

| Internal Audit Check list |              |                                   |                     |
|---------------------------|--------------|-----------------------------------|---------------------|
| CORRECTIVE ACTIONS        |              |                                   |                     |
| Created:                  | 17/May 1995  | Audit No 14                       | VM3/COP 06,09 VOP19 |
| Revised:                  | 11 July 2011 | Last printed 6/4/2006 09:28:00 AM | Page 1 of 1         |
| Audit Date                |              | Auditor <i>D LAMB</i>             | ISO 8.5.2           |

| QUESTION:   | RESPONSE:                         | Y/N      |
|---|-----------------------------------|----------|
| Verify that all are reviewed regularly. This can be done by checking the management meeting minutes, issues & actions |                                   | <i>Y</i> |
| 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.                                      |                                   | <i>Y</i> |
| 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.  |                                   | <i>Y</i> |
| Check that any action deemed necessary has been undertaken and records retained.                                      |                                   | <i>Y</i> |
| Check that preventive action taken is reviewed.   |                                   | <i>Y</i> |
| Check that the appropriate authority undertakes regular update reviews i.e management meeting minutes                 |                                   | <i>Y</i> |
| Verify that reviews are presented to the annual management review.  | <i>Discussed in Board meeting</i> |          |
| Are Customer complaints properly recorded Hard copy & Intrastats  |                                   | <i>Y</i> |
| Is the complaint Index completed correctly Hard copy  |                                   | <i>Y</i> |
| Is the complaint Report completed correctly Hard copy   |                                   | <i>Y</i> |
| Are reports/correspondence filed in the customer file   | <i>NO</i>                         |          |
| Has corrective action been taken and recorded   |                                   | <i>Y</i> |

*SEE ISSUE # 43051 for Customer Complaint Example*