

Vicmed

93084

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	2-5-17	Auditor H (AMB BSC Hons)	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Check that out of date warranty repairs have received customer approval prior to any repair work being done.	call repair quote to customer	Y
Verify that goods are identified as a Customer Repair and include a SRN Barcode.	SRS 65265 damaged needs reprint cashed	Y
Check that the QA Records - final inspection, test sheets and safety records are completed. Returns - Repairs Ready for Invoice - View Status. Copy the serial number in to serial number search in Stockbook to get the barcode ID. Paste into QA Report. All available reports will be in here.	101 837 801	Y
Check that anti-static precautions are in place and appropriate checks are recorded. Check the workshop, QA and the R+D room. Should these be in place anywhere else around the company.	Rolling issue to MG	Y
Check that the correct coloured duckets are being used for Urgent and Export repairs.		Y
Check that the repairs are being worked in priority, and then date order.		Y
Check that completed duckets are placed on the repaired probes shelf with all appropriate paperwork. Check all duckets on the shelves.		Y
Returns - Returns Completed. Pick 5 Invoiced and check the paperwork in the ORD file matches the customer paperwork and the invoice.	ORD 86126 ✓ ORD 86106 ✓ ORD 86058 ✓ ORD 85962 ✓ ORD 86053 ✓	Y
1 SRS 65962 1M50596 2 SRS 65960 150575 3 SRS 65944 150574 4 SRS 65933 150386 5 SRS 65956 1M150508		
Intrastats Service Logs - are any services overdue, list them. Returns - Service Visits. Look in Notes icon for further info and check any issues attached.		N
Intrastats Service Logs - are any services in progress. Returns - Service Visits. Check the Notes are they being filled in.	3580 North Manchester 2-5-17	Y

Returns - Repairs in building.
Pick 5 from the list and go and find them, check they have the appropriate paperwork.

- 1 SRS 65924 ✓
- 2 SRS 65917 ✓
- 3 SAS 65929 ✓
- 4 SRS 65937 ✓
- 5 SRS 65947 ✓
- SRS 65967 ✓

Y

Check the number of old repairs.

Returns - Repairs in building. Find out what is happening with any older than 6 month. SRS - 65600 - internal viamed SRS - cleared
SRS - 65337 - #68826 issue ongoing on all oh

Returns - Ready for quote.

Check the 5 oldest from the list and go and find them on the repairs shelf, check they have the appropriate paperwork.

- 1 ~~██████████~~ SRS 65919
- 2 SRS 65897
- 3 SRS 65885
- 4 SRS 65810
- 5 SAS 65845

Y

Returns - Quotes sent.

Check the 5 oldest to the Quotes file in the office. Are there notes on intrastats and on the paperwork.

- 1 ~~██████████~~ SRS 65892 ✓
- 2 SRS 65916 ✓ only 2
- 3
- 4
- 5

Y

Returns - Repairs Ready for Invoice.

Check the oldest 5 of the Viamed / VST SRS's. Why have they not been invoiced.

- 1
- 2
- 3
- 4
- 5

93696

also showing
waiting for customer
feedback
not just ready for
invoice

Using the same 5 copy the Barcode into the QA Report and see if they have QA records.

Returns - Calibration Certificates.

From the list click View, to go to the calibration certificate. Copy the serial number in to serial number search in Stockbook to get the barcode ID. Paste into QA Report. Check there is a QA Report is available.

PRO 65A17 12364

Y