



Integrated Consulting Solutions

INTERNAL AUDIT REPORT FORM

COMPANY AUDITED:	XXXXXX	SITE/ LOCATION:	XXXXXXX
AUDIT NUMBER:	1/2010	DATE OF AUDIT:	19 th July 2010
SCOPE OF AUDIT:	Customer Service Department & Associated Processes		
DOCUMENTS AUDITED:	Customer feedback procedure Work instructions for receiving orders Customer returns procedures Customer feedback register Instructions for customer invoicing		
PERSONS AUDITED:	Fred	AUDITOR NAME(S):	<ICS Consultant>

AUDIT FINDINGS:

Customer feedback procedure

Audit of the customer feedback procedure found that a number of the steps in the process flow needed updating.

For example -

- the *details* of the problem need to be recorded in the feedback register
- the problem needs to be discussed with the relevant person immediately if urgent
- need to decide the timing of informing the customer
- there needs to be evidence that the data from the register is analysed at the monthly management meetings, and
- systemic issues need to be raised as improvement actions in the improvement actions register.

The customer feedback form was found to be adequate to its purpose and is used by the customer service officer to record details of feedback to be entered later into the customer feedback register.

The customer feedback register has been regularly and conscientiously used since it was created.

Work instructions for receiving orders

The work instruction for receiving orders requires a number of amendments to capture what were seen as vital instructions particularly to any staff in training.

For example:

- It is very important that special prices are identified in the MYOB card file.
- The delivery details require notes about how to prioritise and what to do if clients request urgent delivery.
- There is also the need to add instructions on how to deal with central ordering departments at hospitals and to always request faxed confirmation of orders.
- For all hospital orders make sure you get a official order number.

Customer returns procedures

A number of additions / amendments are required to this procedure. For example:

- The returned goods form is available either via fax or on the website. Step 2 can be amended.
- It was also considered that more detail was required around the reasons for customers returning goods. e.g. out of box failure, incorrect size or quantity, failed after initial use, etc.

Warranty issues are not mentioned, nor the decision around who carries the cost for the fault.

All the information required to make an informed decision needs to be documented in the procedure and further information about warranty would be of assistance.

Customer feedback register

The customer feedback register could be improved by adding a "type of complaint" dropdown box.

In this way, complaints can be sorted by type and therefore easily identifying where patterns exist.

Other aspects of the reception role have not been captured in any documented form. The possibility of a replacement taking over this role led to the suggestion that the following information be captured for training purposes.



Integrated Consulting Solutions

1. Detail on pricing – discounted prices in particular
2. New customer generation
3. The different types of enquiry
4. The opportunity for new customer generation interstate
5. Also in the absence of product knowledge that a qualified orthotists be consulted about product enquires.

Instructions for customer invoicing

A number of minor improvements are suggested to the procedure including:

- highlighting the importance of getting the correct address for the customer, the PO Box for the customer and the specialised price structures.

The number of calls coming through for accounts at various times was also discussed as were the merits of having a dedicated accounts number for customers. This could be considered as an improvement suggestion.

ISSUES:

WHERE STORED:

NUMBER:	ISSUE DETAILS
1.	<p>The work instruction for receiving orders required a number of amendments to capture what were seen as vital instructions particularly to any staff in training.</p> <p>For example:</p> <ul style="list-style-type: none"> • It is very important that special prices are identified in the MYOB card file. • The delivery details require notes about how to prioritise and what to do if clients request urgent delivery. • There is also the need to add instructions to do with how to deal with central ordering departments at hospitals and to always request faxed confirmation of orders. • For all hospital orders make sure you get a official order number.
2.	<p>A number of additions/ amendments are required to this procedure. For example:</p> <ul style="list-style-type: none"> • The returned goods form is available either via fax or on the website. Step 2 can be amended. • It was also considered that more detail was required around the variables for customers returning goods. • For example, new and faulty?/ wrong size or quantity?/ was broken after use?/ or unfit for service? <p>Also warranty issues were not mentioned and the decision making around who carries the cost for the fault.</p> <p>All the information required to make an informed decision needs to be documented in the procedure and further information about warranty would be of assistance.</p>
3.	Add a dropdown box to the feedback register for feedback type.
4.	<p>Potentially create more detailed training documents for replacement reception staff. Other aspects of the reception role have not been captured in any documented form. The possibility of a replacement taking over this role led to the suggestion that the following information be captured for training purposes.</p> <ol style="list-style-type: none"> 1. Detail on pricing – discounted prices in particular 2. New customer generation 3. The different types of enquiry 4. The opportunity for new customer generation interstate 5. Also in the absence of product knowledge that a qualified orthotists be consulted about product enquires.
5.	Consider instituting a dedicated accounts number in order to more accurately direct phone calls to the appropriate person.

AUDITOR SIGNATURE(S):

COMPANY REPRESENTATIVE SIGNATURE:

DATE:

DATE: