

Document VM3COP20.30 UK Order Processing Revision ID94516

Suggested Upload Document Name: **Risk Assesment For Updating Document ID94516**

Completed by [Derek Lamb](#) 13 Oct 2022

Reason for Risk Assesment

Please be aware: Part shipments are only to be offered if complete lines items are in stock.

Should carriage be chargeable on an order, a revised order must be received from customer to show additional carriage (if they require carriage to be noted on orders).

Document VM3COP20.30 UK Order Processing Revision ID94516 Is linked to the Following Standards and processes

Risk Assessment ID94516	Question	Does Update Risk on Update Affect	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q0	Does this Update warrant updating Any External Parties due to any Terms and Conditional Agreements E.G. Notified Body or is the update a Significate change to any ISO Certifications	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q1	Viamed Ltd ISO13485:2016 Section: 5.2 Customer focus Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q2	Viamed Ltd ISO13485:2016 Section: 7.2.1 Determination of requirements related to product The organization shall determine: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue

device;

e) any additional requirements determined by the organization

94516Q3	<p>Viamed Ltd ISO13485:2016 Section: 7.2.1 Determination of requirements related to product</p> <p>The organization shall determine:</p> <ul style="list-style-type: none"> a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization 	<p>Does Update Affect? <input type="button" value="No"/></p> <p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
94516Q4	<p>Viamed Ltd ISO13485:2016 Section: 7.2.2 Review of requirements related to product</p> <p>The organization shall review the requirements related to product. This review shall be conducted prior to the organization's commitment to supply product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that:</p> <ul style="list-style-type: none"> a) product requirements are defined and documented; b) contract or order requirements differing from those previously expressed are resolved; c) applicable regulatory requirements are met; d) any user training identified in accordance with 7.2.1 is available or planned to be available; e) the organization has the ability to meet the defined requirements. <p>Records of the results of the review and actions arising from the review shall be maintained (see 4.2.5).</p> <p>When the customer provides no documented statement of requirement, the customer requirements shall be confirmed by the organization before acceptance.</p> <p>When product requirements are changed, the organization shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.</p>	<p>Does Update Affect? <input type="button" value="No"/></p> <p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
94516Q5	<p>Viamed Ltd ISO13485:2016 Section: 7.2.3 Communication</p> <p>The organization shall plan and document arrangements for communicating with customers in relation to:</p> <ul style="list-style-type: none"> a) product information; b) enquiries, contracts or order handling, including amendments; c) customer feedback, including complaints; d) advisory notices. <p>The organization shall communicate with regulatory authorities in accordance with</p>	<p>Does Update Affect? <input type="button" value="No"/></p> <p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

applicable
regulatory requirements.

94516Q6	<p>VST Ltd ISO9001:2015 Section: 5.1.2 Customer focus 5.1.2 Customer focus Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:</p> <ul style="list-style-type: none"> a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met; b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; c) the focus on enhancing customer satisfaction is maintained. 	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
94516Q7	<p>VST Ltd ISO9001:2015 Section: 8.2.1 Customer communication Communication with customers shall include:</p> <ul style="list-style-type: none"> a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes; c) obtaining customer feedback relating to products and services, including customer complaints; d) handling or controlling customer property; e) establishing specific requirements for contingency actions, when relevant. 	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
94516Q8	<p>VST Ltd ISO9001:2015 Section: 8.2.2 Determining the requirements for products and services When determining the requirements for the products and services to be offered to customers, the organization shall ensure that:</p> <ul style="list-style-type: none"> a) the requirements for the products and services are defined, including: <ul style="list-style-type: none"> 1) any applicable statutory and regulatory requirements; 2) those considered necessary by the organization; b) the organization can meet the claims for the products and services it offers. 	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
94516Q9	<p>VST Ltd ISO9001:2015 Section: 8.2.3.1 The organization shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. The organization shall conduct a review before committing to supply products and services to a customer, to include:</p> <ul style="list-style-type: none"> a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer, but necessary for the specified or intended use, 	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

when known;
 c) requirements specified by the organization;
 d) statutory and regulatory requirements applicable to the products and services;
 e) contract or order requirements differing from those previously expressed.
 The organization shall ensure that contract or order requirements differing from those previously defined are resolved.
 The customers requirements shall be confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.
 NOTE In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant product information, such as catalogues.

94516Q10	VST Ltd ISO9001:2015 Section: 8.2.4	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likely Due to Update 1.Negligible <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
94516Q11	9 Distribution Of Faxes Distribute recieved faxes	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likely Due to Update 1.Negligible <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
94516Q12	11 Distribution Of Mail Distibuting incoming post to correct person	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likely Due to Update 3.Serious <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
94516Q13	14 Fax Paper	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update 1.Improbable <input type="button" value="v"/>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

Ensuring that fax reports have been generated for both sent and received faxes and ensuring there is paper in the fax machine

Affect? Risk Likely Due
to Update
No
1.Negligible
Action Required:
No Action
Required

94516Q14 15
Filing and Archiving
Paperwork to be filed in the correct order

Does Risk Frequency
Update due to Update
Affect? 1.Improbable
No Risk Likely Due
to Update
1.Negligible
Action Required:
No Action
Required

Notes On Risk / Benefits statement if
required

Further Action Required on
Issue

94516Q15 20
Processing Of Mail Shots
Ensuring mail shots are printed and sent

Does Risk Frequency
Update due to Update
Affect? 1.Improbable
No Risk Likely Due
to Update
1.Negligible
Action Required:
No Action
Required

Notes On Risk / Benefits statement if
required

Further Action Required on
Issue

94516Q16 21
Office Sales Projects
Ensuring office job list is being updated and completed

Does Risk Frequency
Update due to Update
Affect? 1.Improbable
No Risk Likely Due
to Update
2.Minor
Action Required:
No Action
Required

Notes On Risk / Benefits statement if
required

Further Action Required on
Issue

94516Q17 36
Emailing Of Invoices
Invoices are emailed to customers

Does Risk Frequency
Update due to Update
Affect? 1.Improbable
No Risk Likely Due
to Update
2.Minor
Action Required:
No Action
Required

Notes On Risk / Benefits statement if
required

Further Action Required on
Issue

94516Q18	37 West Yorkshire Ambulance Stock Viamed has a consignment stock with West Yorkshire Ambulance, We scan stock to a shelf, then send them the consignment stock As and when they use stock each week we do a rational and invoice them for the used stock and replenish the consignment stock. WYA Stock check via the website. We can now check their stock agrees with ours.	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q19	5850 Purchase Order Log Check the PO log is up to date with confirmations and expected shipping dates	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q20	5875 Check Paypal For Orders Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q21	5882 Send Post To Humanmed Humanmed post is received, it needs to be forwarded to Humanmed UK Sales Manager HumanMed has Gone, tasks no longer required	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 4.Critical ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q22	5892 Checking EBay And Amazon For Orders And Messages Checking the eBay and Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions.	Does Update Affect? No ▾	Risk Frequency due to Update 2.Remote ▾ Risk Likely Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

			<div>2.Minor ▾</div> Action Required: No Action Required	
94516Q23	5893 Answering Website Questions Answering any questions that are asked via the website from within Intrastats	<div>Does Update Affect? No ▾</div> <div>Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 1.Negligible ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q24	5866 UPS Shipping Fuel Surcharge UPS surcharges change on a monthly basis. The internal system requires updating so the postage rates can be calculated by anyone correctly. *PROCESS REPLACED WITH WORLDSHIP	<div>Does Update Affect? No ▾</div> <div>Risk Frequency due to Update 2.Remote ▾ Risk Likely Due to Update 1.Negligible ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q25	7796 Review Franking Label Errors To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage.	<div>Does Update Affect? No ▾</div> <div>Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 2.Minor ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q26	5873 Distributor Contract Reviews To check through list of export distributors	<div>Does Update Affect? No ▾</div> <div>Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 3.Serious ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q27	5885	<div>Does</div> <div>Risk Frequency</div>	Notes On Risk / Benefits statement if	Further Action Required on

Monthly Reports

Report generate to give a idea of the current and future sales and marketing.

		Update due to Update Affect? 1.Improbable No Risk Likely Due to Update 3.Serious Action Required: No Action Required	required	Issue
94516Q28	5876 E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders	Does Update Affect? 1.Improbable No Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q29	5857 Customer Service Logs Ensuring customer onsite service visits are completed	Does Update Affect? 1.Improbable No Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q30	5894 Checking Of Active List Check the Active Back orders ensure no orders get missed	Does Update Affect? 1.Improbable No Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q31	5895 Completing Office Job List Ensuring that the allocated tasks are being completed	Does Update Affect? 1.Improbable No Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue

94516Q32	5897 Franking Mail Task to Frank outgoing Mail	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 5.Catastrophic Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q33	5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q34	5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q35	5913 Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders. NO LONGER REQUIRED HUMANEMD STOPPED	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q36	5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

			2.Minor ▾ Action Required: No Action Required		
94516Q37	5949 Filling Credit Card Slips Inputting the accurate data on to our pre-printed credit card slips for processing on dispatch of good. Secure storing and processing	Does Update Affect? No ▾	Risk Frequency due to Update 3.Occasional ▾ Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q38	7676 PDFing Of Invoices Viamed Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q39	7678 Check Catalog 360 Circle For Quotes And Orders Checking the Catalog 360 Circle website for outstanding orders or requests SYSTEM NO LONGER USED	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q40	7686 Thorough Checking Of Awaiting Action Tray - Priority 8s Check that outstanding orders with unresolved issues are being followed up and addressed	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q41	7693	Does	Risk Frequency	Notes On Risk / Benefits statement if	Further Action Required on

Collect Repair Filing From Warehouse
Collect the filing form the warehouse

Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action Required:
No Action
Required

required

Issue

94516Q42 7696
Send VIAMED Delivery Notifications
Emailing Notifications of shipments

Does
Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
2.Minor ▼
Action Required:
No Action
Required

Notes On Risk / Benefits statement if
required

Further Action Required on
Issue

94516Q43 7699
Shred Sensitive Paperwork In JL Office
Shredding of sensitive information

Does
Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action Required:
No Action
Required

Notes On Risk / Benefits statement if
required

Further Action Required on
Issue

94516Q44 7707
Send Purchase Orders To Suppliers
Emailing purchase orders to suppliers

Does
Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action Required:
No Action
Required

Notes On Risk / Benefits statement if
required

Further Action Required on
Issue

94516Q45 7709
Delivered not Invoiced
Ensure invoices are generated for shipped orders

Does
Update
Affect? 2.Remote ▼
No ▼ Risk Likly Due
to Update
2.Minor ▼
Action Required:
No Action
Required

Notes On Risk / Benefits statement if
required

Further Action Required on
Issue

94516Q46	7705 Checking For Uploaded Files Checking if a customer has uploaded an order directly to our website	Does Update Affect? No ▾	Risk Frequency due to Update 2.Remote ▾ Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q47	7712 Review Inward Payments Review the payments received to ensure proformas can be shipped	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q48	7735 Ensure SOR's Are Followed Up Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q49	7751 VST Purchase Order Log Check the VST PO log is up to date with confirmations and expected shipping dates	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q50	7758 Check For GHX Orders Check the emails for orders from GHX	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

			2.Minor ▼ Action Required: No Action Required		
94516Q51	7760 Send Service Offers Send letters to existing customers to remind them that a service is due on their equipment	Does Update Affect? No ▼	Risk Frequency due to Update 1.Improbable ▼ Risk Likely Due to Update 1.Negligible ▼ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q52	7761 Send VST Delivery Notifications Emailing Notifications of shipments	Does Update Affect? No ▼	Risk Frequency due to Update 1.Improbable ▼ Risk Likely Due to Update 2.Minor ▼ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q53	7783 PDF VST Invoices And Purchase Orders Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NOW DONE AUTOMATICALLY	Does Update Affect? No ▼	Risk Frequency due to Update 1.Improbable ▼ Risk Likely Due to Update 2.Minor ▼ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q54	7792 Shipped Order Success Report A report is generated from figures in Intrastats to display how many orders have been shipped without errors	Does Update Affect? No ▼	Risk Frequency due to Update 1.Improbable ▼ Risk Likely Due to Update 2.Minor ▼ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q55	7795	Does	Risk Frequency	Notes On Risk / Benefits statement if	Further Action Required on

Answering UK Web Questions

Answering any questions that are asked via the website from within Intrastats

Update due to Update required

Issue

Affect? 1.Improbable ▼

No ▼ Risk Likely Due to Update

1.Negligible ▼

Action Required:

No Action

Required

94516Q56 7822

Review Oxylink Stock

To check we have the stock available to supply our customer Oxylink.

NOTE THIS PROCESS HAS BEEN STOPPED.

Part number has been superseded

Does Update Affect?

No ▼ 1.Improbable ▼

Risk Likely Due to Update

3.Serious ▼

Action Required:

No Action

Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q57 7863

Maintain Repair Codes List

To confirm the current repairs codes for various products in the system are up to date and available to office members of staff.

Does Update Affect?

No ▼ 1.Improbable ▼

Risk Likely Due to Update

1.Negligible ▼

Action Required:

No Action

Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q58 7890

New UPS Rates Needs Checking

To get the next years UPS zone and areas and Pricing

Import into intrastats,

No formal procedure as UPS keep changing style and layout, can be done manually

Does Update Affect?

No ▼ 1.Improbable ▼

Risk Likely Due to Update

2.Minor ▼

Action Required:

No Action

Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q59 7893

VST Price Lists

To confirm the Document index Price Lists

Does Update Affect?

No ▼ 1.Improbable ▼

Risk Likely Due to Update

1.Negligible ▼

Action Required:

No Action

Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q60	7894 VST Customer Agreements To check the Current Customer Agreements are still Valid	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q61	7901 UPS Exceptions Checkup To check the emails that come in from UPS or other shippers, for problems delivering or clearing goods.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q62	7959 Audit 16 Sales And Marketing Viamed Audit to include Sales and Marketing Functions	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q63	7970 Proforma And Quote Chasing Ryan Chase outstanding Quotes and Proformas put on by Ryan or that he is responsible for.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q64	7971 Proforma And Quote Chasing Steve Hardaker Chase outstanding Quotes and Proformas put on by Steve H or that he is responsible for.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

			<div>3.Serious</div> <div>Action Required:</div> <div>No Action</div> <div>Required</div>		
94516Q65	7957 Warehouse Requests Warehouse requests for stock to be reviewed, any shortages to be ordered or produced with a production Job	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action</div> <div>Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div> <div>Further Action Required on Issue</div> <div></div>	
94516Q66	7872 Embargo Countries NOT Allowed To Sell To To review with the banks any embargo countries	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>3.Occasional</div> <div>Risk Likely Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action</div> <div>Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div> <div>Further Action Required on Issue</div> <div></div>	
94516Q67	7988 Verification Contact Details Internal CRM To confirm contact details are being entered into the system correctly. Between our Invoice, Customer Paperwork and the existing CRM	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action</div> <div>Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div> <div>Further Action Required on Issue</div> <div></div>	
94516Q68	7989 Verification Contact Details Accounts Verifying the contact details on invoices match between internal system and the external accounts package	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action</div> <div>Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div> <div>Further Action Required on Issue</div> <div></div>	
94516Q69	7990	<div>Does</div>	<div>Risk Frequency</div>	<div>Notes On Risk / Benefits statement if</div>	<div>Further Action Required on</div>

Verification Invoice Details Accounts

Verification of Invoice details between internal systems and external accounts

Update due to Update required

Issue

Affect? 1.Improbable ▼

No ▼ Risk Likely Due to Update

1.Negligible ▼

Action Required:

No Action

Required

94516Q70 Process 9
Distribution Of Faxes
Distribute recieved faxes
Current Known Risk lost faxes
Current Likly 1 Current Frequency 1

Does Update due to Update

Affect? 1.Improbable ▼

No ▼ Risk Likely Due to Update

1.Negligible ▼

Action Required:

No Action

Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q71 Process 11
Distribution Of Mail
Distributing incoming post to correct person
Current Known Risk Royal Mail fail to deliver post
Current Likly 3 Current Frequency 1

Does Update due to Update

Affect? 1.Improbable ▼

No ▼ Risk Likely Due to Update

3.Serious ▼

Action Required:

No Action

Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q72 Process 14
Fax Paper
Ensuring that fax reports have been generated for both sent and received faxes and ensuring there is paper in the fax machine
Current Known Risk Phone lines go down
The paper tray is empty
Current Likly 1 Current Frequency 1

Does Update due to Update

Affect? 1.Improbable ▼

No ▼ Risk Likely Due to Update

1.Negligible ▼

Action Required:

No Action

Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q73 Process 15
Filing and Archiving
Paperwork to be filed in the correct order
Current Known Risk Paperwork is filed incorrectly
Current Likly 1 Current Frequency 1

Does Update due to Update

Affect? 1.Improbable ▼

No ▼ Risk Likely Due to Update

1.Negligible ▼

Action Required:

No Action

Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q74	Process 19 Maintaining Leaflet Stocks Ensure required leaflets are in stock Current Known Risk Stock is not checked Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update 1.Improbable <input type="button" value="▼"/> Risk Likely Due to Update 2.Minor <input type="button" value="▼"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
94516Q75	Process 21 Office Sales Projects Ensuring office job list is being updated and completed Current Known Risk Office is short staffed or over worked Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update 1.Improbable <input type="button" value="▼"/> Risk Likely Due to Update 2.Minor <input type="button" value="▼"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
94516Q76	Process 36 Emailing Of Invoices Invoices are emailed to customers Current Known Risk Computer or network failure Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update 1.Improbable <input type="button" value="▼"/> Risk Likely Due to Update 2.Minor <input type="button" value="▼"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
94516Q77	Process 5850 Purchase Order Log Check the PO log is up to date with confirmations and expected shipping dates Current Known Risk The order is not checked and the supplier has not received it ergo we do not receive the order Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update 1.Improbable <input type="button" value="▼"/> Risk Likely Due to Update 2.Minor <input type="button" value="▼"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
94516Q78	Process 5857 Customer Service Logs Ensuring customer onsite service visits are completed Current Known Risk Engineer or equipment is unavailable Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update 1.Improbable <input type="button" value="▼"/> Risk Likely Due to Update	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

			2.Minor ▼ Action Required: No Action Required		
94516Q79	Process 5859 Review Un-shipped Parcels audit and snap shot - this is an audit of a part of goods out, listing of the parcels that are sat waiting on a customer response Current Known Risk Customer forgets to come back to us and parcels stay ready for shipping. As the package is already pick pack and ready to leave the building all computer traces will show as shipped. Current Likly 2 Current Frequency 1	Does Update Affect? No ▼	Risk Frequency due to Update 1.Improbable ▼ Risk Likly Due to Update 2.Minor ▼ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q80	Process 5871 Check Sale Or Returns Review the Sale or Return list in intrastats. Ensure it is up to date. Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated Current Likly 2 Current Frequency 1	Does Update Affect? No ▼	Risk Frequency due to Update 1.Improbable ▼ Risk Likly Due to Update 2.Minor ▼ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q81	Process 5872 Check Sale Or Returns Export Review the Sale or Return list in intrastats. Ensure it is up to date. Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated Current Likly 2 Current Frequency 1	Does Update Affect? No ▼	Risk Frequency due to Update 1.Improbable ▼ Risk Likly Due to Update 2.Minor ▼ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q82	Process 5875 Check Paypal For Orders Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No ▼	Risk Frequency due to Update 1.Improbable ▼ Risk Likly Due to Update 2.Minor ▼ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q83	Process 5876	Does	Risk Frequency	Notes On Risk / Benefits statement if	Further Action Required on

	E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders Current Known Risk Orders go unnoticed Current Likly 1 Current Frequency 1	Update due to Update Affect? 1.Improbable No Risk Likly Due to Update 1.Negligible Action Required: No Action Required	required <div></div>	Issue <div></div>
94516Q84	Process 5882 Send Post To Humanmed Humanmedmed post is received, it needs to be forwarded to Humanmed UK Sales Manager HumanMed has Gone, tasks no longer required Current Known Risk Post is not sent Current Likly 4 Current Frequency 1	Does Update Risk Frequency due to Update Affect? 1.Improbable No Risk Likly Due to Update 4.Critical Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
94516Q85	Process 5892 Checking EBay And Amazon For Orders And Messages Checking the eBay and Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions. Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 2	Does Update Risk Frequency due to Update Affect? 2.Remote No Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
94516Q86	Process 5893 Answering Website Questions Answering any questions that are asked via the website from within Intrastats Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Risk Frequency due to Update Affect? 1.Improbable No Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
94516Q87	Process 5894 Checking Of Active List Check the Active Back orders ensure no orders get missed Current Known Risk List is not reviewed and orders do not get shipped Current Likly 1 Current Frequency 1	Does Update Risk Frequency due to Update Affect? 1.Improbable No Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

94516Q88	Process 5895 Completing Office Job List Ensuring that the allocated tasks are being completed Current Known Risk Office staff are too busy Current Likly 3 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q89	Process 5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas Current Known Risk Computer/network breakdown Not chased up. Current Likly 3 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q90	Process 5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q91	Process 5913 Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders. NO LONGER REQUIRED HUMANEMD STOPPED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q92	Process 5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

			2.Minor	Action Required: No Action Required	
94516Q93	Process 5949 Filling Credit Card Slips Inputting the accurate data on to our pre-printed credit card slips for processing on dispatch of good. Secure storing and processing Current Known Risk incorrect information slips left unsecured Current Likly 1 Current Frequency 3	Does Update Affect? No	Risk Frequency due to Update 3.Occasional Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q94	Process 6898 GHX Web Pricing To review the GHX Web Pricing Current Known Risk That the prices are in correct and we may have to let them have the old price if we have not up dated them Current Likly 1 Current Frequency 2	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q95	Process 6954 Back Orders Review - By Customer To check the back orders in the tray in goods out and check the active list back orders has been reviewed Current Known Risk goods not shipped in a timely manner Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q96	Process 7670 Humanmed general Issues Review of Humanmed sales and orders and clear any duplicates or problems. Current Known Risk That there are duplicate orders o the system due to errors. Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q97	Process 7673	Does	Risk Frequency	Notes On Risk / Benefits statement if	Further Action Required on

Check Expiry Dated Stock

To check that all the stock on the selves are within their use by dates.

Current Known Risk Stock being dispatched that is pasts its date.

Current Likly 1 Current Frequency 2

Update due to Update

Affect? 2.Remote

No Risk Likely Due

to Update

1.Negligible

Action Required:

No Action

Required

required

Issue

94516Q98 Process 7674

Check Repairs Ready For Invoice List

Review the repairs ready For invoice List in intrastats.

Current Known Risk That repairs will be missed.

Current Likly 2 Current Frequency 1

Does

Update

Affect?

No

Risk Frequency

due to Update

1.Improbable

Risk Likely Due

to Update

2.Minor

Action Required:

No Action

Required

Notes On Risk / Benefits statement if

required

Further Action Required on

Issue

94516Q99 Process 7676

PDFing Of Invoices Viamed

Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers

NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY

Current Known Risk Incorrect name given to Invoice when saving the PDF.

customer gets incorrect invoice.

Current Likly 2 Current Frequency 1

Does

Update

Affect?

No

Risk Frequency

due to Update

1.Improbable

Risk Likely Due

to Update

2.Minor

Action Required:

No Action

Required

Notes On Risk / Benefits statement if

required

Further Action Required on

Issue

94516Q100 Process 7678

Check Catalog 360 Circle For Quotes And Orders

Checking the Catalog 360 Circle website for outstanding orders or requests

SYSTEM NO LONGER USED

Current Known Risk Computer/network breakdown

Current Likly 2 Current Frequency 1

Does

Update

Affect?

No

Risk Frequency

due to Update

1.Improbable

Risk Likely Due

to Update

2.Minor

Action Required:

No Action

Required

Notes On Risk / Benefits statement if

required

Further Action Required on

Issue

94516Q101 Process 7683

Check Stock For Proforma

To check that we have stock in for customer proformas. Or review if any stock needs to be ordered.

Current Known Risk That a customer is told we have stock and then we are unable to ship.

Current Likly 2 Current Frequency 1

Does

Update

Affect?

No

Risk Frequency

due to Update

1.Improbable

Risk Likely Due

to Update

2.Minor

Action Required:

No Action

Required

Notes On Risk / Benefits statement if

required

Further Action Required on

Issue

94516Q102 Process 7684 Repairs Ready For Quote Process Repairs Ready For Quote Current Known Risk If process does not get performed, we likly to loose customers, get complaints over not responding to customers returned goods Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q103 Process 7685 Repairs Ready For Invoice Process Invoice for completed repairs. Current Known Risk repair has errors on it Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q104 Process 7686 Thorough Checking Of Awaiting Action Tray - Priority 8s Check that outstanding orders with unresolved issues are being followed up and addressed Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q105 Process 7690 Ship Repairs Review the Repairs completed shelf and ship those items that are ready for return to the customer. Current Known Risk That a repair will be missed Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q106 Process 7691 Ship Sale Or Returns Review the sale or return shelf and ship those items. Current Known Risk Goods will be missed Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

	<div>2.Minor ▾</div> <div>Action Required: No Action Required</div>		
94516Q107 Process 7693 Collect Repair Filing From Warehouse Collect the filing form the warehouse Current Known Risk paperwork has been missed Current Likly 1 Current Frequency 1	<div>Does Update Affect? No ▾</div> <div>Risk Frequency due to Update 1.Improbable ▾</div> <div>Risk Likely Due to Update 1.Negligible ▾</div> <div>Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div>	<div>Further Action Required on Issue</div>
94516Q108 Process 7696 Send VIAMED Delivery Notifications Emailing Notifications of shipments Current Known Risk limited risks, and if email fails to get delivered the customer will still receive their shipment. Current Likly 2 Current Frequency 1	<div>Does Update Affect? No ▾</div> <div>Risk Frequency due to Update 1.Improbable ▾</div> <div>Risk Likely Due to Update 2.Minor ▾</div> <div>Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div>	<div>Further Action Required on Issue</div>
94516Q109 Process 7697 Yearly Pricing Review To review the current pricing and impact of increases Current Known Risk Getting this wrong can interfere with sales. Current Likly 1 Current Frequency 2	<div>Does Update Affect? No ▾</div> <div>Risk Frequency due to Update 2.Remote ▾</div> <div>Risk Likely Due to Update 1.Negligible ▾</div> <div>Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div>	<div>Further Action Required on Issue</div>
94516Q110 Process 7699 Shred Sensitive Paperwork In JL Office Shredding of sensitive information Current Known Risk Broken shredder Current Likly 1 Current Frequency 1	<div>Does Update Affect? No ▾</div> <div>Risk Frequency due to Update 1.Improbable ▾</div> <div>Risk Likely Due to Update 1.Negligible ▾</div> <div>Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div>	<div>Further Action Required on Issue</div>
94516Q111 Process 7703	<div>Does</div>	<div>Risk Frequency</div>	<div>Notes On Risk / Benefits statement if</div> <div>Further Action Required on</div>

Vandagraph Pay Pal Retrieve Funds
 To remove money from the Pay Pal system into Vandagraph Bank account
 Current Known Risk No risk to the process as such as its paypal driven,
 Can only withdraw funds to allocated bank account
 Current Likly 2 Current Frequency 1

Update due to Update Affect?	1.Improbable ▼	required	Issue
No ▼	Risk Likly Due to Update		
	2.Minor ▼		
	Action Required: No Action Required		

94516Q112 Process 7708
 Acorn 0014904
 Acorn Distribution ac 12906 - 0014904 Disposable sensor stock levels
 Current Known Risk That we not have stock available when needed.
 Current Likly 3 Current Frequency 1

Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
No ▼	1.Improbable ▼		
	Risk Likly Due to Update		
	3.Serious ▼		
	Action Required: No Action Required		

94516Q113 Process 7709
 Delivered not Invoiced
 Ensure invoices are generated for shipped orders
 Current Known Risk Computer/network breakdown delivery is missed and remains un invoiced.
 Current Likly 2 Current Frequency 2

Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
No ▼	2.Remote ▼		
	Risk Likly Due to Update		
	2.Minor ▼		
	Action Required: No Action Required		

94516Q114 Process 7712
 Review Inward Payments
 Review the payments received to ensure proformas can be shipped
 Current Known Risk Computer network breakdown
 Current Likly 3 Current Frequency 1

Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
No ▼	1.Improbable ▼		
	Risk Likly Due to Update		
	3.Serious ▼		
	Action Required: No Action Required		

94516Q115 Process 7735
 Ensure SOR's Are Followed Up
 Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate
 Current Known Risk Computer/network breakdown
 Current Likly 2 Current Frequency 1

Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
No ▼	1.Improbable ▼		
	Risk Likly Due to Update		
	2.Minor ▼		
	Action Required: No Action Required		

<p>94516Q116 Process 7743</p> <p>Customer Complaints Paper File</p> <p>Major Customer Complaints get escalated to Paper Customer Complaints file.</p> <p>Check the File is being Maintained and any relevant documentation is in the File.</p> <p>Current Known Risk Customer Complaints could be missed or not filed correctly</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Risk Frequency Update due to Update Affect? 1.Improbable ▼ No ▼ Risk Likely Due to Update 2.Minor ▼ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>94516Q117 Process 7748</p> <p>Check Repair Orders</p> <p>Check the orders against the customer paperwork, that we have generated, for the repair we have received in.</p> <p>Current Known Risk That details will be incorrect and it will affect the customer.</p> <p>That mistakes may be missed.</p> <p>Current Likly 2 Current Frequency 2</p>	<p>Does Risk Frequency Update due to Update Affect? 2.Remote ▼ No ▼ Risk Likely Due to Update 2.Minor ▼ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>94516Q118 Process 7749</p> <p>Check Repair Quotes</p> <p>Check the quotes that we send out for the repairs we have received in.</p> <p>Current Known Risk That mistakes may be missed.</p> <p>That details will be incorrect and it will affect the customer.</p> <p>Current Likly 2 Current Frequency 2</p>	<p>Does Risk Frequency Update due to Update Affect? 2.Remote ▼ No ▼ Risk Likely Due to Update 2.Minor ▼ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>94516Q119 Process 7752</p> <p>SRS Folder</p> <p>Ensure all outstanding repairs are being dealt with</p> <p>Current Known Risk repairs get stuck in the system</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Risk Frequency Update due to Update Affect? 1.Improbable ▼ No ▼ Risk Likely Due to Update 2.Minor ▼ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>94516Q120 Process 7758</p> <p>Check For GHX Orders</p> <p>Check the emails for orders from GHX</p> <p>Current Known Risk Computer/network breakdown</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Risk Frequency Update due to Update Affect? 1.Improbable ▼ No ▼ Risk Likely Due to Update</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

		2.Minor		
		Action Required: No Action Required		
94516Q121	Process 7760 Send Service Offers Send letters to existing customers to remind them that a service is due on their equipment Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required

Withdraw Funds From Paypal

To remove the receipts that have come into Paypal over the month. So they can be entered in to accounts sales.

Current Known Risk That a payment is not entered accounts , or onto the correct sales account.

Current Likly 1 Current Frequency 1

Update due to Update

required

Issue

Affect?

1.Improbable ▼

No ▼

Risk Likly Due to Update

1.Negligible ▼

Action Required:

No Action

Required

94516Q126 Process 7790

Humanmed Invoice them For Previous Month

A invoice is generate at the end of each month to charges Humanmed for the admin fee, carriage charges and any special carriage charges.

Current Known Risk That this invoice is not produced.

Current Likly 3 Current Frequency 1

Does Update

Risk Frequency due to Update

Notes On Risk / Benefits statement if required

Further Action Required on Issue

Affect?

1.Improbable ▼

No ▼

Risk Likly Due to Update

3.Serious ▼

Action Required:

No Action

Required

94516Q127 Process 7791

Price List Check

Changing of the prices lists.

Issue to check these are current

*Vandagraph is not an ISO company

Current Known Risk That people will quote the wrong price to the customer.

Current Likly 1 Current Frequency 2

Does Update

Risk Frequency due to Update

Notes On Risk / Benefits statement if required

Further Action Required on Issue

Affect?

2.Remote ▼

No ▼

Risk Likly Due to Update

1.Negligible ▼

Action Required:

No Action

Required

94516Q128 Process 7792

Shipped Order Success Report

A report is generated from figures in Intrastats to display how many orders have been shipped without errors

Current Known Risk Computer/network breakdown

Current Likly 2 Current Frequency 1

Does Update

Risk Frequency due to Update

Notes On Risk / Benefits statement if required

Further Action Required on Issue

Affect?

1.Improbable ▼

No ▼

Risk Likly Due to Update

2.Minor ▼

Action Required:

No Action

Required

94516Q129 Process 7795

Answering UK Web Questions

Answering any questions that are asked via the website from within Intrastats

Current Known Risk Computer/network breakdown

Current Likly 1 Current Frequency 1

Does Update

Risk Frequency due to Update

Notes On Risk / Benefits statement if required

Further Action Required on Issue

Affect?

1.Improbable ▼

No ▼

Risk Likly Due to Update

1.Negligible ▼

Action Required:

No Action Required			
94516Q130 Process 7796	<p>Review Franking Label Errors</p> <p>To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage.</p> <p>Current Known Risk That they are lost or not returned quickly enough to get a refund</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No</p> <p>Risk Frequency due to Update 1.Improbable</p> <p>Risk Likely Due to Update 2.Minor</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <p>Further Action Required on Issue</p>
94516Q131 Process 7797	<p>Check Order Are Being Picked In Priority Order</p> <p>Check order are being picked in order of priority and date.</p> <p>Current Known Risk Orders going at before more urgent ones</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No</p> <p>Risk Frequency due to Update 1.Improbable</p> <p>Risk Likely Due to Update 2.Minor</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <p>Further Action Required on Issue</p>
94516Q132 Process 7798	<p>Orders And Items Shipped Per Month</p> <p>Review the orders and items shipped per month</p> <p>Current Known Risk Problem with report</p> <p>Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect? No</p> <p>Risk Frequency due to Update 1.Improbable</p> <p>Risk Likely Due to Update 3.Serious</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <p>Further Action Required on Issue</p>
94516Q133 Process 7800	<p>Opera Nominal Ledger Close</p> <p>The closing down of the previous months nominal ledger for accounts purposes.</p> <p>Current Known Risk The system crashes.</p> <p>Current Likly 1 Current Frequency 2</p>	<p>Does Update Affect? No</p> <p>Risk Frequency due to Update 2.Remote</p> <p>Risk Likely Due to Update 1.Negligible</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <p>Further Action Required on Issue</p>
94516Q134 Process 7801	<p>VST Price Review</p> <p>To review the current pricing and impact of increases</p>	<p>Does Update Affect? No</p> <p>Risk Frequency due to Update 2.Remote</p> <p>Risk Likely Due</p>	<p>Notes On Risk / Benefits statement if required</p> <p>Further Action Required on Issue</p>

Current Known Risk Getting this wrong can interfere with sales.
Current Likly 1 Current Frequency 2

to Update

1.Negligible ▼
Action Required:
No Action
Required

94516Q135 Process 7808

Ensure All Invoice Correctly Tagged
To find and Tag any sales that are removed from commissions, as they are break even products for relationships purposes
Current Known Risk Pay a Sales rep for special sales in the relevant area. and make a loss on the sale
Current Likly 3 Current Frequency 1

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼
Risk Likely Due
to Update
3.Serious ▼
Action Required:
No Action
Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q136 Process 7822

Review Oxylink Stock
To check we have the stock available to supply our customer Oxylink.

NOTE THIS PROCESS HAS BEEN STOPPED.

Part number has been superseded
Current Known Risk The we do not have the stock needed to satisfy the orders for this customer.
Current Likly 3 Current Frequency 1

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼
Risk Likely Due
to Update
3.Serious ▼
Action Required:
No Action
Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q137 Process 7830

Review Q.A. Failures Report
To review the Quantities of Failed product per Stock reference Passing through the Q.A. system
Current Known Risk No risk
Current Likly 3 Current Frequency 1

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼
Risk Likely Due
to Update
3.Serious ▼
Action Required:
No Action
Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q138 Process 7831

Intrastats Debtors And Creditor Figures
Intrastats Debtors And Creditor Figures

Fill in the figure in Enter Overview details
from Operas and bank.

Current Known Risk Not filled in often enough
Not filled in correctly
Current Likly 3 Current Frequency 1

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼
Risk Likely Due
to Update
3.Serious ▼
Action Required:
No Action
Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

94516Q139 Process 7838 Review VIAMED Feedback - Customer Feedback Negative Review Customer Feedback Negative Current Known Risk Rolling Issues No risk to process Current Likly 3 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q140 Process 7839 Review VIAMED Feedback - Customer Complaints To Review Viamed Customer Complaints Current Known Risk Rolling Issue No Risk Current Likly 3 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q141 Process 7840 Review VST Feedback - Customer Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised Current Known Risk Rolling ISsue, No Risk Current Likly 3 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q142 Process 7841 Review VST Feedback - Customer Complaints To review Customer Complaints see if Non Conformance need to be raised Current Known Risk Rolling ISsue, No Risk Current Likly 3 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q143 Process 7842 Review VIAMED Product Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised Current Known Risk Rolling ISsue, No Risk Current Likly 3 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

		3.Serious ▾ Action Required: No Action Required		
94516Q144 Process 7843 Review VST Product Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raise Current Known Risk Issues could be missed Current Likly 3 Current Frequency 1	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q145 Process 7872 Embargo Countries NOT Allowed To Sell To To review with the banks any embargo countries Current Known Risk Selling to an Embargo countries can get bank account frozen and loss of facilities Current Likly 1 Current Frequency 3	Does Update Affect? No ▾	Risk Frequency due to Update 3.Occasional ▾ Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q146 Process 7953 Vandagraph Delivery Notifications To Send Vandagraph Delivery notifications Current Known Risk task not carried out Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q147 Process 7957 Warehouse Requests Warehouse requests for stock to be reviewed, any shortages to be ordered or produced with a production Job Current Known Risk Stock requirements fulfilled Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
94516Q148 Process 8015	Does	Risk Frequency	Notes On Risk / Benefits statement if	Further Action Required on

Review VST Product Feedback Positive
Review VST Product Feedback Positive
Current Known Risk Issues could be missed
Current Likly 1 Current Frequency 1

Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action Required:
No Action
Required

required

Issue

94516Q149 Process 8017

Review VST Customer Feedback Positive
Review VST Customer Feedback Positive
Current Known Risk Issues could be missed
Current Likly 1 Current Frequency 1

Does
Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action Required:
No Action
Required

Risk Frequency
due to UpdateNotes On Risk / Benefits statement if
requiredFurther Action Required on
Issue

94516Q150 Does Generic CE File Attached to All Technical file #2

Of type 5 require any Notificaions and/or Risk assesment updates due to this update

Does
Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action Required:
No Action
Required

Risk Frequency
due to UpdateNotes On Risk / Benefits statement if
requiredFurther Action Required on
Issue

94516Q151 Final Notes

No ISO Procedures or Process
are negatively affected by updating this document with the new document proposed

SAVE FORM Only saves your progress in filling in above Questions - No feed back to pressing save form button

Once Form Complete Print Page to PDF (Landscape mode prefereable), go back to document upload page and upload to risk assesment button