

## **0.0 VST ISO Review Board Directors Meeting**

**Objective:** Should be held at least yearly or as required.

---

### **1.0 Minutes of Last Meeting**

**Objective:** Produce minutes of the previous meeting and confirm approval by all attendees.

---

### **2.0 Matters Arising**

**Objective:** Ensure all actions from the previous meeting have been completed.

### **2.1 Follow-up Actions from Previous Reviews**

**Objective:** Verify that issues raised in earlier reviews have been addressed and resolved.

---

### **3.0 Turnover and Predicted for Year**

**Objective:** Aim for £1,000,000 turnover.

---

### **4.0 Profitability**

**Objective:** Achieve net profitability of 25 % of turnover.

---

### **6.0 Target for Year**

**Objective:** Confirm current projection of £1,000,000.

---

### **9.0 Overdraft**

**Objective:** Avoid requiring an overdraft facility.

---

### **10.0 Debtors**

**Objective:** Limit debtors to a maximum of 15 % of turnover.

### **10.1 Contract Review – Picking, Packing and Despatch**

**Objective:** Review current contract terms and operational performance.

---

### **11.0 Creditors**

**Objective:** Ensure all creditor balances are up to date.

### **11.1 Purchasing Controls**

**Objective:** Review purchasing policies and confirm team satisfaction.

---

### **12.0 Loans**

**Objective:** Operate without requiring any loans.

---

### **13.0 Stock Levels and Product Performance**

Objective:

- Maintain 800–1,200 cables on hand ready to ship.
- Keep product failure rate below 5 %.

#### **13.1 Storage and Stock Control**

Objective: Confirm suitable stock levels and storage capacity; address any issues.

#### **13.2 Calibration Index Review**

Objective: Ensure the calibration index is fully up to date.

#### **13.3 Process Performance**

Objective: Review process metrics and confirm team satisfaction.

---

### **14.0 Back Orders**

Objective: Maintain zero back orders.

---

### **15.0 Customer Complaints**

Objective: Close any customer complaints within 30 days and review complaints from the last 12 months.

#### **15.1 Customer and Product Feedback**

Objective: Review customer feedback over the past year and ensure none should have escalated to formal complaints.

#### **15.2 Non-Conformities Review**

Objective: Address any non-conformances within 15 days; check for new QC-21 forms.

#### **15.3 Vigilance System**

Objective: Verify that all reportable vigilance issues from the last 12 months have been submitted and tracked.

#### **15.4 Preventive and Corrective Actions**

Objective: Review the Risk-Benefit Process Report; identify new risks and required corrective actions.

---

### **16.0 ISO Issues**

Objective: Review notifications and recalls; confirm all regulatory requirements are current.

#### **16.1 Regulatory Changes**

Objective: Assess any changes to standards held.

#### **16.2 Documentation and Records**

Objective: Confirm the document index is up to date and that new risks are assessed in document updates.

#### **16.3 Quality Planning**

Objective: Review quality planning and reaffirm the current quality policy.

#### **16.4 Achievement of Quality Policy and Objectives**

Objective: Confirm quality objectives remain suitable and agreed.

#### **16.5 Changes to the Management System**

Objective: Review management-system changes and assess their effectiveness.

#### **16.6 Design Review – Projects and Existing**

Objective: Review design-review processes for both new projects and existing products.

#### **16.7 External Parties Risks and Opportunities Review**

Objective: Evaluate risks and opportunities from external parties; confirm team agreement.

#### **16.8 New Products**

Objective: Discuss potential new product proposals.

#### **16.9 Advisory Notices & Recalls**

Objective: Review any advisory notices or product recalls.

#### **16.10 Possible System Changes**

Objective: Evaluate any proposed system changes.

#### **16.11 Recommendations or Improvements**

Objective: Discuss recommendations for system or process improvements.

#### **16.12 Results of Internal Audits / Mini Audits**

Objective: Review audit outcomes from the past 12 months; confirm satisfaction with current status and next year's schedule.

#### **16.13 Audits Closure**

Objective: Agree on the schedule of top-level audits.

---

### **17.0 Company Issues**

Objective: Discuss overarching company-wide issues.

#### **17.1 GDPR**

Objective: Review GDPR compliance and update as needed.

#### **17.2 Review of Responsibilities**

Objective: Confirm the organisation chart and current role responsibilities.

#### **17.3 Resources Required**

Objective: Assess needs across equipment, training, staffing, standards, systems, and facilities.

---

### **18.0 Building Fabric Issues**

Objective: Examine any issues with the building's structure or maintenance.

---

### **19.0 Responsibilities, Staff, and Training Issues**

Objective: Ensure the organisation chart is current; discuss training effectiveness and future plans.

#### **19.1 Staff Appraisals**

Objective: Complete all staff appraisals within 18 months of the previous appraisal or hire date.

---

## **20.0 Distributor or OEM Issues**

Objective: Review performance and issues with distributors or OEM partners.

---

## **21.0 Supplier Issues and Review**

Objective: Confirm supplier reviews are current.

### **21.1 Supplier / Subcontractor Performance**

Objective: Assess performance metrics for suppliers and subcontractors.

---

## **22.0 Any Other Business**

Objective: Provide an opportunity for attendees to raise additional items.

### **22.1 Review Management Meeting Headers**

Objective: Ensure the agenda remains comprehensive and up to date.