Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015

Version Date: 15 May 2023

Listing of Current Sections

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4 Context of the organization		
4 **Context of the organization**	**Top Level Document: QMS Route Map VST Ltd ISO9001_2015** Revision Document ID118336 **Date Revision 09 May 2023 Reviewed 09 May 2023 **Top Level Document: Need Risks and Expectations of External Parties VST** Revision Document ID74925 Date Revision 15 Nov 2021 Reviewed 15 Nov 2021 **Top Level Document: VST ISO 9001:2015 Scope** Revision Document ID24442 Date Revision 01 Dec 2017 Reviewed 13 Oct 2022 **Top Level Document: VM3COP00.00 VOP00.00 VST Quality Statement policy and objectives** Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 15 May 2023 **Top Level Document: VM3COP02.02 VST Company Responsibilitys organisation chart structure** Revision Document ID29373 **Date Revision 23 Apr 2019 Reviewed 08 Nov 2022 **Chart 39 external parties vst** Revision Document ID22630 Date Revision 14 Oct 2017 Reviewed 14 Oct 2017 **BS EN ISO 9001:2015** Revision Document ID16229 Date Revision 01 Feb 2016 Reviewed 01 Feb 2016 **Chart 43 Processes and Intrastats** Revision Document ID23561 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **Chart 42 Processes, Tasks and Audits Review** Revision Document ID23559 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **Chart 40 Management review plan Issues followup** Revision Document ID22458 Date Revision 05 Oct 2017 Reviewed 05 Oct 2017 **VM3COP24.01 Definitions of Risk** Revision Document ID75525	**Process: 7433** Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016

	Date Revision 19 Nov 2021 Reviewed 19 Nov 2021 **Intrastats overview** Revision Document ID23567 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **VST TOP Level Objectives** Revision Document ID46732 Date Revision 29 Oct 2020 Reviewed 29 Oct 2020 **VM3COP02.01 Boundaries / Exclusion ISO 9001:2015 VST** Revision Document ID69692 Date Revision 14 Sep 2021 Reviewed 14 Sep 2021 **VST - ISO 9001:2015 Certificate FM 607767** Revision Document ID49840 **Date Revision 10 Dec 2020 Reviewed 10 Dec 2020	
4.1 The organization shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system. The organization shall monitor and review information about these external and internal issues. NOTE 1 Issues can include positive and negative factors or conditions for consideration. NOTE 2 Understanding the external context can be facilitated by considering issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local. NOTE 3 Understanding the internal context can be facilitated by considering issues related to values, culture, knowledge and performance of the organization. **Understanding the organization and its context**	**Top Level Document: VOP 24 Needs, Risks and Expectations of External Parties** Revision Document ID99512 Date Revision 22 Sep 2022 Reviewed 22 Sep 2022 **Top Level Document: Need Risks and Expectations of External Parties VST** Revision Document ID74925 Date Revision 15 Nov 2021 Reviewed 15 Nov 2021 **Top Level Document: VM3COP02.02 VST Company Responsibilitys organisation chart structure** Revision Document ID29373 **Date Revision 23 Apr 2019 Reviewed 08 Nov 2022 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Chart 39 external parties vst** Revision Document ID22630 Date Revision 14 Oct 2017 Reviewed 14 Oct 2017	**Process: 7837** Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017
4.2 Due to their effect or potential effect on the organization's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, the organization shall determine: a) the interested parties that are relevant to the quality management system; b) the requirements of these interested parties that are relevant to the quality management system. The organization shall monitor and review information about these interested parties and their relevant requirements. **Understanding the needs and expectations of interested parties**	**Top Level Document: Need Risks and Expectations of External Parties VST** Revision Document ID74925 Date Revision 15 Nov 2021 Reviewed 15 Nov 2021 **Top Level Document: VOP 24 Needs, Risks and Expectations of External Parties** Revision Document ID99512 Date Revision 22 Sep 2022 Reviewed 22 Sep 2022 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Chart 39 external parties vst** Revision Document ID22630 Date Revision 14 Oct 2017 Reviewed 14 Oct 2017	**Process: 7792** Shipped Order Success Report 13 Mar 2017 **Process: 7740** Weights Per Region Needed To Submit EC Sales List 13 Sep 2016 **Process: 7734** Responsibility Allocation : Humanmed Order Processing 25 Aug 2016 **Process: 7710** Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016 **Process: 7709** Delivered not Invoiced 28 Jun 2016 **Process: 7953** Vandagraph Delivery Notifications 26 May 2020 **Process: 7691** Ship Sale Or Returns 21 Apr 2016 **Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7686**

Thorough Checking Of Awaiting Action Tray - Priority 8s 21 Apr 2016
Process: 7685
Repairs Ready For Invoice 18 Apr 2016
Process: 7684
Repairs Ready For Quote 18 Apr 2016
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Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016
Process: 7674
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Check Expiry Dated Stock 09 Mar 2016
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Responsibility Allocation : VST Stock Meeting UPS Shipping Fuel Surcharge 09 Mar 2016
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Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017
Process: 7385
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Responsibility Allocation : Sales Order Issues 09 Mar 2016
Process: 7090
Responsibility Allocation : Office Procedures 09 Mar 2016
Process: 6938
Responsibility Allocation : Customer Database Updates 09 Mar 2016
Process: 2
Answering Telephones 16 Feb 2016
Process: 5
Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016
Process: 6
Responsibility Allocation : Updating Contact Management System 16 Feb 2016
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Responsibility Allocation : Order And Status Liaison With Customers 16 Feb 2016
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Check Sale Or Returns 17 Feb 2016
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Distribution Of Faxes 16 Feb 2016
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Distribution Of Emails 16 Feb 2016
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Distribution Of Post 16 Feb 2016
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Fax Paper 16 Feb 2016
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Responsibility Allocation : Photocopying 16 Feb 2016

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Office Sales Projects 16 Feb 2016
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Emailing Of Invoices 16 Feb 2016
Process: 5879
Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016
Process: 5882
Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
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Proforma And Quote Chasing 25 Feb 2016
Process: 5901
Link Call Log Contacts To The CRM 02 Mar 2016
Process: 5913
Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016
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Check Cardea And Multiquote 08 Mar 2016
Process: 5944
Responsibility Allocation : Chasing Lost Customers 08 Mar 2016
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Adding New Accounts To Opera 08 Mar 2016
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Filling Credit Card Slips 08 Mar 2016
Process: 6958
Responsibility Allocation : Shipped Order Queries 09 Mar 2016
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PDFing Of Invoices Viamed 17 Mar 2016
Process: 7699
Shred Sensitive Paperwork In JL Office 19 May 2016
Process: 7712
Review Inward Payments 01 Jul 2016
Process: 7735
Ensure SOR`s Are Followed Up 01 Sep 2016
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SRS Folder 22 Nov 2016
Process: 7758
Check For GHX Orders 17 Jan 2017
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Send Service Offers 31 Jan 2017
Process: 7761
Send VST Delivery Notifications 01 Feb 2017
Process: 7783
PDF VST Invoices And Purchase Orders 10 Feb 2017
Process: 7795
Answering UK Web Questions 27 Apr 2017

		Process: 6954 Back Orders Review - By Customer 09 Mar 2016 **Process: 5859** Review Un-shipped Parcels 17 Feb 2016 **Process: 7748** Check Repair Orders 10 Oct 2016 **Process: 7749** Check Repair Quotes 10 Oct 2016 **Process: 5872** Check Sale Or Returns Export 17 Feb 2016 **Process: 5875** Check Paypal For Orders 17 Feb 2016 **Process: 8025** Check We Do Not Require A EU European Representatives 09 Mar 2023
4.3 The organization shall determine the boundaries and applicability of the quality management system to establish its scope. When determining this scope, the organization shall consider: a) the external and internal issues referred to in 4.1; b) the requirements of relevant interested parties referred to in 4.2; c) the products and services of the organization. The organization shall apply all the requirements of this International Standard if they are applicable within the determined scope of its quality management system. The scope of the organization's quality management system shall be available and be maintained as documented information. The scope shall state the types of products and services covered, and provide justification for any requirement of this International Standard that the organization determines is not applicable to the scope of its quality management system. Conformity to this International Standard may only be claimed if the requirements determined as not being applicable do not affect the organization's ability or responsibility to ensure the conformity of its products and services and the enhancement of customer satisfaction. **Determining the scope of the quality management system**	**Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VST ISO 9001:2015 Scope** Revision Document ID24442 Date Revision 01 Dec 2017 Reviewed 13 Oct 2022 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **VM3COP02.01 Boundaries / Exclusion ISO 9001:2015 VST** Revision Document ID69692 Date Revision 14 Sep 2021 Reviewed 14 Sep 2021	**Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7668** Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 **Process: 7389** Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016 **Process: 7837** Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 **Process: 7848** Review ISO Scopes 27 Sep 2017 **Process: 7871** Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017
4.4 **Quality management system and its processes**	**Top Level Document: QMS Route Map VST Ltd ISO9001_2015** Revision Document ID118336 **Date Revision 09 May 2023 Reviewed 09 May 2023 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	
4.4.1 The organization shall establish, implement, maintain and continually improve a quality management system, including the	**Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 20 Process verification to**	**Process: 7837** Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017

processes needed and their interactions, in accordance with the requirements of this International Standard. The organization shall determine the processes needed for the quality management system and their application throughout the organization, and shall: a) determine the inputs required and the outputs expected from these processes; b) determine the sequence and interaction of these processes; c) determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes; d) determine the resources needed for these processes and ensure their availability; e) assign the responsibilities and authorities for these processes; f) address the risks and opportunities as determined in accordance with the requirements of 6.1; g) evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results; h) improve the processes and the quality management system	**Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Chart 34 Process Teams Org Chart** Revision Document ID8707 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 33 Launch of a new product** Revision Document ID8706 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Employee Roles** Revision Document ID20125 Date Revision 16 May 2017 Reviewed 16 May 2017 **Employee roles Example Process** Revision Document ID20129 Date Revision 16 May 2017 Reviewed 16 May 2017 **Employee Roles Individual Processes** Revision Document ID20127 Date Revision 16 May 2017 Reviewed 16 May 2017 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Explanation Employee Roles Titles Responsibilitys Processes and Repeating Tasks Monitoring** Revision Document ID22287 Date Revision 27 Sep 2017 Reviewed 27 Sep 2017 **Chart 32 Generic Sales Process** Revision Document ID8705 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 31 Chart Interfaces** Revision Document ID8704 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 30 System Design Plan** Revision Document ID8703 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 29 Sales Acquisition** Revision Document ID8702 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 28 Quarantine and Hold** Revision Document ID8701 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 27 Customer Complaints Chart 27** Revision Document ID8700 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 26 Data Analysis** Revision Document ID8699 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 25 Inspection and Test** Revision Document ID8698 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 24 Goods Inwards
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Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 23 Picking and Packing
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Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
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Reviewed 12 Oct 2011
Chart 21 Repairs
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Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 20 Production
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Chart 19 HSE Risk Assesments
Revision Document ID8692
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 18 Calibration
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Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 17 Design Repairs
Revision Document ID8690
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 16 Internal Audits
Revision Document ID8689
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 15 Purchasing
Revision Document ID8688
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 13 Sales Orders
Revision Document ID8687
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 12 Infrastructure and Environment
Revision Document ID8686
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 11 Provision of Resources
Revision Document ID8685
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 10 Documentation
Revision Document ID8684
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 09 Management System
Revision Document ID8683
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 08 Correction and Prevention
Revision Document ID8682
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 07 Measurement and Analysis
Revision Document ID8681
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011

	Chart 06 General Process Control Revision Document ID8680 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 05 Product Realisation** Revision Document ID8679 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 04 Design and Development** Revision Document ID8678 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 03 Customer Requirements** Revision Document ID8677 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 02 Resource Management** Revision Document ID8676 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 01 System and Documentation** Revision Document ID8675 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 00 System Model** Revision Document ID8674 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011	
4.4.2 To the extent necessary, the organization shall: a) maintain documented information to support the operation of its processes; b) retain documented information to have confidence that the processes are being carried out as planned.	**Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **4.4.2 Quality management system and its processes** Revision Document ID22132 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017	**Process: 7713** Review Roles And Responsibilitys 17 Aug 2016 **Process: 27** Management Reviews And Quality Audits 16 Feb 2016 **Process: 7705** Checking For Uploaded Files 08 Jun 2016 **Process: 7693** Collect Repair Filing From Warehouse 22 Apr 2016 **Process: 7692** Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016

5 Leadership

5 **Leadership**		
5.1 **Leadership and commitment**		
5.1.1 Top management shall demonstrate leadership and commitment with respect to the quality management system by: a) taking accountability for the effectiveness of the quality management system; b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization; c) ensuring the integration of the	**Top Level Document: VM3COP00.00 VOP00.00 Viamed Quality Statement policy and objectives** Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 08 Nov 2022 **Top Level Document: VM3COP00.00 VOP00.00 VST Quality Statement policy and objectives** Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 15 May 2023 **Top Level Document: VM3COP02.02 Viamed Company**	**Process: 22** Company Policys 16 Feb 2016 **Process: 23** Company Objectives 16 Feb 2016 **Process: 26** Company Resources 16 Feb 2016 **Process: 7834** Financial Review 20 Sep 2017 **Process: 27** Management Reviews And Quality Audits 16 Feb 2016 **Process: 7750** Meeting With Management 14 Oct 2016 **Process: 7753** Management Meeting Warehouse 22 Nov 2016 **Process: 7093** BSI Audits Calander 09 Mar 2016

quality management system requirements into the organization's business processes;
d) promoting the use of the process approach and risk-based thinking;
e) ensuring that the resources needed for the quality management system are available;
f) communicating the importance of effective quality management and of conforming to the quality management system requirements;
g) ensuring that the quality management system achieves its intended results;
h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
i) promoting improvement;
j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
NOTE Reference to "business" in this International Standard can be interpreted broadly to mean those activities that are core to the purposes of the organization's existence, whether the organization is public, private, for profit or not for profit. **General**

Responsibilitys organisation chart structure
Revision Document ID27474
Date Revision 20 Sep 2018
Reviewed 08 Nov 2022
Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks
Revision Document ID93320
Date Revision 01 Jul 2022
Reviewed 01 Jul 2022
Top Level Document: VOP 18 Maintenance Building, Fabric and Infrastructure
Revision Document ID31036
Date Revision 30 Sep 2019
Reviewed 30 Sep 2019
Audit 08 Training, Competence and Human Resources
Revision Document ID70147
Date Revision 20 Sep 2021
Reviewed 20 Sep 2021
Audit 10 Documentation Control
Revision Document ID63807
Date Revision 30 Jun 2021
Reviewed 30 Jun 2021
VM3COP02 Organisation Responsibilities Viamed
Revision Document ID17423
Date Revision 07 Sep 2016
Reviewed 07 Sep 2016
Explaination Quality Objectives
Revision Document ID18483
Date Revision 18 Jan 2017
Reviewed 18 Jan 2017
Audit 18 Management Review
Revision Document ID73320
Date Revision 26 Oct 2021
Reviewed 26 Oct 2021
Audit 20 Process verification to Managment
Revision Document ID73324
Date Revision 26 Oct 2021
Reviewed 26 Oct 2021
Explanation Control of documents
Revision Document ID21322
Date Revision 06 Aug 2017
Reviewed 06 Aug 2017
VM3COP19 Health and Safety
Revision Document ID21800
Date Revision 05 Sep 2017
Reviewed 05 Sep 2017
Explanation Employee Roles and Titles
Revision Document ID22144
Date Revision 20 Sep 2017
Reviewed 20 Sep 2017
Viamed Top Level Quality Objectives
Revision Document ID22429
Date Revision 04 Oct 2017
Reviewed 24 Aug 2022
Chart 40 Management review plan Issues followup
Revision Document ID22458
Date Revision 05 Oct 2017
Reviewed 05 Oct 2017
Chart 01 System and Documentation

Process: 7739
Intrastats Amendment Log 12 Sep 2016
Process: 7743
Customer Complaints Paper File 26 Sep 2016
Process: 6931
Customer Complaints 09 Mar 2016
Process: 7833
Importance Of Effective Quality Management 20 Sep 2017
Process: 7199
Non Conformities Review Viamed 09 Mar 2016
Process: 7828
Review The Quality Policy Viamed 16 Sep 2017
Process: 7827
Review The Quality Policy VST 16 Sep 2017
Process: 7791
Price List Check 10 Mar 2017
Process: 7744
FDA Device Establishment Registration And Listing 28 Sep 2016
Process: 7697
Yearly Pricing Review 09 May 2016
Process: 7670
Humanmed general Issues 09 Mar 2016
Process: 7668
Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016

	Revision Document ID8675 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 02 Resource Management** Revision Document ID8676 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **How to Hold Intrastat Meetings** Revision Document ID8928 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011 **VM3COP24.01 Definitions of Risk** Revision Document ID75525 Date Revision 19 Nov 2021 Reviewed 19 Nov 2021	
5.1.2 5.1.2 Customer focus Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that: 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. **Customer focus**	**Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** Revision Document ID88809 Date Revision 06 May 2022 Reviewed 06 May 2022 **Top Level Document: VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** Revision Document ID75475 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 03 Contract Review, Enquires, Office Processes** Revision Document ID77875 Date Revision 15 Dec 2021 Reviewed 15 Dec 2021 **Audit 16 Sales and Marketing** Revision Document ID69457 Date Revision 10 Sep 2021 Reviewed 10 Sep 2021 **Audit 02 Contract Review and Sales Order Processing** Revision Document ID69328 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **Audit 01 Picking packing** Revision Document ID109281 Date Revision 25 Jan 2023 Reviewed 25 Jan 2023 **Audit 02 Contract Review and Sales Order Processing** Revision Document ID69328 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **VM3COP20.01 Post In Distributing the Post** Revision Document ID103501 Date Revision 14 Nov 2022 Reviewed 14 Nov 2022 **VM3COP10.02 Product Recall locate products out in the Field** Revision Document ID74788 Date Revision 12 Nov 2021 Reviewed 12 Nov 2021	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 7822** Review Oxylink Stock 26 Jul 2017 **Process: 7801** VST Price Review 17 May 2017 **Process: 7797** Check Order Are Being Picked In Priority Order 10 May 2017 **Process: 7791** Price List Check 10 Mar 2017 **Process: 7761** Send VST Delivery Notifications 01 Feb 2017 **Process: 7758** Check For GHX Orders 17 Jan 2017 **Process: 7735** Ensure SOR`s Are Followed Up 01 Sep 2016 **Process: 7734** Responsibility Allocation : Humanmed Order Processing 25 Aug 2016 **Process: 7710** Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016 **Process: 7709** Delivered not Invoiced 28 Jun 2016 **Process: 7697** Yearly Pricing Review 09 May 2016 **Process: 7953** Vandagraph Delivery Notifications 26 May 2020 **Process: 7691** Ship Sale Or Returns 21 Apr 2016 **Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7686** Thorough Checking Of Awaiting Action Tray - Priority 8s 21 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 7684** Repairs Ready For Quote 18 Apr 2016 **Process: 7683** Check Stock For Proforma 18 Apr 2016 **Process: 7678** Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016 **Process: 7676** PDFing Of Invoices Viamed 17 Mar 2016 **Process: 7674** Check Repairs Ready For Invoice List 10 Mar 2016 **Process: 7673** Check Expiry Dated Stock 09 Mar 2016 **Process: 7670** Humanmed general Issues 09 Mar 2016

Process: 7398
Responsibility Allocation : VST Stock Meeting UPS Shipping Fuel Surcharge 09 Mar 2016
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Responsibility Allocation : VST Stock Meeting `Goods Out` Review 09 Mar 2016
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Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016
Process: 7390
Responsibility Allocation : VST Stock Meeting Returns Overview - Credits 09 Mar 2016
Process: 7389
Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016
Process: 7385
Responsibility Allocation : VST Stock Meeting Sales Forward Orders Review 09 Mar 2016
Process: 6938
Responsibility Allocation : Customer Database Updates 09 Mar 2016
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Responsibility Allocation : Updating Contact Management System 16 Feb 2016
Process: 7
Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016
Process: 8
Responsibility Allocation : Order And Status Liaison With Customers 16 Feb 2016
Process: 9
Distribution Of Faxes 16 Feb 2016
Process: 10
Distribution Of Emails 16 Feb 2016
Process: 11
Distribution Of Post 16 Feb 2016
Process: 14
Fax Paper 16 Feb 2016
Process: 15
Filing and Archiving 16 Feb 2016
Process: 16
Responsibility Allocation : Photocopying 16 Feb 2016
Process: 21
Office Sales Projects 16 Feb 2016
Process: 36
Emailing Of Invoices 16 Feb 2016
Process: 5879
Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016
Process: 5875
Check Paypal For Orders 17 Feb 2016
Process: 5882
Responsibility Allocation : Send Post To Humanmed 24

Feb 2016
Process: 5891
Processing Of Repair Quotes And Orders 25 Feb 2016
Process: 5892
Checking EBay And Amazon For Orders And Messages 25 Feb 2016
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Responsibility Allocation : Completing Office Job List 25 Feb 2016
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Process: 5899
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Link Call Log Contacts To The CRM 02 Mar 2016
Process: 5913
Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016
Process: 5943
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Process: 5944
Responsibility Allocation : Chasing Lost Customers 08 Mar 2016
Process: 5945
Responsibility Allocation : Sending Samples 08 Mar 2016
Process: 5946
Responsibility Allocation : Sending Sale Or Returns 08 Mar 2016
Process: 5948
Adding New Accounts To Opera 08 Mar 2016
Process: 5949
Filling Credit Card Slips 08 Mar 2016
Process: 5947
Responsibility Allocation : Search For Distributors 08 Mar 2016
Process: 6958
Responsibility Allocation : Shipped Order Queries 09 Mar 2016
Process: 7693
Collect Repair Filing From Warehouse 22 Apr 2016
Process: 7699
Shred Sensitive Paperwork In JL Office 19 May 2016
Process: 7712
Review Inward Payments 01 Jul 2016
Process: 7752
SRS Folder 22 Nov 2016
Process: 7760
Send Service Offers 31 Jan 2017
Process: 7783
PDF VST Invoices And Purchase Orders 10 Feb 2017
Process: 7792
Shipped Order Success Report 13 Mar 2017
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Answering UK Web Questions 27 Apr 2017
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Review Un-shipped Parcels 17 Feb 2016
Process: 6954
Back Orders Review - By Customer 09 Mar 2016
Process: 7748
Check Repair Orders 10 Oct 2016
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Check Repair Quotes 10 Oct 2016
Process: 7838
Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017
Process: 7839

		Review VIAMED Feedback - Customer Complaints 23 Sep 2017 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7842** Review VIAMED Product Feedback Negative 23 Sep 2017 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7872** Embargo Countries NOT Allowed To Sell To 16 Oct 2017
5.2 **Policy**		
5.2.1 Top management shall establish, implement and maintain a quality policy that: a) is appropriate to the purpose and context of the organization and supports its strategic direction; b) provides a framework for setting quality objectives; c) includes a commitment to satisfy applicable requirements; d) includes a commitment to continual improvement of the quality management system. **Establishing the quality policy**	**Top Level Document: VM3COP00.00 VOP00.00 Viamed Quality Statement policy and objectives** Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 08 Nov 2022 **Top Level Document: VM3COP00.00 VOP00.00 VST Quality Statement policy and objectives** Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 15 May 2023 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **VM3COP00.01 Company objectives** Revision Document ID22842 Date Revision 17 Oct 2017 Reviewed 17 Oct 2017	**Process: 7833** Importance Of Effective Quality Management 20 Sep 2017 **Process: 7828** Review The Quality Policy Viamed 16 Sep 2017 **Process: 7827** Review The Quality Policy VST 16 Sep 2017 **Process: 7668** Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016
5.2.2 The quality policy shall: a) be available and be maintained as documented information; b) be communicated, understood and applied within the organization; c) be available to relevant interested parties, as appropriate. **Communicating the quality policy**	**Top Level Document: VM3COP00.00 VOP00.00 VST Quality Statement policy and objectives** Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 15 May 2023 **Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 7833** Importance Of Effective Quality Management 20 Sep 2017 **Process: 7828** Review The Quality Policy Viamed 16 Sep 2017 **Process: 7827** Review The Quality Policy VST 16 Sep 2017 **Process: 7676** PDFing Of Invoices Viamed 17 Mar 2016 **Process: 7668** Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016
5.3 Top management shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization. Top management shall assign the responsibility and authority for: a) ensuring that the quality	**Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID93320 Date Revision 01 Jul 2022 Reviewed 01 Jul 2022 **Audit 20 Process verification to Managment**	**Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7740** Weights Per Region Needed To Submit EC Sales List 13 Sep 2016 **Process: 7668** Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016

management system conforms to the requirements of this International Standard; b) ensuring that the processes are delivering their intended outputs; c) reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management; d) ensuring the promotion of customer focus throughout the organization; e) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. **Organizational roles, responsibilities and authorities**	Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 21 Audit of Audit** Revision Document ID77289 Date Revision 09 Dec 2021 Reviewed 09 Dec 2021	**Process: 7387** Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016

6 Planning

6 **Planning**		**Process: 7433** Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016
6.1 **Actions to address risks and opportunities**		
6.1 When planning for the quality management system, the organization shall consider the issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to: a) give assurance that the quality management system can achieve its intended result(s); b) enhance desirable effects; c) prevent, or reduce, undesired effects; d) achieve improvement.	**Top Level Document: VOP 24 Needs, Risks and Expectations of External Parties** Revision Document ID99512 Date Revision 22 Sep 2022 Reviewed 22 Sep 2022 **Top Level Document: Need Risks and Expectations of External Parties VST** Revision Document ID74925 Date Revision 15 Nov 2021 Reviewed 15 Nov 2021 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **VM3COP24.01 Definitions of Risk** Revision Document ID75525 Date Revision 19 Nov 2021 Reviewed 19 Nov 2021	**Process: 7670** Humanmed general Issues 09 Mar 2016
6.1.2 The organization shall plan: a) actions to address these risks and opportunities; b) how to: 1) integrate and implement the actions into its quality management system processes (see 4.4); 2) evaluate the effectiveness of these actions. Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services. NOTE 1 Options to address risks can include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source,	**Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 7832** Cleardown Emailed Invoices 20 Sep 2017 **Process: 7809** Pro-Active Marketing 06 Jun 2017 **Process: 7673** Check Expiry Dated Stock 09 Mar 2016 **Process: 7664** Responsibility Allocation : Marketing Job Logger 09 Mar 2016 **Process: 7394** Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016

changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision. NOTE 2 Opportunities can lead to the adoption of new practices, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customers' needs.		
6.2 **Quality objectives and planning to achieve them**		
6.2.1 The organization shall establish quality objectives at relevant functions, levels and processes needed for the quality management system. The quality objectives shall: a) be consistent with the quality policy; b) be measurable; c) take into account applicable requirements; d) be relevant to conformity of products and services and to enhancement of customer satisfaction; e) be monitored; f) be communicated; g) be updated as appropriate. The organization shall maintain documented information on the quality objectives	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market** Revision Document ID75461 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7828** Review The Quality Policy Viamed 16 Sep 2017 **Process: 7827** Review The Quality Policy VST 16 Sep 2017 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 7822** Review Oxylink Stock 26 Jul 2017 **Process: 7797** Check Order Are Being Picked In Priority Order 10 May 2017 **Process: 7761** Send VST Delivery Notifications 01 Feb 2017 **Process: 7760** Send Service Offers 31 Jan 2017 **Process: 7734** Responsibility Allocation : Humanmed Order Processing 25 Aug 2016 **Process: 7710** Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016 **Process: 7709** Delivered not Invoiced 28 Jun 2016 **Process: 7953** Vandagraph Delivery Notifications 26 May 2020 **Process: 7691** Ship Sale Or Returns 21 Apr 2016 **Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7686** Thorough Checking Of Awaiting Action Tray - Priority 8s 21 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 7684** Repairs Ready For Quote 18 Apr 2016 **Process: 7683** Check Stock For Proforma 18 Apr 2016 **Process: 7678** Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016 **Process: 7674** Check Repairs Ready For Invoice List 10 Mar 2016 **Process: 7673** Check Expiry Dated Stock 09 Mar 2016 **Process: 7670** Humanmed general Issues 09 Mar 2016 **Process: 7668** Responsibility Allocation : Upgrading Intrastats ISO

Quality system 09 Mar 2016
Process: 7398
Responsibility Allocation : VST Stock Meeting UPS Shipping Fuel Surcharge 09 Mar 2016
Process: 7396
Responsibility Allocation : VST Stock Meeting `Goods Out` Review 09 Mar 2016
Process: 7394
Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016
Process: 7389
Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016
Process: 7387
Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
Process: 7385
Responsibility Allocation : VST Stock Meeting Sales Forward Orders Review 09 Mar 2016
Process: 6938
Responsibility Allocation : Customer Database Updates 09 Mar 2016
Process: 6956
Responsibility Allocation : Sales Order Issues 09 Mar 2016
Process: 7090
Responsibility Allocation : Office Procedures 09 Mar 2016
Process: 6898
GHX Web Pricing 09 Mar 2016
Process: 5871
Check Sale Or Returns 17 Feb 2016
Process: 5876
E.Commerce Cardea And Multiquote 17 Feb 2016
Process: 5872
Check Sale Or Returns Export 17 Feb 2016
Process: 2
Answering Telephones 16 Feb 2016
Process: 3
Responsibility Allocation : Meeting And Greeting Visitors To The Company 16 Feb 2016
Process: 4
Responsibility Allocation : Assisting With Refreshments For Visitors 16 Feb 2016
Process: 5
Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016
Process: 6
Responsibility Allocation : Updating Contact Management System 16 Feb 2016
Process: 7
Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016
Process: 8
Responsibility Allocation : Order And Status Liaison With Customers 16 Feb 2016
Process: 10
Distribution Of Emails 16 Feb 2016
Process: 11
Distribution Of Post 16 Feb 2016
Process: 14
Fax Paper 16 Feb 2016
Process: 15
Filing and Archiving 16 Feb 2016
Process: 16
Responsibility Allocation : Photocopying 16 Feb 2016
Process: 21
Office Sales Projects 16 Feb 2016
Process: 36
Emailing Of Invoices 16 Feb 2016
Process: 5875
Check Paypal For Orders 17 Feb 2016

Process: 5879
Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016
Process: 5882
Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
Process: 5891
Processing Of Repair Quotes And Orders 25 Feb 2016
Process: 5892
Checking EBay And Amazon For Orders And Messages 25 Feb 2016
Process: 5893
Answering Website Questions 25 Feb 2016
Process: 5894
Checking Of Active List 25 Feb 2016
Process: 5895
Responsibility Allocation : Completing Office Job List 25 Feb 2016
Process: 5896
Responsibility Allocation : Ensuring ORD`s Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016
Process: 5899
Proforma And Quote Chasing 25 Feb 2016
Process: 5901
Link Call Log Contacts To The CRM 02 Mar 2016
Process: 5913
Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016
Process: 5943
Check Cardea And Multiquote 08 Mar 2016
Process: 5944
Responsibility Allocation : Chasing Lost Customers 08 Mar 2016
Process: 5945
Responsibility Allocation : Sending Samples 08 Mar 2016
Process: 5946
Responsibility Allocation : Sending Sale Or Returns 08 Mar 2016
Process: 5947
Responsibility Allocation : Search For Distributors 08 Mar 2016
Process: 5948
Adding New Accounts To Opera 08 Mar 2016
Process: 5949
Filling Credit Card Slips 08 Mar 2016
Process: 6958
Responsibility Allocation : Shipped Order Queries 09 Mar 2016
Process: 7676
PDFing Of Invoices Viamed 17 Mar 2016
Process: 7693
Collect Repair Filing From Warehouse 22 Apr 2016
Process: 7699
Shred Sensitive Paperwork In JL Office 19 May 2016
Process: 7712
Review Inward Payments 01 Jul 2016
Process: 7735
Ensure SOR`s Are Followed Up 01 Sep 2016
Process: 7752
SRS Folder 22 Nov 2016
Process: 7758
Check For GHX Orders 17 Jan 2017
Process: 7783
PDF VST Invoices And Purchase Orders 10 Feb 2017
Process: 7795
Answering UK Web Questions 27 Apr 2017
Process: 5859
Review Un-shipped Parcels 17 Feb 2016
Process: 6954
Back Orders Review - By Customer 09 Mar 2016
Process: 7748

		Check Repair Orders 10 Oct 2016 **Process: 7749** Check Repair Quotes 10 Oct 2016
6.2.2 When planning how to achieve its quality objectives, the organization shall determine: a) what will be done; b) what resources will be required; c) who will be responsible; d) when it will be completed; e) how the results will be evaluated.	**Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	**Process: 7387** Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
6.3 When the organization determines the need for changes to the quality management system, the changes shall be carried out in a planned manner (see 4.4). The organization shall consider: a) the purpose of the changes and their potential consequences; b) the integrity of the quality management system; c) the availability of resources; d) the allocation or reallocation of responsibilities and authorities. **Planning of changes**	**Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID93320 Date Revision 01 Jul 2022 Reviewed 01 Jul 2022 **Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Upgrading of the ISO Systems 2016 - 2017** Revision Document ID22140 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Explanation Employee Roles Titles Responsibilitys Processes and Repeating Tasks Monitoring** Revision Document ID22287 Date Revision 27 Sep 2017 Reviewed 27 Sep 2017	
# 7 Support		
7 **Support**		
7.1 **Resources**		
7.1.1 General The organization shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system. The organization shall consider: a) the capabilities of, and constraints on, existing internal resources; b) what needs to be obtained from external providers. **General**	**Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	**Process: 7814** Responsibility Allocation : Viamed Repairs 06 Jun 2017 **Process: 7670** Humanmed general Issues 09 Mar 2016 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 8015** Review VST Product Feedback Positive 25 Jul 2022 **Process: 8017** Review VST Customer Feedback Positive 25 Jul 2022
7.1.2 The organization shall determine and provide the persons necessary	**Top Level Document: VOP 12 Training** Revision Document ID31024	**Process: 7713** Review Roles And Responsibilitys 17 Aug 2016 **Process: 7793**

for the effective implementation of its quality management system and for the operation and control of its processes. **People**	Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Employee Roles** Revision Document ID20125 Date Revision 16 May 2017 Reviewed 16 May 2017	Team Review Meeting 16 Mar 2017 **Process: 7759** Health Declaration Sheet 23 Jan 2017 **Process: 7670** Humanmed general Issues 09 Mar 2016
7.1.3 The organization shall determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services. NOTE Infrastructure can include: a) buildings and associated utilities; b) equipment, including hardware and software; c) transportation resources; d) information and communication technology. **Infrastructure**	**Top Level Document: VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment** Revision Document ID31008 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 18 Maintenance Building, Fabric and Infrastructure** Revision Document ID31036 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock** Revision Document ID53615 Date Revision 11 Feb 2021 Reviewed 11 Feb 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Employee Roles** Revision Document ID20125 Date Revision 16 May 2017 Reviewed 16 May 2017 **Ghyll House Fire Certificate** Revision Document ID12303 Date Revision 15 Mar 2013 Reviewed 15 Mar 2013 **HSE Fire / Exit Escape route Basement floor plans** Revision Document ID15401 Date Revision 07 Aug 2015 Reviewed 25 Nov 2022 **HSE Fire / Exit Escape route Ghyll House floor plans** Revision Document ID95898 Date Revision 04 Aug 2022 Reviewed 04 Aug 2022 **VM3COP20.35 Ups Calculator** Revision Document ID88671 Date Revision 05 May 2022 Reviewed 05 May 2022 **VM3COP03.05 Procedures for customer returning goods on our UPS account number** Revision Document ID17155 Date Revision 05 Jul 2016 Reviewed 05 Jul 2016 **Audit 15 Production** Revision Document ID59614 Date Revision 11 May 2021 Reviewed 11 May 2021 **FIRE Report Premisis**	**Process: 7091** Calibration Index 09 Mar 2016 **Process: 7745** UPS Invoices Viamed 06 Oct 2016 **Process: 7746** UPS Invoices VST 06 Oct 2016 **Process: 7747** UPS Invoices Vandagraph 06 Oct 2016 **Process: 7120** General Maintenance Requirements 09 Mar 2016 **Process: 5940** Thumb Nail Processor 07 Mar 2016 **Process: 7739** Intrastats Amendment Log 12 Sep 2016 **Process: 7129** Intrastats Cross Reference Database Tables Updates 09 Mar 2016 **Process: 7126** Intrastats Requested Page updates 09 Mar 2016 **Process: 5905** Responsibility Allocation : Price Checking 02 Mar 2016 **Process: 5866** UPS Shipping Fuel Surcharge 17 Feb 2016 **Process: 6972** UPS Shipping Fuel Surcharge 09 Mar 2016 **Process: 5903** Responsibility Allocation : Weather Station 02 Mar 2016 **Process: 7711** Import Bank CSV 01 Jul 2016 **Process: 7706** Update Virus Software And Scan For Viruses 10 Jun 2016 **Process: 46** Responsibility Allocation : Backup Server Status 16 Feb 2016 **Process: 48** Responsibility Allocation : Internet 16 Feb 2016 **Process: 45** Responsibility Allocation : Main Server Status 16 Feb 2016 **Process: 44** Secure Socket Level Certificate 16 Feb 2016 **Process: 49** Responsibility Allocation : Wifi 16 Feb 2016 **Process: 50** Responsibility Allocation : Guest Access Wifi 16 Feb 2016 **Process: 5941** Responsibility Allocation : Replace Main Server 07 Mar 2016 **Process: 5939** Responsibility Allocation : Email ISP Routing 05 Mar 2016 **Process: 7121** Responsibility Allocation : General Computer Maintenance 09 Mar 2016 **Process: 7125**

Revision Document ID82517
Date Revision 15 Feb 2022
Reviewed 15 Feb 2022
HSE Fire / Exit Escape route Ground Floor plans
Revision Document ID95816
Date Revision 03 Aug 2022
Reviewed 03 Aug 2022
HSE Fire Risk Assessment
Revision Document ID21790
Date Revision 04 Sep 2017
Reviewed 04 Sep 2017
Audit 19 Health and Safety, Working Conditions and Building Fabric Issues
Revision Document ID68045
Date Revision 24 Aug 2021
Reviewed 24 Aug 2021
CPM 21 Fire Exit / Escape Route Procedures
Revision Document ID21892
Date Revision 07 Sep 2017
Reviewed 07 Sep 2017
Explanation Employee Roles and Titles
Revision Document ID22144
Date Revision 20 Sep 2017
Reviewed 20 Sep 2017
HSE Fire Exit / Escape Route Ground Floor plans Document
Revision Document ID2558
Date Revision 01 Aug 2007
Reviewed 01 Aug 2007
DO NOT USE VM3COP11 Calibration
Revision Document ID8713
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
VM3COP20.07 UPS Procedures
Revision Document ID8722
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
HSE Fire Safety Risk Assessment
Revision Document ID892
Date Revision 25 Oct 2006
Reviewed 25 Oct 2006

Responsibility Allocation : Intrastats Urgent Problems 09 Mar 2016
Process: 7124
Responsibility Allocation : Intrastats 09 Mar 2016
Process: 7127
Responsibility Allocation : Intrastats Unfinished in progress Processes 09 Mar 2016
Process: 7128
Responsibility Allocation : Intrastats Future Features needed 09 Mar 2016
Process: 7133
Responsibility Allocation : Intrastats Contact Manager 09 Mar 2016
Process: 7704
Responsibility Allocation : Computer Failure Diagnostics 24 May 2016
Process: 7835
Electrics Need Checking 20 Sep 2017
Process: 7836
Central Heating For Winter 20 Sep 2017
Process: 7832
Cleardown Emailed Invoices 20 Sep 2017
Process: 7823
Saftey Tester Data 02 Aug 2017
Process: 7805
Empty Kitchen Bins 22 May 2017
Process: 7804
Sweep Kitchen Floor 22 May 2017
Process: 7803
Dishwashing 22 May 2017
Process: 7802
Clean Kitchen Sides 22 May 2017
Process: 7756
Carbon Monoxide Alarm 05 Jan 2017
Process: 7742
Boiler Check 26 Sep 2016
Process: 7698
Clean Toilets 17 May 2016
Process: 7687
Vandagraph Duckets 21 Apr 2016
Process: 7672
Off Site Backup 09 Mar 2016
Process: 7402
Responsibility Allocation : VST Calibration P.A.T. Testing 09 Mar 2016
Process: 7401
Responsibility Allocation : VST Calibration 09 Mar 2016
Process: 7857
Software Validation Stock Tracking Check 01 Oct 2017
Process: 5851
Duplicate Documents 17 Feb 2016
Process: 59
Out Of Date Documents 17 Feb 2016
Process: 7850
Software Validation Scan Incorrect Product 01 Oct 2017
Process: 7851
Software Validation Scan Un-QA Product To Order 01 Oct 2017
Process: 7852
Software Validation Expired Stock 01 Oct 2017
Process: 7853
Software Validation Non Sell Able Shelf 01 Oct 2017
Process: 7854
Software Validation In Production List 01 Oct 2017
Process: 7855
Software Validation - Production Lists 01 Oct 2017
Process: 7856
Software Validation Unchecked Orders 01 Oct 2017
Process: 7870
Software Validation Non Conformance Product Risk Feedback Loop 15 Oct 2017

		Process: 7869 Hand Drill Checklist 13 Oct 2017 **Process: 7868** Pillar Drill Checklist 13 Oct 2017 **Process: 7867** Bandsaw Checklist 13 Oct 2017 **Process: 7866** Oxygen Cylinder Check 13 Oct 2017 **Process: 7865** Software Validation Conflicting Audits 07 Oct 2017 **Process: 7864** ESD Work Stations 07 Oct 2017
7.1.4 The organization shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. NOTE A suitable environment can be a combination of human and physical factors, such as: a)���social (e.g. non-discriminatory, calm, non-confrontational); b)���psychological (e.g. stress-reducing, burnout prevention, emotionally protective); c)���physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise). These factors can differ substantially depending on the products and services provided. **Environment for the operation of processes**	**Top Level Document: VOP 12 Training** Revision Document ID31024 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 16 Health and Safety, Company Personnel Manual** Revision Document ID31032 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 18 Maintenance Building, Fabric and Infrastructure** Revision Document ID31036 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID93320 Date Revision 01 Jul 2022 Reviewed 01 Jul 2022 **Audit 19 Health and Safety, Working Conditions and Building Fabric Issues** Revision Document ID68045 Date Revision 24 Aug 2021 Reviewed 24 Aug 2021 **Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021 **Fire risk assessment 15/17 Station Road** Revision Document ID95652 Date Revision 02 Aug 2022 Reviewed 02 Aug 2022 **CPM 25 Health and Safety Policy Viamed** Revision Document ID14332 Date Revision 25 Sep 2014 Reviewed 04 Sep 2017 **Audit 07 Handling and Storage** Revision Document ID117840 Date Revision 02 May 2023 Reviewed 02 May 2023 **Audit 19 Health and Safety, Working Conditions and Building Fabric Issues** Revision Document ID68045 Date Revision 24 Aug 2021 Reviewed 24 Aug 2021 **CPM 39 Smoking Policy** Revision Document ID6782 Date Revision 15 Feb 2010 Reviewed 15 Feb 2010	**Process: 7750** Meeting With Management 14 Oct 2016 **Process: 7120** General Maintenance Requirements 09 Mar 2016 **Process: 7753** Management Meeting Warehouse 22 Nov 2016 **Process: 7836** Central Heating For Winter 20 Sep 2017 **Process: 7811** Responsibility Allocation : General Area 06 Jun 2017 **Process: 7806** Watering Plants 22 May 2017 **Process: 7698** Clean Toilets 17 May 2016 **Process: 7845** 7.1.4 Environment Of Operations 25 Sep 2017

	CPM 16 Dress Code Revision Document ID7055 Date Revision 26 Apr 2010 Reviewed 22 Jul 2014 **CPM 15 Disciplinary Procedures** Revision Document ID25502 Date Revision 05 Mar 2018 Reviewed 05 Mar 2018 **Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021	
7.1.5 **Monitoring and measuring resources**		
7.1.5.1 7.1.5.1 General The organization shall determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. The organization shall ensure that the resources provided: a) are suitable for the specific type of monitoring and measurement activities being undertaken; b) are maintained to ensure their continuing fitness for their purpose. The organization shall retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources. **General**	**Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock** Revision Document ID53615 Date Revision 11 Feb 2021 Reviewed 11 Feb 2021 **Audit 06 Calibration** Revision Document ID63048 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **Audit 07 Handling and Storage** Revision Document ID117840 Date Revision 02 May 2023 Reviewed 02 May 2023	**Process: 6949** Responsibility Allocation : VIAMED Stock Meeting QA Processing 09 Mar 2016 **Process: 7689** Move Stock From QA Shelf To Stock Shelf Monday 21 Apr 2016 **Process: 7694** Move Stock From QA Shelf To Stock Shelf Tuesday 28 Apr 2016 **Process: 7695** Top Up Quick Shipping Shelves 28 Apr 2016 **Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7794** V1000 Commissions Review 30 Mar 2017 **Process: 7705** Checking For Uploaded Files 08 Jun 2016 **Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7676** PDFing Of Invoices Viamed 17 Mar 2016 **Process: 7673** Check Expiry Dated Stock 09 Mar 2016 **Process: 7670** Humanmed general Issues 09 Mar 2016 **Process: 7394** Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016
7.1.5.2 When measurement traceability is a requirement, or is considered by the organization to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be: a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information; b) identified in order to determine their status; c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results. The organization shall determine if the validity of previous measurement results has been	**Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock** Revision Document ID53615 Date Revision 11 Feb 2021 Reviewed 11 Feb 2021 **Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** Revision Document ID88809 Date Revision 06 May 2022 Reviewed 06 May 2022 **Top Level Document: VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment** Revision Document ID31008 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Audit 06 Calibration** Revision Document ID63048 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7823** Saftey Tester Data 02 Aug 2017 **Process: 7814** Responsibility Allocation : Viamed Repairs 06 Jun 2017 **Process: 7813** Responsibility Allocation : VST Repairs 06 Jun 2017 **Process: 7812** Responsibility Allocation : Vandagraph Repairs 06 Jun 2017 **Process: 7798** Orders And Items Shipped Per Month 10 May 2017 **Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7705** Checking For Uploaded Files 08 Jun 2016 **Process: 7693** Collect Repair Filing From Warehouse 22 Apr 2016 **Process: 7692** Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 **Process: 7673** Check Expiry Dated Stock 09 Mar 2016 **Process: 7670**

adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary **Measurement traceability**		Humanmed general Issues 09 Mar 2016 **Process: 7401** Responsibility Allocation : VST Calibration 09 Mar 2016 **Process: 7048** Control of monitoring and measuring devices 09 Mar 2016
7.1.6 The organization shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge shall be maintained and be made available to the extent necessary. When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates. NOTE 1 Organizational knowledge is knowledge specific to the organization; it is generally gained by experience. It is information that is used and shared to achieve the organization's objectives. NOTE 2 Organizational knowledge can be based on: a)internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services); b)external sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers) **Organizational knowledge**	**Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7673** Check Expiry Dated Stock 09 Mar 2016 **Process: 7670** Humanmed general Issues 09 Mar 2016 **Process: 7387** Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016 **Process: 7863** Maintain Repair Codes List 05 Oct 2017
7.2 7.2 Competence The organization shall: a) determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system; b) ensure that these persons are competent on the basis of appropriate education, training, or experience; c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken; d) retain appropriate documented information as evidence of competence. NOTE Applicable actions can include, for example, the provision of training to, the mentoring of, or the reassignment of currently employed persons; or	**Top Level Document: VOP 12 Training** Revision Document ID31024 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID93320 Date Revision 01 Jul 2022 Reviewed 01 Jul 2022 **Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021 **Audit 19 Health and Safety, Working Conditions and Building Fabric Issues** Revision Document ID68045 Date Revision 24 Aug 2021 Reviewed 24 Aug 2021 **Explanation Employee Roles and**	**Process: 7673** Check Expiry Dated Stock 09 Mar 2016

the hiring or contracting of competent persons. **Competence**	**Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021	
7.3 The organization shall ensure that persons doing work under the organization's control are aware of: a) the quality policy; b) relevant quality objectives; c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance; d) the implications of not conforming with the quality management system requirements. **Awareness**	**Top Level Document: VOP 12 Training** Revision Document ID31024 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID93320 Date Revision 01 Jul 2022 Reviewed 01 Jul 2022 **Audit 19 Health and Safety, Working Conditions and Building Fabric Issues** Revision Document ID68045 Date Revision 24 Aug 2021 Reviewed 24 Aug 2021 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021	**Process: 7673** Check Expiry Dated Stock 09 Mar 2016 **Process: 7668** Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016
7.4 7.4 Communication The organization shall determine the internal and external communications relevant to the quality management system, including: a) on what it will communicate; b) when to communicate; c) with whom to communicate; d) how to communicate; e) who communicates. **Communication**	**Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021 **VM3COP27.01 Searching Intrastats Issues** Revision Document ID6657 Date Revision 02 Nov 2009 Reviewed 02 Nov 2009 **VM3COP27.17 Complete Auto_calender Issues** Revision Document ID16995 Date Revision 26 May 2016 Reviewed 26 May 2016 **VM3COP27.36 Auto Close Issues** Revision Document ID17082 Date Revision 24 Jun 2016 Reviewed 24 Jun 2016 **Overview Issues Meeting Headers List** Revision Document ID22169 Date Revision 22 Sep 2017 Reviewed 22 Sep 2017 **Issues Overview** Revision Document ID23112 Date Revision 22 Oct 2017 Reviewed 22 Oct 2017	**Process: 7673** Check Expiry Dated Stock 09 Mar 2016

7.5 **Documented information**		
7.5.1 7.5.1 General The organization's quality management system shall include: a) documented information required by this International Standard; b) documented information determined by the organization as being necessary for the effectiveness of the quality management system. NOTE The extent of documented information for a quality management system can differ from one organization to another due to: the size of organization and its type of activities, processes, products and services; the complexity of processes and their interactions; the competence of persons. **General**	**Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VM3COP00.00 VOP00.00 VST Quality Statement policy and objectives** Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 15 May 2023 **Top Level Document: VM3COP00.00 VOP00.00 Viamed Quality Statement policy and objectives** Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 08 Nov 2022 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Explaination Quality Objectives** Revision Document ID18483 Date Revision 18 Jan 2017 Reviewed 18 Jan 2017 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **VM3COP00.01 Company objectives** Revision Document ID22842 Date Revision 17 Oct 2017 Reviewed 17 Oct 2017	**Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7734** Responsibility Allocation : Humanmed Order Processing 25 Aug 2016 **Process: 7710** Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016 **Process: 7709** Delivered not Invoiced 28 Jun 2016 **Process: 7953** Vandagraph Delivery Notifications 26 May 2020 **Process: 7693** Collect Repair Filing From Warehouse 22 Apr 2016 **Process: 7692** Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 **Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7686** Thorough Checking Of Awaiting Action Tray - Priority 8s 21 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 7684** Repairs Ready For Quote 18 Apr 2016 **Process: 7683** Check Stock For Proforma 18 Apr 2016 **Process: 7678** Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016 **Process: 7674** Check Repairs Ready For Invoice List 10 Mar 2016 **Process: 7668** Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 **Process: 7398** Responsibility Allocation : VST Stock Meeting UPS Shipping Fuel Surcharge 09 Mar 2016 **Process: 7396** Responsibility Allocation : VST Stock Meeting `Goods Out` Review 09 Mar 2016 **Process: 7390** Responsibility Allocation : VST Stock Meeting Returns Overview - Credits 09 Mar 2016 **Process: 7385** Responsibility Allocation : VST Stock Meeting Sales Forward Orders Review 09 Mar 2016 **Process: 6938** Responsibility Allocation : Customer Database Updates 09 Mar 2016 **Process: 6956** Responsibility Allocation : Sales Order Issues 09 Mar 2016 **Process: 7090** Responsibility Allocation : Office Procedures 09 Mar 2016 **Process: 6898** GHX Web Pricing 09 Mar 2016 **Process: 5871** Check Sale Or Returns 17 Feb 2016 **Process: 5876** E.Commerce Cardea And Multiquote 17 Feb 2016 **Process: 5872** Check Sale Or Returns Export 17 Feb 2016 **Process: 2** Answering Telephones 16 Feb 2016 **Process: 5** Responsibility Allocation : Processing Of Sales Orders 16

Feb 2016
Process: 6
Responsibility Allocation : Updating Contact Management System 16 Feb 2016
Process: 7
Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016
Process: 8
Responsibility Allocation : Order And Status Liaison With Customers 16 Feb 2016
Process: 9
Distribution Of Faxes 16 Feb 2016
Process: 10
Distribution Of Emails 16 Feb 2016
Process: 11
Distribution Of Post 16 Feb 2016
Process: 14
Fax Paper 16 Feb 2016
Process: 15
Filing and Archiving 16 Feb 2016
Process: 16
Responsibility Allocation : Photocopying 16 Feb 2016
Process: 21
Office Sales Projects 16 Feb 2016
Process: 36
Emailing Of Invoices 16 Feb 2016
Process: 5875
Check Paypal For Orders 17 Feb 2016
Process: 5879
Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016
Process: 5882
Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
Process: 5891
Processing Of Repair Quotes And Orders 25 Feb 2016
Process: 5892
Checking EBay And Amazon For Orders And Messages 25 Feb 2016
Process: 5893
Answering Website Questions 25 Feb 2016
Process: 5894
Checking Of Active List 25 Feb 2016
Process: 5895
Responsibility Allocation : Completing Office Job List 25 Feb 2016
Process: 5896
Responsibility Allocation : Ensuring ORD`s Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016
Process: 5899
Proforma And Quote Chasing 25 Feb 2016
Process: 5901
Link Call Log Contacts To The CRM 02 Mar 2016
Process: 5913
Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016
Process: 5943
Check Cardea And Multiquote 08 Mar 2016
Process: 5944
Responsibility Allocation : Chasing Lost Customers 08 Mar 2016
Process: 5945
Responsibility Allocation : Sending Samples 08 Mar 2016
Process: 5946
Responsibility Allocation : Sending Sale Or Returns 08 Mar 2016
Process: 5947
Responsibility Allocation : Search For Distributors 08 Mar 2016
Process: 5948
Adding New Accounts To Opera 08 Mar 2016

		Process: 5949 Filling Credit Card Slips 08 Mar 2016 **Process: 6958** Responsibility Allocation : Shipped Order Queries 09 Mar 2016 **Process: 7676** PDFing Of Invoices Viamed 17 Mar 2016 **Process: 7699** Shred Sensitive Paperwork In JL Office 19 May 2016 **Process: 7712** Review Inward Payments 01 Jul 2016 **Process: 7735** Ensure SOR`s Are Followed Up 01 Sep 2016 **Process: 7752** SRS Folder 22 Nov 2016 **Process: 7758** Check For GHX Orders 17 Jan 2017 **Process: 7760** Send Service Offers 31 Jan 2017 **Process: 7761** Send VST Delivery Notifications 01 Feb 2017 **Process: 7783** PDF VST Invoices And Purchase Orders 10 Feb 2017 **Process: 7795** Answering UK Web Questions 27 Apr 2017 **Process: 7822** Review Oxylink Stock 26 Jul 2017 **Process: 5859** Review Un-shipped Parcels 17 Feb 2016 **Process: 6954** Back Orders Review - By Customer 09 Mar 2016 **Process: 7748** Check Repair Orders 10 Oct 2016 **Process: 7749** Check Repair Quotes 10 Oct 2016
7.5.2 7.5.2 Creating and updating When creating and updating documented information, the organization shall ensure appropriate: a) identification and description (e.g. a title, date, author, or reference number); b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic); c) review and approval for suitability and adequacy. **Creating and updating**	**Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions** Revision Document ID90405 Date Revision 25 May 2022 Reviewed 25 May 2022 **VM3COP14.01 Disposition of Documents / Records.** Revision Document ID15464 Date Revision 14 Aug 2015 Reviewed 14 Aug 2015 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **DO NOT USE VM3COP01 Document Updates / Amendment control** Revision Document ID22201 Date Revision 23 Sep 2017 Reviewed 23 Sep 2017 **Guide to Intrastats** Revision Document ID24779 Date Revision 22 Dec 2017	**Process: 7782** Remove Started But Not Used Order Numbers 08 Feb 2017 **Process: 7676** PDFing Of Invoices Viamed 17 Mar 2016 **Process: 7857** Software Validation Stock Tracking Check 01 Oct 2017

	Reviewed 22 Dec 2017 **Intrastats overview** Revision Document ID23567 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **DO NOT USE VM3COP14 Documentation** Revision Document ID9276 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011	
7.5.3 **Control of documented information**	**Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions** Revision Document ID90405 Date Revision 25 May 2022 Reviewed 25 May 2022 **VM3COP14.01 Disposition of Documents / Records.** Revision Document ID15464 Date Revision 14 Aug 2015 Reviewed 14 Aug 2015 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **DO NOT USE VM3COP01 Document Updates / Amendment control** Revision Document ID22201 Date Revision 23 Sep 2017 Reviewed 23 Sep 2017 **Guide to Intrastats** Revision Document ID24779 Date Revision 22 Dec 2017 Reviewed 22 Dec 2017 **Intrastats overview** Revision Document ID23567 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **DO NOT USE VM3COP14 Documentation** Revision Document ID9276 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011	**Process: 7705** Checking For Uploaded Files 08 Jun 2016
7.5.3.1 Documented information required by the quality management system and by this International Standard shall be controlled to ensure: a) it is available and suitable for use, where and when it is needed; b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).	**Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	**Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7693** Collect Repair Filing From Warehouse 22 Apr 2016 **Process: 7692** Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016
7.5.3.2 For the control of documented information, the organization shall	**Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021	**Process: 7699** Shred Sensitive Paperwork In JL Office 19 May 2016 **Process: 7693**

address the following activities, as applicable: a) distribution, access, retrieval and use; b) storage and preservation, including preservation of legibility; c) control of changes (e.g. version control); d) retention and disposition. Documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and be controlled. Documented information retained as evidence of conformity shall be protected from unintended alterations. NOTE Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.	Reviewed 30 Jun 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	Collect Repair Filing From Warehouse 22 Apr 2016 **Process: 7692** Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 **Process: 7676** PDFing Of Invoices Viamed 17 Mar 2016

8 Operation

8 **Operation**		**Process: 7433** Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016
8.1 The organization shall plan, implement and control the processes (see 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by: a) determining the requirements for the products and services; b) establishing criteria for: 1) the processes; 2) the acceptance of products and services; c) determining the resources needed to achieve conformity to the product and service requirements; d) implementing control of the processes in accordance with the criteria; e) determining, maintaining and retaining documented information to the extent necessary: 1) to have confidence that the processes have been carried out as planned; 2) to demonstrate the conformity of products and services to their requirements. The output of this planning shall be suitable for the organizations operations. The organization shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.	**Top Level Document: VOP 08 Production, Reworks, New Production** Revision Document ID31072 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VM3COP27.11 Performing a Technical File PMS and risk assessment** Revision Document ID75465 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **VM3COP27.12 Clinical Evaluation Risk assessment Technical Files** Revision Document ID15453 Date Revision 11 Aug 2015 Reviewed 11 Aug 2015 **Audit 03 Design Control** Revision Document ID111315 Date Revision 17 Feb 2023 Reviewed 17 Feb 2023 **Audit 07 Handling and Storage** Revision Document ID117840 Date Revision 02 May 2023 Reviewed 02 May 2023 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **VM3COP24.00 Viamed Overall Risk Analysis Program Risk Register**	**Process: 7394** Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016

The organization shall ensure that outsourced processes are controlled (see 8.4). **Operational planning and control**	Revision Document ID47771 Date Revision 12 Nov 2020 Reviewed 12 Nov 2020 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021	
8.2 **Requirements for products and services**		**Process: 7818** Issues For Accountants - Check Purchasing Journals to see if VAT handled correctly Previous Month 13 Jun 2017 **Process: 7819** Issues For Accountant - Check Contra account 8000 and clear it 13 Jun 2017 **Process: 7817** Issues For Accountants - Check suggested invoice report in operas 13 Jun 2017
8.2.1 Communication with customers shall include: 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. **Customer communication**	**Top Level Document: VOP 03 Contract Review, Enquires, Office Processes** Revision Document ID77875 Date Revision 15 Dec 2021 Reviewed 15 Dec 2021 **Top Level Document: VOP 09 Repairs and Servicing** Revision Document ID75927 Date Revision 24 Nov 2021 Reviewed 24 Nov 2021 **Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd** Revision Document ID75995 Date Revision 24 Nov 2021 Reviewed 24 Nov 2021 **Audit 02 Contract Review and Sales Order Processing** Revision Document ID69328 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **Audit 11 Repairs, Servicing and Returns** Revision Document ID64142 Date Revision 02 Jul 2021 Reviewed 02 Jul 2021 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **VM3COP10.02 Product Recall locate products out in the Field** Revision Document ID74788 Date Revision 12 Nov 2021 Reviewed 12 Nov 2021	**Process: 7808** Ensure All Invoice Correctly Tagged 02 Jun 2017 **Process: 7800** Opera Nominal Ledger Close 11 May 2017 **Process: 7790** Humanmed Invoice them For Previous Month 10 Mar 2017 **Process: 7789** Withdraw Funds From Paypal 02 Mar 2017 **Process: 7783** PDF VST Invoices And Purchase Orders 10 Feb 2017 **Process: 7735** Ensure SOR`s Are Followed Up 01 Sep 2016 **Process: 7734** Responsibility Allocation : Humanmed Order Processing 25 Aug 2016 **Process: 7712** Review Inward Payments 01 Jul 2016 **Process: 7710** Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016 **Process: 7709** Delivered not Invoiced 28 Jun 2016 **Process: 7708** Acorn 0014904 17 Jun 2016 **Process: 7703** Vandagraph Pay Pal Retrieve Funds 23 May 2016 **Process: 7702** Responsibility Allocation : Vandagraph Pay Pay Issue Refund 23 May 2016 **Process: 7953** Vandagraph Delivery Notifications 26 May 2020 **Process: 7691** Ship Sale Or Returns 21 Apr 2016 **Process: 7686** Thorough Checking Of Awaiting Action Tray - Priority 8s 21 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 7684** Repairs Ready For Quote 18 Apr 2016 **Process: 7683** Check Stock For Proforma 18 Apr 2016 **Process: 7678** Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016 **Process: 7674** Check Repairs Ready For Invoice List 10 Mar 2016 **Process: 7427** Responsibility Allocation : VST Customer Complaints 09 Mar 2016 **Process: 7398** Responsibility Allocation : VST Stock Meeting UPS Shipping Fuel Surcharge 09 Mar 2016

Process: 7396
Responsibility Allocation : VST Stock Meeting `Goods Out` Review 09 Mar 2016
Process: 7391
Responsibility Allocation : VST Stock Meeting Customer Complaints Review **Mandatory** 09 Mar 2016
Process: 7390
Responsibility Allocation : VST Stock Meeting Returns Overview - Credits 09 Mar 2016
Process: 7389
Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016
Process: 7843
Review VST Product Feedback Negative 23 Sep 2017
Process: 7842
Review VIAMED Product Feedback Negative 23 Sep 2017
Process: 7841
Review VST Feedback - Customer Complaints 23 Sep 2017
Process: 7840
Review VST Feedback - Customer Feedback Negative 23 Sep 2017
Process: 7839
Review VIAMED Feedback - Customer Complaints 23 Sep 2017
Process: 7838
Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017
Process: 7385
Responsibility Allocation : VST Stock Meeting Sales Forward Orders Review 09 Mar 2016
Process: 6938
Responsibility Allocation : Customer Database Updates 09 Mar 2016
Process: 6956
Responsibility Allocation : Sales Order Issues 09 Mar 2016
Process: 7090
Responsibility Allocation : Office Procedures 09 Mar 2016
Process: 6898
GHX Web Pricing 09 Mar 2016
Process: 5871
Check Sale Or Returns 17 Feb 2016
Process: 5876
E.Commerce Cardea And Multiquote 17 Feb 2016
Process: 5872
Check Sale Or Returns Export 17 Feb 2016
Process: 2
Answering Telephones 16 Feb 2016
Process: 5
Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016
Process: 6
Responsibility Allocation : Updating Contact Management System 16 Feb 2016
Process: 7
Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016
Process: 8
Responsibility Allocation : Order And Status Liaison With Customers 16 Feb 2016
Process: 9
Distribution Of Faxes 16 Feb 2016
Process: 10
Distribution Of Emails 16 Feb 2016
Process: 11
Distribution Of Post 16 Feb 2016
Process: 14
Fax Paper 16 Feb 2016
Process: 15

Filing and Archiving 16 Feb 2016
Process: 16
Responsibility Allocation : Photocopying 16 Feb 2016
Process: 21
Office Sales Projects 16 Feb 2016
Process: 36
Emailing Of Invoices 16 Feb 2016
Process: 5875
Check Paypal For Orders 17 Feb 2016
Process: 5879
Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016
Process: 5882
Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
Process: 5891
Processing Of Repair Quotes And Orders 25 Feb 2016
Process: 5892
Checking EBay And Amazon For Orders And Messages 25 Feb 2016
Process: 5893
Answering Website Questions 25 Feb 2016
Process: 5894
Checking Of Active List 25 Feb 2016
Process: 5895
Responsibility Allocation : Completing Office Job List 25 Feb 2016
Process: 5896
Responsibility Allocation : Ensuring ORD`s Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016
Process: 5899
Proforma And Quote Chasing 25 Feb 2016
Process: 5901
Link Call Log Contacts To The CRM 02 Mar 2016
Process: 5913
Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016
Process: 5943
Check Cardea And Multiquote 08 Mar 2016
Process: 5945
Responsibility Allocation : Sending Samples 08 Mar 2016
Process: 5946
Responsibility Allocation : Sending Sale Or Returns 08 Mar 2016
Process: 5947
Responsibility Allocation : Search For Distributors 08 Mar 2016
Process: 5948
Adding New Accounts To Opera 08 Mar 2016
Process: 5949
Filling Credit Card Slips 08 Mar 2016
Process: 6958
Responsibility Allocation : Shipped Order Queries 09 Mar 2016
Process: 7676
PDFing Of Invoices Viamed 17 Mar 2016
Process: 7693
Collect Repair Filing From Warehouse 22 Apr 2016
Process: 7752
SRS Folder 22 Nov 2016
Process: 7758
Check For GHX Orders 17 Jan 2017
Process: 7760
Send Service Offers 31 Jan 2017
Process: 7761
Send VST Delivery Notifications 01 Feb 2017
Process: 7795
Answering UK Web Questions 27 Apr 2017
Process: 7822
Review Oxylink Stock 26 Jul 2017
Process: 5859

		Review Un-shipped Parcels 17 Feb 2016 **Process: 6954** Back Orders Review - By Customer 09 Mar 2016 **Process: 7748** Check Repair Orders 10 Oct 2016 **Process: 7749** Check Repair Quotes 10 Oct 2016 **Process: 8015** Review VST Product Feedback Positive 25 Jul 2022 **Process: 8017** Review VST Customer Feedback Positive 25 Jul 2022
8.2.2 When determining the requirements for the products and services to be offered to customers, the organization shall ensure that: a) the requirements for the products and services are defined, including: 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. **Determining the requirements for products and services**	**Top Level Document: VOP 03 Contract Review, Enquires, Office Processes** Revision Document ID77875 Date Revision 15 Dec 2021 Reviewed 15 Dec 2021 **Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 02 Contract Review and Sales Order Processing** Revision Document ID69328 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 16 Sales and Marketing** Revision Document ID69457 Date Revision 10 Sep 2021 Reviewed 10 Sep 2021	**Process: 7703** Vandagraph Pay Pal Retrieve Funds 23 May 2016 **Process: 7702** Responsibility Allocation : Vandagraph Pay Pay Issue Refund 23 May 2016 **Process: 7396** Responsibility Allocation : VST Stock Meeting `Goods Out` Review 09 Mar 2016 **Process: 7387** Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
8.2.3 **Review of the requirements for products and services**		**Process: 7709** Delivered not Invoiced 28 Jun 2016 **Process: 7702** Responsibility Allocation : Vandagraph Pay Pay Issue Refund 23 May 2016 **Process: 7686** Thorough Checking Of Awaiting Action Tray - Priority 8s 21 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 7683** Check Stock For Proforma 18 Apr 2016 **Process: 7678** Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016 **Process: 7398** Responsibility Allocation : VST Stock Meeting UPS Shipping Fuel Surcharge 09 Mar 2016 **Process: 7396** Responsibility Allocation : VST Stock Meeting `Goods Out` Review 09 Mar 2016 **Process: 7385** Responsibility Allocation : VST Stock Meeting Sales Forward Orders Review 09 Mar 2016 **Process: 6938** Responsibility Allocation : Customer Database Updates 09 Mar 2016 **Process: 6956** Responsibility Allocation : Sales Order Issues 09 Mar 2016 **Process: 7090** Responsibility Allocation : Office Procedures 09 Mar 2016 **Process: 6898** GHX Web Pricing 09 Mar 2016

Process: 5871
Check Sale Or Returns 17 Feb 2016
Process: 5876
E.Commerce Cardea And Multiquote 17 Feb 2016
Process: 5872
Check Sale Or Returns Export 17 Feb 2016
Process: 2
Answering Telephones 16 Feb 2016
Process: 5
Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016
Process: 6
Responsibility Allocation : Updating Contact Management System 16 Feb 2016
Process: 7
Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016
Process: 8
Responsibility Allocation : Order And Status Liaison With Customers 16 Feb 2016
Process: 9
Distribution Of Faxes 16 Feb 2016
Process: 10
Distribution Of Emails 16 Feb 2016
Process: 11
Distribution Of Post 16 Feb 2016
Process: 14
Fax Paper 16 Feb 2016
Process: 15
Filing and Archiving 16 Feb 2016
Process: 16
Responsibility Allocation : Photocopying 16 Feb 2016
Process: 21
Office Sales Projects 16 Feb 2016
Process: 36
Emailing Of Invoices 16 Feb 2016
Process: 5875
Check Paypal For Orders 17 Feb 2016
Process: 5879
Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016
Process: 5882
Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
Process: 5892
Checking EBay And Amazon For Orders And Messages 25 Feb 2016
Process: 5893
Answering Website Questions 25 Feb 2016
Process: 5894
Checking Of Active List 25 Feb 2016
Process: 5895
Responsibility Allocation : Completing Office Job List 25 Feb 2016
Process: 5896
Responsibility Allocation : Ensuring ORD`s Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016
Process: 5899
Proforma And Quote Chasing 25 Feb 2016
Process: 5901
Link Call Log Contacts To The CRM 02 Mar 2016
Process: 5913
Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016
Process: 5943
Check Cardea And Multiquote 08 Mar 2016
Process: 5944
Responsibility Allocation : Chasing Lost Customers 08 Mar 2016
Process: 5945
Responsibility Allocation : Sending Samples 08 Mar 2016

		Process: 5947 Responsibility Allocation : Search For Distributors 08 Mar 2016 **Process: 5946** Responsibility Allocation : Sending Sale Or Returns 08 Mar 2016 **Process: 5948** Adding New Accounts To Opera 08 Mar 2016 **Process: 6958** Responsibility Allocation : Shipped Order Queries 09 Mar 2016 **Process: 7676** PDFing Of Invoices Viamed 17 Mar 2016 **Process: 7693** Collect Repair Filing From Warehouse 22 Apr 2016 **Process: 7953** Vandagraph Delivery Notifications 26 May 2020 **Process: 7699** Shred Sensitive Paperwork In JL Office 19 May 2016 **Process: 7712** Review Inward Payments 01 Jul 2016 **Process: 7735** Ensure SOR`s Are Followed Up 01 Sep 2016 **Process: 7752** SRS Folder 22 Nov 2016 **Process: 7758** Check For GHX Orders 17 Jan 2017 **Process: 7760** Send Service Offers 31 Jan 2017 **Process: 7761** Send VST Delivery Notifications 01 Feb 2017 **Process: 7783** PDF VST Invoices And Purchase Orders 10 Feb 2017 **Process: 7792** Shipped Order Success Report 13 Mar 2017 **Process: 7795** Answering UK Web Questions 27 Apr 2017 **Process: 7822** Review Oxylink Stock 26 Jul 2017 **Process: 5859** Review Un-shipped Parcels 17 Feb 2016 **Process: 6954** Back Orders Review - By Customer 09 Mar 2016 **Process: 7749** Check Repair Quotes 10 Oct 2016 **Process: 7748** Check Repair Orders 10 Oct 2016 **Process: 8024** Discontinue/Supersede Stock 01 Mar 2023
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: 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, when known; c) requirements specified by the organization; d) statutory and regulatory requirements applicable to the	**Top Level Document: VOP 03 Contract Review, Enquires, Office Processes** Revision Document ID77875 Date Revision 15 Dec 2021 Reviewed 15 Dec 2021 **Audit 02 Contract Review and Sales Order Processing** Revision Document ID69328 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021	**Process: 7831** Intrastats Debtors And Creditor Figures 18 Sep 2017 **Process: 7796** Review Franking Label Errors 08 May 2017 **Process: 7795** Answering UK Web Questions 27 Apr 2017 **Process: 7749** Check Repair Quotes 10 Oct 2016 **Process: 7748** Check Repair Orders 10 Oct 2016 **Process: 7734** Responsibility Allocation : Humanmed Order Processing 25 Aug 2016 **Process: 7712** Review Inward Payments 01 Jul 2016 **Process: 7710** Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016 **Process: 7953** Vandagraph Delivery Notifications 26 May 2020 **Process: 7691** Ship Sale Or Returns 21 Apr 2016

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.		**Process: 7684** Repairs Ready For Quote 18 Apr 2016 **Process: 7674** Check Repairs Ready For Invoice List 10 Mar 2016 **Process: 7390** Responsibility Allocation : VST Stock Meeting Returns Overview - Credits 09 Mar 2016 **Process: 7387** Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
8.2.3.2 The organization shall retain documented information, as applicable: a) on the results of the review; b) on any new requirements for the products and services.	**Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 02 Contract Review and Sales Order Processing** Revision Document ID69328 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021	**Process: 7788** Petty Cash Reconciliation 02 Mar 2017 **Process: 7674** Check Repairs Ready For Invoice List 10 Mar 2016
8.2.4 Changes to requirements for products and services The organization shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.	**Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 03 Contract Review, Enquires, Office Processes** Revision Document ID77875 Date Revision 15 Dec 2021 Reviewed 15 Dec 2021 **Audit 02 Contract Review and Sales Order Processing** Revision Document ID69328 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 7674** Check Repairs Ready For Invoice List 10 Mar 2016
8.3 **Design and development of products and services**	**VM3COP02.01 Boundaries / Exclusion ISO 9001:2015 VST** Revision Document ID69692 Date Revision 14 Sep 2021 Reviewed 14 Sep 2021	**Process: 7810** Research Activities 06 Jun 2017
8.3.1 General The organization shall establish, implement and maintain a design and development process that is	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632	

appropriate to ensure the subsequent provision of products and services.	Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control** Revision Document ID111315 Date Revision 17 Feb 2023 Reviewed 17 Feb 2023	
8.3.2 In determining the stages and controls for design and development, the organization shall consider: a) the nature, duration and complexity of the design and development activities; b) the required process stages, including applicable design and development reviews; c) the required design and development verification and validation activities; d) the responsibilities and authorities involved in the design and development process; e) the internal and external resource needs for the design and development of products and services; f) the need to control interfaces between persons involved in the design and development process; g) the need for involvement of customers and users in the design and development process; h) the requirements for subsequent provision of products and services; i) the level of control expected for the design and development process by customers and other relevant interested parties; j) the documented information needed to demonstrate that design and development requirements have been met. **Design and development planning**	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control** Revision Document ID111315 Date Revision 17 Feb 2023 Reviewed 17 Feb 2023 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
8.3.3 The organization shall determine the requirements essential for the specific types of products and services to be designed and developed. The organization shall consider: a) functional and performance requirements; b) information derived from previous similar design and development activities; c) statutory and regulatory requirements; d) standards or codes of practice that the organization has committed to implement; e) potential consequences of failure due to the nature of the products and services. Inputs shall be adequate for design and development purposes, complete and unambiguous. Conflicting design and development inputs shall be resolved. The organization shall retain	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control** Revision Document ID111315 Date Revision 17 Feb 2023 Reviewed 17 Feb 2023 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021	**Process: 7816** Repairs In Process Review 06 Jun 2017 **Process: 7814** Responsibility Allocation : Viamed Repairs 06 Jun 2017 **Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7705** Checking For Uploaded Files 08 Jun 2016

documented information on design and development inputs. **Design and development inputs**		
8.3.4 The organization shall apply controls to the design and development process to ensure that: a) the results to be achieved are defined; b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements; c) verification activities are conducted to ensure that the design and development outputs meet the input requirements; d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use; e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities; f) documented information of these activities is retained. NOTE Design and development reviews, verification and validation have distinct purposes. They can be conducted separately or in any combination, as is suitable for the products and services of the organization. **Design and development controls**	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control** Revision Document ID111315 Date Revision 17 Feb 2023 Reviewed 17 Feb 2023 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021	
8.3.5 The organization shall ensure that design and development outputs: a) meet the input requirements; b) are adequate for the subsequent processes for the provision of products and services; c) include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria; d) specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision. The organization shall retain documented information on design and development outputs. **Design and development outputs**	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control** Revision Document ID111315 Date Revision 17 Feb 2023 Reviewed 17 Feb 2023 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 7705** Checking For Uploaded Files 08 Jun 2016
8.3.6 The organization shall identify, review and control changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements. The organization shall retain documented information on: a) design and development changes; b) the results of reviews; c) the authorization of the changes; d) the actions taken to prevent	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control** Revision Document ID111315 Date Revision 17 Feb 2023 Reviewed 17 Feb 2023 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7705** Checking For Uploaded Files 08 Jun 2016

adverse impacts. **Design and development changes**	**Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021	
8.4 **Control of externally provided processes, products and services**	**VM3COP02.01 Boundaries / Exclusion ISO 9001:2015 VST** Revision Document ID69692 Date Revision 14 Sep 2021 Reviewed 14 Sep 2021	**Process: 7707** Send Purchase Orders To Suppliers 13 Jun 2016 **Process: 7682** Check Stock Requirements Supplier Bluepoint 18 Apr 2016 **Process: 7681** Check Stock Requirements Supplier Posey 18 Apr 2016 **Process: 7680** Check Stock Requirements Supplier Envitec 18 Apr 2016 **Process: 7679** Check Stock Requirements Supplier Teledyne 18 Apr 2016 **Process: 7675** Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016 **Process: 7395** Responsibility Allocation : VST Stock Meeting `Goods In` Review 09 Mar 2016
8.4.1 The organization shall ensure that externally provided processes, products and services conform to requirements. The organization shall determine the controls to be applied to externally provided processes, products and services when: a) products and services from external providers are intended for incorporation into the organization's own products and services; b) products and services are provided directly to the customer(s) by external providers on behalf of the organization; c) a process, or part of a process, is provided by an external provider as a result of a decision by the organization. The organization shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary actions arising from the evaluations. **General**	**Top Level Document: VOP 05 Supplier Control, Supplier Review, Purchase Orders, Supplier Returns and Rejection** Revision Document ID75847 Date Revision 23 Nov 2021 Reviewed 23 Nov 2021 **Audit 05 Purchasing suppliers** Revision Document ID69314 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **Audit 07 Handling and Storage** Revision Document ID117840 Date Revision 02 May 2023 Reviewed 02 May 2023	**Process: 7826** Goods In Processes 06 Sep 2017 **Process: 7799** Opera Purchase Ledger Close 11 May 2017 **Process: 7755** Fast Hosts Invoice 08 Dec 2016 **Process: 7701** AWS Amazon Web Services 23 May 2016 **Process: 7700** Domain Name Management 19 May 2016 **Process: 7387** Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016 **Process: 7707** Send Purchase Orders To Suppliers 13 Jun 2016
8.4.2 The organization shall ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers. The organization shall: a) ensure that externally provided processes remain within the control of its quality management system; b) define both the controls that it	**Top Level Document: VOP 05 Supplier Control, Supplier Review, Purchase Orders, Supplier Returns and Rejection** Revision Document ID75847 Date Revision 23 Nov 2021 Reviewed 23 Nov 2021 **Audit 05 Purchasing suppliers** Revision Document ID69314 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021	**Process: 7826** Goods In Processes 06 Sep 2017 **Process: 7751** VST Purchase Order Log 02 Nov 2016

intends to apply to an external provider and those it intends to apply to the resulting output; c) take into consideration: 1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements; 2) the effectiveness of the controls applied by the external provider; d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements. **Type and extent of control**		
8.4.3 The organization shall ensure the adequacy of requirements prior to their communication to the external provider. The organization shall communicate to external providers its requirements for: a) the processes, products and services to be provided; b) the approval of: 1) products and services; 2) methods, processes and equipment; 3) the release of products and services; c) competence, including any required qualification of persons; d) the external providers' interactions with the organization; e) control and monitoring of the external providers' performance to be applied by the organization; f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises. **Information for external providers**	**Top Level Document: VOP 05 Supplier Control, Supplier Review, Purchase Orders, Supplier Returns and Rejection** Revision Document ID75847 Date Revision 23 Nov 2021 Reviewed 23 Nov 2021 **Audit 05 Purchasing suppliers** Revision Document ID69314 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021	**Process: 7826** Goods In Processes 06 Sep 2017 **Process: 7823** Saftey Tester Data 02 Aug 2017 **Process: 7787** Check Returns All Supplier 15 Feb 2017 **Process: 7786** Check Returns Supplier Maxtec 15 Feb 2017 **Process: 7785** Check Returns Supplier Teledyne 15 Feb 2017 **Process: 7784** Check Returns Supplier Envitec 15 Feb 2017 **Process: 7387** Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
8.5 **Production and service provision**		**Process: 7738** Production Statistics 03 Sep 2016
8.5.1 The organization shall implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable: a) the availability of documented information that defines: 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed; 2) the results to be achieved; b) the availability and use of suitable monitoring and measuring resources; c) the implementation of monitoring	**Top Level Document: VOP 08 Production, Reworks, New Production** Revision Document ID31072 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** Revision Document ID88809 Date Revision 06 May 2022 Reviewed 06 May 2022 **Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock** Revision Document ID53615 Date Revision 11 Feb 2021	**Process: 7737** Production In Production List 03 Sep 2016 **Process: 7736** Production Start Job List 03 Sep 2016 **Process: 7682** Check Stock Requirements Supplier Bluepoint 18 Apr 2016 **Process: 7681** Check Stock Requirements Supplier Posey 18 Apr 2016 **Process: 7680** Check Stock Requirements Supplier Envitec 18 Apr 2016 **Process: 7679** Check Stock Requirements Supplier Teledyne 18 Apr 2016 **Process: 7675** Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016

and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met; d) the use of suitable infrastructure and environment for the operation of processes; e) the appointment of competent persons, including any required qualification; f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement; g) the implementation of actions to prevent human error; h) the implementation of release, delivery and post-delivery activities **Control of production and service provision**	Reviewed 11 Feb 2021 **Top Level Document: VOP 22 Picking and Packing Dispatch and Goods Out** Revision Document ID31048 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 27 Software Validation** Revision Document ID91486 Date Revision 10 Jun 2022 Reviewed 10 Jun 2022 **Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID93320 Date Revision 01 Jul 2022 Reviewed 01 Jul 2022 **Audit 03 Design Control** Revision Document ID111315 Date Revision 17 Feb 2023 Reviewed 17 Feb 2023 **Audit 07 Handling and Storage** Revision Document ID117840 Date Revision 02 May 2023 Reviewed 02 May 2023 **Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021 **Audit 24 Service Logs** Revision Document ID68263 Date Revision 26 Aug 2021 Reviewed 26 Aug 2021 **Audit 06 Calibration** Revision Document ID63048 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **VM3COP20.37 Generating a New Service Visit** Revision Document ID17116 Date Revision 28 Jun 2016 Reviewed 28 Jun 2016 **Audit 07 Handling and Storage** Revision Document ID117840 Date Revision 02 May 2023 Reviewed 02 May 2023 **Audit 15 Production** Revision Document ID59614 Date Revision 11 May 2021 Reviewed 11 May 2021 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021 **Audit 01 Picking packing** Revision Document ID109281 Date Revision 25 Jan 2023 Reviewed 25 Jan 2023	**Process: 7401** Responsibility Allocation : VST Calibration 09 Mar 2016 **Process: 7395** Responsibility Allocation : VST Stock Meeting `Goods In` Review 09 Mar 2016 **Process: 7048** Control of monitoring and measuring devices 09 Mar 2016
8.5.2 The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services. The organization shall identify the status of outputs with respect to monitoring and measurement requirements throughout production	**Top Level Document: VOP 09 Repairs and Servicing** Revision Document ID75927 Date Revision 24 Nov 2021 Reviewed 24 Nov 2021 **Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** Revision Document ID75943	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7737** Production In Production List 03 Sep 2016 **Process: 7682** Check Stock Requirements Supplier Bluepoint 18 Apr 2016 **Process: 7681** Check Stock Requirements Supplier Posey 18 Apr 2016

and service provision. The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability. **Identification and traceability**	Date Revision 24 Nov 2021 Reviewed 24 Nov 2021 **Audit 07 Handling and Storage** Revision Document ID117840 Date Revision 02 May 2023 Reviewed 02 May 2023 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021	**Process: 7680** Check Stock Requirements Supplier Envitec 18 Apr 2016 **Process: 7679** Check Stock Requirements Supplier Teledyne 18 Apr 2016 **Process: 7675** Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016 **Process: 7395** Responsibility Allocation : VST Stock Meeting `Goods In` Review 09 Mar 2016 **Process: 8024** Discontinue/Supersede Stock 01 Mar 2023
8.5.3 The organization shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization. The organization shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services. When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred. NOTE A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data. **Property belonging to customers or external providers**	**Top Level Document: VOP 09 Repairs and Servicing** Revision Document ID75927 Date Revision 24 Nov 2021 Reviewed 24 Nov 2021 **Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** Revision Document ID75943 Date Revision 24 Nov 2021 Reviewed 24 Nov 2021 **Audit 07 Handling and Storage** Revision Document ID117840 Date Revision 02 May 2023 Reviewed 02 May 2023 **Audit 11 Repairs, Servicing and Returns** Revision Document ID64142 Date Revision 02 Jul 2021 Reviewed 02 Jul 2021 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021	**Process: 7823** Saftey Tester Data 02 Aug 2017 **Process: 7814** Responsibility Allocation : Viamed Repairs 06 Jun 2017 **Process: 7813** Responsibility Allocation : VST Repairs 06 Jun 2017 **Process: 7812** Responsibility Allocation : Vandagraph Repairs 06 Jun 2017 **Process: 7735** Ensure SOR`s Are Followed Up 01 Sep 2016
8.5.4 The organization shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements. NOTE Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection. **Preservation**	**Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** Revision Document ID88809 Date Revision 06 May 2022 Reviewed 06 May 2022 **Top Level Document: VM3COP27.51 Incoming / Goods in Contamination Control** Revision Document ID74855 Date Revision 12 Nov 2021 Reviewed 12 Nov 2021 **Audit 07 Handling and Storage** Revision Document ID117840 Date Revision 02 May 2023 Reviewed 02 May 2023 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017
8.5.5 The organization shall meet requirements for post-delivery activities associated with the products	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market**	**Process: 7826** Goods In Processes 06 Sep 2017 **Process: 7821** Controlled Waste Description And Transfer 15 Jun 2017 **Process: 7820**

and services. In determining the extent of post-delivery activities that are required, the organization shall consider: a) statutory and regulatory requirements; b) the potential undesired consequences associated with its products and services; c) the nature, use and intended lifetime of its products and services; d) customer requirements; e) customer feedback. NOTE Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal. **Post-delivery activities**	Revision Document ID75461 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 14 Complaints and Corrective Actions** Revision Document ID76091 Date Revision 25 Nov 2021 Reviewed 25 Nov 2021 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021	North Yorkshire Council Waste Tranfer 15 Jun 2017 **Process: 7735** Ensure SOR`s Are Followed Up 01 Sep 2016 **Process: 7427** Responsibility Allocation : VST Customer Complaints 09 Mar 2016 **Process: 7391** Responsibility Allocation : VST Stock Meeting Customer Complaints Review **Mandatory** 09 Mar 2016 **Process: 7389** Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7842** Review VIAMED Product Feedback Negative 23 Sep 2017 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7839** Review VIAMED Feedback - Customer Complaints 23 Sep 2017 **Process: 7838** Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017
8.5.6 The organization shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements. The organization shall retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review. **Control of changes**	**Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
8.6 The organization shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. The organization shall retain documented information on the release of products and services. The documented information shall include: a) evidence of conformity with the acceptance criteria; b) traceability to the person(s) authorizing the release **Release of products and services**	**Top Level Document: VOP 22 Picking and Packing Dispatch and Goods Out** Revision Document ID31048 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Audit 07 Handling and Storage** Revision Document ID117840 Date Revision 02 May 2023 Reviewed 02 May 2023 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017
8.7 **Control of nonconforming outputs**		**Process: 7671** Humanmed Non Conformances 09 Mar 2016

8.7.1 The organization shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. The organization shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services. The organization shall deal with nonconforming outputs in one or more of the following ways: a) correction; b) segregation, containment, return or suspension of provision of products and services; c) informing the customer; d) obtaining authorization for acceptance under concession. Conformity to the requirements shall be verified when nonconforming outputs are corrected.	**Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** Revision Document ID88809 Date Revision 06 May 2022 Reviewed 06 May 2022 **Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock** Revision Document ID53615 Date Revision 11 Feb 2021 Reviewed 11 Feb 2021 **Audit 05 Purchasing suppliers** Revision Document ID69314 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **Audit 07 Handling and Storage** Revision Document ID117840 Date Revision 02 May 2023 Reviewed 02 May 2023 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7826** Goods In Processes 06 Sep 2017 **Process: 7752** SRS Folder 22 Nov 2016 **Process: 7749** Check Repair Quotes 10 Oct 2016 **Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 7684** Repairs Ready For Quote 18 Apr 2016 **Process: 7674** Check Repairs Ready For Invoice List 10 Mar 2016 **Process: 7671** Humanmed Non Conformances 09 Mar 2016 **Process: 7399** Responsibility Allocation : VST Stock Meeting Non Conforming Stock Transfers. (QC19) 09 Mar 2016 **Process: 7394** Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016 **Process: 7390** Responsibility Allocation : VST Stock Meeting Returns Overview - Credits 09 Mar 2016 **Process: 7388** Responsibility Allocation : VST Stock Meeting Returns Overview 09 Mar 2016
8.7.2 The organization shall retain documented information that: a) describes the nonconformity; b) describes the actions taken; c) describes any concessions obtained; d) identifies the authority deciding the action in respect of the nonconformity.	**Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7671** Humanmed Non Conformances 09 Mar 2016 **Process: 7394** Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016

9 Performance evaluation

9 **Performance evaluation**		**Process: 7433** Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016
9.1 **Monitoring, measurement, analysis and evaluation**		
9.1.1 The organization shall determine: a) what needs to be monitored and measured; b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results; c) when the monitoring and measuring shall be performed; d) when the results from monitoring and measurement shall be analysed and evaluated. The organization shall evaluate the performance and the effectiveness of the quality management system. The organization shall retain appropriate documented information as evidence of the results. **General**	**Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions** Revision Document ID90405 Date Revision 25 May 2022 Reviewed 25 May 2022 **Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market** Revision Document ID75461 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 07 Handling and Storage** Revision Document ID117840	**Process: 7693** Collect Repair Filing From Warehouse 22 Apr 2016 **Process: 7692** Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 **Process: 7394** Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016

	Date Revision 02 May 2023 Reviewed 02 May 2023	
9.1.2 The organization shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring and reviewing this information. NOTE Examples of monitoring customer perceptions can include customer surveys, customer feedback on delivered products and services, meetings with customers, market-share analysis, compliments, warranty claims and dealer reports. **Customer satisfaction**	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market** Revision Document ID75461 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 14 Complaints and Corrective Actions** Revision Document ID76091 Date Revision 25 Nov 2021 Reviewed 25 Nov 2021 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021	**Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 7822** Review Oxylink Stock 26 Jul 2017 **Process: 7797** Check Order Are Being Picked In Priority Order 10 May 2017 **Process: 7693** Collect Repair Filing From Warehouse 22 Apr 2016 **Process: 7692** Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 **Process: 7673** Check Expiry Dated Stock 09 Mar 2016 **Process: 7664** Responsibility Allocation : Marketing Job Logger 09 Mar 2016 **Process: 7427** Responsibility Allocation : VST Customer Complaints 09 Mar 2016 **Process: 7394** Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016 **Process: 7391** Responsibility Allocation : VST Stock Meeting Customer Complaints Review **Mandatory** 09 Mar 2016 **Process: 7389** Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7842** Review VIAMED Product Feedback Negative 23 Sep 2017 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7839** Review VIAMED Feedback - Customer Complaints 23 Sep 2017 **Process: 7838** Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017
9.1.3 The organization shall analyse and evaluate appropriate data and information arising from monitoring and measurement. The results of analysis shall be used to evaluate: a) conformity of products and services; b) the degree of customer satisfaction; c) the performance and effectiveness of the quality management system; d) if planning has been implemented effectively; e) the effectiveness of actions taken to address risks and opportunities; f) the performance of external providers; g) the need for improvements to the quality management system.	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market** Revision Document ID75461 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 05 Supplier Control, Supplier Review, Purchase Orders, Supplier Returns and Rejection** Revision Document ID75847 Date Revision 23 Nov 2021 Reviewed 23 Nov 2021 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7822** Review Oxylink Stock 26 Jul 2017 **Process: 7394** Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016 **Process: 27** Management Reviews And Quality Audits 16 Feb 2016 **Process: 7834** Financial Review 20 Sep 2017 **Process: 26** Company Resources 16 Feb 2016 **Process: 7713** Review Roles And Responsibilitys 17 Aug 2016 **Process: 7837** Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7841**

NOTE Methods to analyse data can include statistical techniques. **Analysis and evaluation**		Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7846** ISO System Management Review Viamed 26 Sep 2017 **Process: 7848** Review ISO Scopes 27 Sep 2017 **Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 7871** Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017 **Process: 7876** Maintain Update Of ISO Route Maps 21 Oct 2017 **Process: 7878** Review Possible Upcoming Regulation Changes 22 Oct 2017 **Process: 28** Supplier Review 16 Feb 2016 **Process: 5889** Responsibility Allocation : Audit And Task - Audit 24 Feb 2016 **Process: 7071** Post Market Surveillance 09 Mar 2016 **Process: 7199** Non Conformities Review Viamed 09 Mar 2016 **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7827** Review The Quality Policy VST 16 Sep 2017 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017 **Process: 6829** Supplier Review - Outstanding orders 09 Mar 2016 **Process: 6832** Supplier Review Future orders 09 Mar 2016 **Process: 7091** Calibration Index 09 Mar 2016 **Process: 5881** Training Records Review 18 Feb 2016 **Process: 7847** Health And Safety Review 26 Sep 2017 **Process: 7793** Team Review Meeting 16 Mar 2017
9.2 **Internal audi**		**Process: 7781** Audit 23 Analysis Of Data VST 08 Feb 2017 **Process: 7780** Audit 22 Post Market Survellance VST 08 Feb 2017 **Process: 7779** Audit 21 Audit Of Audit VST 08 Feb 2017 **Process: 7778** Audit 20 Process Verification To Managment VST 08 Feb 2017 **Process: 7777** Audit 19 Health And Saftey VST 08 Feb 2017 **Process: 7776** Audit 17 Internal Audits VST 08 Feb 2017 **Process: 7775** Audit 15 Production VST 08 Feb 2017 **Process: 7774** Audit 14 Complaints And Corrective Actions VST 08 Feb 2017 **Process: 7773** Audit 12 CE Files VST 08 Feb 2017 **Process: 7772** Audit 11 Repairs And Service VST 08 Feb 2017 **Process: 7771** Audit 10b Process Verification VST 08 Feb 2017 **Process: 7770**

		Audit 10 Documentation Control VST 08 Feb 2017 **Process: 7769** Audit 09 Goods Inward And Product Identity VST 08 Feb 2017 **Process: 7768** Audit 08 Training VST 08 Feb 2017 **Process: 7767** Audit 07 Handling And Storage VST 08 Feb 2017 **Process: 7766** Audit 06 Calibration VST 08 Feb 2017 **Process: 7765** Audit 05 Purchasing Suppliers VST 08 Feb 2017 **Process: 7764** Audit 03 Design Control VST 08 Feb 2017 **Process: 7763** Audit 02 Contract Review VST 08 Feb 2017 **Process: 7762** Audit 01 Picking Packing VST 08 Feb 2017 **Process: 7733** Audit 23 Analysis Of Data Viamed 24 Aug 2016 **Process: 7732** Audit 22 Post Market Surveillance Viamed 24 Aug 2016 **Process: 7731** Audit 21 Audit Of Audit Viamed 24 Aug 2016 **Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016 **Process: 7729** Audit 19 Health And Saftey Viamed 24 Aug 2016 **Process: 7728** Audit 17 Internal Audits Viamed 24 Aug 2016 **Process: 7727** Audit 15 Production Viamed 24 Aug 2016 **Process: 7726** Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016 **Process: 7725** Audit 12 CE Files Viamed 24 Aug 2016 **Process: 7724** Audit 11 Repairs And Service Viamed 24 Aug 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016 **Process: 7721** Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016 **Process: 7720** Audit 08 Training Viamed 24 Aug 2016 **Process: 7719** Audit 07 Handling And Storage Viamed 24 Aug 2016 **Process: 7718** Audit 06 Calibration Viamed 24 Aug 2016 **Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 **Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7715** Audit 02 Contract Review Viamed 24 Aug 2016 **Process: 7714** Audit 01 Picking Packing Viamed 24 Aug 2016
9.2.1 The organization shall conduct internal audits at planned intervals to provide information on whether the quality management system: a) conforms to: 1) the organization's own requirements for its quality management system;	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market** Revision Document ID75461 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 17 Internal Audits** Revision Document ID77209	**Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7668** Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 **Process: 8019** Audit 04 Accounts And Finance VST 14 Sep 2022

2) the requirements of this International Standard; b) is effectively implemented and maintained.	Date Revision 08 Dec 2021 Reviewed 08 Dec 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 21 Audit of Audit** Revision Document ID77289 Date Revision 09 Dec 2021 Reviewed 09 Dec 2021	
9.2.2 The organization shall: a) plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits; b) define the audit criteria and scope for each audit; c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process; d) ensure that the results of the audits are reported to relevant management; e) take appropriate correction and corrective actions without undue delay; f) retain documented information as evidence of the implementation of the audit programme and the audit results. NOTE See ISO 19011 for guidance.	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market** Revision Document ID75461 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 21 Audit of Audit** Revision Document ID77289 Date Revision 09 Dec 2021 Reviewed 09 Dec 2021	**Process: 8019** Audit 04 Accounts And Finance VST 14 Sep 2022
9.3 **Management review**		
9.3.1 Top management shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization. **General**	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market** Revision Document ID75461 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	
9.3.2 9.3.2 Management review inputs The management review shall be planned and carried out taking into consideration: a) the status of actions from previous management reviews; b) changes in external and internal issues that are relevant to the quality management system; c) information on the performance and effectiveness of the quality management system, including trends in: 1) customer satisfaction and feedback from relevant interested	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market** Revision Document ID75461 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	**Process: 7831** Intrastats Debtors And Creditor Figures 18 Sep 2017 **Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 7673** Check Expiry Dated Stock 09 Mar 2016 **Process: 7671** Humanmed Non Conformances 09 Mar 2016 **Process: 7427** Responsibility Allocation : VST Customer Complaints 09 Mar 2016 **Process: 7391** Responsibility Allocation : VST Stock Meeting Customer Complaints Review **Mandatory** 09 Mar 2016

parties; 2) the extent to which quality objectives have been met; 3) process performance and conformity of products and services; 4) nonconformities and corrective actions; 5) monitoring and measurement results; 6) audit results; 7) the performance of external providers; d) the adequacy of resources; e) the effectiveness of actions taken to address risks and opportunities (see 6.1); f) opportunities for improvement. **Management review inputs**		**Process: 7389** Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7862** Review The Audit Calender Screen 04 Oct 2017 **Process: 7834** Financial Review 20 Sep 2017 **Process: 5877** Review Company Data 17 Feb 2016 **Process: 7070** Management Review 09 Mar 2016 **Process: 7713** Review Roles And Responsibilitys 17 Aug 2016 **Process: 7846** ISO System Management Review Viamed 26 Sep 2017 **Process: 7848** Review ISO Scopes 27 Sep 2017 **Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 7871** Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017 **Process: 7876** Maintain Update Of ISO Route Maps 21 Oct 2017 **Process: 7878** Review Possible Upcoming Regulation Changes 22 Oct 2017 **Process: 7125** Responsibility Allocation : Intrastats Urgent Problems 09 Mar 2016 **Process: 28** Supplier Review 16 Feb 2016 **Process: 5887** Review ISO/EN Documents 24 Feb 2016 **Process: 7199** Non Conformities Review Viamed 09 Mar 2016 **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7827** Review The Quality Policy VST 16 Sep 2017 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017 **Process: 6829** Supplier Review - Outstanding orders 09 Mar 2016 **Process: 6832** Supplier Review Future orders 09 Mar 2016 **Process: 7753** Management Meeting Warehouse 22 Nov 2016 **Process: 5881** Training Records Review 18 Feb 2016 **Process: 6851** Review Accident Book 09 Mar 2016 **Process: 7847** Health And Safety Review 26 Sep 2017
9.3.3 The outputs of the management review shall include decisions and actions related to: a) opportunities for improvement; b) any need for changes to the quality management system; c) resource needs.	**Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 20 Process verification to Managment** Revision Document ID73324	

The organization shall retain documented information as evidence of the results of management reviews. **Management review outputs**	Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	

1 Improvement

10 **Improvement**		**Process: 7433** Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016
10.1 The organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These shall include: a) improving products and services to meet requirements as well as to address future needs and expectations; b) correcting, preventing or reducing undesired effects; c) improving the performance and effectiveness of the quality management system. NOTE Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization. **General**	**Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions** Revision Document ID90405 Date Revision 25 May 2022 Reviewed 25 May 2022 **Audit 14 Complaints and Corrective Actions** Revision Document ID76091 Date Revision 25 Nov 2021 Reviewed 25 Nov 2021 **Chart 08 Correction and Prevention** Revision Document ID8682 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **VM3COP27.09 Reduce goldmine Mailbox preventative maintenance** Revision Document ID14907 Date Revision 02 Apr 2015 Reviewed 02 Apr 2015	**Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 7822** Review Oxylink Stock 26 Jul 2017 **Process: 7387** Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
10.2 **Nonconformity and corrective action**	**Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions** Revision Document ID90405 Date Revision 25 May 2022 Reviewed 25 May 2022 **Audit 14 Complaints and Corrective Actions** Revision Document ID76091 Date Revision 25 Nov 2021 Reviewed 25 Nov 2021	**Process: 7671** Humanmed Non Conformances 09 Mar 2016
10.2.1 When a nonconformity occurs, including any arising from complaints, the organization shall: a) react to the nonconformity and, as applicable: 1) take action to control and correct it; 2) deal with the consequences; b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by: 1) reviewing and analysing the nonconformity; 2) determining the causes of the nonconformity; 3) determining if similar nonconformities exist, or could potentially occur; c) implement any action needed; d) review the effectiveness of any corrective action taken; e) update risks and opportunities	**Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions** Revision Document ID90405 Date Revision 25 May 2022 Reviewed 25 May 2022 **Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd** Revision Document ID75995 Date Revision 24 Nov 2021 Reviewed 24 Nov 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 14 Complaints and Corrective Actions** Revision Document ID76091	**Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7748** Check Repair Orders 10 Oct 2016 **Process: 7427** Responsibility Allocation : VST Customer Complaints 09 Mar 2016 **Process: 7391** Responsibility Allocation : VST Stock Meeting Customer Complaints Review **Mandatory** 09 Mar 2016 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017

determined during planning, if necessary; f) make changes to the quality management system, if necessary. Corrective actions shall be appropriate to the effects of the nonconformities encountered.	Date Revision 25 Nov 2021 Reviewed 25 Nov 2021	
10.2.2 The organization shall retain documented information as evidence of: a) the nature of the nonconformities and any subsequent actions taken; b) the results of any corrective action.	**Top Level Document: VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** Revision Document ID75475 Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd** Revision Document ID75995 Date Revision 24 Nov 2021 Reviewed 24 Nov 2021 **Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions** Revision Document ID90405 Date Revision 25 May 2022 Reviewed 25 May 2022 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
10.3 The organization shall continually improve the suitability, adequacy and effectiveness of the quality management system. The organization shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement. **Continual improvement**	**Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	

Document ID	Sub Processes
ID24442	**VST ISO 9001:2015 Scope** **Process: 7848** Review ISO Scopes 27 Sep 2017
ID22062	**VM3COP00.00 VOP00.00 VST Quality Statement policy and objectives** **Process: 23** Company Objectives 16 Feb 2016 **Process: 7827** Review The Quality Policy VST 16 Sep 2017 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017
ID29373	**VM3COP02.02 VST Company Responsibilitys organisation chart structure** **Process: 5877** Review Company Data 17 Feb 2016
ID99512	**VOP 24 Needs, Risks and Expectations of External Parties** **Process: 8025** Check We Do Not Require A EU European Representatives 09 Mar 2023
ID73320	**Audit 18 Management Review** **Process: 55** Business Continuity Plan 17 Feb 2016 **Process: 23** Company Objectives 16 Feb 2016 **Process: 6813** Management Meeting Turnover Report 09 Mar 2016 **Process: 27** Management Reviews And Quality Audits 16 Feb 2016 **Process: 22** Company Policys 16 Feb 2016 **Process: 7750** Meeting With Management 14 Oct 2016 **Process: 7793** Team Review Meeting 16 Mar 2017 **Process: 7753** Management Meeting Warehouse 22 Nov 2016 **Process: 6861** Management Meeting Review Weekly Meeting 09 Mar 2016 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017

	Process: 7834 Financial Review 20 Sep 2017 **Process: 26** Company Resources 16 Feb 2016 **Process: 30** Responsibility Allocation : MHRA Licences And Notifications 16 Feb 2016 **Process: 31** Responsibility Allocation : Notified Body Notifications 16 Feb 2016 **Process: 32** MDALL Listings 16 Feb 2016 **Process: 7057** Responsibility Allocation : Complaints and Vigilance Notifications 09 Mar 2016 **Process: 7070** Management Review 09 Mar 2016 **Process: 29** Responsibility Allocation : CMDCAS Updates And Licences 16 Feb 2016 **Process: 5889** Responsibility Allocation : Audit And Task - Audit 24 Feb 2016 **Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7829** **Process: 6871** ISO14001 Environmental management systems 09 Mar 2016 **Process: 7874** Review For Latest Version Med Dev 2.12. 18 Oct 2017 **Process: 7877** Disaster Planning 21 Oct 2017 **Process: 7876** Maintain Update Of ISO Route Maps 21 Oct 2017 **Process: 7878** Review Possible Upcoming Regulation Changes 22 Oct 2017 **Process: 7886** Audit 18 Management Review Viamed 24 Oct 2017 **Process: 7887** Audit 18 Management Review VST 24 Oct 2017 **Process: 7890** New UPS Rates Needs Checking 24 Oct 2017 **Process: 7888** Review Processes Linked To VOPs And Audits 24 Oct 2017 **Process: 7895** FDA Device Establishment Registration 29 Oct 2017 **Process: 7912** Review The Personel Information We Collect Or Store 20 Sep 2018 **Process: 7913** Review Personnel Files 20 Sep 2018 **Process: 7918** Backup Jeans Local Folder 08 Nov 2018 **Process: 7964** Check Roles And Tasks For Incomplete Data 29 Oct 2020 **Process: 7980** Review Gov Website For Applicable Required Standards ISO9001 15 Nov 2021 **Process: 7972** ISO System Management Review Vst 26 Oct 2021 **Process: 7977** Review The Agenda For The Management Review / Board Meeting Prior To The Annual Meeting 11 Nov 2021 **Process: 7978** Regulatory Requirements and Review of QC21 form template 11 Nov 2021 **Process: 7979** Review The Template Of The QC 21 Form To Ensure It Is Current And Valid 12 Nov 2021 **Process: 7981** Review Process Updates For Risk To Systems 18 Nov 2021 **Process: 8018** Wednesday Meeting 09 Aug 2022 **Process: 8026** Automotive Competitor Price Review 10 Mar 2023 **Process: 8025** Check We Do Not Require A EU European Representatives 09 Mar 2023
ID75407	**VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** **Process: 5940** Thumb Nail Processor 07 Mar 2016 **Process: 7827** Review The Quality Policy VST 16 Sep 2017 **Process: 7828** Review The Quality Policy Viamed 16 Sep 2017 **Process: 5934** Responsibility Allocation : Staff Training 05 Mar 2016 **Process: 7032** Responsibility Allocation : Document Requirements 09 Mar 2016 **Process: 41** Responsibility Allocation : Documentation Control 16 Feb 2016 **Process: 59** Out Of Date Documents 17 Feb 2016 **Process: 5851** Duplicate Documents 17 Feb 2016 **Process: 5852** Responsibility Allocation : Retention Of Records 17 Feb 2016 **Process: 7130** Intrastats Information for Intrastats and L Drive 09 Mar 2016 **Process: 5890** Check Website ISO Documents 24 Feb 2016 **Process: 7200** Responsibility Allocation : ISO Issues 09 Mar 2016 **Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7941** Check Leaflets, Letterhead And Other Paperwork To See If The Correct BSI Logo Is In Use. Remove All Old If Found. 23 Sep 2019 **Process: 7987** Sync External Telephone Logs 07 Feb 2022 **Process: 7992** COSHH Datasheet Reminders 07 Feb 2022 **Process: 8001** Verification Stock Linked To Documents 08 Feb 2022 **Process: 8029** Send Intercompany Invoices To Jean 12 Apr 2023
ID73324	**Audit 20 Process verification to Managment** **Process: 7701** AWS Amazon Web Services 23 May 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016 **Process: 7827** Review The Quality Policy VST 16 Sep 2017 **Process: 7828** Review The Quality Policy Viamed 16 Sep 2017 **Process: 7771** Audit 10b Process Verification VST 08 Feb 2017 **Process: 7778** Audit 20 Process Verification To Managment VST 08 Feb 2017 **Process: 6866** Internal Process Verification Complete Systems Review 09 Mar 2016 **Process: 7755** Fast Hosts Invoice 08 Dec 2016 **Process: 7845** 7.1.4 Environment Of Operations 25 Sep 2017 **Process: 7846** ISO System Management Review Viamed 26 Sep 2017 **Process: 7837** Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 **Process: 7832** Cleardown Emailed Invoices 20 Sep 2017 **Process: 7848** Review ISO Scopes 27 Sep 2017

	Process: 7851 Software Validation Scan Un-QA Product To Order 01 Oct 2017 **Process: 7852** Software Validation Expired Stock 01 Oct 2017 **Process: 7853** Software Validation Non Sell Able Shelf 01 Oct 2017 **Process: 7854** Software Validation In Production List 01 Oct 2017 **Process: 7855** Software Validation - Production Lists 01 Oct 2017 **Process: 7856** Software Validation Unchecked Orders 01 Oct 2017 **Process: 7857** Software Validation Stock Tracking Check 01 Oct 2017 **Process: 7858** Software Validation Attempt To QA Some Stock 01 Oct 2017 **Process: 7861** Software Validation Of Training Documents Forced Reading 03 Oct 2017 **Process: 7850** Software Validation Scan Incorrect Product 01 Oct 2017 **Process: 7871** Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017 **Process: 7865** Software Validation Conflicting Audits 07 Oct 2017 **Process: 7870** Software Validation Non Conformance Product Risk Feedback Loop 15 Oct 2017 **Process: 7879** Software Validation Scheduled Tasks And Audits 22 Oct 2017 **Process: 7875** Software Validation Document Control 20 Oct 2017 **Process: 7880** Software Validation Out Of Date Documents 22 Oct 2017 **Process: 7881** Software Validation - Live Orders 22 Oct 2017
ID63807	**Audit 10 Documentation Control** **Process: 10** Distribution Of Emails 16 Feb 2016 **Process: 5939** Responsibility Allocation : Email ISP Routing 05 Mar 2016 **Process: 5940** Thumb Nail Processor 07 Mar 2016 **Process: 11** Distribution Of Post 16 Feb 2016 **Process: 6** Responsibility Allocation : Updating Contact Management System 16 Feb 2016 **Process: 52** Software Verification Clear Down Backup Emails 16 Feb 2016 **Process: 53** Emails 16 Feb 2016 **Process: 7672** Off Site Backup 09 Mar 2016 **Process: 7700** Domain Name Management 19 May 2016 **Process: 9** Distribution Of Faxes 16 Feb 2016 **Process: 15** Filing and Archiving 16 Feb 2016 **Process: 7711** Import Bank CSV 01 Jul 2016 **Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016 **Process: 7693** Collect Repair Filing From Warehouse 22 Apr 2016 **Process: 12** Responsibility Allocation : Sales And Technical Information Processing 16 Feb 2016 **Process: 16** Responsibility Allocation : Photocopying 16 Feb 2016 **Process: 5901** Link Call Log Contacts To The CRM 02 Mar 2016 **Process: 7699** Shred Sensitive Paperwork In JL Office 19 May 2016 **Process: 7705** Checking For Uploaded Files 08 Jun 2016 **Process: 7754** **Process: 7770** Audit 10 Documentation Control VST 08 Feb 2017 **Process: 6938** Responsibility Allocation : Customer Database Updates 09 Mar 2016 **Process: 6940** Responsibility Allocation : Customer Ongoing task List 09 Mar 2016 **Process: 7090** Responsibility Allocation : Office Procedures 09 Mar 2016 **Process: 7032** Responsibility Allocation : Document Requirements 09 Mar 2016 **Process: 41** Responsibility Allocation : Documentation Control 16 Feb 2016 **Process: 59** Out Of Date Documents 17 Feb 2016 **Process: 5851** Duplicate Documents 17 Feb 2016 **Process: 5852** Responsibility Allocation : Retention Of Records 17 Feb 2016 **Process: 7124** Responsibility Allocation : Intrastats 09 Mar 2016 **Process: 7125** Responsibility Allocation : Intrastats Urgent Problems 09 Mar 2016 **Process: 7126** Intrastats Requested Page updates 09 Mar 2016 **Process: 7127** Responsibility Allocation : Intrastats Unfinished in progress Processes 09 Mar 2016 **Process: 7128** Responsibility Allocation : Intrastats Future Features needed 09 Mar 2016 **Process: 7129** Intrastats Cross Reference Database Tables Updates 09 Mar 2016 **Process: 7130** Intrastats Information for Intrastats and L Drive 09 Mar 2016 **Process: 7131** Responsibility Allocation : Intrastats Opera 09 Mar 2016 **Process: 7133** Responsibility Allocation : Intrastats Contact Manager 09 Mar 2016 **Process: 7739** Intrastats Amendment Log 12 Sep 2016 **Process: 5877** Review Company Data 17 Feb 2016 **Process: 44** Secure Socket Level Certificate 16 Feb 2016 **Process: 5890** Check Website ISO Documents 24 Feb 2016 **Process: 7863** Maintain Repair Codes List 05 Oct 2017 **Process: 7922** Back Up Emily`s Accounts Docs 04 Jan 2019 **Process: 7987** Sync External Telephone Logs 07 Feb 2022 **Process: 7992** COSHH Datasheet Reminders 07 Feb 2022 **Process: 8001** Verification Stock Linked To Documents 08 Feb 2022 **Process: 8029** Send Intercompany Invoices To Jean 12 Apr 2023
ID8700	**Chart 27 Customer Complaints Chart 27** **Process: 7743** Customer Complaints Paper File 26 Sep 2016
ID70147	**Audit 08 Training, Competence and Human Resources** **Process: 7720** Audit 08 Training Viamed 24 Aug 2016

	Process: 6839 Responsibility Allocation : Personnel Holidays and Time Adjustments 09 Mar 2016 **Process: 5881** Training Records Review 18 Feb 2016 **Process: 5904** Taking On New Staff 02 Mar 2016 **Process: 5936** Wages Calculations 05 Mar 2016 **Process: 6837** Personnel Requirements and Training 09 Mar 2016 **Process: 6851** Review Accident Book 09 Mar 2016 **Process: 6877** Responsibility Allocation : Alarm Key Holders 09 Mar 2016 **Process: 6906** Responsibility Allocation : Time Working Away 09 Mar 2016 **Process: 6928** Responsibility Allocation : Staff 09 Mar 2016 **Process: 7074** **Process: 7759** Health Declaration Sheet 23 Jan 2017 **Process: 7768** Audit 08 Training VST 08 Feb 2017 **Process: 5934** Responsibility Allocation : Staff Training 05 Mar 2016 **Process: 38** Audits Up to Date and Confirm next years Audit schedule 16 Feb 2016 **Process: 6841** Responsibility Allocation : Grants 09 Mar 2016 **Process: 7070** Management Review 09 Mar 2016 **Process: 7713** Review Roles And Responsibilitys 17 Aug 2016 **Process: 7883** Appraisal 23 Oct 2017 **Process: 7884** Pay Review 23 Oct 2017 **Process: 7908** Private Information Data 27 Jul 2018 **Process: 7907** Annual Review Doc Management 27 Jul 2018 **Process: 7937** Diversity Impact Assessment 27 Jun 2019 **Process: 7951** Server Review 05 Mar 2020 **Process: 7982** Check There Are No Changes To Employment Law 21 Nov 2021 **Process: 7983** To Check On Line And See If There Have Been Any Changes To Gdpr We Need To Be Aware Of. 21 Nov 2021
ID22684	**VM3COP00.00 VOP00.00 Viamed Quality Statement policy and objectives** **Process: 23** Company Objectives 16 Feb 2016 **Process: 22** Company Policys 16 Feb 2016 **Process: 7828** Review The Quality Policy Viamed 16 Sep 2017 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017
ID27474	**VM3COP02.02 Viamed Company Responsibilitys organisation chart structure** **Process: 5877** Review Company Data 17 Feb 2016
ID93320	**VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** **Process: 39** Enviromental Policy Document Review 16 Feb 2016 **Process: 7741** Review Ethical Policy 14 Sep 2016 **Process: 6839** Responsibility Allocation : Personnel Holidays and Time Adjustments 09 Mar 2016 **Process: 5881** Training Records Review 18 Feb 2016 **Process: 5904** Taking On New Staff 02 Mar 2016 **Process: 6837** Personnel Requirements and Training 09 Mar 2016 **Process: 6877** Responsibility Allocation : Alarm Key Holders 09 Mar 2016 **Process: 6906** Responsibility Allocation : Time Working Away 09 Mar 2016 **Process: 6928** Responsibility Allocation : Staff 09 Mar 2016 **Process: 7074** **Process: 7042** Responsibility Allocation : Work Environment 09 Mar 2016 **Process: 5934** Responsibility Allocation : Staff Training 05 Mar 2016 **Process: 5874** Childcare Vouchers Edenred 17 Feb 2016 **Process: 7753** Management Meeting Warehouse 22 Nov 2016 **Process: 34** Responsibility Allocation : Insurance Is Upto Date 16 Feb 2016 **Process: 5869** Responsibility Allocation : Legal Company Car Registration 17 Feb 2016 **Process: 6841** Responsibility Allocation : Grants 09 Mar 2016 **Process: 6843** **Process: 6861** Management Meeting Review Weekly Meeting 09 Mar 2016 **Process: 30** Responsibility Allocation : MHRA Licences And Notifications 16 Feb 2016 **Process: 31** Responsibility Allocation : Notified Body Notifications 16 Feb 2016 **Process: 32** MDALL Listings 16 Feb 2016 **Process: 7033** Responsibility Allocation : Management commitment to ISO 09 Mar 2016 **Process: 7037** Responsibility Allocation : Responsibility, authority and communication 09 Mar 2016 **Process: 7057** Responsibility Allocation : Complaints and Vigilance Notifications 09 Mar 2016 **Process: 7713** Review Roles And Responsibilitys 17 Aug 2016 **Process: 7837** Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 **Process: 29** Responsibility Allocation : CMDCAS Updates And Licences 16 Feb 2016 **Process: 7848** Review ISO Scopes 27 Sep 2017 **Process: 7891** Fire Alarm Evacuation Drill 25 Oct 2017 **Process: 7908** Private Information Data 27 Jul 2018 **Process: 7907** Annual Review Doc Management 27 Jul 2018 **Process: 7937** Diversity Impact Assessment 27 Jun 2019 **Process: 7961** R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply 05 Oct 2020 **Process: 7982** Check There Are No Changes To Employment Law 21 Nov 2021

	Process: 7983 To Check On Line And See If There Have Been Any Changes To Gdpr We Need To Be Aware Of. 21 Nov 2021
ID17423	**VM3COP02 Organisation Responsibilities Viamed** **Process: 6967** Responsibility Allocation : VIAMED Stock Meeting Repairs Review - Pulse Oximetry Sensors 09 Mar 2016 **Process: 7900** Royal Mail - Mail Retention Form 29 Mar 2018
ID21800	**VM3COP19 Health and Safety** **Process: 6855** Risk Assessment HSE 09 Mar 2016
ID22429	**Viamed Top Level Quality Objectives** **Process: 23** Company Objectives 16 Feb 2016
ID31036	**VOP 18 Maintenance Building, Fabric and Infrastructure** **Process: 5856** Cleaning The Kitchen 17 Feb 2016 **Process: 5853** Vacuuming Of The Office, Hall And Meeting Room 17 Feb 2016 **Process: 5900** Cleaning Of Office Windows 25 Feb 2016 **Process: 5878** Empty Office Bins 18 Feb 2016 **Process: 5912** Responsibility Allocation : Main Recycle Bins 03 Mar 2016 **Process: 5906** Empty Paper Bins 03 Mar 2016 **Process: 7805** Empty Kitchen Bins 22 May 2017 **Process: 5909** Empty Warehouse Bins 03 Mar 2016 **Process: 7706** Update Virus Software And Scan For Viruses 10 Jun 2016 **Process: 7802** Clean Kitchen Sides 22 May 2017 **Process: 7803** Dishwashing 22 May 2017 **Process: 7804** Sweep Kitchen Floor 22 May 2017 **Process: 7806** Watering Plants 22 May 2017 **Process: 7807** **Process: 54** Responsibility Allocation : Gents Toilets 17 Feb 2016 **Process: 5907** Hoover Warehouse 03 Mar 2016 **Process: 5908** Sweep Warehouse 03 Mar 2016 **Process: 5910** Clean Duckets 03 Mar 2016 **Process: 5911** Clear Cardboard 03 Mar 2016 **Process: 7698** Clean Toilets 17 May 2016 **Process: 7131** Responsibility Allocation : Intrastats Opera 09 Mar 2016 **Process: 7133** Responsibility Allocation : Intrastats Contact Manager 09 Mar 2016 **Process: 7132** Responsibility Allocation : Intrastats Goldmine 09 Mar 2016 **Process: 7896** Tree In Car Park 22 Dec 2017
ID69457	**Audit 16 Sales and Marketing** **Process: 21** Office Sales Projects 16 Feb 2016 **Process: 17** **Process: 40** Responsibility Allocation : Calender 16 Feb 2016 **Process: 5870** Book Arab Health 17 Feb 2016 **Process: 19** Maintaining Leaflet Stocks 16 Feb 2016 **Process: 20** Processing Of Mail Shots 16 Feb 2016 **Process: 5873** Distributor Contract Reviews 17 Feb 2016 **Process: 5885** Responsibility Allocation : Monthly Reports 24 Feb 2016 **Process: 5883** Responsibility Allocation : Monthly Sales Report 24 Feb 2016 **Process: 6888** Viamed Automotive UK 09 Mar 2016 **Process: 6898** GHX Web Pricing 09 Mar 2016 **Process: 5884** Responsibility Allocation : Monthly Report 24 Feb 2016 **Process: 5886** Responsibility Allocation : Monthly Report 24 Feb 2016 **Process: 6891** Responsibility Allocation : Exhibitions Co-ordinator 09 Mar 2016 **Process: 7909** EAN GTIN Online Database 06 Aug 2018 **Process: 7920** Sales Warnings 20 Dec 2018 **Process: 7927** Contract Pricing Review 14 Feb 2019 **Process: 7926** Sales Forecasts Export 22 Jan 2019 **Process: 7921** VST Bags And Grey Sensor 03 Jan 2019 **Process: 7925** Providing Ebay Feedback 16 Jan 2019 **Process: 7916** Google Webmaster Tools 16 Oct 2018 **Process: 7931** Competitor Pricing 14 Mar 2019 **Process: 7949** Sales Projects Send To Sales Team 04 Mar 2020 **Process: 7947** **8010004 - JJ-CCR Oxygen Sensor Orders 12 May 2023 **Process: 7948** 8010006 - REVo Oxygen Sensor Orders 04 Mar 2020 **Process: 7950** Envitec Oxygen Sensor Parts Stock Check 05 Mar 2020 **Process: 7959** Audit 16 Sales And Marketing Viamed 28 Sep 2020 **Process: 7960** Audit 16 Sales And Marketing VST 28 Sep 2020
ID69328	**Audit 02 Contract Review and Sales Order Processing** **Process: 5** Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016 **Process: 36** Emailing Of Invoices 16 Feb 2016 **Process: 5892** Checking EBay And Amazon For Orders And Messages 25 Feb 2016 **Process: 5894** Checking Of Active List 25 Feb 2016

Process: 7 Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016
Process: 5943 Check Cardea And Multiquote 08 Mar 2016
Process: 5891 Processing Of Repair Quotes And Orders 25 Feb 2016
Process: 2 Answering Telephones 16 Feb 2016
Process: 37 West Yorkshire Ambulance Stock 16 Feb 2016
Process: 5945 Responsibility Allocation : Sending Samples 08 Mar 2016
Process: 5946 Responsibility Allocation : Sending Sale Or Returns 08 Mar 2016
Process: 5948 Adding New Accounts To Opera 08 Mar 2016
Process: 5949 Filling Credit Card Slips 08 Mar 2016
Process: 5895 Responsibility Allocation : Completing Office Job List 25 Feb 2016
Process: 5875 Check Paypal For Orders 17 Feb 2016
Process: 7675 Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016
Process: 5944 Responsibility Allocation : Chasing Lost Customers 08 Mar 2016
Process: 3 Responsibility Allocation : Meeting And Greeting Visitors To The Company 16 Feb 2016
Process: 4 Responsibility Allocation : Assisting With Refreshments For Visitors 16 Feb 2016
Process: 7676 PDFing Of Invoices Viamed 17 Mar 2016
Process: 7696 Send VIAMED Delivery Notifications 28 Apr 2016
Process: 5893 Answering Website Questions 25 Feb 2016
Process: 7678 Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016
Process: 5899 Proforma And Quote Chasing 25 Feb 2016
Process: 7710 Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016
Process: 14 Fax Paper 16 Feb 2016
Process: 5882 Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
Process: 7715 Audit 02 Contract Review Viamed 24 Aug 2016
Process: 7734 Responsibility Allocation : Humanmed Order Processing 25 Aug 2016
Process: 7677
Process: 6954 Back Orders Review - By Customer 09 Mar 2016
Process: 8 Responsibility Allocation : Order And Status Liaison With Customers 16 Feb 2016
Process: 5896 Responsibility Allocation : Ensuring ORD`s Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016
Process: 5897 Responsibility Allocation : Franking Mail 25 Feb 2016
Process: 5913 Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016
Process: 5947 Responsibility Allocation : Search For Distributors 08 Mar 2016
Process: 6958 Responsibility Allocation : Shipped Order Queries 09 Mar 2016
Process: 7686 Thorough Checking Of Awaiting Action Tray - Priority 8s 21 Apr 2016
Process: 7709 Delivered not Invoiced 28 Jun 2016
Process: 7712 Review Inward Payments 01 Jul 2016
Process: 7735 Ensure SOR`s Are Followed Up 01 Sep 2016
Process: 7758 Check For GHX Orders 17 Jan 2017
Process: 7761 Send VST Delivery Notifications 01 Feb 2017
Process: 7783 PDF VST Invoices And Purchase Orders 10 Feb 2017
Process: 7795 Answering UK Web Questions 27 Apr 2017
Process: 7822 Review Oxylink Stock 26 Jul 2017
Process: 7791 Price List Check 10 Mar 2017
Process: 7763 Audit 02 Contract Review VST 08 Feb 2017
Process: 7808 Ensure All Invoice Correctly Tagged 02 Jun 2017
Process: 5872 Check Sale Or Returns Export 17 Feb 2016
Process: 5871 Check Sale Or Returns 17 Feb 2016
Process: 5876 E.Commerce Cardea And Multiquote 17 Feb 2016
Process: 7782 Remove Started But Not Used Order Numbers 08 Feb 2017
Process: 6956 Responsibility Allocation : Sales Order Issues 09 Mar 2016
Process: 6921 Responsibility Allocation : Customer pricing agreements 09 Mar 2016
Process: 6922
Process: 6959 Responsibility Allocation : Sales Forward Orders Review 09 Mar 2016
Process: 7801 VST Price Review 17 May 2017
Process: 5905 Responsibility Allocation : Price Checking 02 Mar 2016
Process: 6950
Process: 7697 Yearly Pricing Review 09 May 2016
Process: 7670 Humanmed general Issues 09 Mar 2016
Process: 7872 Embargo Countries NOT Allowed To Sell To 16 Oct 2017
Process: 7893 VST Price Lists 28 Oct 2017
Process: 7894 VST Customer Agreements 28 Oct 2017
Process: 7936 B2B Router / Peppol Responsibilitys 19 Jun 2019
Process: 7941 Check Leaflets, Letterhead And Other Paperwork To See If The Correct BSI Logo Is In Use. Remove All Old If Found. 23 Sep 2019
Process: 7953 Vandagraph Delivery Notifications 26 May 2020
Process: 7954 Vandagraph Email Of Invoices 26 May 2020
Process: 7955 Vandagraph Shipper SignOff Collection 26 May 2020
Process: 7970 Proforma And Quote Chasing Ryan 31 Aug 2021
Process: 7971 Proforma And Quote Chasing Steve Hardaker 31 Aug 2021
Process: 8005 Verification Of SRS Information added 17 Feb 2022

	Process: 7988 Verification Contact Details Internal CRM 07 Feb 2022 **Process: 7989** Verification Contact Details Accounts 07 Feb 2022 **Process: 8020** Checking Proformas And Quotes Vandagraph To The Bank 05 Dec 2022 **Process: 8023** Vandagraph Check Shopify Order Delivery Notifications 17 Feb 2023 **Process: 8027** Update Pricing For Viamed Shopify 11 Apr 2023 **Process: 8028** Viamed Shopify Sales Report Export 11 Apr 2023
ID109281	**Audit 01 Picking packing** **Process: 7714** Audit 01 Picking Packing Viamed 24 Aug 2016 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 5859** Review Un-shipped Parcels 17 Feb 2016 **Process: 6970** **Process: 7691** Ship Sale Or Returns 21 Apr 2016 **Process: 7762** Audit 01 Picking Packing VST 08 Feb 2017 **Process: 7796** Review Franking Label Errors 08 May 2017 **Process: 7797** Check Order Are Being Picked In Priority Order 10 May 2017 **Process: 7798** Orders And Items Shipped Per Month 10 May 2017 **Process: 7860** Goods Out Picking 03 Oct 2017 **Process: 8027** Update Pricing For Viamed Shopify 11 Apr 2023
ID88809	**VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** **Process: 6973** Responsibility Allocation : Stock Transfers. (QC19) 09 Mar 2016 **Process: 7675** Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016 **Process: 5872** Check Sale Or Returns Export 17 Feb 2016 **Process: 5871** Check Sale Or Returns 17 Feb 2016 **Process: 5855** Purchase Order Requirements Teledyne 17 Feb 2016 **Process: 5858** Opera Stock Adjustments 17 Feb 2016 **Process: 5868** Return Goods To Suppliers 17 Feb 2016 **Process: 5935** Stock Allocations 05 Mar 2016 **Process: 6829** Supplier Review - Outstanding orders 09 Mar 2016 **Process: 6832** Supplier Review Future orders 09 Mar 2016 **Process: 6840** **Process: 6848** **Process: 6850** Current Stock Levels 09 Mar 2016 **Process: 6945** Missing Stock or Adjustments 09 Mar 2016 **Process: 6955** Production Requirements 09 Mar 2016 **Process: 7046** Responsibility Allocation : Stock Purchasing 09 Mar 2016 **Process: 7051** Responsibility Allocation : Control of nonconforming product 09 Mar 2016 **Process: 7673** Check Expiry Dated Stock 09 Mar 2016 **Process: 7679** Check Stock Requirements Supplier Teledyne 18 Apr 2016 **Process: 7680** Check Stock Requirements Supplier Envitec 18 Apr 2016 **Process: 7681** Check Stock Requirements Supplier Posey 18 Apr 2016 **Process: 7682** Check Stock Requirements Supplier Bluepoint 18 Apr 2016 **Process: 7687** Vandagraph Duckets 21 Apr 2016 **Process: 7688** **Process: 7689** Move Stock From QA Shelf To Stock Shelf Monday 21 Apr 2016 **Process: 7694** Move Stock From QA Shelf To Stock Shelf Tuesday 28 Apr 2016 **Process: 7695** Top Up Quick Shipping Shelves 28 Apr 2016 **Process: 7708** Acorn 0014904 17 Jun 2016 **Process: 7798** Orders And Items Shipped Per Month 10 May 2017 **Process: 6961** Responsibility Allocation : VIAMED Stock Meeting Purchase Order Requirements 09 Mar 2016 **Process: 7683** Check Stock For Proforma 18 Apr 2016 **Process: 6968** Responsibility Allocation : VIAMED Stock Meeting Repairs Review - General 09 Mar 2016 **Process: 6949** Responsibility Allocation : VIAMED Stock Meeting QA Processing 09 Mar 2016 **Process: 6948** Responsibility Allocation : VIAMED Stock Meeting Stock Processing 09 Mar 2016 **Process: 6947** Responsibility Allocation : VIAMED Stock Meeting Stock Queries 09 Mar 2016 **Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7864** ESD Work Stations 07 Oct 2017 **Process: 7873** On Site Environment Review 18 Oct 2017 **Process: 7866** Oxygen Cylinder Check 13 Oct 2017 **Process: 7897** Daily O2 Sensors Returns 04 Jan 2018 **Process: 7909** EAN GTIN Online Database 06 Aug 2018 **Process: 7943** Review Stocks Of 8000004 01 Oct 2019 **Process: 7944** Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST 09 Oct 2019 **Process: 7962** VST Supplier QA Results 28 Oct 2020 **Process: 7967** VST Stock Count For End April 01 Jul 2021 **Process: 7969** Weee Waste Reporting 23 Aug 2021 **Process: 8006** Verification Warehouse Unidentified Stock 17 Feb 2022 **Process: 8008** Verification Warehouse Hand Sanitiser 21 Feb 2022 **Process: 8009** Verification Stock Items And Locations 21 Feb 2022 **Process: 8010** Verification Of Ebay Stock 21 Feb 2022 **Process: 8011** Verification Of Demo Stock 21 Feb 2022

	Process: 7996 Verification Repairs Older Repairs 07 Feb 2022 **Process: 8002** Verification Todays Goods In 17 Feb 2022 **Process: 8004** Verification Of Non Conforming Products 17 Feb 2022 **Process: 8024** Discontinue/Supersede Stock 01 Mar 2023
ID75475	**VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7671** Humanmed Non Conformances 09 Mar 2016 **Process: 6931** Customer Complaints 09 Mar 2016 **Process: 7839** Review VIAMED Feedback - Customer Complaints 23 Sep 2017 **Process: 7838** Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7070** Management Review 09 Mar 2016 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7842** Review VIAMED Product Feedback Negative 23 Sep 2017 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7174** **Process: 7175** **Process: 7179** **Process: 7874** Review For Latest Version Med Dev 2.12. 18 Oct 2017 **Process: 7954** Vandagraph Email Of Invoices 26 May 2020 **Process: 7979** Review The Template Of The QC 21 Form To Ensure It Is Current And Valid 12 Nov 2021
ID103501	**VM3COP20.01 Post In Distributing the Post** **Process: 11** Distribution Of Post 16 Feb 2016 **Process: 5882** Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
ID77875	**VOP 03 Contract Review, Enquires, Office Processes** **Process: 5** Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016 **Process: 10** Distribution Of Emails 16 Feb 2016 **Process: 36** Emailing Of Invoices 16 Feb 2016 **Process: 5892** Checking EBay And Amazon For Orders And Messages 25 Feb 2016 **Process: 5894** Checking Of Active List 25 Feb 2016 **Process: 7** Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016 **Process: 5943** Check Cardea And Multiquote 08 Mar 2016 **Process: 5891** Processing Of Repair Quotes And Orders 25 Feb 2016 **Process: 11** Distribution Of Post 16 Feb 2016 **Process: 2** Answering Telephones 16 Feb 2016 **Process: 37** West Yorkshire Ambulance Stock 16 Feb 2016 **Process: 5948** Adding New Accounts To Opera 08 Mar 2016 **Process: 5949** Filling Credit Card Slips 08 Mar 2016 **Process: 6** Responsibility Allocation : Updating Contact Management System 16 Feb 2016 **Process: 5895** Responsibility Allocation : Completing Office Job List 25 Feb 2016 **Process: 5875** Check Paypal For Orders 17 Feb 2016 **Process: 5944** Responsibility Allocation : Chasing Lost Customers 08 Mar 2016 **Process: 3** Responsibility Allocation : Meeting And Greeting Visitors To The Company 16 Feb 2016 **Process: 4** Responsibility Allocation : Assisting With Refreshments For Visitors 16 Feb 2016 **Process: 7676** PDFing Of Invoices Viamed 17 Mar 2016 **Process: 9** Distribution Of Faxes 16 Feb 2016 **Process: 7696** Send VIAMED Delivery Notifications 28 Apr 2016 **Process: 5857** Customer Service Logs 17 Feb 2016 **Process: 5893** Answering Website Questions 25 Feb 2016 **Process: 7678** Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016 **Process: 15** Filing and Archiving 16 Feb 2016 **Process: 5899** Proforma And Quote Chasing 25 Feb 2016 **Process: 7710** Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016 **Process: 7707** Send Purchase Orders To Suppliers 13 Jun 2016 **Process: 14** Fax Paper 16 Feb 2016 **Process: 5882** Responsibility Allocation : Send Post To Humanmed 24 Feb 2016 **Process: 7734** Responsibility Allocation : Humanmed Order Processing 25 Aug 2016 **Process: 5850** Purchase Order Log 17 Feb 2016 **Process: 7693** Collect Repair Filing From Warehouse 22 Apr 2016 **Process: 7677** **Process: 21** Office Sales Projects 16 Feb 2016 **Process: 8** Responsibility Allocation : Order And Status Liaison With Customers 16 Feb 2016 **Process: 12** Responsibility Allocation : Sales And Technical Information Processing 16 Feb 2016 **Process: 16** Responsibility Allocation : Photocopying 16 Feb 2016 **Process: 17** **Process: 20** Processing Of Mail Shots 16 Feb 2016 **Process: 5896** Responsibility Allocation : Ensuring ORD`s Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016 **Process: 5897** Responsibility Allocation : Franking Mail 25 Feb 2016 **Process: 5901** Link Call Log Contacts To The CRM 02 Mar 2016

	Process: 5913 Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016 **Process: 5947** Responsibility Allocation : Search For Distributors 08 Mar 2016 **Process: 6958** Responsibility Allocation : Shipped Order Queries 09 Mar 2016 **Process: 7686** Thorough Checking Of Awaiting Action Tray - Priority 8s 21 Apr 2016 **Process: 7699** Shred Sensitive Paperwork In JL Office 19 May 2016 **Process: 7705** Checking For Uploaded Files 08 Jun 2016 **Process: 7709** Delivered not Invoiced 28 Jun 2016 **Process: 7712** Review Inward Payments 01 Jul 2016 **Process: 7735** Ensure SOR`s Are Followed Up 01 Sep 2016 **Process: 7751** VST Purchase Order Log 02 Nov 2016 **Process: 7758** Check For GHX Orders 17 Jan 2017 **Process: 7760** Send Service Offers 31 Jan 2017 **Process: 7761** Send VST Delivery Notifications 01 Feb 2017 **Process: 7783** PDF VST Invoices And Purchase Orders 10 Feb 2017 **Process: 7792** Shipped Order Success Report 13 Mar 2017 **Process: 7795** Answering UK Web Questions 27 Apr 2017 **Process: 7822** Review Oxylink Stock 26 Jul 2017 **Process: 5876** E.Commerce Cardea And Multiquote 17 Feb 2016 **Process: 5873** Distributor Contract Reviews 17 Feb 2016 **Process: 5885** Responsibility Allocation : Monthly Reports 24 Feb 2016 **Process: 6938** Responsibility Allocation : Customer Database Updates 09 Mar 2016 **Process: 6940** Responsibility Allocation : Customer Ongoing task List 09 Mar 2016 **Process: 6956** Responsibility Allocation : Sales Order Issues 09 Mar 2016 **Process: 5866** UPS Shipping Fuel Surcharge 17 Feb 2016 **Process: 6952** Responsibility Allocation : Lost in Shipping Claims 09 Mar 2016 **Process: 6971** Responsibility Allocation : Freight Courier Cost Request 09 Mar 2016 **Process: 7692** Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 **Process: 7796** Review Franking Label Errors 08 May 2017 **Process: 6916** Responsibility Allocation : Service exisiting 09 Mar 2016 **Process: 6917** Responsibility Allocation : Service extension 09 Mar 2016 **Process: 7863** Maintain Repair Codes List 05 Oct 2017 **Process: 7872** Embargo Countries NOT Allowed To Sell To 16 Oct 2017 **Process: 7890** New UPS Rates Needs Checking 24 Oct 2017 **Process: 7893** VST Price Lists 28 Oct 2017 **Process: 7894** VST Customer Agreements 28 Oct 2017 **Process: 7901** UPS Exceptions Checkup 20 Apr 2018 **Process: 7957** Warehouse Requests 29 May 2020 **Process: 7959** Audit 16 Sales And Marketing Viamed 28 Sep 2020 **Process: 7970** Proforma And Quote Chasing Ryan 31 Aug 2021 **Process: 7971** Proforma And Quote Chasing Steve Hardaker 31 Aug 2021 **Process: 7988** Verification Contact Details Internal CRM 07 Feb 2022 **Process: 7989** Verification Contact Details Accounts 07 Feb 2022 **Process: 7990** Verification Invoice Details Accounts 07 Feb 2022 **Process: 8020** Checking Proformas And Quotes Vandagraph To The Bank 05 Dec 2022 **Process: 8023** Vandagraph Check Shopify Order Delivery Notifications 17 Feb 2023 **Process: 8026** Automotive Competitor Price Review 10 Mar 2023
ID77289	**Audit 21 Audit of Audit** **Process: 7731** Audit 21 Audit Of Audit Viamed 24 Aug 2016 **Process: 7779** Audit 21 Audit Of Audit VST 08 Feb 2017 **Process: 38** Audits Up to Date and Confirm next years Audit schedule 16 Feb 2016 **Process: 7093** BSI Audits Calander 09 Mar 2016 **Process: 7670** Humanmed general Issues 09 Mar 2016 **Process: 7862** Review The Audit Calender Screen 04 Oct 2017
ID21314	**Process: 6828**
ID63815	**Audit 12 CE Files** **Process: 7725** Audit 12 CE Files Viamed 24 Aug 2016 **Process: 7773** Audit 12 CE Files VST 08 Feb 2017 **Process: 24** Responsibility Allocation : Compliance ISO Standards 16 Feb 2016 **Process: 7172** Responsibility Allocation : CE Technical Files 09 Mar 2016 **Process: 7071** Post Market Surveillance 09 Mar 2016
ID75461	**VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market** **Process: 55** Business Continuity Plan 17 Feb 2016 **Process: 23** Company Objectives 16 Feb 2016 **Process: 27** Management Reviews And Quality Audits 16 Feb 2016 **Process: 7714** Audit 01 Picking Packing Viamed 24 Aug 2016 **Process: 7715** Audit 02 Contract Review Viamed 24 Aug 2016 **Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 **Process: 7718** Audit 06 Calibration Viamed 24 Aug 2016

Process: 7719 Audit 07 Handling And Storage Viamed 24 Aug 2016
Process: 7720 Audit 08 Training Viamed 24 Aug 2016
Process: 7721 Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016
Process: 7722 Audit 10 Documentation Control Viamed 24 Aug 2016
Process: 7723 Audit 10b Process Verification Viamed 24 Aug 2016
Process: 7724 Audit 11 Repairs And Service Viamed 24 Aug 2016
Process: 7725 Audit 12 CE Files Viamed 24 Aug 2016
Process: 7726 Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016
Process: 7727 Audit 15 Production Viamed 24 Aug 2016
Process: 7728 Audit 17 Internal Audits Viamed 24 Aug 2016
Process: 7729 Audit 19 Health And Saftey Viamed 24 Aug 2016
Process: 7730 Audit 20 Process Verification To Managment Viamed 24 Aug 2016
Process: 7731 Audit 21 Audit Of Audit Viamed 24 Aug 2016
Process: 7732 Audit 22 Post Market Surveillance Viamed 24 Aug 2016
Process: 7733 Audit 23 Analysis Of Data Viamed 24 Aug 2016
Process: 6828
Process: 22 Company Policys 16 Feb 2016
Process: 7754
Process: 7762 Audit 01 Picking Packing VST 08 Feb 2017
Process: 7763 Audit 02 Contract Review VST 08 Feb 2017
Process: 7764 Audit 03 Design Control VST 08 Feb 2017
Process: 7765 Audit 05 Purchasing Suppliers VST 08 Feb 2017
Process: 7766 Audit 06 Calibration VST 08 Feb 2017
Process: 7767 Audit 07 Handling And Storage VST 08 Feb 2017
Process: 7768 Audit 08 Training VST 08 Feb 2017
Process: 7769 Audit 09 Goods Inward And Product Identity VST 08 Feb 2017
Process: 7770 Audit 10 Documentation Control VST 08 Feb 2017
Process: 7771 Audit 10b Process Verification VST 08 Feb 2017
Process: 7772 Audit 11 Repairs And Service VST 08 Feb 2017
Process: 7773 Audit 12 CE Files VST 08 Feb 2017
Process: 7774 Audit 14 Complaints And Corrective Actions VST 08 Feb 2017
Process: 7775 Audit 15 Production VST 08 Feb 2017
Process: 7776 Audit 17 Internal Audits VST 08 Feb 2017
Process: 7777 Audit 19 Health And Saftey VST 08 Feb 2017
Process: 7778 Audit 20 Process Verification To Managment VST 08 Feb 2017
Process: 7779 Audit 21 Audit Of Audit VST 08 Feb 2017
Process: 7780 Audit 22 Post Market Surveillance VST 08 Feb 2017
Process: 7781 Audit 23 Analysis Of Data VST 08 Feb 2017
Process: 7808 Ensure All Invoice Correctly Tagged 02 Jun 2017
Process: 6886 Responsibility Allocation : VIAMED Sales And Marketing Sales Viamed Medical Export 09 Mar 2016
Process: 6887 Responsibility Allocation : VIAMED Sales And Marketing Sales Viamed Automotive Export 09 Mar 2016
Process: 7204 Responsibility Allocation : VIAMED Board Directors Meeting Distributor Issues 09 Mar 2016
Process: 24 Responsibility Allocation : Compliance ISO Standards 16 Feb 2016
Process: 28 Supplier Review 16 Feb 2016
Process: 6865 Responsibility Allocation : Non Conformance Effectiveness 09 Mar 2016
Process: 6866 Internal Process Verification Complete Systems Review 09 Mar 2016
Process: 7172 Responsibility Allocation : CE Technical Files 09 Mar 2016
Process: 7782 Remove Started But Not Used Order Numbers 08 Feb 2017
Process: 7090 Responsibility Allocation : Office Procedures 09 Mar 2016
Process: 7138 Non Conformance Issues Any New QC21 Forms 09 Mar 2016
Process: 57 Temporary Stock Notices 17 Feb 2016
Process: 5854 Stock FAQ Admin List 17 Feb 2016
Process: 7043 Responsibility Allocation : Planning of product realization 09 Mar 2016
Process: 7045 Responsibility Allocation : Design and Development 09 Mar 2016
Process: 38 Audits Up to Date and Confirm next years Audit schedule 16 Feb 2016
Process: 5877 Review Company Data 17 Feb 2016
Process: 6904 Responsibility Allocation : Sales And Marketing Internal sales 09 Mar 2016
Process: 6944 Responsibility Allocation : Stock Meeting 09 Mar 2016
Process: 7846 ISO System Management Review Viamed 26 Sep 2017
Process: 7834 Financial Review 20 Sep 2017
Process: 26 Company Resources 16 Feb 2016
Process: 7070 Management Review 09 Mar 2016
Process: 7837 Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017
Process: 5887 Review ISO/EN Documents 24 Feb 2016
Process: 5889 Responsibility Allocation : Audit And Task - Audit 24 Feb 2016
Process: 7071 Post Market Surveillance 09 Mar 2016
Process: 7093 BSI Audits Calander 09 Mar 2016
Process: 7829
Process: 7670 Humanmed general Issues 09 Mar 2016
Process: 6821 Responsibility Allocation : VIAMED Management Meeting Supplier Review 09 Mar 2016

	Process: 6831 Responsibility Allocation : VIAMED Management Meeting Supplier Review - Min / Max - Re-Orders 09 Mar 2016 **Process: 6833** Responsibility Allocation : VIAMED Management Meeting MDA Recalls 09 Mar 2016 **Process: 6834** Responsibility Allocation : VIAMED Management Meeting Additional Purchase Orders 09 Mar 2016 **Process: 6836** Responsibility Allocation : VIAMED Management Meeting Research and Development rnd 09 Mar 2016 **Process: 6920** Responsibility Allocation : VIAMED Sales And Marketing Price Lists UK 09 Mar 2016 **Process: 6924** Responsibility Allocation : VIAMED Sales And Marketing Price Lists Export 09 Mar 2016 **Process: 6935** Responsibility Allocation : VIAMED Sales And Marketing Products to be Marketed 09 Mar 2016 **Process: 6936** Responsibility Allocation : VIAMED Sales And Marketing NHS Supplies Future Technology 09 Mar 2016 **Process: 6941** Responsibility Allocation : VIAMED Sales And Marketing New Potential Products 09 Mar 2016 **Process: 7039** Responsibility Allocation : Provision of Resources 09 Mar 2016 **Process: 7187** Responsibility Allocation : VIAMED Board Directors Meeting Profiability 09 Mar 2016 **Process: 7196** Responsibility Allocation : VIAMED Board Directors Meeting Stock Levels 09 Mar 2016 **Process: 6871** ISO14001 Environmental management systems 09 Mar 2016 **Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7848** Review ISO Scopes 27 Sep 2017 **Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 7862** Review The Audit Calender Screen 04 Oct 2017 **Process: 7877** Disaster Planning 21 Oct 2017 **Process: 7879** Software Validation Scheduled Tasks And Audits 22 Oct 2017 **Process: 7876** Maintain Update Of ISO Route Maps 21 Oct 2017 **Process: 7878** Review Possible Upcoming Regulation Changes 22 Oct 2017 **Process: 7885** Audit 04 Accounts and Finance Viamed 23 Oct 2017 **Process: 7886** Audit 18 Management Review Viamed 24 Oct 2017 **Process: 7887** Audit 18 Management Review VST 24 Oct 2017 **Process: 7889** Audit 24 Servicing Viamed 24 Oct 2017 **Process: 7888** Review Processes Linked To VOPs And Audits 24 Oct 2017 **Process: 7965** VST Feedback 29 Oct 2020 **Process: 7964** Check Roles And Tasks For Incomplete Data 29 Oct 2020 **Process: 7980** Review Gov Website For Applicable Required Standards ISO9001 15 Nov 2021 **Process: 7972** ISO System Management Review Vst 26 Oct 2021 **Process: 7973** VST Product Performance - Customers 27 Oct 2021 **Process: 7974** VST Product Performance - Suppliers 27 Oct 2021 **Process: 7977** Review The Agenda For The Management Review / Board Meeting Prior To The Annual Meeting 11 Nov 2021 **Process: 7978** Regulatory Requirements and Review of QC21 form template 11 Nov 2021 **Process: 7981** Review Process Updates For Risk To Systems 18 Nov 2021 **Process: 8012** VAT Return Viamed Properties 06 Apr 2022 **Process: 8014** Review VIAMED Product Feedback Positive 25 Jul 2022 **Process: 8015** Review VST Product Feedback Positive 25 Jul 2022 **Process: 8016** Review VIAMED Customer Feedback Positive 25 Jul 2022 **Process: 8017** Review VST Customer Feedback Positive 25 Jul 2022 **Process: 8018** Wednesday Meeting 09 Aug 2022 **Process: 8019** Audit 04 Accounts And Finance VST 14 Sep 2022
ID31024	**VOP 12 Training** **Process: 7750** Meeting With Management 14 Oct 2016 **Process: 7793** Team Review Meeting 16 Mar 2017 **Process: 5934** Responsibility Allocation : Staff Training 05 Mar 2016 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017 **Process: 7845** 7.1.4 Environment Of Operations 25 Sep 2017 **Process: 7883** Appraisal 23 Oct 2017
ID31008	**VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment** **Process: 5939** Responsibility Allocation : Email ISP Routing 05 Mar 2016 **Process: 5941** Responsibility Allocation : Replace Main Server 07 Mar 2016 **Process: 45** Responsibility Allocation : Main Server Status 16 Feb 2016 **Process: 46** Responsibility Allocation : Backup Server Status 16 Feb 2016 **Process: 52** Software Verification Clear Down Backup Emails 16 Feb 2016 **Process: 53** Emails 16 Feb 2016 **Process: 7672** Off Site Backup 09 Mar 2016 **Process: 6813** Management Meeting Turnover Report 09 Mar 2016 **Process: 7700** Domain Name Management 19 May 2016 **Process: 7701** AWS Amazon Web Services 23 May 2016 **Process: 7704** Responsibility Allocation : Computer Failure Diagnostics 24 May 2016 **Process: 48** Responsibility Allocation : Internet 16 Feb 2016 **Process: 49** Responsibility Allocation : Wifi 16 Feb 2016 **Process: 50** Responsibility Allocation : Guest Access Wifi 16 Feb 2016 **Process: 51** Responsibility Allocation : Printers 16 Feb 2016 **Process: 5903** Responsibility Allocation : Weather Station 02 Mar 2016 **Process: 6838** Opera Negative Stock 09 Mar 2016

	Process: 7121 Responsibility Allocation : General Computer Maintenance 09 Mar 2016 **Process: 7124** Responsibility Allocation : Intrastats 09 Mar 2016 **Process: 7125** Responsibility Allocation : Intrastats Urgent Problems 09 Mar 2016 **Process: 7126** Intrastats Requested Page updates 09 Mar 2016 **Process: 7127** Responsibility Allocation : Intrastats Unfinished in progress Processes 09 Mar 2016 **Process: 7128** Responsibility Allocation : Intrastats Future Features needed 09 Mar 2016 **Process: 7129** Intrastats Cross Reference Database Tables Updates 09 Mar 2016 **Process: 7178** Responsibility Allocation : Systems Innovation 09 Mar 2016 **Process: 7739** Intrastats Amendment Log 12 Sep 2016 **Process: 7755** Fast Hosts Invoice 08 Dec 2016 **Process: 44** Secure Socket Level Certificate 16 Feb 2016 **Process: 7668** Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 **Process: 7832** Cleardown Emailed Invoices 20 Sep 2017 **Process: 7823** Saftey Tester Data 02 Aug 2017
ID14696	 **Process: 6972** UPS Shipping Fuel Surcharge 09 Mar 2016
ID17155	**VM3COP03.05 Procedures for customer returning goods on our UPS account number** **Process: 5879** Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016
ID59614	**Audit 15 Production** **Process: 7727** Audit 15 Production Viamed 24 Aug 2016 **Process: 7736** Production Start Job List 03 Sep 2016 **Process: 7737** Production In Production List 03 Sep 2016 **Process: 7738** Production Statistics 03 Sep 2016 **Process: 7775** Audit 15 Production VST 08 Feb 2017 **Process: 6845** Responsibility Allocation : Quarantine Production 09 Mar 2016 **Process: 6955** Production Requirements 09 Mar 2016 **Process: 7169** Responsibility Allocation : Production 09 Mar 2016 **Process: 7170** Responsibility Allocation : Production Production Schedule 09 Mar 2016 **Process: 7171** Responsibility Allocation : Production Production Problems 09 Mar 2016 **Process: 7072** Responsibility Allocation : Manufacturing Processes 09 Mar 2016 **Process: 8000** Verification Production Paperwork 08 Feb 2022
ID68045	**Audit 19 Health and Safety, Working Conditions and Building Fabric Issues** **Process: 5941** Responsibility Allocation : Replace Main Server 07 Mar 2016 **Process: 45** Responsibility Allocation : Main Server Status 16 Feb 2016 **Process: 46** Responsibility Allocation : Backup Server Status 16 Feb 2016 **Process: 7704** Responsibility Allocation : Computer Failure Diagnostics 24 May 2016 **Process: 5856** Cleaning The Kitchen 17 Feb 2016 **Process: 7729** Audit 19 Health And Saftey Viamed 24 Aug 2016 **Process: 5853** Vacuuming Of The Office, Hall And Meeting Room 17 Feb 2016 **Process: 5900** Cleaning Of Office Windows 25 Feb 2016 **Process: 39** Enviromental Policy Document Review 16 Feb 2016 **Process: 7741** Review Ethical Policy 14 Sep 2016 **Process: 5878** Empty Office Bins 18 Feb 2016 **Process: 5912** Responsibility Allocation : Main Recycle Bins 03 Mar 2016 **Process: 7821** Controlled Waste Description And Transfer 15 Jun 2017 **Process: 7820** North Yorkshire Council Waste Tranfer 15 Jun 2017 **Process: 5906** Empty Paper Bins 03 Mar 2016 **Process: 7805** Empty Kitchen Bins 22 May 2017 **Process: 5909** Empty Warehouse Bins 03 Mar 2016 **Process: 7042** Responsibility Allocation : Work Environment 09 Mar 2016 **Process: 7706** Update Virus Software And Scan For Viruses 10 Jun 2016 **Process: 7802** Clean Kitchen Sides 22 May 2017 **Process: 7803** Dishwashing 22 May 2017 **Process: 7804** Sweep Kitchen Floor 22 May 2017 **Process: 7806** Watering Plants 22 May 2017 **Process: 7807** **Process: 7777** Audit 19 Health And Saftey VST 08 Feb 2017 **Process: 54** Responsibility Allocation : Gents Toilets 17 Feb 2016 **Process: 5907** Hoover Warehouse 03 Mar 2016 **Process: 5908** Sweep Warehouse 03 Mar 2016 **Process: 5910** Clean Duckets 03 Mar 2016 **Process: 5911** Clear Cardboard 03 Mar 2016 **Process: 7687** Vandagraph Duckets 21 Apr 2016 **Process: 7698** Clean Toilets 17 May 2016 **Process: 6849** First Aid 09 Mar 2016 **Process: 6855** Risk Assessment HSE 09 Mar 2016 **Process: 6856** Fire Alarms 09 Mar 2016 **Process: 7092** **Process: 56** Warehouse Outside Heating Guard 17 Feb 2016 **Process: 5919** Check Out Side Drain 05 Mar 2016

	Process: 5921 Clearing Water Downstairs 05 Mar 2016 **Process: 7120** General Maintenance Requirements 09 Mar 2016 **Process: 7742** Boiler Check 26 Sep 2016 **Process: 7756** Carbon Monoxide Alarm 05 Jan 2017 **Process: 48** Responsibility Allocation : Internet 16 Feb 2016 **Process: 49** Responsibility Allocation : Wifi 16 Feb 2016 **Process: 50** Responsibility Allocation : Guest Access Wifi 16 Feb 2016 **Process: 51** Responsibility Allocation : Printers 16 Feb 2016 **Process: 5903** Responsibility Allocation : Weather Station 02 Mar 2016 **Process: 7121** Responsibility Allocation : General Computer Maintenance 09 Mar 2016 **Process: 7178** Responsibility Allocation : Systems Innovation 09 Mar 2016 **Process: 6843** **Process: 7835** Electrics Need Checking 20 Sep 2017 **Process: 7836** Central Heating For Winter 20 Sep 2017 **Process: 7847** Health And Safety Review 26 Sep 2017 **Process: 7864** ESD Work Stations 07 Oct 2017 **Process: 7867** Bandsaw Checklist 13 Oct 2017 **Process: 7868** Pillar Drill Checklist 13 Oct 2017 **Process: 7869** Hand Drill Checklist 13 Oct 2017 **Process: 7891** Fire Alarm Evacuation Drill 25 Oct 2017 **Process: 7896** Tree In Car Park 22 Dec 2017 **Process: 7910** Review CCTV Warning Signs 20 Sep 2018 **Process: 7928** Fire Test Points Checking 21 Feb 2019 **Process: 7929** Emergency Lighting And Fire Extinguishers 21 Feb 2019 **Process: 7911** Review Security Of The Special Category Personal Data 20 Sep 2018 **Process: 7961** R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply 05 Oct 2020 **Process: 7982** Check There Are No Changes To Employment Law 21 Nov 2021 **Process: 7999** Building Risk Assesments 08 Feb 2022
ID53615	**VOP 06 Measurement Control Viamed VST, Calibration, QA Stock** **Process: 7718** Audit 06 Calibration Viamed 24 Aug 2016 **Process: 7091** Calibration Index 09 Mar 2016 **Process: 7998** Verification Calibrated Equipment 08 Feb 2022
ID95652	**Fire risk assessment 15/17 Station Road** **Process: 6855** Risk Assessment HSE 09 Mar 2016
ID31032	**VOP 16 Health and Safety, Company Personnel Manual** **Process: 7821** Controlled Waste Description And Transfer 15 Jun 2017 **Process: 7820** North Yorkshire Council Waste Tranfer 15 Jun 2017 **Process: 6851** Review Accident Book 09 Mar 2016 **Process: 7759** Health Declaration Sheet 23 Jan 2017 **Process: 6849** First Aid 09 Mar 2016 **Process: 6855** Risk Assessment HSE 09 Mar 2016 **Process: 6856** Fire Alarms 09 Mar 2016 **Process: 7092** **Process: 56** Warehouse Outside Heating Guard 17 Feb 2016 **Process: 5919** Check Out Side Drain 05 Mar 2016 **Process: 5921** Clearing Water Downstairs 05 Mar 2016 **Process: 7120** General Maintenance Requirements 09 Mar 2016 **Process: 7742** Boiler Check 26 Sep 2016 **Process: 7756** Carbon Monoxide Alarm 05 Jan 2017 **Process: 7835** Electrics Need Checking 20 Sep 2017 **Process: 7836** Central Heating For Winter 20 Sep 2017 **Process: 7847** Health And Safety Review 26 Sep 2017 **Process: 7867** Bandsaw Checklist 13 Oct 2017 **Process: 7868** Pillar Drill Checklist 13 Oct 2017 **Process: 7869** Hand Drill Checklist 13 Oct 2017 **Process: 7928** Fire Test Points Checking 21 Feb 2019 **Process: 7999** Building Risk Assesments 08 Feb 2022
ID117840	**Audit 07 Handling and Storage** **Process: 6973** Responsibility Allocation : Stock Transfers. (QC19) 09 Mar 2016 **Process: 7719** Audit 07 Handling And Storage Viamed 24 Aug 2016 **Process: 7767** Audit 07 Handling And Storage VST 08 Feb 2017 **Process: 5858** Opera Stock Adjustments 17 Feb 2016 **Process: 5935** Stock Allocations 05 Mar 2016 **Process: 6840** **Process: 6850** Current Stock Levels 09 Mar 2016 **Process: 6945** Missing Stock or Adjustments 09 Mar 2016 **Process: 7046** Responsibility Allocation : Stock Purchasing 09 Mar 2016 **Process: 7051** Responsibility Allocation : Control of nonconforming product 09 Mar 2016 **Process: 7673** Check Expiry Dated Stock 09 Mar 2016 **Process: 7688**

	Process: 7689 Move Stock From QA Shelf To Stock Shelf Monday 21 Apr 2016 **Process: 7694** Move Stock From QA Shelf To Stock Shelf Tuesday 28 Apr 2016 **Process: 7695** Top Up Quick Shipping Shelves 28 Apr 2016 **Process: 7873** On Site Environment Review 18 Oct 2017 **Process: 7866** Oxygen Cylinder Check 13 Oct 2017 **Process: 7903** Empty Warehouse Depleted Sensor Bin 17 Jul 2018 **Process: 7904** Check Weeee Waste Pallet And Sensor Bin 17 Jul 2018 **Process: 7902** Empty Depleted Sensor Bin From The Offic 17 Jul 2018 **Process: 7942** Do We Have Service Manual / QA For All Our Stock Coming In. 23 Sep 2019 **Process: 7940** Review The Tom Thumb Grease Date 18 Sep 2019 **Process: 7944** Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST 09 Oct 2019 **Process: 8008** Verification Warehouse Hand Sanitiser 21 Feb 2022 **Process: 8002** Verification Todays Goods In 17 Feb 2022 **Process: 8004** Verification Of Non Conforming Products 17 Feb 2022 **Process: 8024** Discontinue/Supersede Stock 01 Mar 2023
ID63048	**Audit 06 Calibration** **Process: 7718** Audit 06 Calibration Viamed 24 Aug 2016 **Process: 7766** Audit 06 Calibration VST 08 Feb 2017 **Process: 7048** Control of monitoring and measuring devices 09 Mar 2016 **Process: 7091** Calibration Index 09 Mar 2016 **Process: 7998** Verification Calibrated Equipment 08 Feb 2022
ID16995	**VM3COP27.17 Complete Auto_calender Issues** **Process: 27** Management Reviews And Quality Audits 16 Feb 2016
ID67997	**Audit 23 Analysis of Data** **Process: 27** Management Reviews And Quality Audits 16 Feb 2016 **Process: 7733** Audit 23 Analysis Of Data Viamed 24 Aug 2016 **Process: 7781** Audit 23 Analysis Of Data VST 08 Feb 2017 **Process: 5877** Review Company Data 17 Feb 2016 **Process: 6931** Customer Complaints 09 Mar 2016 **Process: 7839** Review VIAMED Feedback - Customer Complaints 23 Sep 2017 **Process: 7838** Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 26** Company Resources 16 Feb 2016 **Process: 7070** Management Review 09 Mar 2016 **Process: 7713** Review Roles And Responsibilitys 17 Aug 2016 **Process: 7837** Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7842** Review VIAMED Product Feedback Negative 23 Sep 2017 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7071** Post Market Surveillance 09 Mar 2016 **Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 7862** Review The Audit Calender Screen 04 Oct 2017 **Process: 7930** Review Flow Of Data 12 Mar 2019 **Process: 7969** Weee Waste Reporting 23 Aug 2021
ID90405	**VOP 10 Non Conformance, Corrective and Preventive Actions** **Process: 7199** Non Conformities Review Viamed 09 Mar 2016 **Process: 7069** Responsibility Allocation : Corrective Actions 09 Mar 2016 **Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 7874** Review For Latest Version Med Dev 2.12. 18 Oct 2017 **Process: 7264** Responsibility Allocation : VST Management Meeting Non Conformance Issues 09 Mar 2016
ID31072	**VOP 08 Production, Reworks, New Production** **Process: 7736** Production Start Job List 03 Sep 2016 **Process: 7737** Production In Production List 03 Sep 2016 **Process: 7738** Production Statistics 03 Sep 2016 **Process: 6845** Responsibility Allocation : Quarantine Production 09 Mar 2016 **Process: 7169** Responsibility Allocation : Production 09 Mar 2016 **Process: 7170** Responsibility Allocation : Production Production Schedule 09 Mar 2016 **Process: 7171** Responsibility Allocation : Production Production Problems 09 Mar 2016 **Process: 7072** Responsibility Allocation : Manufacturing Processes 09 Mar 2016 **Process: 6962** Responsibility Allocation : VIAMED Stock Meeting Returns Overview 09 Mar 2016 **Process: 8000** Verification Production Paperwork 08 Feb 2022
ID111315	**Audit 03 Design Control** **Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 42** Responsibility Allocation : Design Documentation 16 Feb 2016 **Process: 7764** Audit 03 Design Control VST 08 Feb 2017 **Process: 7043** Responsibility Allocation : Planning of product realization 09 Mar 2016 **Process: 7045** Responsibility Allocation : Design and Development 09 Mar 2016

	Process: 7047 Responsibility Allocation : Production and service provision 09 Mar 2016 **Process: 6942** Responsibility Allocation : Co ordination of Implementation 09 Mar 2016 **Process: 7173** Responsibility Allocation : Material Generation 09 Mar 2016 **Process: 5887** Review ISO/EN Documents 24 Feb 2016 **Process: 7919** Send Debtors Overview To Derek 06 Dec 2018
ID63052	**Audit 22 Post Market Survellance** **Process: 7732** Audit 22 Post Market Survellance Viamed 24 Aug 2016 **Process: 43** Responsibility Allocation : Product Post Market Survelance 16 Feb 2016 **Process: 7780** Audit 22 Post Market Survellance VST 08 Feb 2017 **Process: 6889** Responsibility Allocation : Post Market Surveilance 09 Mar 2016 **Process: 7809** Pro-Active Marketing 06 Jun 2017 **Process: 7810** Research Activities 06 Jun 2017 **Process: 5863** Responsibility Allocation : Sales Meetings UK 17 Feb 2016 **Process: 5864** Responsibility Allocation : Sales Meeting EX 17 Feb 2016 **Process: 7973** VST Product Performance - Customers 27 Oct 2021 **Process: 7974** VST Product Performance - Suppliers 27 Oct 2021 **Process: 8014** Review VIAMED Product Feedback Positive 25 Jul 2022 **Process: 8015** Review VST Product Feedback Positive 25 Jul 2022 **Process: 8016** Review VIAMED Customer Feedback Positive 25 Jul 2022 **Process: 8017** Review VST Customer Feedback Positive 25 Jul 2022
ID64142	**Audit 11 Repairs, Servicing and Returns** **Process: 5898** Processing Depleted Sensors 25 Feb 2016 **Process: 5879** Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016 **Process: 5857** Customer Service Logs 17 Feb 2016 **Process: 7724** Audit 11 Repairs And Service Viamed 24 Aug 2016 **Process: 7684** Repairs Ready For Quote 18 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7748** Check Repair Orders 10 Oct 2016 **Process: 7749** Check Repair Quotes 10 Oct 2016 **Process: 7752** SRS Folder 22 Nov 2016 **Process: 7760** Send Service Offers 31 Jan 2017 **Process: 7772** Audit 11 Repairs And Service VST 08 Feb 2017 **Process: 6847** Responsibility Allocation : Quarantine Repairs 09 Mar 2016 **Process: 6862** Current Repairs 09 Mar 2016 **Process: 7138** Non Conformance Issues Any New QC21 Forms 09 Mar 2016 **Process: 7674** Check Repairs Ready For Invoice List 10 Mar 2016 **Process: 7692** Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 **Process: 6916** Responsibility Allocation : Service exisiting 09 Mar 2016 **Process: 6917** Responsibility Allocation : Service extension 09 Mar 2016 **Process: 7823** Saftey Tester Data 02 Aug 2017 **Process: 7905** Generate RMA Box, Link Items And Add Faults 17 Jul 2018 **Process: 7906** Request RMA Based On The RMA Boxes 17 Jul 2018 **Process: 7993** Verification Warranty Repairs Customer Approval 07 Feb 2022 **Process: 7994** Verification Repairs Paperwork Completed 07 Feb 2022 **Process: 7995** Verification Visual Check Repair Shelf 07 Feb 2022 **Process: 7996** Verification Repairs Older Repairs 07 Feb 2022 **Process: 7997** Verification Repair Qa Reports 07 Feb 2022 **Process: 8022** Vandagraph Repair Review 06 Feb 2023
ID75927	**VOP 09 Repairs and Servicing** **Process: 7684** Repairs Ready For Quote 18 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7752** SRS Folder 22 Nov 2016 **Process: 6847** Responsibility Allocation : Quarantine Repairs 09 Mar 2016 **Process: 6862** Current Repairs 09 Mar 2016 **Process: 7048** Control of monitoring and measuring devices 09 Mar 2016 **Process: 7674** Check Repairs Ready For Invoice List 10 Mar 2016 **Process: 7814** Responsibility Allocation : Viamed Repairs 06 Jun 2017 **Process: 7811** Responsibility Allocation : General Area 06 Jun 2017 **Process: 7812** Responsibility Allocation : Vandagraph Repairs 06 Jun 2017 **Process: 7813** Responsibility Allocation : VST Repairs 06 Jun 2017 **Process: 7815** Responsibility Allocation : Product Types To Relevant Person 06 Jun 2017 **Process: 7942** Do We Have Service Manual / QA For All Our Stock Coming In. 23 Sep 2019 **Process: 7940** Review The Tom Thumb Grease Date 18 Sep 2019 **Process: 7985** OverDue Servicing 03 Feb 2022 **Process: 7993** Verification Warranty Repairs Customer Approval 07 Feb 2022 **Process: 7994** Verification Repairs Paperwork Completed 07 Feb 2022 **Process: 7995** Verification Visual Check Repair Shelf 07 Feb 2022 **Process: 7996** Verification Repairs Older Repairs 07 Feb 2022

	Process: 7997 Verification Repair Qa Reports 07 Feb 2022 **Process: 8005** Verification Of SRS Information added 17 Feb 2022 **Process: 8022** Vandagraph Repair Review 06 Feb 2023
ID75995	**VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd** **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 6931** Customer Complaints 09 Mar 2016 **Process: 7070** Management Review 09 Mar 2016 **Process: 7954** Vandagraph Email Of Invoices 26 May 2020 **Process: 7965** VST Feedback 29 Oct 2020
ID25632	**VOP 17 Design Research and Development** **Process: 42** Responsibility Allocation : Design Documentation 16 Feb 2016 **Process: 43** Responsibility Allocation : Product Post Market Survelance 16 Feb 2016 **Process: 6975** Responsibility Allocation : Projects 09 Mar 2016 **Process: 7045** Responsibility Allocation : Design and Development 09 Mar 2016
ID69314	**Audit 05 Purchasing suppliers** **Process: 7707** Send Purchase Orders To Suppliers 13 Jun 2016 **Process: 6972** UPS Shipping Fuel Surcharge 09 Mar 2016 **Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 **Process: 5850** Purchase Order Log 17 Feb 2016 **Process: 7751** VST Purchase Order Log 02 Nov 2016 **Process: 7765** Audit 05 Purchasing Suppliers VST 08 Feb 2017 **Process: 7794** V1000 Commissions Review 30 Mar 2017 **Process: 7745** UPS Invoices Viamed 06 Oct 2016 **Process: 7746** UPS Invoices VST 06 Oct 2016 **Process: 7747** UPS Invoices Vandagraph 06 Oct 2016 **Process: 7790** Humanmed Invoice them For Previous Month 10 Mar 2017 **Process: 28** Supplier Review 16 Feb 2016 **Process: 6960** **Process: 5855** Purchase Order Requirements Teledyne 17 Feb 2016 **Process: 5866** UPS Shipping Fuel Surcharge 17 Feb 2016 **Process: 5868** Return Goods To Suppliers 17 Feb 2016 **Process: 6829** Supplier Review - Outstanding orders 09 Mar 2016 **Process: 6832** Supplier Review Future orders 09 Mar 2016 **Process: 6848** **Process: 6952** Responsibility Allocation : Lost in Shipping Claims 09 Mar 2016 **Process: 6971** Responsibility Allocation : Freight Courier Cost Request 09 Mar 2016 **Process: 7679** Check Stock Requirements Supplier Teledyne 18 Apr 2016 **Process: 7680** Check Stock Requirements Supplier Envitec 18 Apr 2016 **Process: 7681** Check Stock Requirements Supplier Posey 18 Apr 2016 **Process: 7682** Check Stock Requirements Supplier Bluepoint 18 Apr 2016 **Process: 7784** Check Returns Supplier Envitec 15 Feb 2017 **Process: 7785** Check Returns Supplier Teledyne 15 Feb 2017 **Process: 7786** Check Returns Supplier Maxtec 15 Feb 2017 **Process: 7787** Check Returns All Supplier 15 Feb 2017 **Process: 34** Responsibility Allocation : Insurance Is Upto Date 16 Feb 2016 **Process: 7683** Check Stock For Proforma 18 Apr 2016 **Process: 7882** Purchase Payments 23 Oct 2017 **Process: 7956** Teledyne Stock For Vandagraph 27 May 2020 **Process: 7975** Arrange Teledyne Returns 03 Nov 2021 **Process: 7984** Check For Viking Invoices 19 Jan 2022 **Process: 7991** Verification Purchasing Documentation 07 Feb 2022 **Process: 8003** Verification Supplier Delivery Notes 17 Feb 2022
ID75847	**VOP 05 Supplier Control, Supplier Review, Purchase Orders, Supplier Returns and Rejection** **Process: 6972** UPS Shipping Fuel Surcharge 09 Mar 2016 **Process: 28** Supplier Review 16 Feb 2016 **Process: 6960** **Process: 7784** Check Returns Supplier Envitec 15 Feb 2017 **Process: 7785** Check Returns Supplier Teledyne 15 Feb 2017 **Process: 7786** Check Returns Supplier Maxtec 15 Feb 2017 **Process: 7787** Check Returns All Supplier 15 Feb 2017 **Process: 7975** Arrange Teledyne Returns 03 Nov 2021 **Process: 7984** Check For Viking Invoices 19 Jan 2022 **Process: 8009** Verification Stock Items And Locations 21 Feb 2022 **Process: 7991** Verification Purchasing Documentation 07 Feb 2022 **Process: 8002** Verification Todays Goods In 17 Feb 2022 **Process: 8003** Verification Supplier Delivery Notes 17 Feb 2022
ID68263	**Audit 24 Service Logs** **Process: 5857** Customer Service Logs 17 Feb 2016 **Process: 7760** Send Service Offers 31 Jan 2017

	Process: 7889 Audit 24 Servicing Viamed 24 Oct 2017 **Process: 7985** OverDue Servicing 03 Feb 2022
ID55437	**Audit 09 Goods Inward and Product Identity** **Process: 5938** Responsibility Allocation : Receive Goods 05 Mar 2016 **Process: 7721** Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016 **Process: 7826** Goods In Processes 06 Sep 2017 **Process: 7792** Shipped Order Success Report 13 Mar 2017 **Process: 7769** Audit 09 Goods Inward And Product Identity VST 08 Feb 2017 **Process: 6969** Responsibility Allocation : VIAMED Stock Meeting `Goods In` Review 09 Mar 2016 **Process: 57** Temporary Stock Notices 17 Feb 2016 **Process: 5854** Stock FAQ Admin List 17 Feb 2016 **Process: 7181** Responsibility Allocation : Product Catagories 09 Mar 2016 **Process: 6894** Product Cross References 09 Mar 2016 **Process: 6838** Opera Negative Stock 09 Mar 2016 **Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7859** Check POR Files For Items Delivered But Not Removed From File 02 Oct 2017 **Process: 7897** Daily O2 Sensors Returns 04 Jan 2018 **Process: 7898** Stamp Deliveries 30 Jan 2018 **Process: 7903** Empty Warehouse Depleted Sensor Bin 17 Jul 2018 **Process: 7914** Proofs of Delivery 02 Oct 2018 **Process: 7915** Reserve Stock Review 02 Oct 2018 **Process: 7917** Human Med Purchase Order 18 Oct 2018 **Process: 7923** Review Of Credits Received From Suppliers 08 Jan 2019 **Process: 7943** Review Stocks Of 8000004 01 Oct 2019 **Process: 7957** Warehouse Requests 29 May 2020 **Process: 7962** VST Supplier QA Results 28 Oct 2020 **Process: 7967** VST Stock Count For End April 01 Jul 2021 **Process: 7976** Decontamination Of Incoming Products And Repairs 08 Nov 2021 **Process: 8006** Verification Warehouse Unidentified Stock 17 Feb 2022 **Process: 8009** Verification Stock Items And Locations 21 Feb 2022 **Process: 8010** Verification Of Ebay Stock 21 Feb 2022 **Process: 8011** Verification Of Demo Stock 21 Feb 2022
ID31048	**VOP 22 Picking and Packing Dispatch and Goods Out** **Process: 5945** Responsibility Allocation : Sending Samples 08 Mar 2016 **Process: 5946** Responsibility Allocation : Sending Sale Or Returns 08 Mar 2016 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 5859** Review Un-shipped Parcels 17 Feb 2016 **Process: 6954** Back Orders Review - By Customer 09 Mar 2016 **Process: 6970** **Process: 7691** Ship Sale Or Returns 21 Apr 2016 **Process: 7748** Check Repair Orders 10 Oct 2016 **Process: 7749** Check Repair Quotes 10 Oct 2016 **Process: 7797** Check Order Are Being Picked In Priority Order 10 May 2017 **Process: 6969** Responsibility Allocation : VIAMED Stock Meeting `Goods In` Review 09 Mar 2016 **Process: 7860** Goods Out Picking 03 Oct 2017
ID91486	**VOP 27 Software Validation** **Process: 46** Responsibility Allocation : Backup Server Status 16 Feb 2016 **Process: 52** Software Verification Clear Down Backup Emails 16 Feb 2016 **Process: 7851** Software Validation Scan Un-QA Product To Order 01 Oct 2017 **Process: 7852** Software Validation Expired Stock 01 Oct 2017 **Process: 7853** Software Validation Non Sell Able Shelf 01 Oct 2017 **Process: 7854** Software Validation In Production List 01 Oct 2017 **Process: 7855** Software Validation - Production Lists 01 Oct 2017 **Process: 7856** Software Validation Unchecked Orders 01 Oct 2017 **Process: 7857** Software Validation Stock Tracking Check 01 Oct 2017 **Process: 7858** Software Validation Attempt To QA Some Stock 01 Oct 2017 **Process: 7861** Software Validation Of Training Documents Forced Reading 03 Oct 2017 **Process: 7850** Software Validation Scan Incorrect Product 01 Oct 2017 **Process: 7865** Software Validation Conflicting Audits 07 Oct 2017 **Process: 7870** Software Validation Non Conformance Product Risk Feedback Loop 15 Oct 2017 **Process: 7879** Software Validation Scheduled Tasks And Audits 22 Oct 2017 **Process: 7875** Software Validation Document Control 20 Oct 2017 **Process: 7880** Software Validation Out Of Date Documents 22 Oct 2017 **Process: 7881** Software Validation - Live Orders 22 Oct 2017 **Process: 7892** Audit 27 Software Validation 26 Oct 2017 **Process: 8013** Software Validation Test Email System 29 Apr 2022
ID75943	**VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** **Process: 5938** Responsibility Allocation : Receive Goods 05 Mar 2016 **Process: 5898** Processing Depleted Sensors 25 Feb 2016 **Process: 5879** Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016

	Process: 7826 Goods In Processes 06 Sep 2017 **Process: 7859** Check POR Files For Items Delivered But Not Removed From File 02 Oct 2017 **Process: 7976** Decontamination Of Incoming Products And Repairs 08 Nov 2021
ID76091	**Audit 14 Complaints and Corrective Actions** **Process: 7726** Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016 **Process: 6828** **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7774** Audit 14 Complaints And Corrective Actions VST 08 Feb 2017 **Process: 6865** Responsibility Allocation : Non Conformance Effectiveness 09 Mar 2016 **Process: 7199** Non Conformities Review Viamed 09 Mar 2016 **Process: 7671** Humanmed Non Conformances 09 Mar 2016 **Process: 6931** Customer Complaints 09 Mar 2016 **Process: 7839** Review VIAMED Feedback - Customer Complaints 23 Sep 2017 **Process: 7838** Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7842** Review VIAMED Product Feedback Negative 23 Sep 2017 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 7934** Test Website Questions 02 May 2019 **Process: 7965** VST Feedback 29 Oct 2020 **Process: 7264** Responsibility Allocation : VST Management Meeting Non Conformance Issues 09 Mar 2016
ID77209	**Audit 17 Internal Audits** **Process: 7728** Audit 17 Internal Audits Viamed 24 Aug 2016 **Process: 7776** Audit 17 Internal Audits VST 08 Feb 2017 **Process: 7972** ISO System Management Review Vst 26 Oct 2021