

Internal Audit Check list

Repairs & Service

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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Check that out-of-date warranty repairs have received customer approval prior to any repair work being done.		Y
Verify that goods are identified as "Customer Repair". SRN Barcode		Y
Check that equipment repairs are segregated from probe repairs and the appropriate form is raised.	date is Intrastats	N/A
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"		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 →	8	N/A
Intrastats Service Logs – are any services in progress –		N/A
Services in progress – check the Notes are they being filled in?		
Services History (click any reports link)		
Services History is the regular service being carried out in a timely manner		
Verify that all paperwork is put into the customer file.		
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