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:\*\* 01/04/2024  \*\*Score:\*\* 16/25  \*\*Comments:\*\* Generally happy with service; understands stock issues.  ---  \*\*Customer:\*\* Aus Smash Repairs  \*\*Date:\*\* 01/04/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Long-term positive relationship; excellent owner support.  ---  \*\*Customer:\*\* Amcoat Pty Ltd  \*\*Date:\*\* 01/04/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Praises Andy's excellent service.  ---  \*\*Customer:\*\* Perth Panel & Paint  \*\*Date:\*\* 01/04/2024  \*\*Score:\*\* 24/25  \*\*Comments:\*\* Long-term relationship, very good service.  ---  \*\*Customer:\*\* Novel Smash  \*\*Date:\*\* 21/06/2024  \*\*Score:\*\* 24/25  \*\*Comments:\*\* Over 10 years positive experience, great to deal with.  ---  \*\*Customer:\*\* Worthington Aviation  \*\*Date:\*\* 21/06/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Cannot fault service, very amazed.  ---  \*\*Customer:\*\* All West Engineering  \*\*Date:\*\* 05/08/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Accommodating and helpful, exceeds expectations.  ---  \*\*Customer:\*\* BTP  \*\*Date:\*\* 09/09/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Christian is responsive and helpful.  ---  \*\*Customer:\*\* Phoenix Corrosion  \*\*Date:\*\* 09/09/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Excellent service.  ---  \*\*Customer:\*\* Gateway Equipment  \*\*Date:\*\* 28/11/2024  \*\*Score:\*\* 25/25  \*\*Comments:\*\* No issues, awesome service.  ---  \*\*Customer:\*\* OTR Australia  \*\*Date:\*\* 25/03/2025  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Solved paint supplier issues, excellent quality.  ---  \*\*Customer:\*\* Skytek Pty Ltd  \*\*Date:\*\* 25/03/2025  \*\*Score:\*\* 25/25  \*\*Comments:\*\* Pleasure to work with, no issues. | 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: Limited customer feedback frequency - Original Corrective Action: Increase feedback collection to quarterly - Current Status: Implemented - Evidence Reviewed: Customer Feedback Register.xlsx |
| WERE PREVIOUSLY IDENTIFIED NONCONFORMANCES OR OPPORTUNITIES FOR IMPROVEMENTS VERIFIED AS CORRECTED, AND WERE CORRECTIVE ACTIONS IMPLEMENTED EFFECTIVE? | Yes, feedback frequency has increased and is now aligned with quarterly targets. |
| GIVE DETAILS | Risk mitigation strategies were verified and found to be effective through: - Review of Customer Feedback Register.xlsx - Analysis of feedback scores showing improved customer satisfaction - Interviews with quality team confirming implementation |
| WERE RISK MITIGATION STRATEGIES, VERIFIED AS IMPLEMENTED AND EFFECTIVE? | Yes, strategies were effectively implemented as evidenced by improved feedback scores. |
| 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 demonstrated competence through effective feedback management and analysis. |
| AUDIT REPORT FINAL COMMENTS  [NAME OF AUDITOR]  INTERNAL AUDITOR  [CURRENT DATE] | The overall management system for the Customer Feedback Process is rated as Effective. The audit revealed several key strengths, including high customer satisfaction scores and strong relationships with long-term clients, as evidenced by the feedback from companies such as Aus Smash Repairs and Amcoat Pty Ltd. These strengths highlight the organization's commitment to customer focus and satisfaction, aligning well with ISO 9001:2015 requirements. However, there is an opportunity for improvement in the area of feedback analysis. While basic metrics are tracked, the organization could benefit from more comprehensive trend analysis to better leverage customer insights for strategic decision-making. Implementing a structured analysis template and training the quality team on advanced techniques could enhance the ability to predict customer needs and prevent dissatisfaction. Strategic recommendations include integrating quarterly customer feedback trend analysis into the management review agenda. This will ensure that customer insights are effectively utilized to drive business improvements. The implementation of these recommendations is expected within 90 days, with a pilot in Q3, and success will be measured by the correlation between identified trends and successful product/service improvements. Performance trends compared to previous audits show a positive trajectory, with increased feedback frequency and improved satisfaction scores. This indicates that corrective actions from past audits have been effective. In conclusion, the organization's Customer Feedback Process is robust, with room for enhancement in analysis capabilities. Continued focus on customer feedback will support strategic objectives and drive further improvements. |