

INTERNAL AUDIT CHECKLIST

F-17-4 Rev. 1

3/17/02

CUSTOMER RELATED PROCESS AUDIT

AUDIT NO.	AUDIT DATE	DEPT. MANAGER	AUDITOR	WHAT EVIDENCE IS THERE THAT/OF	REF.	OBJECTIVE EVIDENCE	QSIR #
				Customer documents are correctly controlled via a master list, and where documents have been amended, only the latest issue is being used?	4.2.3		
				Obsolete documents are correctly identified and filed in isolation?	4.2.3		
				All RFQ's are reviewed by responsible personnel?	7.2.2		
				Where necessary, quotes have been sourced and accepted from approved suppliers for purchased items?	7.2.1		
				Quote and quote checklist are completed correctly?	7.2.1		
				Upon receipt of the PO, it has been checked against the quote, reviewed and signed by responsible personnel, and acknowledged, if necessary?	7.2.2		
				The Parts schedule has been checked for any and all changes?	7.2.2		

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WHAT EVIDENCE IS THERE THAT/OF				
Where the customer is supplying materials/jigs, these have been verified on receipt, and are clearly identified as CSP?	7.5.4			
Where the customer requires individual/lot/batch traceability, our capability has been determined before accepting the contract?	7.5.3			
We can meet the customer requirements for inspection and/or certification?	8.2.4			
All nonconformity decisions are taken by a DSQR?	8.3			
The customer's packaging/shipping requirements can be met?	7.5.5			
All records reviewed during this audit were correctly filed, legible, applicable, and easily retrievable?	4.2.4			
All person's interviewed had relevant and up-to-date training records?	6.2			
All training plans/Intents are being followed?				

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Capability to produce to time scales has been determined, for the original contract and each subsequent schedule received?	7.2.2			
All documents/specs./records have been filed under customer part #?	4.2.4			
Communication between the customer and us, on the product, has taken place?	7.2.3			
Communication between the customer and us, on inquiries, contracts/order entry, and amendments, has taken place?	7.2.3			
Communication between the customer and us, on customer feedback, and/or complaints/returns, has taken place?	7.2.3			
The semi-annual Management Review looked at trends/data to improve on the company's goals/objectives.	5.6.1			
Contract related activities have been a part of the above?				
Where the customer, or we, invokes their right to visit our suppliers, the supplier has been informed via the PO?	7.4			

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Where necessary, have customer requirements regarding appropriate statistical techniques been agreed?		8.1			
Where a customer requires additional requirements, not covered by ISO/AS 9100, has a quality plan been devised?		7.1			
All aspects of the process and related issues been clearly and accurately documented/implemented?		4			