

Document VM3COP60.04 Viamed Disaster Planning Business Continuity Plan Reports  
Revision ID72870

Suggested Upload Document Name: Risk Assessment For Updating Document ID72870  
Completed by [Derek Lamb](#) 22 Nov 2024  
Reason for Risk Assessment

updated user details, and dates on the document

Document VM3COP60.04 Viamed Disaster Planning Business Continuity Plan Reports Revision ID72870 Is linked to the Following Standards and processes					
Risk Assessment ID72870	Question	Does Update Affect	Risk on Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
72870Q0	Does this Update warrant updating Any External Parties due to any <b>Terms and Conditional Agreements</b> 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
72870Q1	Viamed Ltd ISO13485:2016 Section: 4.1.3 Quality management system For each quality management system process, the organization shall: a) determine criteria and methods needed to ensure that both the operation and control of these processes are effective; b) ensure the availability of resources and information necessary to support the operation and monitoring of these processes; c) implement actions necessary to achieve planned results and maintain the effectiveness of these processes; d) monitor, measure as appropriate, and analyse these processes; e) establish and maintain records needed to demonstrate conformance to this International Standard and compliance with applicable regulatory requirements (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
72870Q2	Viamed Ltd ISO13485:2016 Section: 5.6.1 General The organization shall document procedures for management review. Top management shall review the organization's quality management system at documented planned intervals to ensure its continuing suitability, adequacy, and effectiveness. The review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. Records from management reviews shall be maintained	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
72870Q3	Viamed Ltd ISO13485:2016 Section: 5.6.2 General Review input The input to management review shall include, but is not limited to, information arising from: a) feedback; b) complaint handling; c) reporting to regulatory authorities; d) audits; e) monitoring and measurement of processes; f) monitoring and measurement of product; g) corrective action; h) preventive action; i) follow-up actions from previous management reviews; j) changes that could affect the quality management system; k) recommendations for improvement; l) applicable new or revised regulatory requirements.	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
72870Q4	Viamed Ltd ISO13485:2016 Section: 8.1 General The organization shall plan and implement the monitoring, measurement, analysis and improvement processes needed to: a) demonstrate conformity of product; b) ensure conformity of the quality management system; c) maintain the effectiveness of the quality management system. This shall include determination of appropriate methods, including statistical techniques, and the extent of their use.	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
72870Q5	Viamed Ltd ISO13485:2016 Section: 8.2.1 Feedback As one of the measurements of the effectiveness of the quality management system, the organization shall gather and monitor information relating to whether the organization has met customer requirements. The methods for obtaining and using this information shall be documented. The organization shall document procedures for the feedback process. This feedback process shall include provisions to gather data from production as well as post-production activities. The information gathered in the feedback process shall serve as potential input into risk management for monitoring and maintaining the product requirements as well as the product	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












realization or improvement processes.  
If applicable regulatory requirements require the organization to gain specific experience from postproduction activities, the review of this experience shall form part of the feedback process.

72870Q6	<p>Viamed Ltd ISO13485:2016 Section: 8.2.4</p> <p>Internal audit</p> <p>The organization shall conduct internal audits at planned intervals to determine whether the quality management system:</p> <p>a) conforms to planned and documented arrangements, requirements of this International Standard, quality management system requirements established by the organization, and applicable regulatory requirements;</p> <p>b) is effectively implemented and maintained.</p> <p>The organization shall document a procedure to describe the responsibilities and requirements for planning and conducting audits and recording and reporting audit results. An audit program shall be planned, taking into consideration the status and importance of the processes and area to be audited, as well as the results of previous audits. The audit criteria, scope, interval and methods shall be defined and recorded (see 4.2.5). The selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.</p> <p>Records of the audits and their results, including identification of the processes and areas audited and the conclusions, shall be maintained (see 4.2.5).</p> <p>The management responsible for the area being audited shall ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results.</p> <p>NOTE Further information can be found in ISO 19011.</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>Further Action Required on Issue</p>
72870Q7	<p>Viamed Ltd ISO13485:2016 Section: 8.2.5</p> <p>Monitoring and measurement of processes</p> <p>The organization shall apply suitable methods for monitoring and, as appropriate, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate.</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>Further Action Required on Issue</p>
72870Q8	<p>Viamed Ltd ISO13485:2016 Section: 8.4</p> <p>Analysis of data</p> <p>The organization shall document procedures to determine, collect and analyse appropriate data to demonstrate the suitability, adequacy and effectiveness of the quality management system. The procedures shall include determination of appropriate methods, including statistical techniques and the extent of their use.</p> <p>The analysis of data shall include data generated as a result of monitoring and measurement and from other relevant sources and include, at a minimum, input from:</p> <p>a) feedback;</p> <p>b) conformity to product requirements;</p> <p>c) characteristics and trends of processes and product including opportunities for improvement;</p> <p>d) suppliers;</p> <p>e) audits;</p> <p>f) service reports, as appropriate.</p> <p>If the analysis of data shows that the quality management system is not suitable, adequate or effective, the organization shall use this analysis as input for improvement as required in 8.5. Records of the results of analyses shall be maintained (see 4.2.5).</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
72870Q9	<p>VST Ltd ISO9001:2015 Section: 6.2.1</p> <p>The organization shall establish quality objectives at relevant functions, levels and processes needed for the quality management system.</p> <p>The quality objectives shall:</p> <p>a) be consistent with the quality policy;</p> <p>b) be measurable;</p> <p>c) take into account applicable requirements;</p> <p>d) be relevant to conformity of products and services and to enhancement of customer satisfaction;</p> <p>e) be monitored;</p> <p>f) be communicated;</p> <p>g) be updated as appropriate.</p> <p>The organization shall maintain documented information on the quality objectives</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>Further Action Required on Issue</p>
72870Q10	<p>VST Ltd ISO9001:2015 Section: 8.5.5</p> <p>Post-delivery activities</p> <p>The organization shall meet requirements for post-delivery activities associated with the products and services.</p> <p>In determining the extent of post-delivery activities that are required, the organization shall consider:</p> <p>a) statutory and regulatory requirements;</p> <p>b) the potential undesired consequences associated with its products and services;</p> <p>c) the nature, use and intended lifetime of its products and services;</p> <p>d) customer requirements;</p> <p>e) customer feedback.</p> <p>NOTE Post-delivery activities can include actions under warranty provisions, contractual obligations such</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>Further Action Required on Issue</p>

as maintenance services, and supplementary services such as recycling or final disposal.

72870Q11	<p>VST Ltd ISO9001:2015 Section: 9.1.1</p> <p>General</p> <p>The organization shall determine:</p> <p>a) what needs to be monitored and measured;</p> <p>b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;</p> <p>c) when the monitoring and measuring shall be performed;</p> <p>d) when the results from monitoring and measurement shall be analysed and evaluated.</p> <p>The organization shall evaluate the performance and the effectiveness of the quality management system.</p> <p>The organization shall retain appropriate documented information as evidence of the results.</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>Further Action Required on Issue</p>
72870Q12	<p>VST Ltd ISO9001:2015 Section: 9.1.2</p> <p>Customer satisfaction</p> <p>The organization shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring and reviewing this information.</p> <p>NOTE Examples of monitoring customer perceptions can include customer surveys, customer feedback on delivered products and services, meetings with customers, market-share analysis, compliments, warranty claims and dealer reports.</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>Further Action Required on Issue</p>
72870Q13	<p>VST Ltd ISO9001:2015 Section: 9.1.3</p> <p>Analysis and evaluation</p> <p>The organization shall analyse and evaluate appropriate data and information arising from monitoring and measurement.</p> <p>The results of analysis shall be used to evaluate:</p> <p>a) conformity of products and services;</p> <p>b) the degree of customer satisfaction;</p> <p>c) the performance and effectiveness of the quality management system;</p> <p>d) if planning has been implemented effectively;</p> <p>e) the effectiveness of actions taken to address risks and opportunities;</p> <p>f) the performance of external providers;</p> <p>g) the need for improvements to the quality management system.</p> <p>NOTE Methods to analyse data can include statistical techniques.</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>Further Action Required on Issue</p>
72870Q14	<p>VST Ltd ISO9001:2015 Section: 9.2.1</p> <p>The organization shall conduct internal audits at planned intervals to provide information on whether the quality management system:</p> <p>a) conforms to:</p> <p>1) the organization's own requirements for its quality management system;</p> <p>2) the requirements of this International Standard;</p> <p>b) is effectively implemented and maintained.</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>Further Action Required on Issue</p>
72870Q15	<p>VST Ltd ISO9001:2015 Section: 9.2.2</p> <p>The organization shall:</p> <p>a) plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;</p> <p>b) define the audit criteria and scope for each audit;</p> <p>c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;</p> <p>d) ensure that the results of the audits are reported to relevant management;</p> <p>e) take appropriate correction and corrective actions without undue delay;</p> <p>f) retain documented information as evidence of the implementation of the audit programme and the audit results.</p> <p>NOTE See ISO 19011 for guidance.</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>Further Action Required on Issue</p>
72870Q16	<p>VST Ltd ISO9001:2015 Section: 9.3.1</p> <p>General</p> <p>Top management shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.</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>Further Action Required on Issue</p>
72870Q17	<p>VST Ltd ISO9001:2015 Section: 9.3.2</p> <p>Management review inputs</p> <p>9.3.2 Management review inputs</p> <p>The management review shall be planned and carried out taking into consideration:</p> <p>a) the status of actions from previous management reviews;</p> <p>b) changes in external and internal issues that are relevant to the quality management system;</p> <p>c) information on the performance and effectiveness of the quality management system, including trends in:</p> <p>1) customer satisfaction and feedback from relevant interested parties;</p> <p>2) the extent to which quality objectives have been met;</p> <p>3) process performance and conformity of products and services;</p> <p>4) nonconformities and corrective actions;</p> <p>5) monitoring and measurement results;</p> <p>6) audit results;</p> <p>7) the performance of external providers;</p> <p>d) the adequacy of resources;</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>Further Action Required on Issue</p>












e) the effectiveness of actions taken to address risks and opportunities (see 6.1);  
f) opportunities for improvement.

72870Q18	 Process55 Business Continuity Plan Business Continuity Plan	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
72870Q19	 Process22 Company Polycys Ensure the company polycys are still current and upto 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	Further Action Required on Issue
72870Q20	 Process23 Company Objectives Ensure the company Objects are still current and upto 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	Further Action Required on Issue
72870Q21	 Process7846 ISO System Management Review Viamed To Comply with Top Level Re-authorise the Current Audits for next 12 Months Cover the Agenda as Per VOP13	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
72870Q22	 Process7834 Financial Review The review the Financial requirements	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
72870Q23	 Process27 Management Reviews And Quality Audits To review and close all automatic rolling Issues. Including all rolling tasks and audits	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
72870Q24	 Process26 Company Resources Overview of the Company using various data Reporting Screens	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
72870Q25	 Process38 Audits Up to Date and Confirm next years Audit schedule Management oversight of Internal Tasks and Audits Issue(s). Review the responses to Tasks and Audits. ensure they are being fulfilled and completed. Ensure Audits performed indendantly of audit area Ensure All ISO Sections linked to an Audit - QC 17 Route Map	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
72870Q26	 Process5877 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	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
72870Q27	 Process7070 Management Review To discuss any problems, to assess work load and staffing. To review issues.	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
72870Q28	 Process5887 Review ISO/EN Documents To Keep Products and Services up-to date with current regulations and standards	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likely Due to Update 2.Minor Action Required:	Notes On Risk / Benefits statement if required	Further Action Required on Issue











No Action Required

72870Q29	Process5889 Audit And Task - Audit To Review the Rolling Tasks and Mini Audits, Look for High number outstanding tasks and audits. Locate the reason for High number outstanding tasks and audits. Decide on course of action to reduce / redistribute the tasks and audits	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="4.Critical"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q30	Process6866 Internal Process Verification Complete Systems Review Review the Internal Process and Verification's are suitable for the current standards  PROCESS NOW CANCELLED AS REPEAT OF AUDIT 20	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q31	Process7071 Post Market Surveillance The process by which re view and risk assess all product files, check that no Products / Designs have changed significantly to warrant informing any notified bodies eg. MDD / BSI / CMDCAS or any other related Body.	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="3.Occasional"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q32	Process7093 BSI Audits Calander Review of outstanding Audits	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q33	Process7172 CE Technical Files Check that no Products / Designs have changed significantly to warrant informing MDD / Bsi / CMDCAS or any other related Body.	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q34	Process7138 Non Conformance Issues Any New QC21 Forms To review any new QC 21 Forms Check existing forms for corrective actions and effectiveness	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q35	Process7808 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	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q36	Process7670 Humanmed general Issues Review of Humanmed sales and orders and clear any duplicates or problems.	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q37	Process7782 Remove Started But Not Used Order Numbers Remove Started But Not Used Order Numbers from intrastats.  Process no longer required with end of Opera	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q38	Process57 Temporary Stock Notices To Review Memos on Stock references tagged as Temporary	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q39	Process5854 Stock FAQ Admin List To update and maintain the Stock FAQ list	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

72870Q40	<a href="#">Process6871</a> ISO14001 Environmental management systems Not yet Applied Rolling Issue to see if we should apply this standard in the future	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
72870Q41	<a href="#">Process7848</a> Review ISO Scopes To Review the Scope of the ISO 9001 / ISO 13485 Standards	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
72870Q42	<a href="#">Process28</a> Supplier Review Check our supplier are still certified to ISO 9001 or ISO 13485, and do a review of their internal grading.	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
72870Q43	<a href="#">Process7877</a> Disaster Planning To Plan for disaster	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
72870Q44	<a href="#">Process7879</a> Software Validation Scheduled Tasks And Audits To check the Scheduled Tasks and Audits is working as Intended. To also Check the Out of Date documents is working as Intended.	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
72870Q45	<a href="#">Process7876</a> Maintain Update Of ISO Route Maps To review Route map VIAMED 13485:2016 and VST 9001:2015  See if a new Summary sheet needs producing, print new PDF, and upload on top of the old summary	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
72870Q46	<a href="#">Process7878</a> Review Possible Upcoming Regulation Changes Review possible legal / regulator changes that might affect Viamed / VST	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
72870Q47	<a href="#">Process7885</a> Audit 04 Accounts and Finance Viamed Carry out Audit 04 Accounts for Viamed	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
72870Q48	<a href="#">Process7837</a> Review External Parties Influencing The QMS VST / Viamed To Review the External Parties Influencing The QMS VST / Viamed Checked the Scopes and Risks, Review the Underlining Processes and Tasks	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
72870Q49	<a href="#">Process7888</a> Review Processes Linked To VOPs And Audits Ensure All Sub Processes are linked to a VOP and an Audit.	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
72870Q50	<a href="#">Process7965</a> VST Feedback Enter Feedback from VST customer or Suppliers in the the Feedback headers Both Positive and Negative feedback to be logged	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

72870Q51	 Process7964 Check Roles And Tasks For Incomplete Data To check the Roles and tasks tables for any gaps /red crosses Fill in the missing information where needed.	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q52	 Process7980 Review Gov Website For Applicable Required Standards ISO9001 Review the Government Website For Applicable Required Standards ISO 9001 Check if any other standards have been introduced that may have an affect on the company www.gov.uk European Commission harmonised standards to check documentation upto date  <a href="http://ec.europa.eu/enterprise/policies/european-standards/documents/harmonised-standards-legislation/list-references/medical-devices/index_en.htm">http://ec.europa.eu/enterprise/policies/european-standards/documents/harmonised-standards-legislation/list-references/medical-devices/index_en.htm</a>	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q53	 Process7972 ISO System Management Review Vst To Comply with Top Level Re-authorise the Current Audits for next 12 Months Cover the Agenda as Per VOP13	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q54	 Process7973 VST Product Performance - Customers To produce Product performance report showing 2 years of returns. Which we can use to send to customers.	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q55	 Process7974 VST Product Performance - Suppliers To produce Product performance report for Suppliers PMS Files	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q56	 Process7977 Review The Agenda For The Management Review / Board Meeting Prior To The Annual Meeting To review the Agenda of the Management review. Make sure no headers are missed that should be being discussed. Make sure Objectives are appropriate and effective.	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required The addition of this task is aimed at reducing the risk of missing a header. If a header is missed the risk would be to miss discussing something important.	Further Action Required on Issue <div></div>
72870Q57	 Process7978 Regulatory Requirements and Review of QC21 form template To Regulatory Requirements and a Review of QC21 form template. To ensure they are up to date to the current standards review Qc 21 Form to ensure it is still appropriate and valid	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="3.Occasional"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q58	 Process7981 Review Process Updates For Risk To Systems To review monthly any changes, to any processes, for risks to ISO systems.	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q59	 Process8012 VAT Return Viamed Properties VAT return is submitted to the HMRC through accounts software after the end of the quarter. The information for this is taken from the accounts package with some information from Intrastats	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q60	 Process7045 Design and Development Check that no Products / Designs have changed significantly to warrant informing MDD / Bsi / CMDCAS or any other related Body. First Check the Stockbox -> QA Fails Review (Slow Page) in case there are any products that have a New repair code that requires a risk assesment Carry out the Technical File PMS Form for Each OBL and Viamed Product Using procedure VM3COP27.11 See VM3COP18	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q61	 Process7849 Review Product Failures New Codes Review the Customer Returns and Review Product Failures New Codes	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="3.Occasional"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>








No Action Required

72870Q62	 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	Further Action Required on Issue
72870Q63	 Process8014 Review VIAMED Product Feedback Positive Review VIAMED Product Feedback Positive	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
72870Q64	 Process8015 Review VST Product Feedback Positive Review VST Product Feedback Positive	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
72870Q65	 Process8016 Review VIAMED Customer Feedback Positive Review Positive Customer Feedback	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
72870Q66	 Process8017 Review VST Customer Feedback Positive Review VST Customer Feedback Positive	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
72870Q67	 Process8018 Wednesday Meeting Rolling Issue for Notes During the Weekly Meeting  To discuss any problems, to assess work load and staffing. To review issues.	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 Hands on Learning from experienced staff	Further Action Required on Issue
72870Q68	 Process8019 Audit 04 Accounts And Finance VST Carry out Audit 04 Accounts for VST	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
72870Q69	 Process8036 Future Issues Review To review any new rolling future issues check they have a processed it is linked to. Make sure it not duplicated	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
72870Q70	 Process8072 Quartly Sales And Marketing Meeting Due Quarterly Sales and Marketing Meeting Due BSI REgulation meeting required,  To Include UK Sales Staff, Export Sales Staff, and Sales Director	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
72870Q71	 Process8073 Quarterly Stock Meeting Due Quarterly Stock Meeting Due - Full Stock Meeting Due	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
72870Q72	 ProcessProcess 7743 Customer Complaints Paper File Major Customer Complaints get escalated to Paper Customer Complaints file.	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












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

Update  
2.Minor  
Action Required:  
No Action Required












72870Q73	<p>ProcessProcess 27 Management Reviews And Quality Audits To review and close all automatic rolling Issues. Including all rolling tasks and audits Current Known Risk that the task is missed that follow ups are missed 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> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72870Q74	<p>ProcessProcess 5889 Audit And Task - Audit To Review the Rolling Tasks and Mini Audits, Look for High number outstanding tasks and audits. Locate the reason for High number outstanding tasks and audits. Decide on course of action to reduce / redistribute the tasks and audits Current Known Risk non risk to process, Risk of not completing is Jobs / tasks can go not done Current Likly 4 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 4.Critical Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72870Q75	<p>ProcessProcess 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</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> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72870Q76	<p>ProcessProcess 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</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> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72870Q77	<p>ProcessProcess 7828 Review The Quality Policy Viamed To review the Quality policy and check it is still valid and upto date. Current Known Risk That the policy will go out of date 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> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72870Q78	<p>ProcessProcess 7827 Review The Quality Policy VST To review the Quality policy and check it is still valid and upto date. Current Known Risk that policy will go out of date 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> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72870Q79	<p>ProcessProcess 7822 Review Oxylink Stock To check we have the stock available to supply our customer Oxylink.</p> <p>NOTE THIS PROCESS HAS BEEN STOPPED.</p> <p>Part number has been superseded Current Known Risk The we do not have the stock needed to satisfy the orders for this customer. 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> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72870Q80	<p>ProcessProcess 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</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> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72870Q81	<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> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72870Q82	<p>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</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> <div></div>	<p>Further Action Required on Issue</p> <div></div>

72870Q83	 Process 7709 Delivered not Invoiced Ensure invoices are generated for shipped orders Current Known Risk Computer/network breakdown delivery is missed and remains un invoiced. Current Likly 2 Current Frequency 2	Does Update Affect? <div>No</div>	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 <div></div>	Further Action Required on Issue <div></div>
72870Q84	 Process 7953 Vandagraph Delivery Notifications To Send Vandagraph Delivery notifications Current Known Risk task not carried out Current Likly 1 Current Frequency 1	Does Update Affect? <div>No</div>	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 <div></div>	Further Action Required on Issue <div></div>
72870Q85	 Process 7691 Ship Sale Or Returns Review the sale or return shelf and ship those items. Current Known Risk Goods will be missed Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	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 <div></div>	Further Action Required on Issue <div></div>
72870Q86	 Process 7690 Ship Repairs Review the Repairs completed shelf and ship those items that are ready for return to the customer. Current Known Risk That a repair will be missed Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	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 <div></div>	Further Action Required on Issue <div></div>
72870Q87	 Process 7686 Thorough Checking Of Awaiting Action Tray - Priority 8s Check that outstanding orders with unresolved issues are being followed up and addressed Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	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 <div></div>	Further Action Required on Issue <div></div>
72870Q88	 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? <div>No</div>	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 <div></div>	Further Action Required on Issue <div></div>
72870Q89	 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? <div>No</div>	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 <div></div>	Further Action Required on Issue <div></div>
72870Q90	 Process 7683 Check Stock For Proforma To check that we have stock in for customer proformas. Or review if any stock needs to be ordered. Current Known Risk That a customer is told we have stock and then we are unable to ship. Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	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 <div></div>	Further Action Required on Issue <div></div>
72870Q91	 Process 7678 Check Catalog 360 Circle For Quotes And Orders Checking the Catalog 360 Circle website for outstanding orders or requests  SYSTEM NO LONGER USED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	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 <div></div>	Further Action Required on Issue <div></div>
72870Q92	 Process 7674 Check Repairs Ready For Invoice List Review the repairs ready For invoice List in intrastats. Current Known Risk That repairs will be missed. Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	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 <div></div>	Further Action Required on Issue <div></div>
72870Q93	 Process 7673 Check Expiry Dated Stock To check that all the stock on the selves are within their use by dates. Current Known Risk Stock being dispatched that is pasts its date. Current Likly 1 Current Frequency 2	Does Update Affect? <div>No</div>	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 <div></div>	Further Action Required on Issue <div></div>










72870Q94	<p>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</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>
72870Q95	<p>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</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>
72870Q96	<p>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</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>
72870Q97	<p>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</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>
72870Q98	<p>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</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>
72870Q99	<p>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</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>
72870Q100	<p>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</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>
72870Q101	<p>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</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>
72870Q102	<p>Process 21 Office Sales Projects Ensuring office job list is being updated and completed Current Known Risk Office is short staffed or over worked Current Likly 2 Current Frequency 1</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>
72870Q103	<p>Process 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>
72870Q104	<p>Process 5875 Check Paypal For Orders Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox Current Known Risk Computer/network breakdown  Current Likly 2 Current Frequency 1</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>

72870Q105	 Process Send Post To Humanmed Humanmed post is received, it needs to be forwarded to Humanmed UK Sales Manager  HumanMed has Gone, tasks no longer required Current Known Risk Post is not sent Current Likly 4 Current Frequency 1	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
72870Q106	 Process 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	Further Action Required on Issue
72870Q107	 Process 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	Further Action Required on Issue
72870Q108	 Process 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	Further Action Required on Issue
72870Q109	 Process 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	Further Action Required on Issue
72870Q110	 Process Proforma And Quote Chasing Chase outstanding Quotes and Proformas Current Known Risk Computer/network breakdown Not chased up. Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
72870Q111	 Process Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
72870Q112	 Process Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders.  NO LONGER REQUIRED HUMANEMD STOPPED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
72870Q113	 Process 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
72870Q114	 Process 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
72870Q115	 Process PDFing Of Invoices Viamed Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers  NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue

72870Q116	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? <input type="button" value="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
72870Q117	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? <input type="button" value="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
72870Q118	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? <input type="button" value="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
72870Q119	ProcessProcess 7735 Ensure SOR's Are Followed Up Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="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
72870Q120	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? <input type="button" value="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
72870Q121	ProcessProcess 7758 Check For GHX Orders Check the emails for orders from GHX Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="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
72870Q122	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? <input type="button" value="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
72870Q123	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? <input type="button" value="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
72870Q124	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 are sat waiting on a customer response Current Known Risk Customer forgets to come back to us and parcels stay ready for shipping. As the package is already pick pack and ready to leave the building all computer traces will show as shipped. Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="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
72870Q125	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? <input type="button" value="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
72870Q126	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? <input type="button" value="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

72870Q127	 Process 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? <input type="button" value="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
72870Q128	 Process Goods In Processes To Receive Goods from Suppliers Current Known Risk incorrectly booked in not booked in Current Likly 2 Current Frequency 2	Does Update Affect? <input type="button" value="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
72870Q129	 Process Controlled Waste Description And Transfer The renewal of our waste transfer agreement with our waste disposal companies Current Known Risk That we cannot get rid of waste or we have a supplier that takes waste but does not dispose of it in the correct legal manor. Current Likly 1 Current Frequency 2	Does Update Affect? <input type="button" value="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
72870Q130	 Process North Yorkshire Council Waste Tranfer The renewal of our waste transfer agreement with North Yorkshire County Cououncil Current Known Risk That we cannot get rid of waste or we have a supplier that takes waste but does not dispose of it in the correct legal manor. Current Likly 1 Current Frequency 2	Does Update Affect? <input type="button" value="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
72870Q131	 Process 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? <input type="button" value="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
72870Q132	 Process 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? <input type="button" value="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
72870Q133	 Process 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? <input type="button" value="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
72870Q134	 Process 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? <input type="button" value="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
72870Q135	 Process 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? <input type="button" value="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
72870Q136	 Process 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? <input type="button" value="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
72870Q137	 Process FDA Device Establishment Registration And Listing FDA registration and the CMDCAS products  In order to sell in the USA / Canada Markets products need to be registered with the FDA.  Current Known Risk Its harder to initially get on teh register than maintaining it.	Does Update Affect? <input type="button" value="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

Inability to sell products in North America  
Current Likly 1 Current Frequency 1

72870Q138	 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	Further Action Required on Issue
72870Q139	 Process 7671 Humanmed Non Conformances Humanmed Non Conformances  Current Known Risk non conformations not logged. 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
72870Q140	 Process 7846 ISO System Management Review Viamed To Comply with Top Level Re-authorise the Current Audits for next 12 Months Cover the Agenda as Per VOP13  Current Known Risk Failure to do may cause major non conformites in QMS System 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
72870Q141	 Process 7848 Review ISO Scopes To Review the Scope of the ISO 9001 / ISO 13485 Standards Current Known Risk No risks Rolling issue to perform task 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
72870Q142	 Process 7849 Review Product Failures New Codes Review the Customer Returns and Review Product Failures New Codes Current Known Risk Product failures / returns do not get reviewed and a new Risk may occur 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
72870Q143	 Process 7871 Review Exclusion From Viamed 13485:2016 And VST 9001:2015 To review the Exclusions / boundaries to ISO 13485:2016 for Viamed Current Known Risk Something 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	Further Action Required on Issue
72870Q144	 Process 7837 Review External Parties Influencing The QMS VST / Viamed To Review the External Parties Influencing The QMS VST / Viamed Checked the Scopes and Risks, Review the Underlining Processes and Tasks Current Known Risk External party has un-reviewed expectations 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
72870Q145	 Process 7741 Review Ethical Policy Review the current Ethical Policy in intrastats Current Known Risk That something is missed that we would like to include 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
72870Q146	 Process 7713 Review Roles And Responsibilitys Ensure All tasks allocated to active Members of staff,  Current Known Risk That not all jobs will be allocated to a member of staff. That we may not share out jobs in a appropriate way. Risk of being over faced. 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
72870Q147	 Process 7070 Management Review To discuss any problems, to assess work load and staffing. To review issues. Current Known Risk Meetings not carried out regularly. 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
72870Q148	 Process 6931 Customer Complaints Review the Customer Complaints Heading	Does Update Affect? No	Risk Frequency due to Update 3.Occasional Risk Likly Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

Current Known Risk things are not followed up in a timely manner or are missed  
Current Likly 1 Current Frequency 3

1.Negligible  
Action Required:  
No Action Required

72870Q149 ProcessProcess 7091

Calibration Index  
To ensure that all equipment that requires calibration is done.  
In the correct timescale and manor.  
Make sure all equipment has a date of calibration on it  
Current Known Risk That equipment we use to may not be calibrated when we need it.  
Or the date may not be attached.

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

72870Q150 ProcessProcess 7834

Financial Review  
The review the Financial requirements  
Current Known Risk Non  
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

72870Q151 ProcessProcess 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

72870Q152 ProcessProcess 7874

Review For Latest Version Med Dev 2.12.  
To Ensure we have the latest version of Med Dev 2.12.  
and update management if its been updated  
Current Known Risk Using out of date Med Dev  
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

72870Q153 ProcessProcess 7876

Maintain Update Of ISO Route Maps  
To review  
Route map VIAMED 13485:2016  
and VST 9001:2015

See if a new Summary sheet needs producing,  
print new PDF, and upload on top of the old summary

Current Known Risk Summary sheet gets out of date.  
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

72870Q154 ProcessProcess 7878

Review Possible Upcoming Regulation Changes  
Review possible legal / regulator changes that might affect Viamed / VST  
Current Known Risk Legal / Regulatory changes stop us being able to carry out our  
processes as per QMS  
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

72870Q155 ProcessProcess 28

Supplier Review  
Check our supplier are still certified to ISO 9001 or ISO 13485,  
and do a review of their internal grading.

Current Known Risk Supplier certificates go out of date, or they lose ISO standards  
and we're unaware  
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

72870Q156 ProcessProcess 7071

Post Market Surveillance  
The process by which re view and risk assess all product files, check that no Products  
/ Designs have changed significantly to warrant informing any notified bodies eg.  
MDD / BSI / CMDCAS or any other related Body.  
Current Known Risk Loss of certifications  
Unforeseen product risks.  
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

72870Q157 ProcessProcess 7199

Non Conformities Review Viamed  
To review any non conformances created during the previous month, and produce a  
non conformance report.

Review history of non conformances and see if there has been any improvement.  
Current Known Risk Non conformances go unfixed  
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

72870Q158 ProcessProcess 7833

Importance Of Effective Quality Management  
To Remind Staff of the Importance of the ISO systems and they should be following  
the procedures  
Current Known Risk people may become careless  
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

72870Q159	<a href="#">Process</a> Process 6829 Supplier Review - Outstanding orders Orders that have not been supplied in the time scale provided. Current Known Risk That good will be delayed and therefore not available to customers. Current Likly 2 Current Frequency 2	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q160	<a href="#">Process</a> Process 6832 Supplier Review Future orders Orders that will be placed in the future. Current Known Risk That we will not place the correct orders and the right time. Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q161	<a href="#">Process</a> Process 5881 Training Records Review Keep Staff Training records upto date See if any records need updating,  also see if any records need signing off Current Known Risk Keep enough trained staff to perform our tasks Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q162	<a href="#">Process</a> Process 7847 Health And Safety Review Perform HSE Risk Assessment,  Re issue Message of the Day or send company issue with regard to Employees being aware of HSE documentation / policy. and Location of Fire Exits and First Aid Kits.  Send new Issue to Projects Asking if New HSE implications have arisen from new products.  Review Online the Local Community Risk Register.  Check the Viamed Overall Risk Analysis Program Document in the Index to check its still current.  Check the health and safety signage Current Known Risk HSE Risks to Staff and business Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q163	<a href="#">Process</a> Process 7793 Team Review Meeting Duplicate Issue needs process removing see processid 7750 Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q164	<a href="#">Process</a> Process 5887 Review ISO/EN Documents To Keep Products and Services up-to date with current regulations and standards Current Known Risk Shipping products and or services with below regulations and or standards Current Likly 2 Current Frequency 2	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q165	<a href="#">Process</a> Process 7753 Management Meeting Warehouse To discuss any problems, to assess work load and staffing. To review issues with regard the Warehouse. Current Known Risk Meetings not carried out regularly. Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q166	<a href="#">Process</a> Process 6851 Review Accident Book To look through the accident book and make sure there were no breaches of Health and Safety that were not reported. Current Known Risk That additions to the accident book have not been reported when serious. Current Likly 2 Current Frequency 2	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q167	<a href="#">Process</a> Process 7877 Disaster Planning To Plan for disaster Current Known Risk Total failure Current Likly 1 Current Frequency 3	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="3.Occasional"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72870Q168	<a href="#">Process</a> Process 8014 Review VIAMED Product Feedback Positive Review VIAMED Product Feedback Positive Current Known Risk Issues could be missed Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

72870Q169	<p>ProcessProcess 8016</p> <p>Review VIAMED Customer Feedback Positive</p> <p>Review Positive Customer Feedback</p> <p>Current Known Risk Issues could be missed</p> <p>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	Further Action Required on Issue
72870Q170	<p>ProcessProcess 8019</p> <p>Audit 04 Accounts And Finance VST</p> <p>Carry out Audit 04 Accounts for VST</p> <p>Current Known Risk That something may impede the Audit, so it cannot be carried out fully.</p> <p>Current Likly 1 Current Frequency 2</p>	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
72870Q171	<p>ProcessProcess 8025</p> <p>Check We Do Not Require A EU European Representatives</p> <p>Review the below statement and make sure it is still valid and correct.</p> <p>`Viamed Group of companies does not involve the large-scale use of special category or criminal offence data. We also only occasionally process low risk data of individuals in the EU. We do not need to appoint a EU European representatives.`</p> <p>With this in mind we have reasoned we are not required to appoint any EU European representatives in EU member states.</p> <p>Current Known Risk that we may miss something or find we have made a wrong decision</p> <p>Current Likly 1 Current Frequency 3</p>	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
72870Q172	<p>ProcessProcess 8026</p> <p>Automotive Competitor Price Review</p> <p>To review competitor automotive prices</p> <p>Current Known Risk That we may miss a event that has caused a large increase or decrease in competitor prices.</p> <p>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	Further Action Required on Issue
72870Q173	<p>ProcessProcess 7996</p> <p>Verification Repairs Older Repairs</p> <p>Verification Repairs Older Repairs</p> <p>Find all repairs older than 60 Days.</p> <p>review why not been invoice / completed.</p> <p>Current Known Risk a repair is missed or not chased</p> <p>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	Further Action Required on Issue
72870Q174	<p>ProcessProcess 8028</p> <p>Viamed Shopify Sales Report Export</p> <p>Export the Viamed Shopify Sales transaction Report</p> <p>Current Known Risk report missed</p> <p>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	Further Action Required on Issue
72870Q175	<p>ProcessProcess 8030</p> <p>Purchase Order Invoice Review</p> <p>Confirm the Price on our purchase order matches the price charged by the supplier</p> <p>Current Known Risk We over pay for products or services</p> <p>Current Likly 1 Current Frequency 2</p>	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
72870Q176	<p>ProcessProcess 7919</p> <p>Send Debtors Overview To Derek</p> <p>send a report to the managing director of what is happening with the debtors from the last month, include problems and payments due.</p> <p>Can add to issue and redirect</p> <p>Current Known Risk report not done</p> <p>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	Further Action Required on Issue
72870Q177	<p>Does Generic CE File Attached to All Technical file #2</p> <p>Of type 5 require any Notificaions and/or Risk assesment updates due to this update</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	Further Action Required on Issue
72870Q178	<p>Final Notes</p> <p>No ISO Procedures or Process</p> <p>are negatively affected by updating this document with the new document proposed</p>				

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