

Document VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement Revision ID88809

Suggested Upload Document Name: Risk Assessment For Updating Document ID88809

Completed by [Derek Lamb](#) 27 Dec 2023

Reason for Risk Assessment

QC 19 form not to be used with medical products. added to both references to QC 19 form

Document VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement Revision ID88809 Is linked to the Following Standards and processes












Risk Assessment ID88809	Question	Does Update Affect?	Risk on Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q0	Does this Update warrant updating Any External Parties due to any Terms and Conditional Agreements E.G. Notified Body or is the update a Significate change to any ISO Certifications	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q1	Viamed Ltd ISO13485:2016 Section: 5.2 Customer focus Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q2	Viamed Ltd ISO13485:2016 Section: 5.4.1 Quality objectives Top management shall ensure that quality objectives, including those needed to meet applicable regulatory requirements and requirements for product, are established at relevant functions and levels within the organization. The quality objectives shall be measurable and consistent with the quality policy.	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
88809Q3	Viamed Ltd ISO13485:2016 Section: 7.4.3 Verification of purchased product The organization shall establish and implement the inspection or other activities necessary for ensuring that purchased product meets specified purchasing requirements. The extent of verification activities shall be based on the supplier evaluation results and proportionate to the risks associated with the purchased product. When the organization becomes aware of any changes to the purchased product, the organization shall determine whether these changes affect the product realization process or the medical device. When the organization or its customer intends to perform verification at the supplier's premises, the organization shall state the intended verification activities and method of product release in the purchasing information. Records of the verification shall be maintained (see 4.2.5).	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
88809Q4	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 Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q5	Viamed Ltd ISO13485:2016 Section: 7.5.8 Identification The organization shall document procedures for product identification and identify product by suitable means throughout product realization. The organization shall identify product status with respect to monitoring and measurement requirements throughout product realization. Identification of product status shall be maintained throughout production, storage, installation and servicing of product to ensure that only product that has passed the required inspections and tests or released under an authorized concession is dispatched, used or installed. If required by applicable regulatory requirements, the organization shall document a	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

system to assign unique device identification to the medical device.
The organization shall document procedures to ensure that medical devices returned to the organization are identified and distinguished from conforming product.

88809Q6	<p>Viamed Ltd ISO13485:2016 Section: 7.5.11</p> <p>Preservation of product</p> <p>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.</p> <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>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>1.Negligible <input type="button" value="v"/></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>
88809Q7	<p>VST Ltd ISO9001:2015 Section: 5.1.2</p> <p>Customer focus</p> <p>5.1.2 Customer focus</p> <p>Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:</p> <p>a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;</p> <p>b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;</p> <p>c) the focus on enhancing customer satisfaction is maintained.</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>1.Negligible <input type="button" value="v"/></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>
88809Q8	<p>VST Ltd ISO9001:2015 Section: 7.1.5.2</p> <p>Measurement traceability</p> <p>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:</p> <p>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;</p> <p>b) identified in order to determine their status;</p> <p>c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.</p> <p>The organization shall determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>1.Negligible <input type="button" value="v"/></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>
88809Q9	<p>VST Ltd ISO9001:2015 Section: 8.5.1</p> <p>Control of production and service provision</p> <p>The organization shall implement production and service provision under controlled conditions.</p> <p>Controlled conditions shall include, as applicable:</p> <p>a) the availability of documented information that defines:</p> <p>1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;</p> <p>2) the results to be achieved;</p> <p>b) the availability and use of suitable monitoring and measuring resources;</p> <p>c) the implementation of monitoring 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;</p> <p>d) the use of suitable infrastructure and environment for the operation of processes;</p> <p>e) the appointment of competent persons, including any required qualification;</p> <p>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;</p> <p>g) the implementation of actions to prevent human error;</p> <p>h) the implementation of release, delivery and post-delivery activities</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>1.Negligible <input type="button" value="v"/></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>
88809Q10	<p>VST Ltd ISO9001:2015 Section: 8.5.4</p> <p>Preservation</p> <p>The organization shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.</p> <p>NOTE Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection.</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>1.Negligible <input type="button" value="v"/></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>
88809Q11	<p>VST Ltd ISO9001:2015 Section: 8.7.1</p> <p>The organization shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.</p> <p>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.</p> <p>The organization shall deal with nonconforming outputs in one or more of the</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>1.Negligible <input type="button" value="v"/></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>

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.

88809Q12	 Process5855 Purchase Order Requirements Teledyne To contact Teledyne and confirm the purchase orders we have outstanding for them	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
88809Q13	 Process5858 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 NO LONGER REQUIRED, New system live counts these now	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
88809Q14	 Process5868 Return Goods To Suppliers To get Returns numbers from suppliers with return shipments pending.	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
88809Q15	 Process5935 Stock Allocations To allocate stock that has not automatically be linked to a repair or invoice. No longer required with replacement order system	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
88809Q16	 Process6829 Supplier Review - Outstanding orders Orders that have not been supplied in the time scale provided.	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
88809Q17	 Process6832 Supplier Review Future orders Orders that will be placed in the future.	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
88809Q18	 Process6850 Current Stock Levels Review current stock levels	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
88809Q19	 Process6945 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	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
88809Q20	 Process6955 Production Requirements To set production job for any stock item that is needed for customer back order, warehouse requests or marketing	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
88809Q21	 Process7673 Check Expiry Dated Stock To check that all the stock on the selves are within their use by dates.	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
88809Q22	 Process7679 Check Stock Requirements Supplier Teledyne	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

	To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered.	Affect? No	1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required		
88809Q23	Process7680 Check Stock Requirements Supplier Envitec To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q24	Process7681 Check Stock Requirements Supplier Posey To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q25	Process7682 Check Stock Requirements Supplier Blueprint To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q26	Process7683 Check Stock For Proforma To check that we have stock in for customer proformas. Or review if any stock needs to be ordered.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q27	Process7687 Vandagraph Duckets Collecting, cleaning and returning duckets to Vandagraph.	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
88809Q28	Process7689 Move Stock From QA Shelf To Stock Shelf Monday Move Stock From QA Shelf To Stock Shelf	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q29	Process7694 Move Stock From QA Shelf To Stock Shelf Tuesday Move Stock From QA Shelf To Stock Shelf	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q30	Process7695 Top Up Quick Shipping Shelves Move Stock From QA Shelf To Quick Shipping Shelves	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
88809Q31	Process7708 Acorn 0014904 Acorn Distribution ac 12906 - 0014904 Disposable sensor stock levels	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q32	Process7798 Orders And Items Shipped Per Month Review the orders and items shipped per month	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q33	Process5871 Check Sale Or Returns Review the Sale or Return list in intrastats. Ensure it is up to date.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to	Notes On Risk / Benefits statement if required	Further Action Required on Issue

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Action Required:
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88809Q34	Process5872 Check Sale Or Returns Export Review the Sale or Return list in intrastats. Ensure it is up to date.	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>
88809Q35	Process6973 Stock Transfers. (QC19) review qc 19 forms	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>
88809Q36	Process7830 Review Q.A. Failures Report To review the Quantities of Failed product per Stock reference Passing through the Q.A. system	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
88809Q37	Process7864 ESD Work Stations Check the workshop benches ESD equipment is in place	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>
88809Q38	Process7873 On Site Environment Review Review the Highs and Lows in Temperature of stored stock and products. The temperature range can be found on the temperature page.	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
88809Q39	Process7866 Oxygen Cylinder Check Ensure we do not run out of oxygen	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>
88809Q40	Process7897 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	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>
88809Q41	Process7909 EAN GTIN Online Database To update the online GTIN / EAN13 databases of stock descriptions for peppol use	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>
88809Q42	Process7943 Review Stocks Of 8000004 To review stock levels of 8000004	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>
88809Q43	Process7944 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.	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>
88809Q44	Process7962 VST Supplier QA Results To upload any supplier qa results to the PO update log	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to	Notes On Risk / Benefits statement if required	Further Action Required on Issue <div></div>

			Update 1.Negligible Action Required: No Action Required		
88809Q45	Process7967 VST Stock Count For End April To count the final year end stock for VST	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q46	Process7969 Weee Waste Reporting To report official weee waste Weights we have placed in the Markets	Does Update Affect? No	Risk Frequency due to Update 3.Occasional Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q47	Process8006 Verification Warehouse Unidentified Stock Visually check the warehouse for unidentified stock	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
88809Q48	Process8008 Verification Warehouse Hand Sanitiser Check sufficient Hand gel and gloves available for use in goods in.	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
88809Q49	Process8009 Verification Stock Items And Locations Randomly test/list 5 stock Items from finished shelves. to verify their loction in intrastats. Check for Barcode label. check serial number or batchnumber where applicable to the barcode. confirm packaged suitably.	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
88809Q50	Process8010 Verification Of Ebay Stock Verify Ebay stock is scanned to the correct 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	Further Action Required on Issue
88809Q51	Process8011 Verification Of Demo Stock Confirm location and condition of all Demo and Exhibition Stock. Confirm stock is separate from regular stock. Confirm stock levels are correct.	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
88809Q52	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	Further Action Required on Issue
88809Q53	Process8002 Verification Todays Goods In Verification goods in products correctly identified	Does Update Affect? No	Risk Frequency due to Update 3.Occasional Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q54	Process8004 Verification Of Non Conforming Products Verify non conformaing parts and products and segregated identified, with a hold label with an issue number, date and initials on them.	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q55	Process8024 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.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to	Notes On Risk / Benefits statement if required	Further Action Required on Issue

			Update 1.Negligible Action Required: No Action Required		
88809Q56	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	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
88809Q57	Process 5882 Send Post To Humanmed Humanedmed post is received, it needs to be forwarded to Humanmed UK Sales Manager HumanMed has Gone, tasks no longer required Current Known Risk Post is not sent Current Likly 4 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 4.Critical Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q58	Process 7743 Customer Complaints Paper File Major Customer Complaints get escalated to Paper Customer Complaints file. Check the File is being Maintained and any relevant documentation is in the File. Current Known Risk Customer Complaints could be missed or not filed correctly 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
88809Q59	Process 7684 Repairs Ready For Quote Process Repairs Ready For Quote Current Known Risk If process does not get performed, we likly to loose customers, get complaints over not responding to customers returned goods Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q60	Process 7685 Repairs Ready For Invoice Process Invoice for completed repairs. Current Known Risk repair has errors on it Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q61	Process 7830 Review Q.A. Failures Report To review the Quantities of Failed product per Stock reference Passing through the Q.A. system Current Known Risk That a high proportion of a product might fail QA and not be flagged 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
88809Q62	Process 26 Company Resources Overview of the Company using various data Reporting Screens Current Known Risk Not enough resources to complete tasks 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
88809Q63	Process 5877 Review Company Data To review the numbers of various departments. Showing increasing / reducing staff requirements Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Current Known Risk incorrect staff levels 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
88809Q64	Process 7822 Review Oxylink Stock To check we have the stock available to supply our customer Oxylink. NOTE THIS PROCESS HAS BEEN STOPPED. Part number has been superseded Current Known Risk The we do not have the stock needed to satisfy the orders for this customer. Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q65	Process 7801 VST Price Review To review the current pricing and impact of increases Current Known Risk Getting this wrong can interfere with sales. Current Likly 1 Current Frequency 2	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
88809Q66	Process 7797 Check Order Are Being Picked In Priority Order	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

	<p>Check order are being picked in order of priority and date. Current Known Risk Orders going at before more urgent ones Current Likly 2 Current Frequency 1</p>	<p>Affect? No</p>	<p>1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>		
88809Q67	<p>ProcessProcess 7791 Price List Check Changing of the prices lists. Issue to check these are current</p> <p>*Vandagraph is not an ISO company Current Known Risk That people will quote the wrong price to the customer.</p> <p>Current Likly 1 Current Frequency 2</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 2.Remote Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q68	<p>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</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q69	<p>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</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q70	<p>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</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q71	<p>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</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q72	<p>ProcessProcess 7697 Yearly Pricing Review To review the current pricing and impact of increases Current Known Risk Getting this wrong can interfere with sales. Current Likly 1 Current Frequency 2</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 2.Remote Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q73	<p>ProcessProcess 7953 Vandagraph Delivery Notifications To Send Vandagraph Delivery notifications Current Known Risk task not carried out Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q74	<p>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</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q75	<p>ProcessProcess 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</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q76	<p>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</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q77	<p>ProcessProcess 7683 Check Stock For Proforma</p>	<p>Does Update</p>	<p>Risk Frequency due to Update</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

	<p>To check that we have stock in for customer proformas. 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>Affect?</p> <p>No <input type="button" value="v"/></p>	<p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>2.Minor <input type="button" value="v"/></p> <p>Action Required:</p> <p>No Action Required</p>		
88809Q78	<p>Process 7678</p> <p>Check Catalog 360 Circle For Quotes And Orders</p> <p>Checking the Catalog 360 Circle website for outstanding orders or requests</p> <p>SYSTEM NO LONGER USED</p> <p>Current Known Risk Computer/network breakdown</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>2.Minor <input type="button" value="v"/></p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q79	<p>Process 7676</p> <p>PDFing Of Invoices Viamed</p> <p>Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers</p> <p>NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY</p> <p>Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice.</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>2.Minor <input type="button" value="v"/></p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q80	<p>Process 7674</p> <p>Check Repairs Ready For Invoice List</p> <p>Review the repairs ready for invoice List in intrastats.</p> <p>Current Known Risk That repairs will be missed.</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>2.Minor <input type="button" value="v"/></p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q81	<p>Process 7673</p> <p>Check Expiry Dated Stock</p> <p>To check that all the stock on the selves are within their use by dates.</p> <p>Current Known Risk Stock being dispatched that is pasts its date.</p> <p>Current Likly 1 Current Frequency 2</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>2.Remote <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>1.Negligible <input type="button" value="v"/></p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q82	<p>Process 7670</p> <p>Humanmed general Issues</p> <p>Review of Humanmed sales and orders and clear any duplicates or problems.</p> <p>Current Known Risk That there are duplicate orders o the system due to errors.</p> <p>Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>3.Serious <input type="button" value="v"/></p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q83	<p>Process 5871</p> <p>Check Sale Or Returns</p> <p>Review the Sale or Return list in intrastats. Ensure it is up to date.</p> <p>Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>2.Minor <input type="button" value="v"/></p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q84	<p>Process 5876</p> <p>E.Commerce Cardea And Multiquote</p> <p>To Collect E.Commerce Cardea And Multiquote Orders</p> <p>Current Known Risk Orders go unnoticed</p> <p>Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>1.Negligible <input type="button" value="v"/></p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q85	<p>Process 6898</p> <p>GHX Web Pricing</p> <p>To review the GHX Web Pricing</p> <p>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</p> <p>Current Likly 1 Current Frequency 2</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>2.Remote <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>1.Negligible <input type="button" value="v"/></p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q86	<p>Process 5872</p> <p>Check Sale Or Returns Export</p> <p>Review the Sale or Return list in intrastats. Ensure it is up to date.</p> <p>Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>2.Minor <input type="button" value="v"/></p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q87	<p>Process 9</p> <p>Distribution Of Faxes</p> <p>Distribute recieved faxes</p> <p>Current Known Risk lost faxes</p> <p>Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p> <p>Risk Likly Due to Update</p> <p>1.Negligible <input type="button" value="v"/></p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q88	<p>Process 14</p> <p>Fax Paper</p> <p>Ensuring that fax reports have been generated for both sent and received faxes and</p>	<p>Does Update</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable <input type="button" value="v"/></p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

	<p>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</p>	<p>Affect? No ▾</p>	<p>Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required</p>		
88809Q89	<p>ProcessProcess 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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q90	<p>ProcessProcess 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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q91	<p>ProcessProcess 36 Emailing Of Invoices Invoices are emailed to customers Current Known Risk Computer or network failure Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q92	<p>ProcessProcess 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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q93	<p>ProcessProcess 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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 2.Remote ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q94	<p>ProcessProcess 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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q95	<p>ProcessProcess 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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q96	<p>ProcessProcess 5895 Completing Office Job List Ensuring that the allocated tasks are being completed Current Known Risk Office staff are too busy Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q97	<p>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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q98	<p>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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
88809Q99	<p>ProcessProcess 5913 Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding</p>	<p>Does Update</p>	<p>Risk Frequency due to Update 1.Improbable ▾</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

Humanmed orders. NO LONGER REQUIRED HUMANEMD STOPPED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Affect? No ▾	Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required		
88809Q100 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
88809Q101 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
88809Q102 ProcessProcess 7693 Collect Repair Filing From Warehouse Collect the filing form the warehouse Current Known Risk paperwork has been missed Current Likly 1 Current Frequency 1	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
88809Q103 ProcessProcess 7699 Shred Sensitive Paperwork In JL Office Shredding of sensitive information Current Known Risk Broken shredder 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
88809Q104 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
88809Q105 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
88809Q106 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
88809Q107 ProcessProcess 7783 PDF VST Invoices And Purchase Orders Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NOW DONE AUTOMATICALLY 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
88809Q108 ProcessProcess 7792 Shipped Order Success Report A report is generated from figures in Intrastats to display how many orders have been shipped without errors Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update 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
88809Q109 ProcessProcess 7795 Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update 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
88809Q110 ProcessProcess 5859 Review Un-shipped Parcels audit and snap shot - this is an audit of a part of goods out, listing of the parcels that	Does Update	Risk Frequency due to Update 1.Improbable ▾	Notes On Risk / Benefits statement if required	Further Action Required on Issue

	are sat waiting on a customer response Current Known Risk Customer forgets to come back to us and parcels stay ready for shipping. As the package is already pick pack and ready to leave the building all computer traces will show as shipped. Current Likly 2 Current Frequency 1	Affect? No	Risk Likely Due to Update 2.Minor Action Required: No Action Required		
88809Q111	ProcessProcess 6954 Back Orders Review - By Customer To check the back orders in the tray in goods out and check the active list back orders has been reviewed Current Known Risk goods not shipped in a timely manner Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q112	ProcessProcess 7748 Check Repair Orders Check the orders against the customer paperwork, that we have generated, for the repair we have received in. Current Known Risk That details will be incorrect and it will affect the customer. That mistakes may be missed. Current Likly 2 Current Frequency 2	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q113	ProcessProcess 7749 Check Repair Quotes Check the quotes that we send out for the repairs we have received in. Current Known Risk That mistakes may be missed. That details will be incorrect and it will affect the customer. Current Likly 2 Current Frequency 2	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q114	ProcessProcess 7838 Review VIAMED Feedback - Customer Feedback Negative Review Customer Feedback Negative Current Known Risk Rolling Issues No risk to process Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q115	ProcessProcess 7839 Review VIAMED Feedback - Customer Complaints To Review Viamed Customer Complaints Current Known Risk Rolling Issue No Risk Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q116	ProcessProcess 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 Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q117	ProcessProcess 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 Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q118	ProcessProcess 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 Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q119	ProcessProcess 7843 Review VST Product Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raise Current Known Risk Issues could be missed Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q120	ProcessProcess 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 Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q121	ProcessProcess 7798 Orders And Items Shipped Per Month Review the orders and items shipped per month	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to	Notes On Risk / Benefits statement if required	Further Action Required on Issue

Current Known Risk Problem with report Current Likly 3 Current Frequency 1		Update 3.Serious Action Required: No Action Required			
88809Q122	<div>ProcessProcess 7744</div> <div>FDA Device Establishment Registration And Listing FDA registration and the CMDCAS products</div> <div>In order to sell in the USA / Canada Markets products need to be registered with the FDA.</div> <div>Current Known Risk Its harder to initially get on teh register than maintaining it.</div> <div>Inability to sell products in North America Current Likly 1 Current Frequency 1</div>	<div>Does Update Affect? No</div>	<div>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
88809Q123	<div>ProcessProcess 7705</div> <div>Checking For Uploaded Files Checking if a customer has uploaded an order directly to our website Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 2</div>	<div>Does Update Affect? No</div>	<div>Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
88809Q124	<div>ProcessProcess 7737</div> <div>Production In Production List Review the Production List, check and list those items that were started more than 30 days ago have not been through QA.</div> <div>Audit is carried out and production is reviewed and chased at this point.</div> <div>Current Known Risk Production jobs is finished but not been QA, may get lost in the system Current Likly 2 Current Frequency 2</div>	<div>Does Update Affect? No</div>	<div>Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
88809Q125	<div>ProcessProcess 7736</div> <div>Production Start Job List When a new production is needed we the production job to the list of procedures.</div> <div>Check to make sure that every new job has a procedure linked to it. Current Known Risk That a job will be carried out without a procedure. Current Likly 2 Current Frequency 2</div>	<div>Does Update Affect? No</div>	<div>Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
88809Q126	<div>ProcessProcess 7682</div> <div>Check Stock Requirements Supplier Blueprint 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</div>	<div>Does Update Affect? No</div>	<div>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
88809Q127	<div>ProcessProcess 7681</div> <div>Check Stock Requirements Supplier Posey 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</div>	<div>Does Update Affect? No</div>	<div>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
88809Q128	<div>ProcessProcess 7680</div> <div>Check Stock Requirements Supplier Envitec 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</div>	<div>Does Update Affect? No</div>	<div>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
88809Q129	<div>ProcessProcess 7679</div> <div>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</div>	<div>Does Update Affect? No</div>	<div>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
88809Q130	<div>ProcessProcess 7826</div> <div>Goods In Processes To Receive Goods from Suppliers Current Known Risk incorrectly booked in not booked in Current Likly 2 Current Frequency 2</div>	<div>Does Update Affect? No</div>	<div>Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
88809Q131	<div>ProcessProcess 7671</div> <div>Humanmed Non Conformances Humanmed Non Conformances</div> <div>Current Known Risk non conformations not logged. Current Likly 2 Current Frequency 2</div>	<div>Does Update Affect? No</div>	<div>Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required:</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>

No Action Required

88809Q132	Process Process 7872 Embargo Countries NOT Allowed To Sell To To review with the banks any embargo countries Current Known Risk Selling to an Embargo countries can get bank account frozen and loss of facilities Current Likly 1 Current Frequency 3	Does Update Affect? No	Risk Frequency due to Update 3.Occasional Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
88809Q133	Process Process 7696 Send VIAMED Delivery Notifications Emailing Notifications of shipments Current Known Risk limited risks, and if email fails to get delivered the customer will still receive their shipment. Current Likly 2 Current Frequency 1	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
88809Q134	Process Process 7048 Control of monitoring and measuring devices Control of monitoring and measuring devices Current Known Risk that equipment will be missed 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
88809Q135	Process 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
88809Q136	Process Process 19 Maintaining Leaflet Stocks Ensure required leaflets are in stock Current Known Risk Stock is not checked Current Likly 2 Current Frequency 1	Does Update Affect? 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
88809Q137	Process 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
88809Q138	Process 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 NO LONGER REQUIRED, New system live counts these now Current Known Risk Stock valuations will get inaccurate if the process is not performed. 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
88809Q139	Process Process 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? 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
88809Q140	Process Process 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? 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
88809Q141	Process Process 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? 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
88809Q142	Process Process 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	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

for orders.
Current Likly 2 Current Frequency 1

Update
2.Minor
Action Required:
No Action Required

88809Q143	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? 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
88809Q144	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? 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
88809Q145	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? 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
88809Q146	ProcessProcess 7996 Verification Repairs Older Repairs Verification Repairs Older Repairs Find all repairs older than 60 Days. review why not been invoice / completed. Current Known Risk a repair is missed or not chased 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
88809Q147	ProcessProcess 7934 Test Website Questions Test the integration of the website submitted questions to intrastats TASK NO LONGER REQUIRED, SHOPIFY EMAILS QUESTIONS Current Known Risk Questions may be missed and unanswered 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
88809Q148	ProcessProcess 8030 Purchase Order Invoice Review Confirm the Price on our purchase order matches the price charged by the supplier Current Known Risk We over pay for products or services 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
88809Q149	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? 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
88809Q150	Final Notes Added for clarity QC 19 not for medical products No ISO Procedures or Process are negativly affected by updating this document with the new document proposed				

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