

Document VOP 09 Repairs and Servicing Revision ID75927

Suggested Upload Document Name: Risk Assesment For Updating Document ID75927
Completed by Derek Lamb 27 Dec 2023

Reason for Risk Assessment

added these notes to section REPAIRS EVALUATION (need to check before uploading)
When the engineers process the repair or return, if they feel that it should be designated as a complaint or if any correspondents from the customer make it appear 1
can in the SRS Engineer and SRS View Mode in the Engineers Page, select the drop down and flag the repair / return as a customer complaint. This will then show on t
where it can be followed up and reviewed.
The criteria for a complaint would be, if a product we have sold, repaired or a service we have carried out, is not up to our usual standard. Or if it has a fault th
age, general use, or damage by user. We will assess any possible complaints once they have been reported by the engineers or any other staff. In the normal complain
can assess the complaint to see if its warranted and its severity. Then using the existing system we can decide on the action needed.
ALSO ADDED THE BELOW TO SECTION ABOVE
Any feedback or notes received will be assessed to make sure it is not a complaint, if it is felt it should be a complaint then we will log this in the system.

Document VOP 09 Repairs and Servicing Revision ID75927 Is linked to the Following Standards and processes

Risk Assessment ID75927	Question	Does Update Affect	Risk on Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q0	Does this Update warrant updating Any External Parties due to any Terms and Conditional Agreements E.G. Notified Body or is the update a Significate change to any ISO Certifications	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q1	Viamed Ltd ISO13485:2016 Section: 6.4.2 Contamination control As appropriate, the organization shall plan and document arrangements for the control of contaminated or potentially contaminated product in order to prevent contamination of the work environment, personnel, or product. For sterile medical devices, the organization shall document requirements for control of contamination with microorganisms or particulate matter and maintain the required cleanliness during assembly or packaging processes.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q2	Viamed Ltd ISO13485:2016 Section: 7.5.1 Control of production and service provision Production and service provision shall be planned, carried out, monitored and controlled to ensure that product conforms to specification. As appropriate, production controls shall include but are not limited to: a) documentation of procedures and methods for the control of production (see 4.2.4); b) qualification of infrastructure; c) implementation of monitoring and measurement of process parameters and product characteristics; d) availability and use of monitoring and measuring equipment; e) implementation of defined operations for labelling and packaging; f) implementation of product release, delivery and post-delivery activities. The organization shall establish and maintain a record (see 4.2.5) for each medical device or batch of medical devices that provides traceability to the extent specified in 7.5.9 and identifies the amount manufactured and amount approved for distribution. The record shall be verified and approved.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q3	Viamed Ltd ISO13485:2016 Section: 7.5.4 Servicing activities If servicing of the medical device is a specified requirement, the organization shall document servicing procedures, reference materials, and reference measurements, as necessary, for performing servicing activities and verifying that product requirements are met. The organization shall analyse records of servicing activities carried out by the organization or its supplier: a) to determine if the information is to be handled as a complaint; b) as appropriate, for input to the improvement process. Records of servicing activities carried out by the organization or its supplier shall be maintained (see 4.2.5).	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required added to vop and system to prove we evaluate if should be treated as a complaint	Further Action Required on Issue
75927Q4	Viamed Ltd ISO13485:2016 Section: 7.5.10 Customer property The organization shall identify, verify, protect, and safeguard customer property provided for use or incorporation into the product while it is under the organization's control or being used by the organization. If any customer property is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer and maintain records (see 4.2.5).	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q5	Viamed Ltd ISO13485:2016 Section: 7.5.11 Preservation of product The organization shall document procedures for preserving the conformity of product to requirements during processing, storage, handling, and distribution. Preservation shall apply to the constituent parts of a medical device.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required:	Notes On Risk / Benefits statement if required	Further Action Required on Issue

	<p>The organization shall protect product from alteration, contamination or damage when exposed to expected conditions and hazards during processing, storage, handling, and distribution by:</p> <p>a) designing and constructing suitable packaging and shipping containers;</p> <p>b) documenting requirements for special conditions needed if packaging alone cannot provide preservation.</p> <p>If special conditions are required, they shall be controlled and recorded (see 4.2.5).</p>		No Action Required		
75927Q6	<p>Viamed Ltd ISO13485:2016 Section: 8.3.4</p> <p>Rework</p> <p>The organization shall perform rework in accordance with documented procedures that takes into account the potential adverse effect of the rework on the product. These procedures shall undergo the same review and approval as the original procedure.</p> <p>After the completion of rework, product shall be verified to ensure that it meets applicable acceptance criteria and regulatory requirements.</p> <p>Records of rework shall be maintained (see 4.2.5).</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q7	<p>VST Ltd ISO9001:2015 Section: 8.2.1</p> <p>Customer communication</p> <p>Communication with customers shall include:</p> <p>a) providing information relating to products and services;</p> <p>b) handling enquiries, contracts or orders, including changes;</p> <p>c) obtaining customer feedback relating to products and services, including customer complaints;</p> <p>d) handling or controlling customer property;</p> <p>e) establishing specific requirements for contingency actions, when relevant.</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <p>added to vop and system to prove we evaluate if should be treated as a complaint</p>	<p>Further Action Required on Issue</p> <div></div>
75927Q8	<p>VST Ltd ISO9001:2015 Section: 8.5.2</p> <p>Identification and traceability</p> <p>The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.</p> <p>The organization shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.</p> <p>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.</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q9	<p>VST Ltd ISO9001:2015 Section: 8.5.3</p> <p>Property belonging to customers or external providers</p> <p>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.</p> <p>The organization shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.</p> <p>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.</p> <p>NOTE A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q10	<p>Process7684</p> <p>Repairs Ready For Quote</p> <p>Process Repairs Ready For Quote</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q11	<p>Process7685</p> <p>Repairs Ready For Invoice</p> <p>Process Invoice for completed repairs.</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q12	<p>Process6862</p> <p>Current Repairs</p> <p>The repairs that are currently in the building. Confirm the Stage and Location of repairs</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>2.Minor ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q13	<p>Process7048</p> <p>Control of monitoring and measuring devices</p> <p>Control of monitoring and measuring devices</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>2.Remote ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q14	<p>Process7674</p> <p>Check Repairs Ready For Invoice List</p> <p>Review the repairs ready For invoice List in intrastats.</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>

2.Minor
Action Required:
No Action Required

75927Q15	Process7752 SRS Folder Ensure all outstanding repairs are being dealt with	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q16	Process7690 Ship Repairs Review the Repairs completed shelf and ship those items that are ready for return to the customer.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q17	Process7942 Do We Have Service Manual / QA For All Our Stock Coming In. To make sure we have a QA procedure or service manual in place for all our stock coming through Viamed and VST. Some may just say check packaging and barcode and other may need to go further in depth. With testing procedures. Those who do not require testing should state this in the procedure.	Does Update Affect? No	Risk Frequency due to Update 3.Occasional Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q18	Process7940 Review The Tom Thumb Grease Date To check the date of the grease used in the production and servicing of the Tom Thumb. To see if it needs to be removed. Look at date purchased then add 4 years to the date. Dispose of this when it goes beyond this date.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q19	Process7985 OverDue Servicing To ensure we do not have any overdue service requirements to our customers. Have any overdue visits not got any action notes.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q20	Process7993 Verification Warranty Repairs Customer Approval Verification Warranty Repairs Customer Approval check the previous months non warranty repairs for customer approval prior to any work being done.	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q21	Process7994 Verification Repairs Paperwork Completed Verification Completed Repairs Paperwork. Check 5 Invoiced Repairs, check the paperwork Invoice matches the customer Order.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q22	Process7995 Verification Visual Check Repair Shelf Verification Visual Check Repair Shelf	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q23	Process7996 Verification Repairs Older Repairs Verification Repairs Older Repairs Find all repairs older than 60 Days. review why not been invoice / completed.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q24	Process7997 Verification Repair Qa Reports Verification Repair Qa Reports Find 5 Completed repairs. Check the ID has a QA record	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q25	Process8005 Verification Of SRS Information added Check relevant information is being fully entered correctly on SRS system. Check 5 SRS in the system,	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>











	make sure, there is customer contact details, including email address, serial numbers, part numbers.	<div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>			
75927Q26	<div>🔍Process8022</div> <div>Vandagraph Repair Review</div> <div>Reviewing Vandagraph Repair in Intrastats</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>2.Remote</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q27	<div>🔍ProcessProcess 39</div> <div>Enviromental Policy Document Review</div> <div>Ensure our Viamed Environment and WEEE Polycys are upto date and suitable for current legislation</div> <div>Current Known Risk Potential to break the Law of the land with unsuitable polycys</div> <div>Current Likly 1 Current Frequency 2</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>2.Remote</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q28	<div>🔍ProcessProcess 7684</div> <div>Repairs Ready For Quote</div> <div>Process Repairs Ready For Quote</div> <div>Current Known Risk If process does not get performed, we likly to loose customers, get complaints over not responding to customers returned goods</div> <div>Current Likly 1 Current Frequency 1</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q29	<div>🔍ProcessProcess 7685</div> <div>Repairs Ready For Invoice</div> <div>Process Invoice for completed repairs.</div> <div>Current Known Risk repair has errors on it</div> <div>Current Likly 1 Current Frequency 1</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q30	<div>🔍ProcessProcess 7693</div> <div>Collect Repair Filing From Warehouse</div> <div>Collect the filing form the warehouse</div> <div>Current Known Risk paperwork has been missed</div> <div>Current Likly 1 Current Frequency 1</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q31	<div>🔍ProcessProcess 5857</div> <div>Customer Service Logs</div> <div>Ensuring customer onsite service visits are completed</div> <div>Current Known Risk Engineer or equipment is unavailable</div> <div>Current Likly 2 Current Frequency 1</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>2.Minor</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q32	<div>🔍ProcessProcess 7808</div> <div>Ensure All Invoice Correctly Tagged</div> <div>To find and Tag any sales that are removed from commissions, as they are break even products for relationships purposes</div> <div>Current Known Risk Pay a Sales rep for special sales in the relevant area. and make a loss on the sale</div> <div>Current Likly 3 Current Frequency 1</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>3.Serious</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q33	<div>🔍ProcessProcess 7800</div> <div>Opera Nominal Ledger Close</div> <div>The closing down of the previous months nominal ledger for accounts purposes.</div> <div>Current Known Risk The system crashes.</div> <div>Current Likly 1 Current Frequency 2</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>2.Remote</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q34	<div>🔍ProcessProcess 7790</div> <div>Humanmed Invoice them For Previous Month</div> <div>A invoice is generate at the end of each month to charges Humanmed for the admin fee, carriage charges and any special carriage charges.</div> <div>Current Known Risk That this invoice is not produced.</div> <div>Current Likly 3 Current Frequency 1</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>3.Serious</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q35	<div>🔍ProcessProcess 7789</div> <div>Withdraw Funds From Paypal</div> <div>To remove the receipts that have come into Paypal over the month. So they can be entered in to accounts sales.</div> <div>Current Known Risk That a payment is not entered accounts , or onto the correct sales account.</div> <div>Current Likly 1 Current Frequency 1</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q36	<div>🔍ProcessProcess 7783</div> <div>PDF VST Invoices And Purchase Orders</div> <div>Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>



NOW DONE AUTOMATICALLY












Current Known Risk Incorrect name given to Invoice when saving the PDF.
customer gets incorrect invoice.
Current Likly 2 Current Frequency 1











2.Minor

Action Required:
No Action Required

75927Q37	 ProcessProcess 7735 Ensure SOR's Are Followed Up Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q38	 ProcessProcess 7712 Review Inward Payments Review the payments received to ensure proformas can be shipped Current Known Risk Computer network breakdown Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q39	 ProcessProcess 7709 Delivered not Invoiced Ensure invoices are generated for shipped orders Current Known Risk Computer/network breakdown delivery is missed and remains un invoiced. Current Likly 2 Current Frequency 2	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q40	 ProcessProcess 7708 Acorn 0014904 Acorn Distribution ac 12906 - 0014904 Disposable sensor stock levels Current Known Risk That we not have stock available when needed. Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q41	 ProcessProcess 7703 Vandagraph Pay Pal Retrieve Funds To remove money from the Pay Pal system into Vandagraph Bank account Current Known Risk No risk to the process as such as its paypal driven, Can only withdraw funds to allocated bank account Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q42	 ProcessProcess 7953 Vandagraph Delivery Notifications To Send Vandagraph Delivery notifications Current Known Risk task not carried out Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q43	 ProcessProcess 7691 Ship Sale Or Returns Review the sale or return shelf and ship those items. Current Known Risk Goods will be missed Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q44	 ProcessProcess 7686 Thorough Checking Of Awaiting Action Tray - Priority 8s Check that outstanding orders with unresolved issues are being followed up and addressed Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q45	 ProcessProcess 7683 Check Stock For Proforma To check that we have stock in for customer proformas. Or review if any stock needs to be ordered. Current Known Risk That a customer is told we have stock and then we are unable to ship. Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q46	 ProcessProcess 7678 Check Catalog 360 Circle For Quotes And Orders Checking the Catalog 360 Circle website for outstanding orders or requests SYSTEM NO LONGER USED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q47	 ProcessProcess 7674 Check Repairs Ready For Invoice List Review the repairs ready For invoice List in intrastats. Current Known Risk That repairs will be missed. Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

			2.Minor Action Required: No Action Required		
75927Q48	 Process 7843 Review VST Product Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised Current Known Risk Issues could be missed Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q49	 Process 7842 Review VIAMED Product Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised Current Known Risk That an issue or report might be missed. That a Negative feedback form Products might not be reviewed Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q50	 Process 7841 Review VST Feedback - Customer Complaints To review Customer Complaints see if Non Conformance need to be raised Current Known Risk things are not followed up in a timely manner or are missed Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q51	 Process 7840 Review VST Feedback - Customer Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised Current Known Risk That an issue or report might be missed. That a Negative feedback form Products might not be reviewed Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q52	 Process 7839 Review VIAMED Feedback - Customer Complaints To Review Viamed Customer Complaints Current Known Risk Rolling Issue No Risk Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q53	 Process 7838 Review VIAMED Feedback - Customer Feedback Negative Review Customer Feedback Negative Current Known Risk Rolling Issue No risk to process Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q54	 Process 6898 GHX Web Pricing To review the GHX Web Pricing Current Known Risk That the prices are in correct and we may have to let them have the old price if we have not up dated them Current Likly 1 Current Frequency 2	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q55	 Process 5871 Check Sale Or Returns Review the Sale or Return list in intrastats. Ensure it is up to date. Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q56	 Process 5876 E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders Current Known Risk Orders go unnoticed Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q57	 Process 5872 Check Sale Or Returns Export Review the Sale or Return list in intrastats. Ensure it is up to date. Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q58	 Process 9 Distribution Of Faxes Distribute recieved faxes Current Known Risk lost faxes Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue








			<div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>		
75927Q59	 Process Process 11 Distribution Of Post Distributing incoming post to correct person Current Known Risk Royal Mail fail to deliver post Current Likly 3 Current Frequency 1	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>3.Serious</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q60	 Process Process 14 Fax Paper Ensuring that fax reports have been generated for both sent and received faxes and ensuring there is paper in the fax machine Current Known Risk Phone lines go down The paper tray is empty Current Likly 1 Current Frequency 1	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q61	 Process Process 15 Filing and Archiving Paperwork to be filed in the correct order Current Known Risk Paperwork is filed incorrectly Current Likly 1 Current Frequency 1	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q62	 Process Process 21 Office Sales Projects Ensuring office job list is being updated and completed Current Known Risk Office is short staffed or over worked Current Likly 2 Current Frequency 1	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>2.Minor</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q63	 Process Process 36 Emailing Of Invoices Invoices are emailed to customers Current Known Risk Computer or network failure Current Likly 2 Current Frequency 1	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>2.Minor</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q64	 Process Process 5875 Check Paypal For Orders Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>2.Minor</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q65	 Process Process 5882 Send Post To Humanmed Humanmed post is received, it needs to be forwarded to Humanmed UK Sales Manager HumanMed has Gone, tasks no longer required Current Known Risk Post is not sent Current Likly 4 Current Frequency 1	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>4.Critical</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q66	 Process Process 5892 Checking EBay And Amazon For Orders And Messages Checking the eBay and Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions. Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 2	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>2.Remote</div> <div>Risk Likly Due to Update</div> <div>2.Minor</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q67	 Process Process 5893 Answering Website Questions Answering any questions that are asked via the website from within Intrastats PROCESS NO LONGER REQUIRED Web QUESTIONS NOW COME IN VIA shopify, and Email Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q68	 Process Process 5894 Checking Of Active List Check the Active Back orders ensure no orders get missed Current Known Risk List is not reviewed and orders do not get shipped Current Likly 1 Current Frequency 1	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
75927Q69	 Process Process 5895 Completing Office Job List Ensuring that the allocated tasks are being completed	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>

	Current Known Risk Office staff are too busy Current Likly 3 Current Frequency 1		Update 3.Serious Action Required: No Action Required		
75927Q70	 ProcessProcess 5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas Current Known Risk Computer/network breakdown Not chased up. Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q71	 ProcessProcess 5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q72	 ProcessProcess 5913 Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders. NO LONGER REQUIRED HUMANEMD STOPPED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q73	 ProcessProcess 5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q74	 ProcessProcess 5949 Filling Credit Card Slips Check Square transactions for any anomalies or problems Current Known Risk wrong amounts charged and wrong customers Current Likly 2 Current Frequency 2	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q75	 ProcessProcess 7676 PDFing Of Invoices Viamed Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q76	 ProcessProcess 7752 SRS Folder Ensure all outstanding repairs are being dealt with Current Known Risk repairs get stuck in the system Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q77	 ProcessProcess 7758 Check For GHX Orders Check the emails for orders from GHX Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q78	 ProcessProcess 7760 Send Service Offers Send letters to existing customers to remind them that a service is due on their equipment Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q79	 ProcessProcess 7761 Send VST Delivery Notifications Emailing Notifications of shipments Current Known Risk Limited risks, and if the email fails to get delivered the customer will still receive their shipment. Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q80	 ProcessProcess 7795 Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to	Notes On Risk / Benefits statement if required	Further Action Required on Issue

Current Known Risk Computer/network breakdown
Current Likly 1 Current Frequency 1

Update
1.Negligible
Action Required:
No Action Required










75927Q81	<p>ProcessProcess 7822</p> <p>Review Oxylink Stock</p> <p>To check we have the stock available to supply our customer Oxylink.</p> <p>NOTE THIS PROCESS HAS BEEN STOPPED.</p> <p>Part number has been superseded</p> <p>Current Known Risk The we do not have the stock needed to satisfy the orders for this customer.</p> <p>Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>3.Serious</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q82	<p>ProcessProcess 5859</p> <p>Review Un-shipped Parcels</p> <p>audit and snap shot - this is an audit of a part of goods out, listing of the parcels that are sat waiting on a customer response</p> <p>Current Known Risk Customer forgets to come back to us and parcels stay ready for shipping.</p> <p>As the package is already pick pack and ready to leave the building all computer traces will show as shipped.</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q83	<p>ProcessProcess 6954</p> <p>Back Orders Review - By Customer</p> <p>To check the back orders in the tray in goods out and check the active list back orders has been reviewed</p> <p>Current Known Risk goods not shipped in a timely manner</p> <p>Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>1.Negligible</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q84	<p>ProcessProcess 7748</p> <p>Check Repair Orders</p> <p>Check the orders against the customer paperwork, that we have generated, for the repair we have received in.</p> <p>Current Known Risk That details will be incorrect and it will affect the customer. That mistakes may be missed.</p> <p>Current Likly 2 Current Frequency 2</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>2.Remote</p> <p>Risk Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q85	<p>ProcessProcess 7749</p> <p>Check Repair Quotes</p> <p>Check the quotes that we send out for the repairs we have received in.</p> <p>Current Known Risk That mistakes may be missed.</p> <p>That details will be incorrect and it will affect the customer.</p> <p>Current Likly 2 Current Frequency 2</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>2.Remote</p> <p>Risk Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q86	<p>ProcessProcess 7830</p> <p>Review Q.A. Failures Report</p> <p>To review the Quantities of Failed product per Stock reference Passing through the Q.A. system</p> <p>Current Known Risk That a high proportion of a product might fail QA and not be flagged</p> <p>Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>3.Serious</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q87	<p>ProcessProcess 7737</p> <p>Production In Production List</p> <p>Review the Production List, check and list those items that were started more than 30 days ago have not been through QA.</p> <p>Audit is carried out and production is reviewed and chased at this point.</p> <p>Current Known Risk Production jobs is finished but not been QA, may get lost in the system</p> <p>Current Likly 2 Current Frequency 2</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>2.Remote</p> <p>Risk Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q88	<p>ProcessProcess 7682</p> <p>Check Stock Requirements Supplier Blueprint</p> <p>To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered.</p> <p>Current Known Risk That a customer is told we have stock and then we are unable to ship.</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q89	<p>ProcessProcess 7681</p> <p>Check Stock Requirements Supplier Posey</p> <p>To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered.</p> <p>Current Known Risk That a customer is told we have stock and then we are unable to ship.</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
75927Q90	<p>ProcessProcess 7680</p> <p>Check Stock Requirements Supplier Envitec</p> <p>To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered.</p> <p>Current Known Risk That a customer is told we have stock and then we are unable to ship.</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>

75927Q91	 Process 7679 Check Stock Requirements Supplier Teledyne To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered. Current Known Risk That a customer is told we have stock and then we are unable to ship. Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q92	 Process 7823 Saftey Tester Data Backup the Fluke ESA615 Safety tester CE Copy any files to the Z Drive - safety tester backupdata Current Known Risk That this will not be carried out. Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q93	 Process 7673 Check Expiry Dated Stock To check that all the stock on the selves are within their use by dates. Current Known Risk Stock being dispatched that is pasts its date. Current Likly 1 Current Frequency 2	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q94	 Process 7863 Maintain Repair Codes List To confirm the current repairs codes for various products in the system are up to date and available to office members of staff. Current Known Risk use of incorrect repair codes Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q95	 Process 6862 Current Repairs The repairs that are currently in the building. Confirm the Stage and Location of repairs Current Known Risk Repairs not being worked on in a timely manor. Repairs being processed with out authorisation from customer. Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q96	 Process 7897 Daily O2 Sensors Returns To check the daily returns for any that are oxygen sensors only, so they can be fast tracked through the system Current Known Risk worst case scenario is sensor returns goes through the system normally Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q97	 Process 7944 Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST To check the use by date or manufacturers life span, of any Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST. To see if it needs to be disposed of. Dispose of and where needed re order new, when it goes beyond this date. Current Known Risk Sealant, Glues, Greases, Sprays, Gases And Tapes will go beyond the date we say it should be disposed of Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q98	 Process 7690 Ship Repairs Review the Repairs completed shelf and ship those items that are ready for return to the customer. Current Known Risk That a repair will be missed Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q99	 Process 6850 Current Stock Levels Review current stock levels Current Known Risk If the levels are incorrect or we have a shortages then customers will not receive their goods in a timely manor. Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q100	 Process 6838 Opera Negative Stock To find and correct opera when it reads Negative stock values. NOT REQUIRED ANYMORE Opera Current Known Risk Damage Opera. Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
75927Q101	 Process 5858 Opera Stock Adjustments Opera Counts bulk stock in and issues stock out against orders. Multiple processes cause stock to be used internally, Opera requires a weekly update to bring the stock count into line with whats been used outside the invoicing systems	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required:	Notes On Risk / Benefits statement if required	Further Action Required on Issue

NO LONGER REQUIRED, New system live counts these now
Current Known Risk Stock valuations will get inaccurate if the process is not performed.

No Action Required

Current Likly 2 Current Frequency 1

75927Q102	 ProcessProcess 5935 Stock Allocations To allocate stock that has not automatically be linked to a repair or invoice. No longer required with replacement order system Current Known Risk Items that should be linked to a invoice are not in the allocations list. That items are allocated incorrectly on the list. Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>2.Minor</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q103	 ProcessProcess 6945 Missing Stock or Adjustments To synchronise Opera stock Count against Intrastats internal movement of stock, E.G. Items that wont uniquely appear on an opera order - such as production parts. TASK IS NO LONGER REQUIRED Current Known Risk Opera and Intrastats go out of sync Current Likly 1 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>1.Negligible</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q104	 ProcessProcess 6955 Production Requirements To set production job for any stock item that is needed for customer back order, warehouse requests or marketing Current Known Risk that jobs will not be added and customers orders will be delayed Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>2.Minor</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q105	 ProcessProcess 7689 Move Stock From QA Shelf To Stock Shelf Monday Move Stock From QA Shelf To Stock Shelf Current Known Risk That stock is not replaced so it will take longer to pick goods for orders. Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>2.Minor</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q106	 ProcessProcess 7694 Move Stock From QA Shelf To Stock Shelf Tuesday Move Stock From QA Shelf To Stock Shelf Current Known Risk That stock is not replaced so it will take longer to pick goods for orders. The stock is not on the correct shelf. Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>2.Minor</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q107	 ProcessProcess 7695 Top Up Quick Shipping Shelves Move Stock From QA Shelf To Quick Shipping Shelves Current Known Risk That stock is not replaced so it will take longer to pick goods for orders. Current Likly 1 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>1.Negligible</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q108	 ProcessProcess 8015 Review VST Product Feedback Positive Review VST Product Feedback Positive Current Known Risk Issues could be missed Current Likly 1 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>1.Negligible</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q109	 ProcessProcess 8017 Review VST Customer Feedback Positive Review VST Customer Feedback Positive Current Known Risk Issues could be missed Current Likly 1 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>1.Negligible</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q110	 ProcessProcess 8024 Discontinue/Supersede Stock This is a review of old stock that is being sold and then when stock runs out it will be withdrawn from sale. Current Known Risk that customers will order stock we no longer have Current Likly 1 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>1.Negligible</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
75927Q111	Does Generic CE File Attached to All Technical file #2 Of type 5 require any Notificaiions and/or Risk assesment updates due to this update	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>1.Negligible</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

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

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