INTERNAL AUDIT CHECKLIST

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| AUDIT TITLE | Internal Audit - Customer Feedback Process |
| AUDIT DATE | 21/06/2024 |
| AUDITOR | S. Smith |
| 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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| SIGHTED EVIDENCE | | OK | OFI | NC | NA | ADDITIONAL COMMENTS |
| Customer Feedback Process PAPROC9.0 in place documented into a Microsoft Visio flowchart |  | OK |  |  |  |  |
| Customer Feedback Form PAFORM2.0 in place and Documented, with details including:   * Customer name; * Customer contact name; * customer position title; * Feedback date, and   Customer feedback questions. |  | OK |  |  |  |  |
| Customer feedback surveys conducted, with sighted records including:   * **Customer:** Airflite Pty Ltd * **Date:** 04/01/2024 * **Score /25:** 16 * **Comments:** Generally, I am very happy with the service – no complaints. Everyone has issues with stock – but I understand this. * **Customer:** Amcoat Pty Ltd * **Date:** 04/01/2024 * **Score /25:** 25 * **Comments:** Andy is awesome! They go above and beyond, and their service excellent. * **Customer:** Aus Smash Repairs * **Date:** 04/01/2024 * **Score /25:** 25 * **Comments:** I have dealt with Park for many years (23 years) – they have been awesome to deal with. Geoff as the owner is amazing to deal with, who will work even out of hours to deliver amazing outcomes. * **Customer:** Perth Panel & Paint * **Date:** 04/01/2024 * **Score /25:** 24   **Comments:** We have been dealing with them about 35 years and found them very good. |  | OK |  |  |  |  |
| Customer Feedback Register PAFORM19.0 in place, capturing customer feedback survey results, with sighted entries including:   * **Customer:** Airflite Pty Ltd * **Date:** 04/01/2024 * **Score /25:** 16 * **Comments:** Generally, I am very happy with the service – no complaints. Everyone has issues with stock – but I understand this. * **Customer:** Aus Smash Repairs * **Date:** 04/01/2024 * **Score /25:** 25 * **Comments:** I have dealt with Park for many years (23 years) – they have been awesome to deal with. Geoff as the owner is amazing to deal with, who will work even out of hours to deliver amazing outcomes. * **Customer:** Amcoat Pty Ltd * **Date:** 04/01/2024 * **Score /25:** 25   **Comments:** Andy is awesome! They go above and beyond, and their service excellent. |  | OK |  |  |  |  |
| Customer feedback objective and target established and captured in the Objectives, Targets & Continual Improvement Business Plan PAFORM15.0 – “*To conduct a minimum of six customer feedback surveys per annum, and score an average of 20 out of 25 or more measured across all customer feedback surveys conducted*”. |  | OK |  |  |  |  |
| Corrective Action Register PAFORM18.0 in place, although no entries from customer feedback surveys sighted at the time of this audit. |  | OK |  |  |  |  |

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| NONCONFORMANCES | Nil |
| CORRECTIVE ACTIONS | Nil |
| OPPORTUNITIES FOR IMPROVEMENTS | Nil |
| CORRECTIVE ACTIONS | Nil |
| WERE PREVIOUS AUDIT RESULTS REVIEWED | No - First Time Audit Completed |
| GIVE DETAILS OF PREVIOUS AUDIT RESULTS | N/A |
| WERE PREVIOUSLY IDENTIFIED NONCONFORMANCES OR OPPORTUNITIES FOR IMPROVEMENTS VERIFIED AS CORRECTED, AND WERE CORRECTIVE ACTIONS IMPLEMENTED EFFECTIVE? | Not Applicable |
| GIVE DETAILS | N/A |
| WERE RISK MITIGATION STRATEGIES, VERIFIED AS IMPLEMENTED AND EFFECTIVE? | Yes |
| GIVE DETAILS | * 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   Internal audits occur to verify the effectiveness and implementation of the Customer Feedback Process |
| DO THE MITIGATION STRATEGIES RELATED TO THIS THIS PROCESS NEED TO BE REASSESSED FROM NONCONFORMANCES OR OPPORTUNITIES FOR IMPROVEMENT RAISED? | No |
| HAVE THE PERSONNEL BEEN VERIFIED AS COMPETENT AS A RESULT OF THIS AUDIT? | Yes |
| AUDIT REPORT FINAL COMMENTS  S. Smith  Internal Auditor  21/06/2024 | Audit report final comments:  This internal audit consisted of a review of the organisation’s Customer Feedback Process, to establish context and an understanding of how this is managed within the organisation. The organisation has formally established this process through a Microsoft Visio flowchart, Customer Feedback Form and Customer Feedback Register, and sufficient records of evidence was sighted confirming the process is well-managed and implemented into the business. Records sighted included multiple customer feedback surveys that had been completed and reviewed/communicated through a management review meeting. Corrective Action Register sighted in place, although no entries from customer feedback surveys as there were no nonconformances or opportunities for improvements provided by customers. All customer feedback survey results have been documented in the Customer Feedback Register, for trends analysis of scoring and comments. No issues or concerns were identified as part of this internal audit. |