intrastats	Task: 973	Freq 1 Risk 1 Overall 1		
TASK NO LONGER REQUIRED, SHOPIFY EMAILS QUESTIONS	Audit :1176			

Humanmed Controller

Process Scope	Roll Task Roll Audit	Risk	Action *	Notes
PROCESSID 7671 Humanmed Non Conformances	Task: 147	Freq 2 Risk 2 Overall 4		

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		Audit :					
		Roll Task	Risk	Action	*	Notes	
		Roll Audit					
OEM Sales Controller							
Process Scope		Roll Task	Risk	Action	*	Notes	
PROCESSID 7965 Enter Feedback from VST customer or Suppliers in the the Feedback headers Both Positive and Negative feedback to be logged		Task: 1068 371208 Director 3 (Steve) ✓ <i>Not in terms</i> Audit :1069 360659 ✓ Managing Director	Freq 2 Risk 2 Overall 4	Task 3M Audit 12M			
Audits							ISSUE 381760 Sent possibly Non con. DL to review.
Process Scope		Roll Task	Risk	Action	*	Notes	
PROCESSID 7726 To carry out Audit 14 Complaints And Corrective Actions Viamed 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: 380037 ✓ Audit :30 Company Secretary <i>and it</i>	Freq 1 Risk 2 Overall 2	Audit 12M			
PROCESSID 7774 To carry out Audit 14 Complaints And Corrective Actions VST 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: 380847 ✓ Audit :189 Company Secretary <i>and it</i>	Freq 1 Risk 2 Overall 2	Audit 12M			

Rolling Tasks Linked to Document :Task (30) Task (189) Task (75) Task (283) Task (747) Task (739) Task (737) Task (740) Task (738) Task (741) Task (742) Task (750) Task (728) Task (973) Task (1068) Task (285)

List Processes Per Title