

Internal Audit Check list			
Repairs & Service			
Created:	17/May 1995	Audit No 11	VM3/COP 05,05.30 VOP14
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Audit Date		Auditor	ISO 7.5 7.5.1

QUESTION:	RESPONSE:	Y/N
Check that out-of-date warranty repairs have received customer approval prior to any repair work being done.		
Verify that goods are identified as "Customer Repair" SRN Barcode	<i>Sample Repair sheet</i>	Y
Check that equipment repairs are segregated from probe repairs and the appropriate form is raised. <i>Depending on type / Not done</i>	<i>Not done</i>	
Verify that the form is correctly filled in with all relevant details.	<i>SRS system</i>	Y
Check that the final inspection / test sheets and safety records are completed "Intrastat Logs" <i>all info in Intrastats.</i>		Y
Check compliance of on-site repairs on SRN (section 7.)** Temporary not relevant, needs updating for future	<i>*1</i>	
Check that anti-static precautions are in place and appropriate checks are recorded.		Y
Check that the correct coloured duckets are being used for "Urgent" repairs and also for "Export" repairs. <i>Orange</i>		Y
Verify that the appropriate customers paperwork and Viamed worksheet is correctly filled in "Intrastats"	<i>*2</i>	Y
Check that the duckets are being worked in priority, and then date order.		Y
Verify that testing is done to the correct values as stated in the Intrastat procedures and recorded as such.	<i>*2</i>	Y
Verify that the certificate corresponds to the values on the worksheet.	<i>Eng Report</i>	Y
Check that completed duckets are placed on the repaired probes shelf with all appropriate paperwork		Y
Verify that the invoice ties up with all the original paperwork and copies retained in the customer file <i>Not done</i>	<i>Intrastats does this automatically</i>	Y
Verify that service requests are transposed onto a worksheet.	<i>*1</i>	
Check that services are scheduled within an agreed time frame.	<i>*1</i>	
Check that the engineer has all available equipment ready.	<i>*1</i>	
Check that test sheets are available for each service.	<i>*1</i>	
Check that all information is logged on the test sheet.	<i>*1</i>	
Check that parts used are detailed on the test sheet		
Verify that copies are made available to customer.		Y
Verify that all paperwork is put into the customer file.	<i>*1</i>	
If more space is required for answers use the reverse of this form		

NB External service has reduced considerably from 4 full time engineers to three or four service visits per year strictly controlled from head office. As this side of the company may increase a new set of procedures is required to comply with the Intrastat system. See scheduled issues **1*

**1 Issue to DIL as now done differently*

**2 over leaf*

#2 SRS 64316 ✓ ✓
SRS 64154 ✓ ✓
SRS 64276 ✓ ✓
SRS 64029 ✓ ✓
SRS 64228 ✓ ✓
SRS 63804 ✓ ✓