Internal Audit Check list
Repairs & Service

Created:	17/May 1995	**Audit No 11** _Viamed_	VM3/COP 05,05.30 VOP14
Revised:	23 March 2015	Last printed 12/06/2007 04:55:00 PM	Page 1 of 1
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Check that out-of-date warranty repairs have received customer approval prior to any repair work being done.		Y
Verify that goods are identified as "Customer Repair". SRN Barcode	SRN 27488 01	
Check that equipment repairs are segregated from probe repairs and the appropriate form is raised.	N/A done Intrastats	
Verify that the form is correctly filled in with all relevant details.		N/A
Check that the final inspection / test sheets and safety records are completed "Intrastat Logs" _in ~~correctly~~ Intrace_		Y
Check compliance of on-site repairs on SRN (section 7.)** Temporary not relevant, needs updating for future		
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"	Intrastats	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.	Intrastats.	Y
Verify that the certificate corresponds to the values on the worksheet.		
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	List Seria list check list N Sunderland	
Intrastats Service Logs – are any services in progress	List ✓	
Services in progress – check the Notes are they being filled in?	Check list check all notes	
Services History (click any reports link)	Check all a list	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.		
If more space is required for answers use the reverse of this form		

Handwritten left margin notes: _Remove Remove (N)_ ; _(N)_ ; _Calibration cert (P)_ ; _#3 (P)_ ; _Seria visits heading #1_

Handwritten right margin: _underglass Sunderland Royal Seria visits Heading_

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

*¹ found one no paperwork spoke to mg. ✓
Rest ok. SRN 27488.

#1 what is happening with service ID 43 no scheduled date but in progress + SRN. # 77372 ✓

#2 Seria Id 12 tracking Id 37 says due but not updated on list issue ~~# SRN CCL~~ ongoing service see notes. ✓

intrastat check.

⑥ Returns
Returns - Repairs in building -
Repairs in building. — pick 5 go and find.

⑥ Check Number Old Repairs — find out whats
Check x Number SRS Numbers happening with
are intact still in building. all older 6 month

⑥ Returns — Ready for Quote -
Ready for Quote List.
~~Full~~ Check for 10 Repairs shelf for 5
oldest.

⑥ Quotes Sent list Check 5

~~Ready for Invoice List~~. Check 5 oldest
~~Check for   ?~~ check Quotes file in
offia see they in +
notes of chasing.

Repairs
Ready for invoice -
⑥ Viewed check 5 viewed / VST SRS's
~~VST~~ oldest

Why not been ~~not~~ invoiced.
~~—~~ also check selected 5 QA records - intrastat. Copy B/code into
QA Report and check if here QA record.

(does offia check Quotes for Repair who chases)
ash.

Issue Check rolling tasks + Audits are in place
for Repairs System. speak to JC ~~then~~
Speak to DL.
if done include task Id's to audit.

Returns - calibration certificates ~~Upper Left Number~~

igrar upload at end as in process, use those ~~notes say~~ that view:

click view - will go to calibration cert.

Copy Serial Number to serial Number search
get Barcode Id. QA report copy + search.
check QA report to Returns Calibration certificate.
is available in ✓

#3 Returns - Repairs in building completed.
pick 5 invoice and check paperwork i
CRD file matches, cust paperwork, + invoice ✓

Jc who does what is Repairs in each of

#4 section - in building.
        ready invoice
✗77373 Quotes sent
        ready for Quote.
not up to date, who does and is responsible
do we have roles + responsibilities for these. ✓