

Document VM3COP20.30 UK Order Processing Revision ID157581

Suggested Upload Document Name: **Risk Assessment For Updating Document ID157581**Completed by [Catrin Hird](#) 16 Oct 2024**Reason for Risk Assessment**

Document VM3COP20.30 UK Order Processing Revision ID157581 Is linked to the Following Standards and processes

test block

| Risk Assessment ID157581 | Question | Does Update Affect | Risk on Update | Notes On Risk / Benefits statement if required | Furth Issue |
|--------------------------|--|---------------------------|---|--|-------------|
| 157581Q0 | 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 | Furth Issue |
| 157581Q1 | 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 | Furth Issue |
| 157581Q2 | Viamed Ltd ISO13485:2016 Section: 7.2.1 Determination of requirements related to product The organization shall determine: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization | 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 | Furth Issue |
| 157581Q3 | Viamed Ltd ISO13485:2016 Section: 7.2.1 Determination of requirements related to product The organization shall determine: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization | 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 | Furth Issue |
| 157581Q4 | Viamed Ltd ISO13485:2016 Section: 7.2.2 Review of requirements related to product The organization shall review the requirements related to product. This review shall be conducted prior to the organization's commitment to supply product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that: a) product requirements are defined and documented; b) contract or order requirements differing from those previously expressed are resolved; c) applicable regulatory requirements are met; d) any user training identified in accordance with 7.2.1 is available or planned to be available; e) the organization has the ability to meet the defined requirements. Records of the results of the review and actions arising from the review shall be maintained (see 4.2.5). When the customer provides no documented statement of requirement, the customer requirements shall be confirmed by the organization before acceptance. | 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 | Furth Issue |

When product requirements are changed, the organization shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

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| 157581Q5 | <p>Viamed Ltd ISO13485:2016 Section: 7.2.3</p> <p>Communication</p> <p>The organization shall plan and document arrangements for communicating with customers in relation to:</p> <ul style="list-style-type: none"> a) product information; b) enquiries, contracts or order handling, including amendments; c) customer feedback, including complaints; d) advisory notices. <p>The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.</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>Furth Issue</p> |
| 157581Q6 | <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> <ul style="list-style-type: none"> a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met; b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; c) the focus on enhancing customer satisfaction is maintained. | <p>Does Update Affect?</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>Furth Issue</p> |
| 157581Q7 | <p>VST Ltd ISO9001:2015 Section: 8.2.1</p> <p>Customer communication</p> <p>Communication with customers shall include:</p> <ul style="list-style-type: none"> a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes; c) obtaining customer feedback relating to products and services, including customer complaints; d) handling or controlling customer property; e) establishing specific requirements for contingency actions, when relevant. | <p>Does Update Affect?</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>Furth Issue</p> |
| 157581Q8 | <p>VST Ltd ISO9001:2015 Section: 8.2.2</p> <p>Determining the requirements for products and services</p> <p>When determining the requirements for the products and services to be offered to customers, the organization shall ensure that:</p> <ul style="list-style-type: none"> a) the requirements for the products and services are defined, including: <ul style="list-style-type: none"> 1) any applicable statutory and regulatory requirements; 2) those considered necessary by the organization; b) the organization can meet the claims for the products and services it offers. | <p>Does Update Affect?</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>Furth Issue</p> |
| 157581Q9 | <p>VST Ltd ISO9001:2015 Section: 8.2.3.1</p> <p>The organization shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. The organization shall conduct a review before committing to supply products and services to a customer, to include:</p> <ul style="list-style-type: none"> a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer, but necessary for the specified or intended use, when known; c) requirements specified by the organization; d) statutory and regulatory requirements applicable to the products and services; e) contract or order requirements differing from those previously expressed. <p>The organization shall ensure that contract or order requirements differing from those previously defined are resolved.</p> <p>The customers requirements shall be confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.</p> <p>NOTE In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant product information, such as catalogues.</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>Furth Issue</p> |
| 157581Q10 | <p>VST Ltd ISO9001:2015 Section: 8.2.4</p> <p>Changes to requirements for products and services</p> <p>The organization shall ensure that relevant documented information is amended, and that 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>Notes On Risk / Benefits statement if required</p> | <p>Furth Issue</p> |

persons are made aware of the changed requirements, when the requirements for products and services are changed.

1.Negligible
Action Required:
No Action
Required

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| 157581Q11 | Process9 Distribution Of Faxes Distribute recieved faxes | 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 | Furth Issue |
| 157581Q12 | Process11 Distribution Of Post Distibuting incoming post to correct person | 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 | Furth Issue |
| 157581Q13 | Process14 Fax Paper Ensuring that fax reports have been generated for both sent and received faxes and ensuring there is paper in the fax machine | 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 | Furth Issue |
| 157581Q14 | Process15 Filing and Archiving Paperwork to be filed in the correct order | 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 | Furth Issue |
| 157581Q15 | Process20 Processing Of Mail Shots Ensuring mail shots are printed and sent | 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 | Furth Issue |
| 157581Q16 | Process21 Office Sales Projects Ensuring office job list is being updated and completed | 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 | Furth Issue |
| 157581Q17 | Process36 Emailing Of Invoices Invoices are emailed to customers | 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 | Furth Issue |
| 157581Q18 | Process37 West Yorkshire Ambulance Stock Viamed has a consignment stock with West Yorkshire Ambulance, We scan stock to a shelf, then send them the consignment stock As and when they use stock each week we do a rational and invoice them for | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

the used stock and replenish the consignment stock.









WYA Stock check via the website.

We can now check their stock agrees with ours.

1.Negligible
Action Required:
No Action
Required

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| 157581Q19 | Process5850 Purchase Order Log Check the PO log is up to date with confirmations and expected shipping dates | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q20 | Process5875 Check Paypal For Orders Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q21 | Process5882 Send Post To Humanmed Humanmed post is received, it needs to be forwarded to Humanmed UK Sales Manager HumanMed has Gone, tasks no longer required | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 4.Critical Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q22 | Process5892 Checking EBay And Amazon For Orders And Messages Checking the eBay and Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions. | Does Update Affect? No | Risk Frequency due to Update 2.Remote Risk Likely Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q23 | Process5893 Answering Website Questions Answering any questions that are asked via the website from within Intrastat PROCESS NO LONGER REQUIRED Web QUESTIONS NOW COME IN VIA shopify, and Email | 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 | Furth Issue |
| 157581Q24 | Process5866 UPS Shipping Fuel Surcharge UPS surcharges change on a monthly basis. The internal system requires updating so the postage rates can be calculated by anyone correctly. *PROCESS REPLACED WITH WORLDSHIP | 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 | Furth Issue |
| 157581Q25 | Process7796 Review Franking Label Errors To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage. | 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 | Furth Issue |
| 157581Q26 | Process5873 Distributor Contract Reviews To check through list of export distributors | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likely Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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| | | | 3.Serious | Action Required: No Action Required | |
| 157581Q27 | Process5885 Monthly Reports Report generate to give a idea of the current and future sales and marketing. | 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 | Furth Issue |
| 157581Q28 | Process5876 E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders | 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 | Furth Issue |
| 157581Q29 | Process5857 Customer Service Logs Ensuring customer onsite service visits are completed | 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 | Furth Issue |
| 157581Q30 | Process5894 Checking Of Active List Check the Active Back orders ensure no orders get missed | 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 | Furth Issue |
| 157581Q31 | Process5895 Completing Office Job List Ensuring that the allocated tasks are being completed | 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 | Furth Issue |
| 157581Q32 | Process5897 Franking Mail Task to Frank outgoing Mail | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 5.Catastrophic Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q33 | Process5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas | 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 | Furth Issue |
| 157581Q34 | Process5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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| 157581Q35 |  Process5913 Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders. NO LONGER REQUIRED HUMANEMD STOPPED | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q36 |  Process5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q37 |  Process5949 Filling Credit Card Slips Check Square transactions for any anomalies or problems | 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 | Furth Issue |
| 157581Q38 |  Process7676 PDFing Of Invoices Viamed Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q39 |  Process7678 Check Catalog 360 Circle For Quotes And Orders Checking the Catalog 360 Circle website for outstanding orders or requests SYSTEM NO LONGER USED | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q40 |  Process7686 Thorough Checking Of Awaiting Action Tray - Priority 8s Check that outstanding orders with unresolved issues are being followed up and addressed | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q41 |  Process7693 Collect Repair Filing From Warehouse Collect the filing form the warehouse | 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 | Furth Issue |
| 157581Q42 |  Process7696 Send VIAMED Delivery Notifications Emailing Notifications of shipments | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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| 157581Q43 | Process7699 Shred Sensitive Paperwork In JL Office Shredding of sensitive information | 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 | Furth Issue |
| 157581Q44 | Process7707 Send Purchase Orders To Suppliers Emailing purchase orders to suppliers | 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 | Furth Issue |
| 157581Q45 | Process7709 Delivered not Invoiced Ensure invoices are generated for shipped orders | 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 | Furth Issue |
| 157581Q46 | Process7705 Checking For Uploaded Files Checking if a customer has uploaded an order directly to our website | Does Update Affect? No | Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q47 | Process7712 Review Inward Payments Review the payments received to ensure proformas can be shipped | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q48 | Process7735 Ensure SOR's Are Followed Up Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q49 | Process7751 VST Purchase Order Log Check the VST PO log is up to date with confirmations and expected shipping dates | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q50 | Process7758 Check For GHX Orders Check the emails for orders from GHX | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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| | | | 2.Minor | Action Required: No Action Required | |
| 157581Q51 | Process7760 Send Service Offers Send letters to existing customers to remind them that a service is due on their equipment | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q52 | Process7761 Send VST Delivery Notifications Emailing Notifications of shipments | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q53 | Process7783 PDF VST Invoices And Purchase Orders Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NOW DONE AUTOMATICALLY | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q54 | Process7792 Shipped Order Success Report A report is generated from figures in Intrastats to display how many orders have been shipped without errors | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q55 | Process7795 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 Likely Due to Update 1.Negligible Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q56 | Process7822 Review Oxylink Stock To check we have the stock available to supply our customer Oxylink. NOTE THIS PROCESS HAS BEEN STOPPED. Part number has been superseded | Does Update Affect? No | 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 | Furth Issue |
| 157581Q57 | Process7863 Maintain Repair Codes List To confirm the current repairs codes for various products in the system are up to date and available to office members of staff. | Does Update Affect? No | 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 | Furth Issue |
| 157581Q58 | Process7890 New UPS Rates Needs Checking To get the next years UPS zone and areas and Pricing Import into intrastats, No formal procedure as UPS keep changing style and layout, can be done manually | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likely Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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| | | | No Action | | |
| | | | Required | | |
| 157581Q59 | Process7893 VST Price Lists To confirm the Document index Price Lists | 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 | Furth Issue |
| 157581Q60 | Process7894 VST Customer Agreements To check the Current Customer Agreements are still Valid | 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 | Furth Issue |
| 157581Q61 | Process7901 UPS Exceptions Checkup To check the emails that come in from UPS or other shippers, for problems delivering or clearing goods. | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q62 | Process7959 Audit 16 Sales And Marketing Viamed Audit to include Sales and Marketing Functions | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q63 | Process7970 Proforma And Quote Chasing Ryan Chase outstanding Quotes and Proformas put on by Ryan or that he is responsible for. | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q64 | Process7971 Proforma And Quote Chasing Steve Hardaker Chase outstanding Quotes and Proformas put on by Steve H or that he is responsible for. | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q65 | Process7957 Warehouse Requests Warehouse requests for stock to be reviewed, any shortages to be ordered or produced with a production Job | 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 | Furth Issue |
| 157581Q66 | Process7872 Embargo Countries NOT Allowed To Sell To To review with the banks any embargo countries | Does Update Affect? No | Risk Frequency due to Update 3.Occasional Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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| | | | 1.Negligible Action Required: No Action Required | | |
| 157581Q67 | Process7988 Verification Contact Details Internal CRM To confirm contact details are being entered into the system correctly. Between our Invoice, Customer Paperwork and the existing CRM | 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 | Furth Issue |
| 157581Q68 | Process7989 Verification Contact Details Accounts Verifying the contact details on invoices match between internal system and the external accounts package | 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 | Furth Issue |
| 157581Q69 | Process7990 Verification Invoice Details Accounts Verification of Sales Invoice details between internal systems and external accounts | 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 | Furth Issue |
| 157581Q70 | Process8020 Checking Proformas And Quotes Vandagraph To The Bank Check Proformas And Quotes for Vandagraph To The Bank. To see if any have paid, if they have turnm to order. | 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 | Furth Issue |
| 157581Q71 | Process8023 Vandagraph Check Shopify Order Delivery Notifications Vandagraph Check Shopify Order Delivery Notifications are sent and updated on the list. | 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 | Furth Issue |
| 157581Q72 | Process8026 Automotive Competitor Price Review To review competitor automotive prices | 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 | Furth Issue |
| 157581Q73 | Process8033 Sales Forecasts Filling in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts Look at the Sales Warnings Intrastats - Sales - Sales - Sales Warnings | 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 | Furth Issue |
| 157581Q74 | Process8061 Reconcile Invoices In B2B Router Checking external system for orders | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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|-----------|---|---------------------------------|---|---|----------------|
| | | | 1.Negligible Action Required: No Action Required | | |
| 157581Q75 | Process 11 Distribution Of Post Distibuting 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 | Furth Issue |
| 157581Q76 | 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 | Furth Issue |
| 157581Q77 | 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 | Furth Issue |
| 157581Q78 | 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 | Furth Issue |
| 157581Q79 | 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 | Furth Issue |
| 157581Q80 | 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 | Furth Issue |
| 157581Q81 | Process 7797 Check Order Are Being Picked In Priority Order 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 | 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 | Furth Issue |
| 157581Q82 | Process 7791 Price List Check Changing of the prices lists. Issue to check these are current | Does Update Affect? No | Risk Frequency due to Update 2.Remote Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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|-----------|---|--|---|---|------------------------|
| | <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> | | <div>1.Negligible</div> <div>Action Required: No Action Required</div> | | |
| 157581Q83 | <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> | <div>Does Update Affect?</div> <div>No</div> | <div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> <div>2.Minor</div> <div>Action Required: No Action Required</div> | <div>Notes On Risk / Benefits statement if required</div> | <div>Furth Issue</div> |
| 157581Q84 | <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> | <div>Does Update Affect?</div> <div>No</div> | <div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> <div>2.Minor</div> <div>Action Required: No Action Required</div> | <div>Notes On Risk / Benefits statement if required</div> | <div>Furth Issue</div> |
| 157581Q85 | <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> | <div>Does Update Affect?</div> <div>No</div> | <div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> <div>2.Minor</div> <div>Action Required: No Action Required</div> | <div>Notes On Risk / Benefits statement if required</div> | <div>Furth Issue</div> |
| 157581Q86 | <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> | <div>Does Update Affect?</div> <div>No</div> | <div>Risk Frequency due to Update</div> <div>2.Remote</div> <div>Risk Likely Due to Update</div> <div>2.Minor</div> <div>Action Required: No Action Required</div> | <div>Notes On Risk / Benefits statement if required</div> | <div>Furth Issue</div> |
| 157581Q87 | <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> | <div>Does Update Affect?</div> <div>No</div> | <div>Risk Frequency due to Update</div> <div>2.Remote</div> <div>Risk Likely Due to Update</div> <div>1.Negligible</div> <div>Action Required: No Action Required</div> | <div>Notes On Risk / Benefits statement if required</div> | <div>Furth Issue</div> |
| 157581Q88 | <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> | <div>Does Update Affect?</div> <div>No</div> | <div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> <div>1.Negligible</div> <div>Action Required: No Action Required</div> | <div>Notes On Risk / Benefits statement if required</div> | <div>Furth Issue</div> |
| 157581Q89 | <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> | <div>Does Update Affect?</div> <div>No</div> | <div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> <div>2.Minor</div> <div>Action Required: No Action Required</div> | <div>Notes On Risk / Benefits statement if required</div> | <div>Furth Issue</div> |
| 157581Q90 | <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> | <div>Does Update Affect?</div> <div>No</div> | <div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> | <div>Notes On Risk / Benefits statement if required</div> | <div>Furth Issue</div> |

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|-----------|---|---------------------------|---|--|-------------|
| | | | 2.Minor | Action Required: No Action Required | |
| 157581Q91 | <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> | 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 | Furth Issue |
| 157581Q92 | <p>ProcessProcess 7685 Repairs Ready For Invoice Process Invoice for completed repairs. Current Known Risk repair has errors on it Current Likly 1 Current Frequency 1</p> | 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 | Furth Issue |
| 157581Q93 | <p>ProcessProcess 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</p> | 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 | Furth Issue |
| 157581Q94 | <p>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</p> | 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 | Furth Issue |
| 157581Q95 | <p>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</p> | 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 | Furth Issue |
| 157581Q96 | <p>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</p> | 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 | Furth Issue |
| 157581Q97 | <p>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</p> | 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 | Furth Issue |
| 157581Q98 | <p>ProcessProcess 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</p> | Does Update Affect? No | Risk Frequency due to Update 2.Remote Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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| | | | 1.Negligible Action Required: No Action Required | | |
| 157581Q99 | Process Process 7670 Humanmed general Issues Review of Humanmed sales and orders and clear any duplicates or problems. Current Known Risk That there are duplicate orders o the system due to errors. Current Likly 3 Current Frequency 1 | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q100 | Process 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 | Furth Issue |
| 157581Q101 | Process 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 | Furth Issue |
| 157581Q102 | Process 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 | Furth Issue |
| 157581Q103 | Process 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 | Furth Issue |
| 157581Q104 | Process 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 1.Negligible Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q105 | 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 | 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 | Furth Issue |
| 157581Q106 | 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 | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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|------------|--|---------------------------|---|--|-------------|
| | | 1.Negligible | Action Required: No Action Required | | |
| 157581Q107 | 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 | 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 | Furth Issue |
| 157581Q108 | ProcessProcess 36 Emailing Of Invoices Invoices are emailed to customers Current Known Risk Computer or network failure Current Likly 2 Current Frequency 1 | Does Update Affect? 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 | Furth Issue |
| 157581Q109 | 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 | 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 | Furth Issue |
| 157581Q110 | 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 | 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 | Furth Issue |
| 157581Q111 | 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 | 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 | Furth Issue |
| 157581Q112 | 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 | 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 | Furth Issue |
| 157581Q113 | 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 | 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 | Furth Issue |
| 157581Q114 | 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 | Notes On Risk / Benefits statement if required | Furth Issue |

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| | | 3.Serious | | |
| | | Action Required: | | |
| | | No Action | | |
| | | Required | | |
| 157581Q115 | 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 Furth Issue |
| 157581Q116 | 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 Furth Issue |
| 157581Q117 | 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 Furth Issue |
| 157581Q118 | 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 Furth Issue |
| 157581Q119 | 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 Furth Issue |
| 157581Q120 | 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 Furth Issue |
| 157581Q121 | 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 Furth Issue |
| 157581Q122 | 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 | Notes On Risk / Benefits statement if required Furth Issue |

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| | | | <div>2.Minor</div> | Action Required: No Action Required | |
| 157581Q123 | <div>ProcessProcess 7760</div> <div>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</div> | 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 | Furth Issue |
| 157581Q124 | <div>ProcessProcess 7783</div> <div>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</div> | 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 | Furth Issue |
| 157581Q125 | <div>ProcessProcess 7792</div> <div>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</div> | 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 | Furth Issue |
| 157581Q126 | <div>ProcessProcess 7795</div> <div>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</div> | 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 | Furth Issue |
| 157581Q127 | <div>ProcessProcess 5859</div> <div>Review Un-shipped Parcels audit and snap shot - this is an audit of a part of goods out, listing of the parcels that are sat waiting on a customer response Current Known Risk Customer forgets to come back to us and parcels stay ready for shipping. As the package is already pick pack and ready to leave the building all computer traces will show as shipped. Current Likly 2 Current Frequency 1</div> | 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 | Furth Issue |
| 157581Q128 | <div>ProcessProcess 6954</div> <div>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</div> | 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 | Furth Issue |
| 157581Q129 | <div>ProcessProcess 7748</div> <div>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</div> | 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 | Furth Issue |
| 157581Q130 | <div>ProcessProcess 7749</div> <div>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</div> | Does Update Affect? No | Risk Frequency due to Update 2.Remote Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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| | | 2.Minor | | |
| | | Action Required: | | |
| | | No Action | | |
| | | Required | | |
| 157581Q131 | 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 Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required Furth Issue |
| 157581Q132 | 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 Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required Furth Issue |
| 157581Q133 | 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 Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required Furth Issue |
| 157581Q134 | 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 Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required Furth Issue |
| 157581Q135 | 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 Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required Furth Issue |
| 157581Q136 | 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 Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required Furth Issue |
| 157581Q137 | ProcessProcess 7808 Ensure All Invoice Correctly Tagged To find and Tag any sales that are removed from commissions, as they are break even products for relationships purposes Current Known Risk Pay a Sales rep for special sales in the relevant area. and make a loss on the sale Current Likly 3 Current Frequency 1 | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required Furth Issue |
| 157581Q138 | ProcessProcess 7800 Opera Nominal Ledger Close The closing down of the previous months nominal ledger for accounts purposes. Current Known Risk The system crashes. Current Likly 1 Current Frequency 2 | Does Update Affect? No | Risk Frequency due to Update 2.Remote Risk Likly Due to Update | Notes On Risk / Benefits statement if required Furth Issue |

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|------------|--|---------------------------|---|--|-------------|
| | | | 1.Negligible Action Required: No Action Required | | |
| 157581Q139 | Process 7790 Humanmed Invoice them For Previous Month A invoice is generate at the end of each month to charges Humanmed for the admin fee, carriage charges and any special carriage charges. Current Known Risk That this invoice is not produced. Current Likly 3 Current Frequency 1 | Does Update 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 | Furth Issue |
| 157581Q140 | Process 7789 Withdraw Funds From Paypal To remove the receipts that have come into Paypal over the month. So they can be entered in to accounts sales. Current Known Risk That a payment is not entered accounts , or onto the correct sales account. Current Likly 1 Current Frequency 1 | 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 | Furth Issue |
| 157581Q141 | Process 7708 Acorn 0014904 Acorn Distribution ac 12906 - 0014904 Disposable sensor stock levels Current Known Risk That we not have stock available when needed. Current Likly 3 Current Frequency 1 | Does Update Affect? 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 | Furth Issue |
| 157581Q142 | Process 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 | Furth Issue |
| 157581Q143 | Process 7831 Intrastats Debtors And Creditor Figures Intrastats Debtors And Creditor Figures Fill in the figure in Enter Overview details from Operas and bank. Current Known Risk Not filled in often enough Not filled in correctly Current Likly 3 Current Frequency 1 | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q144 | Process 7796 Review Franking Label Errors To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage. Current Known Risk That they are lost or not returned quickly enough to get a refund 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 | Furth Issue |
| 157581Q145 | 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 | Furth Issue |
| 157581Q146 | Process 7696 Send VIAMED Delivery Notifications Emailing Notifications of shipments Current Known Risk limited risks, and if email fails to get delivered the | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to | Notes On Risk / Benefits statement if required | Furth Issue |

customer will still receive their shipment.

Current Likly 2 Current Frequency 1









Update

2.Minor

Action Required:

No Action

Required

| | | | | | |
|------------|---|---------------------------|--|--|-------------|
| 157581Q147 |  ProcessProcess 7782 Remove Started But Not Used Order Numbers Remove Started But Not Used Order Numbers from intrastats. Process no longer required with end of Opera Current Known Risk not clear regularly, accidental usage of an old ORDER number generated by mistake 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 | Furth Issue |
| 157581Q148 |  ProcessProcess 7798 Orders And Items Shipped Per Month Review the orders and items shipped per month Current Known Risk Problem with report 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 | Furth Issue |
| 157581Q149 |  ProcessProcess 7957 Warehouse Requests Warehouse requests for stock to be reviewed, any shortages to be ordered or produced with a production Job Current Known Risk Stock requirements fulfilled Current Likly 1 Current Frequency 1 | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required | Notes On Risk / Benefits statement if required | Furth Issue |
| 157581Q150 |  ProcessProcess 5850 Purchase Order Log Check the PO log is up to date with confirmations and expected shipping dates Current Known Risk The order is not checked and the supplier has not received it ergo we do not receive the order Current Likly 2 Current Frequency 1 | Does Update Affect? 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 | Furth Issue |
| 157581Q151 |  ProcessProcess 5857 Customer Service Logs Ensuring customer onsite service visits are completed Current Known Risk Engineer or equipment is unavailable Current Likly 2 Current Frequency 1 | Does Update Affect? 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 | Furth Issue |
| 157581Q152 |  ProcessProcess 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 | Furth Issue |
| 157581Q153 |  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? 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 | Furth Issue |
| 157581Q154 |  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? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

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|------------|--|---------------------------------|---|---|----------------|
| | | | 1.Negligible Action Required: No Action Required | | |
| 157581Q155 | Process Process 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 | Furth Issue |
| 157581Q156 | Process Process 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 | Furth Issue |
| 157581Q157 | Process Process 8075 Tenders Review UK To review Tenders in the UK for us to apply for Current Known Risk That a tender might be missed or an incorrect one applied for. 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 | Furth Issue |
| 157581Q158 | Process Process 8076 Medica Review Review the results from the previous medica Current Known Risk That we are going to a Medical show and no sales result from it. Task used to review the viability of the exhibition Sales coming in may not reference Medica 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 | Furth Issue |
| 157581Q159 | Process Process 7990 Verification Invoice Details Accounts Verification of Sales Invoice details between internal systems and external accounts Current Known Risk That the wrong information is entered and info is 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 | Furth Issue |
| 157581Q160 | Process Process 7993 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. Check the Repairs in History File - Completed. Search for non warranty repairs check they have customer approval. Search warranty then go down list to look for non warranty repairs have they had approval Current Known Risk that we would invoice a repair without authorisation 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 | Furth Issue |
| 157581Q161 | Process Process 7914 Proofs of Delivery To download or pdf the proof of deliveries This is not needed at present. It was brought in prior to covid. Current Known Risk That we do not get the POD and customers refuse to pay their invoices 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 | Furth Issue |
| 157581Q162 | Process Process 8080 Review Back To Stock Report On Shopify To manage subscribers who have signed up to be notified when an out-of- stock product becomes available on the Shopify store. Current Known Risk - Delay in notifying customers when stock becomes | Does Update Affect? No | Risk Frequency due to Update 1.Improbable Risk Likly Due to Update | Notes On Risk / Benefits statement if required | Furth Issue |

available
- Miscommunication about stock levels or restock dates.
- Loss of customer trust if notifications are not managed effectively.
Current Likly 1 Current Frequency 1

1.Negligible
Action Required:
No Action
Required

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|------------|---|---------------------------|---|--|-------------|
| 157581Q163 | ProcessProcess 7968 Shred CC Slips To destroy old Credit Card Slip NO LONGER NEEDED AS WE ARE NOW WITH SQUARE AND DO NOT WRITE ANY DETAILS DOWN Current Known Risk Old Slips kept beyond legal requirement 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 | Furth Issue |
|------------|---|---------------------------|---|--|-------------|

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|------------|--|---------------------------|---|--|-------------|
| 157581Q164 | 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 | Furth Issue |
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| 157581Q165 | Final Notes | | | | |
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SAVE FORM Only saves your progress in filling in above Questions - No feed back to pressing save form button
Once Form Complete Print Page to PDF (Landscape mode preferable), go back to document upload page and upload to risk assesment button