Internal Audit Check list			
Vandagraph Sensor Technologies Returns & Repairs Audit			
Created:	17/May 1995	**Audit No 11**	VOP 09
Revised:	29 July 2026		Page 1 of 7
Audit Date	29-7-26	Auditor Helen Lamb	

Company / ISO Section	Criteria of ISO Section	Auditor Comments / Issues
VST Ltd ISO9001:2015 8.2.1	**Customer communication** Communication with customers shall include: a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes; c) obtaining customer feedback relating to products and services, including customer complaints; d) handling or controlling customer property; e) establishing specific requirements for contingency actions, when relevant.	Doc index Roles + titles Feedback issues
VST Ltd ISO9001:2015 8.5.3	**Property belonging to customers or external providers** The organization shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization. The organization shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services. When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred. NOTE A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.	QA system procedures Bar code tracking Doc index

	QUESTION:	**RESPONSE:**	**Y/N**
1	Review Last years Audit. Update processes if required. No Non Are all follow on Issue resolved satisfactory. Nothing outstanding	Conformances	
2	Check that out of date warranty repairs have received customer approval prior to any repair work being done.	SRS69383	Y
3	Verify that goods are identified as a Customer Repairs.		Y

4	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.	69481 69473 69468 69463 69367 all vlamed but all ok	Y
5	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
6	Check that the correct coloured duckets are being used for Urgent and Export repairs.		Y
7	Check that the repairs are being worked in priority, and then date order.		Y
8	Check that completed duckets are placed on the repairs shelf with all appropriate paperwork. Check all duckets on the shelves.		Y
9	Returns – Returns Completed. Pick 5 Invoiced repairs and check the paperwork in the ORD file matches the customer paperwork and the invoice. 1. Last Repair is 2024 68931 2. 3. 4. 5.		N/A
12	Check in the workshops and make sure all sealant, glues, greases, sprays, tapes and gases are in date and have a data sheet, if no date is present make sure there is a review to check purchase date and lifespan in Intrastats. List any without and check recurring issues for this.	Task 1011/ 1010/	Y
13	Returns – Repairs in building. Pick 5 from the list and go and find them, check they have the appropriate paperwork. 1. 69476 2. 69469 3. 4. 5.		Y
14	Check the number of old repairs. Intrastats – Returns – Repairs in building. Find out what is happening with any older than 6 month. List any anomalies. 69136 Inter Company		Y

15	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. 69479✓ 2. 3. 4. 5. Not VST		Y
16	Returns – Quotes sent. Check the 5 oldest to the Quotes file in the office. Are there notes on Intrastats and on the paperwork. 1. 69470✓ 2. 3. 4. 5. Not VST		Y
17	Returns – Repairs Ready for Invoice. Check the oldest 5 of the VST SRS's. Why have they not been invoiced. 1. 69367 underway - Resolved Now 2. 3. 4. 5. Not VST Using the same 5 copy the Barcode into the QA Report and see if they have QA records.		Y
18	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.		Y

Sub Processes Linked to Audit 11

Review the below processes tasks and audits and ensure they are completed in a timely manner.

List Processes Per Title

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Warehouse Team Leader

Process Scope	Roll Task Roll Audit	Risk	Action
PROCESSID **6862** The repairs that are currently in the building. Confirm the Stage and Location of repairs	Task: 614 404066x Goods Out in terms Audit :895 397157✓ Managing Director	Freq 2 Risk 1 Overall 2	Task 1W Audit 3M
PROCESSID **7138** To review any new QC 21 Forms Check existing forms for corrective actions and effectivness	Task: 795 403153✓ Managing Director Audit :796 379813✓ Company Secretary	Freq 3 Risk 1 Overall 3	Task 1M Audit 12M
PROCESSID **7674** Review the repairs ready For invoice List in intrastats.	Task: 468 403229✓ Goods Out Audit :469 400788✓ Goods In	Freq 2 Risk 1 Overall 2	Task 2W Audit 3M
PROCESSID **7905** To arrange Supplier Returns Generate RMA box, link items and add faults	Task: 882 403944✓ Goods In Audit :883 398471✓ Office Processes	Freq 1 Risk 1 Overall 1	Task 1W Audit 3M
PROCESSID **8052** Check Supplier returns for items not received back	Task: 272 403117✓ Goods Out Audit :	Freq 3 Risk 1 Overall 3	Task 1M

Repairs Controller

Process Scope	Roll Task Roll Audit	Risk	Action
PROCESSID **7823** Backup the Fluke ESA615 Safety tester CE Copy any files to the Z Drive - safety tester backupdata	Task: 79 371607✓ Production Processes Audit :711 374021✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M
PROCESSID **7993** Verification Warranty Repairs Customer Approval check the previous months non warranty repairs for customer approval prior to any work being done. Check the Repairs in History File - Completed. Search for non warranty repairs check they have customer approval. Search warranty then go down list to look for non warranty repairs have	Task: 1131 396352✓ Company Secretary Audit :1171 381585✓ Office Processes	Freq 1 Risk 2 Overall 2	Task 12M Audit 12M

they had approval			
PROCESSID **7994** Verification Completed Repairs Paperwork. Check 5 Invoiced Repairs, check the paperwork Invoice matches the customer Order.	Task: 1132 396903 ✓ Company Secretary Audit :1133 381020 ✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M
PROCESSID **7995** Verification Visual Check Repair Shelf	Task: 1134 397559 ✓ Company Secretary Audit :1135 381021 ✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M
PROCESSID **7996** Verification Repairs Older Repairs Find all repairs older than 60 Days. review why not been invoice / completed.	Task: 1136 397560 ✓ Company Secretary Audit :1137 381022 ✓ Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M
PROCESSID **7997** Verification Repair Qa Reports Find 5 Completed repairs. Check the ID has a QA record	Task: 1138 397685 ✓ Office Processes 381023 ✓ Audit :1140 Managing Director	Freq 1 Risk 1 Overall 1	Task 12M Audit 12M

Audits

Process Scope	**Roll Task** **Roll Audit**	**Risk**	**Action**
PROCESSID **7724** To carry out Audit 11 Repairs And Service 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: 401374 Audit :171 Company Secretary Audit	Freq 1 Risk 2 Overall 2	Audit 12M
PROCESSID **7772** To carry out Audit 11 Repairs And Service 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: 401375 Audit Audit :179 Company Secretary	Freq 1 Risk 2 Overall 2	Audit 12M

Office Processes

Process Scope	**Roll Task**	**Risk**	**Action**

	Roll Audit		
PROCESSID **5857** Ensuring customer onsite service visits are completed	Task: 233 404047 in terms Office Processes Audit :234 403903 ✓ Managing Director	Freq 2 Risk 1 Overall 2	Task 1W Audit 1M
PROCESSID **5898** Dispose of depleted oxygen sensors and send customer replacement disposal bags	Task: 406 403356 ✓ Goods In Audit :535 403800 ✓ Company Secretary	Freq 1 Risk 1 Overall 1	Task 2W Audit 2W
PROCESSID **7752** Ensure all outstanding repairs are being dealt with	Task: 792 403510 ✓ Office Processes Audit :793 397539 ✓ Office Processes	Freq 2 Risk 1 Overall 2	Task 1M Audit 3M
PROCESSID **7760** Send letters to existing customers to remind them that a service is due on their equipment	Task: 607 404280 Marketing Processes in terms Audit :898 403821 Company Secretary	Freq 1 Risk 1 Overall 1	Task 1W Audit 4W

Goods Out

Process Scope	**Roll Task** **Roll Audit**	**Risk**	**Action**
PROCESSID **7690** Review the Repairs completed shelf and ship those items that are ready for return to the customer.	Task: 492 404265 ✓ Goods Out Audit :758 401415 ✓ Goods In	Freq 2 Risk 1 Overall 2	Task 1D Audit 1M
PROCESSID **7748** Check the orders against the customer paperwork, that we have generated, for the repair we have received in.	Task: 575 404276 ✓ Goods Out Audit :1054 394026 ✓ Managing Director	Freq 2 Risk 2 Overall 4	Task 7D Audit 12M
PROCESSID **7749** Check the quotes that we send out for the repairs we have received in.	Task: 576 404277 Goods Out in terms Audit :	Freq 2 Risk 2 Overall 4	Task 1D
PROCESSID **7906** Obtain Returns paperwork / authorisation from supplier to return Items.	Task: 884 403945 Goods Out in terms Audit :	Freq 1 Risk 1 Overall 1	Task 1W

Repair Processes

Process Scope	**Roll Task** **Roll Audit**	**Risk**	**Action**

PROCESSID **8022** Reviewing Vandagraph Repair in Intrastats	Task: 92 402288 EX Sales Controller Audit :91 401371 Managing Director	Freq 1 Risk 2 Overall 2	Task 1M Task 1M

Rolling Tasks Linked to Document :Task (171) Task (492) Task (575) Task (576) Task (233) Task (406) Task (792) Task (607) Task (179) Task (614) Task (795) Task (468) Task (486) Task (485) Task (79) Task (882) Task (884) Task (1131) Task (1132) Task (1134) Task (1136) Task (1138) Task (92) Task (272)