Document CPM 25 Health and Safety Policy Viamed Revision ID14332

Suggested Upload Document Name: **Risk Assesment For Updating Document ID14332**
Completed by <u>Derek Lamb </u>16 Feb 2026
Reason for Risk Assesment

```
So its suitable to send out to customers and to update the formatting, spelling and punctuation
```

Document CPM 25 Health and Safety Policy Viamed Revision ID14332 Is linked to the Following Standards and processes

Risk Assesment ID14332	Question	Does Update Affect	Risk on Update	Notes On Risk / Benefits statement is required
14332Q0	Does this Update warrant updating Any External Parties due to any **Terms and Conditional Agreements** E.G. Notified Body or is the update a Significate change to any ISO Certifications	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement is required
14332Q1	Viamed Ltd ISO13485:2016 Section: 6.4.1 Work environment The organization shall document the requirements for the work environment needed to achieve conformity to product requirements. If the conditions for the work environment can have an adverse effect on product quality, the organization shall document the requirements for the work environment and the procedures to monitor and control the work environment. The organization shall: a) document requirements for health, cleanliness and clothing of personnel if contact between such personnel and the product or work environment could affect medical device safety or performance; b) ensure that all personnel who are required to work temporarily under special environmental conditions within the work environment are competent or supervised by a competent person. NOTE Further information can be found in ISO 14644 and ISO 14698	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement is required
14332Q2	Viamed Ltd ISO13485:2016 Section: 6.4.2 Contamination control As appropriate, the organization shall plan and document arrangements for the control of contaminated or potentially contaminated product in order to prevent contamination of the work environment, personnel, or product. For sterile medical devices, the organization shall document requirements for control of contamination with microorganisms or particulate matter and maintain the required cleanliness during assembly or packaging processes.	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement is required
14332Q3	Viamed Ltd ISO13485:2016 Section: 7.5.1 Control of production and service provision Production and service provision shall be planned, carried out, monitored and controlled to ensure that product conforms to specification. As appropriate, production controls shall include but are not limited to: a) documentation of procedures and methods for the control of production (see 4.2.4); b) qualification of infrastructure; c) implementation of monitoring and measurement of process parameters and product characteristics; d) availability and use of monitoring and measuring equipment; e) implementation of defined operations for labelling and packaging; f) implementation of product release, delivery and post-delivery activities. The organization shall establish and maintain a record (see 4.2.5) for each medical device or batch of medical devices that provides traceability to the extent specified in 7.5.9 and identifies the amount manufactured and amount approved for distribution. The record shall be verified and approved.	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement is required
14332Q4	Viamed Ltd ISO13485:2016 Section: 7.5.4 Servicing activities	Does Update	Risk Freqency due to Update	Notes On Risk / Benefits statement is required

If servicing of the medical device is a specified requirement, the organization shall document servicing
procedures, reference materials, and reference measurements, as necessary, for performing servicing
activities and verifying that product requirements are met.
The organization shall analyse records of servicing activities carried out by the organization or its
supplier:
a) to determine if the information is to be handled as a complaint;
b) as appropriate, for input to the improvement process.
Records of servicing activities carried out by the organization or its supplier shall be maintained (see
4.2.5).

Affect?
No ▾

1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required

14332Q5 Viamed Ltd ISO13485:2016 Section: 7.5.10
Customer property
The organization shall identify, verify, protect, and safeguard customer property provided for use
or incorporation into the product while it is under the organization's control or being used by the
organization. If any customer property is lost, damaged or otherwise found to be unsuitable for use, the
organization shall report this to the customer and maintain records (see 4.2.5).

Does Update Affect?
No ▾

Risk Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement i: required

14332Q6 Viamed Ltd ISO13485:2016 Section: 7.5.11
Preservation of product
The organization shall document procedures for preserving the conformity of product to requirements
during processing, storage, handling, and distribution. Preservation shall apply to the constituent parts
of a medical device.
The organization shall protect product from alteration, contamination or damage when exposed to
expected conditions and hazards during processing, storage, handling, and distribution by:
a) designing and constructing suitable packaging and shipping containers;
b) documenting requirements for special conditions needed if packaging alone cannot provide
preservation.
If special conditions are required, they shall be controlled and recorded (see 4.2.5).

Does Update Affect?
No ▾

Risk Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement i: required

14332Q7 Viamed Ltd ISO13485:2016 Section: 8.3.4
Rework
The organization shall perform rework in accordance with documented procedures that takes into
account the potential adverse effect of the rework on the product. These procedures shall undergo the
same review and approval as the original procedure.
After the completion of rework, product shall be verified to ensure that it meets applicable acceptance
criteria and regulatory requirements.
Records of rework shall be maintained (see 4.2.5).

Does Update Affect?
No ▾

Risk Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement i: required

14332Q8 VST Ltd ISO9001:2015+A1 Section: 7.1.4
Environment for the operation of processes
The organization shall determine, provide and maintain the environment necessary for the operation
of its processes and to achieve conformity of products and services.
NOTE A suitable environment can be a combination of human and physical factors, such as:
a)   social (e.g. non-discriminatory, calm, non-confrontational);
b)   psychological (e.g. stress-reducing, burnout prevention, emotionally protective);
c)   physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).
These factors can differ substantially depending on the products and services provided.

Does Update Affect?
No ▾

Risk Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement i: required

14332Q9 VST Ltd ISO9001:2015+A1 Section: 8.2.1
Customer communication
Communication with customers shall include:
a) providing information relating to products and services;
b) handling enquiries, contracts or orders, including changes;
c) obtaining customer feedback relating to products and services, including customer complaints;
d) handling or controlling customer property;
e) establishing specific requirements for contingency actions, when relevant.

Does Update Affect?
No ▾

Risk Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement i: required

14332Q10 VST Ltd ISO9001:2015+A1 Section: 8.5.2
Identification and traceability
The organization shall use suitable means to identify outputs when it is necessary to ensure the
conformity of products and services.
The organization shall identify the status of outputs with respect to monitoring and measurement
requirements throughout production and service provision.

Does Update Affect?
No ▾

Risk Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement i: required

The organization shall control the unique identification of the outputs when traceability is a
requirement, and shall retain the documented information necessary to enable traceability.

14332Q11	VST Ltd ISO9001:2015+A1 Section: 8.5.3 Property belonging to customers or external providers The organization shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization. The organization shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services. When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred. NOTE A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.	Does Update Affect? No ✔	Risk Freqency due to Update 1.Improbable ✔ Risk Likly Due to Update 1.Negligible ✔ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q12	7684 Repairs Ready For Quote Process Repairs Ready For Quote	Does Update Affect? No ✔	Risk Freqency due to Update 1.Improbable ✔ Risk Likly Due to Update 1.Negligible ✔ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q13	7685 Repairs Ready For Invoice Process Invoice for completed repairs.	Does Update Affect? No ✔	Risk Freqency due to Update 1.Improbable ✔ Risk Likly Due to Update 1.Negligible ✔ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q14	6862 Current Repairs The repairs that are currently in the building. Confirm the Stage and Location of repairs	Does Update Affect? No ✔	Risk Freqency due to Update 1.Improbable ✔ Risk Likly Due to Update 2.Minor ✔ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q15	7048 Control of monitoring and measuring devices Control of monitoring and measuring devices	Does Update Affect? No ✔	Risk Freqency due to Update 2.Remote ✔ Risk Likly Due to Update 1.Negligible ✔ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q16	7674 Check Repairs Ready For Invoice List Review the repairs ready For invoice List in intrastats.	Does Update Affect? No ✔	Risk Freqency due to Update 1.Improbable ✔ Risk Likly Due to Update 2.Minor ✔ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q17	7752 SRS Folder Ensure all outstanding repairs are being dealt with	Does Update Affect? No ✔	Risk Freqency due to Update 1.Improbable ✔ Risk Likly Due to Update 2.Minor ✔ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q18	7690 Ship Repairs Review the Repairs completed shelf and ship those items that are ready for return to the customer.	Does Update Affect? No ✔	Risk Freqency due to Update 1.Improbable ✔ Risk Likly Due to Update	Notes On Risk / Benefits statement i: required

		Does Update Affect?	Risk Freqency due to Update	Notes On Risk / Benefits statement if required

14332Q19 7942
Do We Have Service Manual / QA For All Our Stock Coming In.
To make sure we have a QA procedure or service manual in place for all our stock coming through Viamed and VST.

Some may just say check packaging and barcode and other may need to go further in depth. With testing procedures.
Those who do not require testing should state this in the procedure.

Does Update Affect? No ⌄

Risk Freqency due to Update
3.Occasional ⌄
Risk Likly Due to Update
1.Negligible ⌄
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q20 7940
Review The Tom Thumb Grease Date
To check the date of the grease used in the production and servicing of the Tom Thumb. To see if it needs to be removed. Look at date purchased then add 4 years to the date.

Dispose of this when it goes beyond this date.

Does Update Affect? No ⌄

Risk Freqency due to Update
1.Improbable ⌄
Risk Likly Due to Update
1.Negligible ⌄
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q21 7985
OverDue Servicing
To ensure we do not have any overdue service requirements to our customers.

Have any overdue visits not got any action notes.

NO ONSITE VISITS ANYMORE, Process not currently required

Does Update Affect? No ⌄

Risk Freqency due to Update
1.Improbable ⌄
Risk Likly Due to Update
1.Negligible ⌄
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q22 7993
Verification Warranty Repairs Customer Approval
Verification Warranty Repairs Customer Approval
check the previous months non warranty repairs for customer approval prior to any work being done.
Check the Repairs in History File - Completed. Search for non warranty repairs check they have customer approval. Search warranty then go down list to look for non warranty repairs have they had approval

Does Update Affect? No ⌄

Risk Freqency due to Update
2.Remote ⌄
Risk Likly Due to Update
1.Negligible ⌄
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q23 7994
Verification Repairs Paperwork Completed
Verification Completed Repairs Paperwork.
Check 5 Invoiced Repairs, check the paperwork Invoice matches the customer Order.

Does Update Affect? No ⌄

Risk Freqency due to Update
1.Improbable ⌄
Risk Likly Due to Update
1.Negligible ⌄
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q24 7995
Verification Visual Check Repair Shelf
Verification Visual Check Repair Shelf

Does Update Affect? No ⌄

Risk Freqency due to Update
1.Improbable ⌄
Risk Likly Due to Update
1.Negligible ⌄
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q25 7996
Verification Repairs Older Repairs
Verification Repairs Older Repairs
Find all repairs older than 60 Days.
review why not been invoice / completed.

Does Update Affect? No ⌄

Risk Freqency due to Update
1.Improbable ⌄
Risk Likly Due to Update
1.Negligible ⌄
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q26 7997
Verification Repair Qa Reports
Verification Repair Qa Reports
Find 5 Completed repairs.
Check the ID has a QA record

Does Update Affect? No ⌄

Risk Freqency due to Update
1.Improbable ⌄
Risk Likly Due to Update
1.Negligible ⌄
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q27	8005 Verification Of SRS Information added Check relevant information is being fully entered correctly on SRS system. Check 5 SRS in the system, make sure, there is customer contact details, including email address, serial numbers, part numbers.	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i. required
14332Q28	8022 Vandagraph Repair Review Reviewing Vandagraph Repair in Intrastats	Does Update Affect? No ∨	Risk Freqency due to Update 2.Remote ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i. required
14332Q29	8071 Checked Repair Quotes Have Been Sent To Customers Checked repair quotes have been sent to customers Check that all checked repair quotes have been emailed to customer and systems have been updated.	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i. required
14332Q30	Process 39 Enviromental Policy Document Review Ensure our Viamed Environment and WEEE Policys are upto date and suitable for current legislation Current Known Risk Potential to break the Law of the land with unsuitable policys Current Likly 1 Current Frequency 2	Does Update Affect? No ∨	Risk Freqency due to Update 2.Remote ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i. required
14332Q31	Process 7684 Repairs Ready For Quote Process Repairs Ready For Quote Current Known Risk If process does not get performed, we likly to loose customers, get complaints over not responding to customers returned goods Current Likly 1 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i. required
14332Q32	Process 7685 Repairs Ready For Invoice Process Invoice for completed repairs. Current Known Risk repair has errors on it Current Likly 1 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i. required
14332Q33	Process 7693 Collect Repair Filing From Warehouse Collect the filing form the warehouse Current Known Risk paperwork has been missed Current Likly 1 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i. required
14332Q34	Process 5857 Customer Service Logs Ensuring customer onsite service visits are completed Current Known Risk Engineer or equipment is unavlailable Current Likly 2 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 2.Minor ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i. required
14332Q35	Process 7750 Meeting With Management Meeting between management and office team leader to discuss improvement of systems and address any issues Current Known Risk Staff being unavailable Current Likly 3 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 3.Serious ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i. required

		Does Update Affect?	Risk Freqency due to Update / Risk Likly Due to Update / Action Required:	Notes On Risk / Benefits statement if required
14332Q36	Process 7120 General Maintenance Requirements Review any General Maintenance required on the physical Site(s) Current Known Risk That a general Maintenance requirement may been missed. Current Likly 2 Current Frequency 1	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 2.Minor Action Required: No Action Required	
14332Q37	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	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 3.Serious Action Required: No Action Required	
14332Q38	Process 7836 Central Heating For Winter Reset the Heating for Winter Current Known Risk Building too hot / cold Current Likly 1 Current Frequency 1	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
14332Q39	Process 7806 Watering Plants To water the plants and ensure their survival Current Known Risk Dead plants. Current Likly 1 Current Frequency 1	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
14332Q40	Process 7698 Clean Toilets Cleaning of surfaces, equipment, floors. Tidying so as to clean more effectively. Current Known Risk Dirty and unhygienic bathrooms. Inadequate supply of cleaning products. Current Likly 1 Current Frequency 1	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
14332Q41	Process 7845 7.1.4 Environment Of Operations Determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. Merged into 7729 can close the tasks Current Known Risk no risk. to the process, however risk maybe some problems may be brought up that are better left un-brought up, which may result in loss of staff while dealing with a problem that is suddenly brought to light that was better not addressed. Current Likly 1 Current Frequency 1	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
14332Q42	Process 7808 Ensure All Invoice Correctly Tagged To find and Tag any sales that are removed from commissions, as they are break even products for relationships purposes Current Known Risk Pay a Sales rep for special sales in the relevant area. and make a loss on the sale Current Likly 3 Current Frequency 1	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 3.Serious Action Required: No Action Required	
14332Q43	Process 7800 Opera Nominal Ledger Close The closing down of the previous months nominal ledger for accounts purposes. Current Known Risk The system crashes. Current Likly 1 Current Frequency 2	No	Risk Freqency due to Update: 2.Remote Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
14332Q44	Process 7790 Humanmed Invoice them For Previous Month A invoice is generate at the end of each month to charges Humanmed for the admin fee, carriage charges and any special carriage charges. Current Known Risk That this invoice is not produced. Current Likly 3 Current Frequency 1	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update	

ID	Process / Description	Does Update Affect?	Risk Freqency / Likely Due to Update	Notes On Risk / Benefits statement if required
14332Q45	Process 7789 Withdraw Funds From Paypal To remove the receipts that have come into Paypal over the month. So they can be entered in to accounts sales. Current Known Risk That a payment is not entered accounts , or onto the correct sales account. Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q46	Process 7783 PDF VST Invoices And Purchase Orders Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NOW DONE AUTOMATICALLY Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q47	Process 7735 Ensure SOR`s Are Followed Up Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q48	Process 7712 Review Inward Payments Review the payments received to ensure proformas can be shipped Current Known Risk Computer network breakdown Current Likly 3 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q49	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? No ▾	Risk Freqency due to Update 2.Remote ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q50	Process 7708 Acorn 0014904 Acorn Distribution ac 12906 - 0014904 Disposable sensor stock levels Current Known Risk That we not have stock available when needed. Current Likly 3 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q51	Process 7703 Vandagraph Pay Pal Retrieve Funds To remove money from the Pay Pal system into Vandagraph Bank account Current Known Risk No risk to the process as such as its paypal driven, Can only withdraw funds to allocated bank account Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q52	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? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required

ID	Process	Does Update Affect?	Risk Freqency due to Update	Risk Likly Due to Update	Action Required:	Notes On Risk / Benefits statement if required
14332Q53	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	No	1.Improbable	2.Minor	No Action Required	
14332Q54	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	No	1.Improbable	2.Minor	No Action Required	
14332Q55	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	No	1.Improbable	2.Minor	No Action Required	
14332Q56	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	No	1.Improbable	2.Minor	No Action Required	
14332Q57	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	No	1.Improbable	2.Minor	No Action Required	
14332Q58	Process 7843 Review VST Product Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raise Current Known Risk Issues could be missed Current Likly 3 Current Frequency 1	No	1.Improbable	3.Serious	No Action Required	
14332Q59	Process 7842 Review VIAMED Product Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised Current Known Risk That an issue or report might be missed. That a Negative feedback form Products might not be reviewed Current Likly 3 Current Frequency 1	No	1.Improbable	3.Serious	No Action Required	
14332Q60	Process 7841 Review VST Feedback - Customer Complaints To review Customer Complaints see if Non Conformance need to be raised Current Known Risk things are not followed up in a timely manner or are missed Current Likly 3 Current Frequency 1	No	1.Improbable	3.Serious	No Action Required	
14332Q61	Process 7840 Review VST Feedback - Customer Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised Current Known Risk That an issue or report might be missed. That a Negative feedback form Products might not be reviewed Current Likly 3 Current Frequency 1	No	1.Improbable	3.Serious	No Action Required	

14332Q62	Process 7839 Review VIAMED Feedback - Customer Complaints To Review Viamed Customer Complaints Current Known Risk Rolling Issue No Risk Current Likly 3 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 3.Serious ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q63	Process 7838 Review VIAMED Feedback - Customer Feedback Negative Review Customer Feedback Negative Current Known Risk Rolling Issues No risk to process Current Likly 3 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 3.Serious ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q64	Process 6898 GHX Web Pricing To review the GHX Web Pricing Current Known Risk That the prices are in correct and we may have to let them have the old price if we have not up dated them Current Likly 1 Current Frequency 2	Does Update Affect? No ∨	Risk Freqency due to Update 2.Remote ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q65	Process 5871 Check Sale Or Returns Review the Sale or Return list in intrastats. Ensure it is up to date. Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated Current Likly 2 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 2.Minor ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q66	Process 5876 E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders Current Known Risk Orders go unnoticed Current Likly 1 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q67	Process 5872 Check Sale Or Returns Export Review the Sale or Return list in intrastats. Ensure it is up to date. Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated Current Likly 2 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 2.Minor ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q68	Process 9 Distribution Of Faxes Distribute recieved faxs Current Known Risk lost faxes Current Likly 1 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q69	Process 11 Distribution Of Post Distibuting incoming post to correct person Current Known Risk Royal Mail fail to deliver post Current Likly 3 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 3.Serious ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q70	Process 14 Fax Paper Ensuring that fax reports have been generated for both sent and received faxes and ensuring there is paper in the fax machine Current Known Risk Phone lines go down The paper tray is empty Current Likly 1 Current Frequency 1	Does Update Affect? No ∨	Risk Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement i: required

14332Q71	Process 15 Filing and Archiving Paperwork to be filed in the correct order Current Known Risk Paperwork is filed incorrectly Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q72	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	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q73	Process 36 Emailing Of Invoices Invoices are emailed to customers Current Known Risk Computer or network failure Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q74	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	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q75	Process 5882 Send Post To Humanmed Humanedmed post is received, it needs to be forwarded to Humanmed UK Sales Manager HumanMed has Gone, tasks no longer required Current Known Risk Post is not sent Current Likly 4 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 4.Critical ▾ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q76	Process 5892 Checking EBay And Amazon For Orders And Messages Checking the eBay and Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions. Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 2	Does Update Affect? No ▾	Risk Freqency due to Update 2.Remote ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q77	Process 5893 Answering Website Questions Answering any questions that are asked via the website from within Intrastats PROCESS NO LONGER REQUIRED Web QUESTIONS NOW COME IN VIA shopify, and Email Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q78	Process 5894 Checking Of Active List Check the Active Back orders ensure no orders get missed Current Known Risk List is not reviewed and orders do not get shipped Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q79	Process 5895 Completing Office Job List Ensuring that the allocated tasks are being completed Current Known Risk Office staff are too busy Current Likly 3 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement i: required

ID	Process	Does Update Affect?	Risk Freqency due to Update	Risk Likly Due to Update	Action Required:	Notes On Risk / Benefits statement if required
14332Q80	Process 5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas Current Known Risk Computer/network breakdown Not chased up. Current Likly 3 Current Frequency 1	No	1.Improbable	3.Serious	No Action Required	
14332Q81	Process 5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	No	1.Improbable	2.Minor	No Action Required	
14332Q82	Process 5913 Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders. NO LONGER REQUIRED HUMANEMD STOPPED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	No	1.Improbable	2.Minor	No Action Required	
14332Q83	Process 5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	No	1.Improbable	2.Minor	No Action Required	
14332Q84	Process 5949 Filling Credit Card Slips Check Square transactions for any anomalies or problems Current Known Risk wrong amounts charged and wrong customers Current Likly 2 Current Frequency 2	No	2.Remote	2.Minor	No Action Required	
14332Q85	Process 7676 PDFing Of Invoices Viamed Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1	No	1.Improbable	2.Minor	No Action Required	
14332Q86	Process 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	No	1.Improbable	2.Minor	No Action Required	
14332Q87	Process 7758 Check For GHX Orders Check the emails for orders from GHX Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	No	1.Improbable	2.Minor	No Action Required	
14332Q88	Process 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	No	1.Improbable	1.Negligible	No Action Required	

14332Q89	Process 7761 Send VST Delivery Notifications Emailing Notifications of shipments Current Known Risk Limited risks, and if the email fails to get delivered the customer will still receive their shipment. Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q90	Process 7795 Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q91	Process 7822 Review Oxylink Stock To check we have the stock available to supply our customer Oxylink. NOTE THIS PROCESS HAS BEEN STOPPED. Part number has been superseded Current Known Risk The we do not have the stock needed to satisfy the orders for this customer. Current Likly 3 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q92	Process 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? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q93	Process 6954 Back Orders Review - By Customer To check the back orders in the tray in goods out and check the active list back orders has been reviewed Current Known Risk goods not shipped in a timely manner Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q94	Process 7748 Check Repair Orders Check the orders against the customer paperwork, that we have generated, for the repair we have received in. Current Known Risk That details will be incorrect and it will affect the customer. That mistakes may be missed. Current Likly 2 Current Frequency 2	Does Update Affect? No ▾	Risk Freqency due to Update 2.Remote ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q95	Process 7749 Check Repair Quotes Check the quotes that we send out for the repairs we have received in. Current Known Risk That mistakes may be missed. That details will be incorrect and it will affect the customer. Current Likly 2 Current Frequency 2	Does Update Affect? No ▾	Risk Freqency due to Update 2.Remote ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q96	Process 7830 Review Q.A. Failures Report To review the Quantities of Failed product per Stock reference Passing through the Q.A. system Current Known Risk That a high proportion of a product might fail QA and not be flagged Current Likly 3 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q97	Process 7737 Production In Production List Review the Production List, check and list those items that were started more than 30 days ago have not been through QA. Audit is carried out and production is reviewed and chased at this point.	Does Update Affect? No ▾	Risk Freqency due to Update 2.Remote ▾ Risk Likly Due to Update 2.Minor ▾ Action Required:	Notes On Risk / Benefits statement if required

	Current Known Risk Production jobs is finished but not been QA, may get lost in the system Current Likly 2 Current Frequency 2		No Action Required	
14332Q98	Process 7682 Check Stock Requirements Supplier Bluepoint To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered. Current Known Risk That a customer is told we have stock and then we are unable to ship. Current Likly 2 Current Frequency 1	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 2.Minor ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q99	Process 7681 Check Stock Requirements Supplier Posey To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered. Current Known Risk That a customer is told we have stock and then we are unable to ship. Current Likly 2 Current Frequency 1	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 2.Minor ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q100	Process 7680 Check Stock Requirements Supplier Envitec To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered. Current Known Risk That a customer is told we have stock and then we are unable to ship. Current Likly 2 Current Frequency 1	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 2.Minor ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q101	Process 7679 Check Stock Requirements Supplier Teledyne To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered. Current Known Risk That a customer is told we have stock and then we are unable to ship. Current Likly 2 Current Frequency 1	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 2.Minor ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q102	Process 7823 Saftey Tester Data Backup the Fluke ESA615 Safety tester CE Copy any files to the Z Drive - safety tester backupdata Current Known Risk That this will not be carried out. Current Likly 1 Current Frequency 1	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q103	Process 56 Warehouse Outside Heating Guard Check the Boiler system before winter Current Known Risk working temperature incorrect / illegal Employee dissatisfaction Current Likly 1 Current Frequency 1	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q104	Process 5919 Check Out Side Drain Check outside drain is not BLocked Current Known Risk that we will have a flood Current Likly 2 Current Frequency 1	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 2.Minor ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q105	Process 5921 Clearing Water Downstairs Check the Archives for Signs of Water, ensure the pump is working Current Known Risk that we will have a flood Current Likly 2 Current Frequency 1	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 2.Minor ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement i: required
14332Q106	Process 7742 Boiler Check Get the gas Boilers and Hive thermostat Serviced and the Heating Checked before Winter. Current Known Risk that the heating will not work or that the boiler is not safe to	Does Update Affect? No ⌄	Risk Freqency due to Update 2.Remote ⌄ Risk Likly Due to Update	Notes On Risk / Benefits statement i: required

use.
Current Likly 1 Current Frequency 2

1.Negligible ▼
Action Required:
No Action Required

14332Q107 Process 7756
Carbon Monoxide Alarm
Check Carbon Monoxide Alarm is working
Current Known Risk alarm does not work and kills staff
Current Likly 2 Current Frequency 1

Does Update Affect? **No ▼**

Risk Freqency due to Update
1.Improbable ▼
Risk Likly Due to Update
2.Minor ▼
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q108 Process 7820
North Yorkshire Council Waste Tranfer
The renewal of our waste transfer agreement with North Yorkshire County Couoncil
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? **No ▼**

Risk Freqency due to Update
2.Remote ▼
Risk Likly Due to Update
1.Negligible ▼
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q109 Process 7821
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? **No ▼**

Risk Freqency due to Update
2.Remote ▼
Risk Likly Due to Update
1.Negligible ▼
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q110 Process 7835
Electrics Need Checking
To get the Electrics checked by External Electriction, so certificate can be provided for Employee Safety
Current Known Risk Not carried out in a timely manner
Current Likly 1 Current Frequency 1

Does Update Affect? **No ▼**

Risk Freqency due to Update
1.Improbable ▼
Risk Likly Due to Update
1.Negligible ▼
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q111 Process 7864
ESD Work Stations
Check the workshop benches ESD equipment is in place
Current Known Risk can damage equipment if not used or suitable
Current Likly 2 Current Frequency 1

Does Update Affect? **No ▼**

Risk Freqency due to Update
1.Improbable ▼
Risk Likly Due to Update
2.Minor ▼
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q112 Process 7873
On Site Environment Review
Review the Highs and Lows in Temperature of stored stock and products.
The temperature range can be found on the temperature page.
Current Known Risk Building temperature could affect stock
Current Likly 2 Current Frequency 2

Does Update Affect? **No ▼**

Risk Freqency due to Update
2.Remote ▼
Risk Likly Due to Update
2.Minor ▼
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q113 Process 54
Gents Toilets
Bleech the Gents Toilets

Process no longer required no urinal
Current Known Risk job not carried out

Current Likly 3 Current Frequency 1

Does Update Affect? **No ▼**

Risk Freqency due to Update
1.Improbable ▼
Risk Likly Due to Update
3.Serious ▼
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

14332Q114 Process 5906
Empty Paper Bins
Emptying of the recycling and waste bins into external bin for refuge collectors
Current Known Risk Waste is not removed or waste is not correctly placed in bins
Current Likly 1 Current Frequency 1

Does Update Affect? **No ▼**

Risk Freqency due to Update
1.Improbable ▼
Risk Likly Due to Update
1.Negligible ▼
Action Required:
No Action Required

Notes On Risk / Benefits statement if required

		Does Update Affect?	Risk Freqency due to Update	Notes On Risk / Benefits statement i: required
14332Q115	Process 5907 Hoover Warehouse Cleaning of floors. Tidying so as to clean more effectively. Current Known Risk Dirty and unhygienic work space. Inadequate supply of cleaning products. Current Likly 1 Current Frequency 1	No ⌄	1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	
14332Q116	Process 5908 Sweep Warehouse Cleaning of floors. Tidying so as to clean more effectively. Current Known Risk Dirty and unhygienic work space. Inadequate supply of cleaning products. Current Likly 1 Current Frequency 1	No ⌄	1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	
14332Q117	Process 5909 Empty Warehouse Bins Emptying of the waste bins into external bin for refuge collectors Current Known Risk Waste is not removed or waste is not correctly placed in bins Current Likly 1 Current Frequency 1	No ⌄	1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	
14332Q118	Process 5910 Clean Duckets Cleaning of duckets Current Known Risk Writing that is still left on the ducket mean that the new information may not be clear. Current Likly 1 Current Frequency 1	No ⌄	1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	
14332Q119	Process 5911 Clear Cardboard To remove and dispose of the cardboard with in the company Current Known Risk That we will have too much and it will be a trip hazard. It will fill work spaces that we need to use. Current Likly 1 Current Frequency 1	No ⌄	1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	
14332Q120	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	No ⌄	2.Remote ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	
14332Q121	Process 7863 Maintain Repair Codes List To confirm the current repairs codes for various products in the system are up to date and available to office members of staff. Current Known Risk use of incorrect repair codes Current Likly 1 Current Frequency 1	No ⌄	1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	
14332Q122	Process 6862 Current Repairs The repairs that are currently in the building. Confirm the Stage and Location of repairs Current Known Risk Repairs not being worked on in a timely manor. Repairs being processed with out authorisation from customer. Current Likly 2 Current Frequency 1	No ⌄	1.Improbable ⌄ Risk Likly Due to Update 2.Minor ⌄ Action Required: No Action Required	
14332Q123	Process 7897 Daily O2 Sensors Returns To check the daily returns for any that are oxygen sensors only, so they can be fast tracked through the system Current Known Risk worst case scenario is sensor returns goes through the system normally Current Likly 1 Current Frequency 1	No ⌄	1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	

14332Q124 Process 7944
Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST
To check the use by date or manufacturers life span, of any Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST. To see if it needs to be disposed of.

Dispose of and where needed re order new, when it goes beyond this date.
Current Known Risk Sealant, Glues, Greases, Sprays, Gases And Tapes will go beyond the date we say it should be disposed of
Current Likly 1 Current Frequency 1

Does Update Affect? No ✔
Risk Freqency due to Update 1.Improbable ✔
Risk Likly Due to Update 1.Negligible ✔
Action Required: No Action Required
Notes On Risk / Benefits statement if required

14332Q125 Process 7690
Ship Repairs
Review the Repairs completed shelf and ship those items that are ready for return to the customer.
Current Known Risk That a repair will be missed
Current Likly 2 Current Frequency 1

Does Update Affect? No ✔
Risk Freqency due to Update 1.Improbable ✔
Risk Likly Due to Update 2.Minor ✔
Action Required: No Action Required
Notes On Risk / Benefits statement if required

14332Q126 Process 6850
Current Stock Levels
Review current stock levels
Current Known Risk If the levels are incorrect or we have a shortages then customers will not receive their goods in a timely manor.
Current Likly 2 Current Frequency 1

Does Update Affect? No ✔
Risk Freqency due to Update 1.Improbable ✔
Risk Likly Due to Update 2.Minor ✔
Action Required: No Action Required
Notes On Risk / Benefits statement if required

14332Q127 Process 6838
Opera Negative Stock
To find and correct opera when it reads Negative stock values.

NOT REQUIRED ANYMORE
Opera
Current Known Risk Damage Opera.
Current Likly 1 Current Frequency 1

Does Update Affect? No ✔
Risk Freqency due to Update 1.Improbable ✔
Risk Likly Due to Update 1.Negligible ✔
Action Required: No Action Required
Notes On Risk / Benefits statement if required

14332Q128 Process 5858
Opera Stock Adjustments
Opera Counts bulk stock in and issues stock out against orders.
Multiple processes cause stock to be used internally,
Opera requires a weekly update to bring the stock count into line with whats been used outside the invoicing systems

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

Current Likly 2 Current Frequency 1

Does Update Affect? No ✔
Risk Freqency due to Update 1.Improbable ✔
Risk Likly Due to Update 2.Minor ✔
Action Required: No Action Required
Notes On Risk / Benefits statement if required

14332Q129 Process 5935
Stock Allocations
To allocate stock that has not automatically be linked to a repair or invoice.

No longer required with replacement order system
Current Known Risk Items that should be linked to a invoice are not in the allocations list.
That items are allocated incorrectly on the list.
Current Likly 2 Current Frequency 1

Does Update Affect? No ✔
Risk Freqency due to Update 1.Improbable ✔
Risk Likly Due to Update 2.Minor ✔
Action Required: No Action Required
Notes On Risk / Benefits statement if required

14332Q130 Process 6945
Missing Stock or Adjustments
To synchronise Opera stock Count against Intrastats internal movement of stock, E.G. Items that wont uniquely appear on an opera order - such as production parts.

TASK IS NO LONGER REQUIRED
Current Known Risk Opera and Intrastats go out of sync
Current Likly 1 Current Frequency 1

Does Update Affect? No ✔
Risk Freqency due to Update 1.Improbable ✔
Risk Likly Due to Update 1.Negligible ✔
Action Required: No Action Required
Notes On Risk / Benefits statement if required

14332Q131 Process 6955
Production Requirements
To set production job for any stock item that is needed for customer back order, warehouse requests or marketing
Current Known Risk that jobs will not be added and customers orders will be delayed
Current Likly 2 Current Frequency 1

Does Update Affect? No ✔
Risk Freqency due to Update 1.Improbable ✔
Risk Likly Due to Update 2.Minor ✔
Action Required: No Action Required
Notes On Risk / Benefits statement if required

14332Q132 Process 7689
Move Stock From QA Shelf To Stock Shelf Monday
Move Stock From QA Shelf To Stock Shelf

Does Update
Risk Freqency due to Update 1.Improbable ✔
Notes On Risk / Benefits statement if required

	Current Known Risk That stock is not replaced so it will take longer to pick goods for orders. Current Likly 2 Current Frequency 1	**Affect?** No ▾	Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	

14332Q133	Process 7694 Move Stock From QA Shelf To Stock Shelf Tuesday Move Stock From QA Shelf To Stock Shelf Current Known Risk That stock is not replaced so it will take longer to pick goods for orders. The stock is not on the correct shelf. Current Likly 2 Current Frequency 1	**Does Update Affect?** No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q134	Process 7695 Top Up Quick Shipping Shelves Move Stock From QA Shelf To Quick Shipping Shelves Current Known Risk That stock is not replaced so it will take longer to pick goods for orders. Current Likly 1 Current Frequency 1	**Does Update Affect?** No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q135	Process 8015 Review VST Product Feedback Positive Review VST Product Feedback Positive Current Known Risk Issues could be missed Current Likly 1 Current Frequency 1	**Does Update Affect?** No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q136	Process 8017 Review VST Customer Feedback Positive Review VST Customer Feedback Positive Current Known Risk Issues could be missed Current Likly 1 Current Frequency 1	**Does Update Affect?** No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q137	Process 8024 Discontinue/Supersede Stock This is a review of old stock that is being sold and then when stock runs out it will be withdrawn from sale. Current Known Risk that customers will order stock we no longer have Current Likly 1 Current Frequency 1	**Does Update Affect?** No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q138	Process 8060 Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST Phils Issue To check the use by date or manufacturers life span, of any Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST. To see if it needs to be disposed of. Dispose of and where needed re order new, when it goes beyond this date. Current Known Risk Sealant, Glues, Greases, Sprays, Gases And Tapes will go beyond the date we say it should be disposed of Current Likly 1 Current Frequency 1	**Does Update Affect?** No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q139	Process 7993 Verification Warranty Repairs Customer Approval Verification Warranty Repairs Customer Approval check the previous months non warranty repairs for customer approval prior to any work being done. Check the Repairs in History File - Completed. Search for non warranty repairs check they have customer approval. Search warranty then go down list to look for non warranty repairs have they had approval Current Known Risk that we would invoice a repair without authorisation Current Likly 1 Current Frequency 2	**Does Update Affect?** No ▾	Risk Freqency due to Update 2.Remote ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required
14332Q140	Process 7914 Proofs of Delivery To download or pdf the proof of deliveries This is not needed at present. It was brought in prior to covid. Current Known Risk That we do not get the POD and customers refuse to pay their invoices Current Likly 1 Current Frequency 1	**Does Update Affect?** No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required

14332Q141 Process 7985
OverDue Servicing
To ensure we do not have any overdue service requirements to our customers.

Have any overdue visits not got any action notes.

NO ONSITE VISITS ANYMORE, Process not currently required

Current Known Risk That services will be missed
Current Likly 1 Current Frequency 1

Does Update Affect?
No ▾

Risk Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement i
required

14332Q142 Does Generic CE File Attached to All Technical file #2
Of type 5 require any Notificaions and/or Risk assesment updates due to this update

Does Update Affect?
No ▾

Risk Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement i
required

14332Q143 Final Notes

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

SAVE FORM Only saves your progress in filling in above Questions - No feed back to pressing save form button
Once Form Complete Print Page to PDF (Landscape mode prefereable), go back to document upload page and upload to risk assesment button