

Internal Audit Check list			
VANDAGRAPH SENSOR TECHNOLOGY LTD			
Order Processing Picking Packing & Dispatch			
Created	17/May 1995	Audit No 01	
Revised	13 January 2026		Page 1 of 5
Audit Date	13-1-26	Auditor <i>Helen Lamb</i>	

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 5.1.2	Customer focus 5.1.2 Customer focus Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that: a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met; b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; c) the focus on enhancing customer satisfaction is maintained.	<i>management review</i> <i>PMS</i> <i>QA reviews</i> <i>Procedures</i>
VST Ltd ISO9001:2015 8.5.1	Control of production and service provision The organization shall implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable: a) the availability of documented information that defines: 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed; 2) the results to be achieved; b) the availability and use of suitable monitoring and measuring resources; c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met; d) the use of suitable infrastructure and environment for the operation of processes; e) the appointment of competent persons, including any required qualification; f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement; g) the implementation of actions to prevent human error;	<i>Doc index</i> <i>Tech files</i> <i>QA systems</i> <i>Review meetings</i> <i>Calibration index</i> <i>Procedures</i> <i>Roles + tasks</i> <i>Feedback</i> <i>PMS</i>

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	h) the implementation of release, delivery and post-delivery activities	
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Question									
1	Review Last years Audit. Update processes if required. Are all follow on Issue resolved satisfactory. <i>Nothing outstanding</i> <i>No non conformances</i>								
2	Does every Order have official customer paperwork. Check 6 orders at random from the Outstanding Customer Orders list <i>Invoiced list</i>								
Order No.	CID No.	Customer order number	Check attached documents for customer paperwork and associated docs	Does the customer paperwork match the Invoice	Have these the correct goods scanned to them at shipping	Does the account have an email address or other method for invoice delivery	Initials of the person who entered the order	Initials of the person who checked the order	
1 159460	6064	639	✓	✓	<i>Part Shipped</i>	✓	✓	✓	
2 159573	5972	442254 2494	✓	✓	✓	✓	✓	✓	
3 158365	4218	4536012 618	✓	✓	✓	✓	✓	✓	
4 159603	10008	BC250 313	✓	✓	✓	✓	✓	✓	
5 154355	5530	24080761 -11	✓	✓	✓	✓	✓	✓	
6 158747	4218	4536012 650	✓	✓	✓	✓	✓	✓	

Problems with stock checking orders from Nov 25

3	Have all Queries been dealt with satisfactorily. Check number of Credit Notes last 6 months and if internal error or customer. <i>18 in total none are an error.</i>		✗
4	Are orders awaiting despatch appropriately packaged and identified.		✗
5	Is appropriate transport arranged, check goods out.		✗
6	Check Ex-works parcels shipping is arranged.		✗

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7	Check that the appropriate shipping documents are available for the goods in goods out.		✓
8	Check that the delivery note is attached to the goods.		✓

List Processes Per Title

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IT Controller	Process Scope	Roll Task Roll Audit	Risk	Action	Notes
	PROCESSID 8027 To make sure the pricing on the Shopify web shop is updated when the prices are updated in the companies. Regular checks to ensure all prices are correct.	Task: 1204 385736 Marketing Processes Audit :1215 Company Secretary 371682 ✓	Freq 1 Risk 1 Overall 1	Task 1W Audit 6M	
Warehouse Team Leader	Process Scope	Roll Task Roll Audit	Risk	Action	Notes
	PROCESSID 7796 To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage.	Task: 645 380397 ✓ Goods Out Audit :646 380988 ✓ Company Secretary	Freq 2 Risk 1 Overall 2	Task 3M Audit 3M	
	PROCESSID 7797 Check order are being picked in order of	Task: 647 381944 ✓ Goods In	Freq 2 Risk 1	Task 8W Task 2D	

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priority and date.	380653 ✓ Audit :648 Managing Director	Overall 2	Audit 3M	
PROCESSID 7798 Review the orders and items shipped per month	Task: 649 385620 Managing Director ✓ Audit :650 380511 Company Secretary ✓	Freq 3 Risk 1 Overall 3	Task 1M Audit 3M	
Audits				
Process Scope	Roll Task Roll Audit	Risk	Action	Notes
PROCESSID 7714 To carry out Audit 01 Picking Packing Viamed Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such	Task: 384634 Audit :24 Company Secretary Audit	Freq 1 Risk 2 Overall 2	Audit 12M	
PROCESSID 7762 To carry out Audit 01 Picking Packing VST Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such	Task: Audit :194 Company Secretary 384640 Audit	Freq 1 Risk 2 Overall 2	Audit 12M	
Goods Out				
Process Scope	Roll Task Roll Audit	Risk	Action	Notes

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PROCESSID 5859 audit and snap shot - this is an audit of a part of goods out, listing of the parcels that are sat waiting on a customer response	Task: 105 Goods Out Audit :364 Company Secretary	385702 ✓ 384919 ✓	Freq 2 Risk 1 Overall 2	Task 1W Audit 1M
PROCESSID 7691 Review the sale or return shelf and ship those items.	Task: 491 Goods Out Audit :	385851 ✓	Freq 2 Risk 1 Overall 2	Task 1D
PROCESSID 7860 To pick in order orders from the picking screen package the goods ready for dispatch Invoice out the delivery	Task: Ancht Audit :24 Company Secretary	384634 ✓	Freq 1 Risk 2 Overall 2	Audit 12M

Rolling Tasks Linked to Document :Task (24) Task (105) Task (491) Task (645) Task (647) Task (649) Task (1204) Task (194)