

## Internal Audit Check list

### CORRECTIVE ACTIONS

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Audit Date		Auditor <u>D. LAMBS</u>	ISO 8.5.2

<b>QUESTION:</b>	<b>RESPONSE:</b>	<b>Y/N</b>
Verify that all are reviewed regularly. This can be done by checking the management meeting minutes, issues, & actions		✓
Check that customer complaints & non-conformities are reviewed regularly at management meetings	Intrastats	
Check that these reviews assess the cause of the non-conformities.	Intrastats	
Verify that action is taken to ensure that stated non-conformities do not recur.		✓
Verify that records of these actions are retained.	Intrastats	
Check that corrective actions taken are reviewed.	Intrastats	
Check that reviews are undertaken to assess potential cause of non-conformities.	Intrastats	
Verify that the need for action to prevent these occurrences is evaluated.		✓
Check that any action deemed necessary has been undertaken and records retained.		✓
Check that preventive action taken is reviewed.		✓
Check that the appropriate authority undertakes regular update reviews, i.e. management meeting minutes		✓
Verify that reviews are presented to the annual management review.	DISCUSSED in Board meetings	
Are Customer complaints properly recorded Hard copy & Intrastats		✓
Is the complaint Index completed correctly Hard copy		✓
Is the complaint Report completed correctly Hard copy		✓
Are reports/ correspondence filed in the customer file	NO	
Has corrective action been taken and recorded		✓

SEE ISSUE # 43051 for Customer Complaint Example