

Viamed

Internal Audit Check List

Repairs & Service

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Audit Date	12-2-15	Auditor Helen Lamb	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Check that out-of-date warranty repairs have received customer approval prior to any repair work being done.	*	Y
Verify that goods are identified as "Customer Repair". SRN Barcode	and paperwork	Y
Check that equipment repairs are segregated from probe repairs and the appropriate form is raised.	N/A	
Verify that the form is correctly filled in with all relevant details.		Y
Check that the final inspection / test sheets and safety records are completed "Intrastat Logs"	all automated in Intrastats	Y
Check compliance of on-site repairs on SRN (section 7)** Temporary not relevant, needs updating for future	N/A	
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.		Y
Verify that the appropriate customers paperwork and Viamed worksheet is correctly filled in "Intrastats"	automatic	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.		Y
Verify that the certificate corresponds to the values on the worksheet.	automatically produced	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		Y
Intrastats Service Logs – are any services overdue		No
Intrastats Service Logs – are any services in progress		No
Services in progress – check the Notes are they being filled in?		Y
Services History (click any reports link)		Y
Services History is the regular service being carried out in a timely manner		Y
Verify that all paperwork is put into the customer file.		N/A
If more space is required for answers use the reverse of this form		

NB External service has reduced considerably form 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