Internal Audit Check list

Repairs & Service

Done but no issue for VST requested one from DC 11-8-17

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Audit Date	2-5-17	Auditor H LAMB 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Check that out of date warranty repairs have received customer approval prior to any repair work being done.	Don't do Repairs all sensors	Y
Verify that goods are identified as a Customer Repair and include a SRN Barcode.	N/A	
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.		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.		Y
Check that the correct coloured duckets are being used for Urgent and Export repairs.	small duckets single sensors usually	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.	N/A	
Returns – Returns Completed. Pick 5 Invoiced and check the paperwork in the ORD file matches the customer paperwork and the invoice. 1 SRS 65977 2 SRS 65686 3 SRS 65319 4 SRS 65775 5 SRS 65565		Y
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/A	A
Intrastats Service Logs – are any services in progress. Returns – Service Visits. Check the Notes are they being filled in.	N/A	

Returns – Repairs in building. Pick 5 from the list and go and find them, check they have the appropriate paperwork. 1 SRS 65727 2 SRS 65935 3 4 5		Y
Check the number of old repairs. Returns – Repairs in building. Find out what is happening with any older than 6 month.	none present	Y
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 2 3 4 5	none present at time of Audit	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 2 3 4 5	None present at time of Audit	Y
Returns – Rep[airs Ready for Invoice. Check the oldest 5 of the Viamed / VST SRS's. Why have they not been invoiced. 1 2 3 4 5 Using the same 5 copy the Barcode into the QA Report and see if they have QA records.	None	
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.	N/A	