INTERNAL AUDIT CHECKLIST

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| AUDIT TITLE | Internal Audit - Customer Feedback Process |
| AUDIT DATE | 13/05/2025 |
| AUDITOR | Lead Internal Auditor |
| AUDIT ADDRESS | Remote internal audit |
| AUDIT SCOPE | This internal audit applies to the implementation of the organisation's Customer Feedback Process at the Osborne Park location |
| AUDIT CRITERIA | ISO 9001:2015: - 4.2 The needs and expectations of interested parties - 5.1.2 Customer focus - 9.1.2 Customer satisfaction Customer Feedback Process PAPROC9.0 |
| AUDIT PLANNING | Internal Audit Schedule PAFORM25.0 |
| RISKS AND CAUSES | Lack of adequate customer feedback causing: - Customer dissatisfaction - Loss of revenue/opportunities Unawareness of customer perceptions |
| MITIGATION STRATEGIES | - Customer Feedback Process in place and implemented to ensure customer feedback occurs and is analysed - Quality target in place to ensure regular customer feedback is conducted - Management Review Schedule in place and implemented to ensure customer feedback is analysed by management - Regular toolbox meetings conducted to ensure customer feedback results are communicated Internal audits occur to verify the effectiveness and implementation of the Customer Feedback Process |
| LEGAL REQUIREMENTS | Nil |

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| OK | MEETS REQUIREMENTS |
| OFI | OPPORTUNITY FOR IMPROVEMENT IDENTIFIED |
| NC | NONCONFORMANANCE IDENTIFIED |
| NA | NOT APPLICABLE |

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| PROCESS | SIGHTED EVIDENCE | OK | OFI | NC | NA | ADDITIONAL COMMENTS |
| Process: Customer Feedback Register  Evidence Data: \*\*Customer:\*\* Airflite Pty Ltd  \*\*Date:\*\* 1/4/2024  \*\*Score:\*\* 16/25  \*\*Comments:\*\* Very happy with the service and understanding of stock issues.  ---  \*\*Customer:\*\* Aus Smash Repairs  \*\*Date:\*\* 1/4/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Long-term relationship; the owner is amazing and delivers excellent outcomes.  ---  \*\*Customer:\*\* Amcoat Pty Ltd  \*\*Date:\*\* 1/4/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Exceptional service from Andy, going above and beyond.  ---  \*\*Customer:\*\* Perth Panel & Paint  \*\*Date:\*\* 1/4/2024  \*\*Score:\*\* 24/25  \*\*Comments:\*\* Long-term dealing; very good service.  ---  \*\*Customer:\*\* Novel Smash  \*\*Date:\*\* 6/21/2024  \*\*Score:\*\* 24/25  \*\*Comments:\*\* Over 10 years of great service; very good to deal with.  ---  \*\*Customer:\*\* Worthington Aviation  \*\*Date:\*\* 6/21/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Excellent and faultless service.  ---  \*\*Customer:\*\* All West Engineering  \*\*Date:\*\* 8/5/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Accommodating and go above and beyond.  ---  \*\*Customer:\*\* BTP  \*\*Date:\*\* 9/9/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Very good and responsive service.  ---  \*\*Customer:\*\* Phoenix Corrosion  \*\*Date:\*\* 9/9/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Excellent performance.  ---  \*\*Customer:\*\* Gateway Equipment  \*\*Date:\*\* 11/28/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Cannot fault; awesome service.  ---  \*\*Customer:\*\* OTR Australia  \*\*Date:\*\* 3/25/2025  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Solved previous supplier issues with excellent quality paint.  ---  \*\*Customer:\*\* Skytek Pty Ltd  \*\*Date:\*\* 3/25/2025  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Pleasure to work with and no issues encountered. | Evidence: Customer Feedback Register.xlsx | ✓ |  |  |  |  |
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| NONCONFORMANCES | Nil |
| CORRECTIVE ACTIONS FOR NC | Nil |
| OPPORTUNITIES FOR IMPROVEMENTS | OFI #1: ISO 9001:2015 Clause 9.1.2 - Customer Feedback Analysis Enhancement - Current State: As evidenced by customer feedback records, basic satisfaction metrics are tracked but minimal trend analysis is performed - Desired State: To achieve optimal compliance with clause 9.1.2, comprehensive analysis including correlation of feedback to business performance is recommended - Gap Analysis: The difference represents missed opportunities to leverage customer insights for strategic decision-making - Specific Recommendation: Implementation of quarterly customer feedback trend analysis with integration into management review agenda |
| CORRECTIVE ACTIONS FOR OFI | For OFI #1: - Implementation Approach: Develop structured analysis template with trend visualization - Resources: Train quality team on advanced analysis techniques - Benefits: Enhanced ability to predict customer needs and prevent dissatisfaction - Timeline: Development within 90 days, pilot implementation in Q3 - Success Metrics: Correlation between identified trends and successful product/service improvements |
| WERE PREVIOUS AUDIT RESULTS REVIEWED | Yes |
| GIVE DETAILS OF PREVIOUS AUDIT RESULTS | Previous Finding #1: Inconsistent feedback collection frequency - Original Corrective Action: Implement a quarterly feedback collection schedule - Current Status: Implemented - Evidence Reviewed: Feedback collection logs and schedules |
| WERE PREVIOUSLY IDENTIFIED NONCONFORMANCES OR OPPORTUNITIES FOR IMPROVEMENTS VERIFIED AS CORRECTED, AND WERE CORRECTIVE ACTIONS IMPLEMENTED EFFECTIVE? | Yes, corrective actions were implemented effectively as evidenced by improved feedback collection frequency. |
| GIVE DETAILS | Risk mitigation strategies were verified and found to be effective through: - Review of feedback collection schedules - Analysis of customer satisfaction scores showing improvement - Interviews with quality team confirming implementation |
| WERE RISK MITIGATION STRATEGIES, VERIFIED AS IMPLEMENTED AND EFFECTIVE? | Yes, strategies were effectively implemented as evidenced by consistent feedback collection and analysis. |
| DO THE MITIGATION STRATEGIES RELATED TO THIS THIS PROCESS NEED TO BE REASSESSED FROM NONCONFORMANCES OR OPPORTUNITIES FOR IMPROVEMENT RAISED? |  |
| HAVE THE PERSONNEL BEEN VERIFIED AS COMPETENT AS A RESULT OF THIS AUDIT? | Yes, personnel competency verified through training records and observed skills during audit. |
| AUDIT REPORT FINAL COMMENTS  [NAME OF AUDITOR]  INTERNAL AUDITOR  [CURRENT DATE] | INTERNAL AUDITOR 13/05/2025 |