

Internal Audit Check list			
CORRECTIVE ACTIONS			
Created:	17/May 1995	Audit No 14 VST	VM3/COP 06,09 VOP19
Revised:	11 July 2011	Last printed 6/4/2006 09:28:00 AM	Page 1 of 1
Audit Date	5-9-16	Auditor <u>Helen (cont)</u>	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	D(88)	Y
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.	D(285)	Y
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.	non conformities Review + issues	
Check that any action deemed necessary has been undertaken and records retained.	ISSUES	
Check that preventive action taken is reviewed.	(285)	Y
Check that the appropriate authority undertakes regular update reviews, i.e. management meeting minutes		
Verify that reviews are presented to the annual management review.	Agenda Board meeting not held	Y
Are Customer complaints properly recorded Hard copy & Intrasasts		
Is the complaint Index completed correctly Hard copy		Y
Is the complaint Report completed correctly Hard copy		Y
Are reports/ correspondence filed in the customer file	Don't do GM/Intrastats.	
Has corrective action been taken and recorded		