Document VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market Revision ID210955

Suggested Upload Document Name: **Risk Assesment For Updating Document ID210955**
Completed by <u>Derek Lamb</u> 16 Feb 2026
Reason for Risk Assesment

Fixed Title from saying Viamed - no actual document updated so, no risk to iso system

Document VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market Revision ID210955 Is linked to the Following Standards and processes

Risk Assesment ID210955	Question	Does Update Affect	Risk on Update	Notes On Risk / Benefits statement required
210955Q0	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 required
210955Q1	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 Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement required
210955Q2	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 Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement required
210955Q3	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 Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	Notes On Risk / Benefits statement required
210955Q4	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;	Does Update Affect? No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update	Notes On Risk / Benefits statement required

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.

| 1.Negligible ⌄ |
| Action Required: |
| No Action Required |

| 210955Q5 | 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 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. | 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 required |

| 210955Q6 | Viamed Ltd ISO13485:2016 Section: 8.2.4
Internal audit
The organization shall conduct internal audits at planned intervals to determine whether the quality
management system:
a) conforms to planned and documented arrangements, requirements of this International Standard,
quality management system requirements established by the organization, and applicable
regulatory requirements;
b) is effectively implemented and maintained.
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.
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).
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.
NOTE Further information can be found in ISO 19011. | 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 required |

| 210955Q7 | Viamed Ltd ISO13485:2016 Section: 8.2.5
Monitoring and measurement of processes
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. | 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 required |

| 210955Q8 | Viamed Ltd ISO13485:2016 Section: 8.4
Analysis of data
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.
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:
a) feedback;
b) conformity to product requirements; | 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 required |

c) characteristics and trends of processes and product including opportunities for
improvement;
d) suppliers;
e) audits;
f) service reports, as appropriate.
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).

210955Q9	VST Ltd ISO9001:2015+A1 Section: 6.2.1 The organization shall establish quality objectives at relevant functions, levels and processes needed for the quality management system. The quality objectives shall: a) be consistent with the quality policy; b) be measurable; c) take into account applicable requirements; d) be relevant to conformity of products and services and to enhancement of customer satisfaction; e) be monitored; f) be communicated; g) be updated as appropriate. The organization shall maintain documented information on the quality objectives	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 required
210955Q10	VST Ltd ISO9001:2015+A1 Section: 8.5.5 Post-delivery activities The organization shall meet requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, the organization shall consider: a) statutory and regulatory requirements; b) the potential undesired consequences associated with its products and services; c) the nature, use and intended lifetime of its products and services; d) customer requirements; e) customer feedback. NOTE Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.	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 required
210955Q11	VST Ltd ISO9001:2015+A1 Section: 9.1.1 General The organization shall determine: a) what needs to be monitored and measured; b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results; c) when the monitoring and measuring shall be performed; d) when the results from monitoring and measurement shall be analysed and evaluated. The organization shall evaluate the performance and the effectiveness of the quality management system. The organization shall retain appropriate documented information as evidence of the results.	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 required
210955Q12	VST Ltd ISO9001:2015+A1 Section: 9.1.2 Customer satisfaction 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. 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.	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 required
210955Q13	VST Ltd ISO9001:2015+A1 Section: 9.1.3 Analysis and evaluation The organization shall analyse and evaluate appropriate data and information arising from monitoring and measurement. The results of analysis shall be used to evaluate: a) conformity of products and services; b) the degree of customer satisfaction; c) the performance and effectiveness of the quality management system; d) if planning has been implemented effectively; e) the effectiveness of actions taken to address risks and opportunities; f) the performance of external providers; g) the need for improvements to the quality management system. NOTE Methods to analyse data can include statistical techniques.	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 required

Item	Description	Does Update Affect?	Risk Freqency due to Update / Risk Likly Due to Update / Action Required	Notes On Risk / Benefits statement required
210955Q14	VST Ltd ISO9001:2015+A1 Section: 9.2.1 The organization shall conduct internal audits at planned intervals to provide information on whether the quality management system: a) conforms to: 1) the organization's own requirements for its quality management system; 2) the requirements of this International Standard; b) is effectively implemented and maintained.	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
210955Q15	VST Ltd ISO9001:2015+A1 Section: 9.2.2 The organization shall: 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; b) define the audit criteria and scope for each audit; c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process; d) ensure that the results of the audits are reported to relevant management; e) take appropriate correction and corrective actions without undue delay; f) retain documented information as evidence of the implementation of the audit programme and the audit results. NOTE See ISO 19011 for guidance.	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
210955Q16	VST Ltd ISO9001:2015+A1 Section: 9.3.1 General 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.	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
210955Q17	VST Ltd ISO9001:2015+A1 Section: 9.3.2 Management review inputs 9.3.2 Management review inputs The management review shall be planned and carried out taking into consideration: a) the status of actions from previous management reviews; b) changes in external and internal issues that are relevant to the quality management system; c) information on the performance and effectiveness of the quality management system, including trends in: 1) customer satisfaction and feedback from relevant interested parties; 2) the extent to which quality objectives have been met; 3) process performance and conformity of products and services; 4) nonconformities and corrective actions; 5) monitoring and measurement results; 6) audit results; 7) the performance of external providers; d) the adequacy of resources; e) the effectiveness of actions taken to address risks and opportunities (see 6.1); f) opportunities for improvement.	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
210955Q18	Process22 Company Policys Ensure the company policys are still current and upto date	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	No Action
210955Q19	Process23 Company Objectives Ensure the company Objects are still current and upto date	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
210955Q20	Process55 Business Continuity Plan Business Continuity Plan	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to	

| | | Update
[1.Negligible ▾]
Action Required:
No Action Required | No Action
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210955Q21	🔍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 Freqency due to Update [1.Improbable ▾] Risk Likly Due to Update [1.Negligible ▾] Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q22	🔍Process7834 Financial Review The review the Financial requirements	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 required No Action
210955Q23	🔍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 Freqency due to Update [1.Improbable ▾] Risk Likly Due to Update [3.Serious ▾] Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q24	🔍Process26 Company Resources Overview of the Company using various data Reporting Screens	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 required No Action
210955Q25	🔍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 Freqency due to Update [1.Improbable ▾] Risk Likly Due to Update [1.Negligible ▾] Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q26	🔍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 Freqency due to Update [1.Improbable ▾] Risk Likly Due to Update [3.Serious ▾] Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q27	🔍Process7070 Management Review To discuss any problems, to assess work load and staffing. To review issues.	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 required No Action
210955Q28	🔍Process5887 Review ISO/EN Documents To Keep Products and Services up-to date with current regulations and standards	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 required No Action

		Does Update Affect?	Risk Freqency due to Update / Risk Likly Due to Update / Action Required	Notes On Risk / Benefits statement required
210955Q29	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	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 4.Critical Action Required: No Action Required	
210955Q30	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	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
210955Q31	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.	No	Risk Freqency due to Update: 3.Occasional Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	No Action
210955Q32	Process7093 BSI Audits Calander Review of outstanding Audits	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	No Action
210955Q33	Process7172 CE Technical Files Check that no Products / Designs have changed significantly to warrant informing MDD / Bsi / CMDCAS or any other related Body.	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	
210955Q34	Process7138 Non Conformance Issues Any New QC21 Forms To review any new QC 21 Forms Check existing forms for corrective actions and effectivness	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 3.Serious Action Required: No Action Required	No Action
210955Q35	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	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 3.Serious Action Required: No Action Required	No Action
210955Q36	Process7670 Humanmed general Issues Review of Humanmed sales and orders and clear any duplicates or problems.	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 3.Serious Action Required: No Action Required	
210955Q37	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	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 2.Minor Action Required: No Action Required	

210955Q38	Process57 Temporary Stock Notices To Review Memos on Stock references tagged as Temporary	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 required No Action
210955Q39	Process5854 Stock FAQ Admin List To update and maintain the Stock FAQ list	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 required No Action
210955Q40	Process6871 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 Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q41	Process7848 Review ISO Scopes To Review the Scope of the ISO 9001 / ISO 13485 Standards	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 required No Action
210955Q42	Process28 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 Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q43	Process7879 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 Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q44	Process7876 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 Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q45	Process7878 Review Possible Upcoming Regulation Changes Review possible legal / regulator changes that might affect Viamed / VST	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 required No Action
210955Q46	Process7885 Audit 04 Accounts and Finance Viamed Carry out Audit 04 Accounts for Viamed Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such.	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 required No Action

210955Q47	Process7837 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 Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q48	Process7888 Review Processes Linked To VOPs And Audits Ensure All Sub Processes are linked to a VOP and an Audit.	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 required No Action
210955Q49	Process7965 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 Freqency due to Update 2.Remote ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q50	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? 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 required No Action
210955Q51	Process7877 Disaster Planning To Plan for disaster	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 required No Action
210955Q52	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 http://ec.europa.eu/enterprise/policies/european-standards/documents/harmonised-standards-legislation/list-references/medical-devices/index_en.htm	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 required No Action
210955Q53	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 *Note was linked to Viamed managment headers relinked in 2025	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 required No Action
210955Q54	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? 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 required No Action
210955Q55	Process7974 VST Product Performance - Suppliers To produce Product performance report for Suppliers PMS Files	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update	Notes On Risk / Benefits statement required

			Risk Freqency due to Update / Risk Likly Due to Update / Action Required	Notes On Risk / Benefits statement required
			1.Negligible ⌄ Action Required: No Action Required	No Action

210955Q56 🔍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? 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 required
The addition of this task is aimed at reducing the risk o missing a header. If a heade missed the risk would be to discussing something importa

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210955Q57 🔍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? 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 required
No Action

210955Q58 🔍Process7981
Review Process Updates For Risk To Systems
To review monthly any changes, to any processes, for risks to ISO systems.

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 required
No Action

210955Q59 🔍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? 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 required
No Action

210955Q60 🔍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? 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 required

210955Q61 🔍Process7849
Review Product Failures New Codes
Review the Customer Returns and Review Product Failures New Codes

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 required
No Action

210955Q62 🔍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 Freqency due to Update
1.Improbable ⌄
Risk Likly Due to Update
3.Serious ⌄
Action Required: No Action Required

Notes On Risk / Benefits statement required
No Action

210955Q63 🔍Process8014
Review VIAMED Product Feedback Positive
Review VIAMED Product Feedback Positive

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 required
No Action

210955Q64	Process8015 Review VST Product Feedback Positive Review VST Product Feedback Positive	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 required No Action
210955Q65	Process8016 Review VIAMED Customer Feedback Positive Review Positive Customer Feedback	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 required No Action
210955Q66	Process8017 Review VST Customer Feedback Positive Review VST Customer Feedback Positive	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 required No Action
210955Q67	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 Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q68	Process8019 Audit 04 Accounts And Finance VST Carry out Audit 04 Accounts for VST Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such.	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 required No Action
210955Q69	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 Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q70	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 Freqency due to Update 1.Improbable ∨ Risk Likly Due to Update 1.Negligible ∨ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q71	Process8073 Quarterly Stock Meeting Due Quarterly Stock Meeting Due - Full Stock Meeting Due	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 required No Action
210955Q72	Process8089 Review Any Outstanding QC 21 Forms To Sign Off Review Any Outstanding QC 21 Forms. If completed, sign it off. Review it to make sure all parts are completed satisfactorily	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 required There is a risk of an uncomp form being missed. This proc is here to reduce the likeli of this ever happening. N Action

		Does Update Affect?	Risk Freqency due to Update / Risk Likly Due to Update / Action Required:	Notes On Risk / Benefits statement required
210955Q73	⚲Process8094 Meeting With DL Just a heading to enable a rolling Task for Issues to link to a Meeting With DL	No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	No Action
210955Q74	⚲ProcessProcess 7743 Customer Complaints Paper File Major Customer Complaints get escalated to Paper Customer Complaints file. Check the File is being Maintained and any relevant documentation is in the File. Current Known Risk Customer Complaints could be missed or not filed correctly Current Likly 2 Current Frequency 1	No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 2.Minor ⌄ Action Required: No Action Required	No Action
210955Q75	⚲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	No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 3.Serious ⌄ Action Required: No Action Required	No Action
210955Q76	⚲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	No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 4.Critical ⌄ Action Required: No Action Required	
210955Q77	⚲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	No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 3.Serious ⌄ Action Required: No Action Required	No Action
210955Q78	⚲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	No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 3.Serious ⌄ Action Required: No Action Required	No Action
210955Q79	⚲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	No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	No Action
210955Q80	⚲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	No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 1.Negligible ⌄ Action Required: No Action Required	No Action
210955Q81	⚲ProcessProcess 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	No ⌄	Risk Freqency due to Update 1.Improbable ⌄ Risk Likly Due to Update 3.Serious ⌄ Action Required: No Action Required	

this customer.
Current Likly 3 Current Frequency 1

| 210955Q82 | ⚲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 | 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 required
No Action
 |

| 210955Q83 | ⚲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 | 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 required
No Action
 |

| 210955Q84 | ⚲ProcessProcess 7760
Send Service Offers
Send letters to existing customers to remind them that a service is due on their equipment
Current Known Risk Computer/network breakdown
Current Likly 1 Current Frequency 1 | Does Update Affect?
No ▾ | Risk Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required | Notes On Risk / Benefits statement required
No Action
 |

| 210955Q85 | ⚲ProcessProcess 7709
Delivered not Invoiced
Ensure invoices are generated for shipped orders
Current Known Risk Computer/network breakdown
delivery is missed and remains un invoiced.
Current Likly 2 Current Frequency 2 | 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 required
No Action
 |

| 210955Q86 | ⚲ProcessProcess 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 required
No Action
 |

| 210955Q87 | ⚲ProcessProcess 7691
Ship Sale Or Returns
Review the sale or return shelf and ship those items.
Current Known Risk Goods will be missed
Current Likly 2 Current Frequency 1 | 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 required
No Action
 |

| 210955Q88 | ⚲ProcessProcess 7690
Ship Repairs
Review the Repairs completed shelf and ship those items that are ready for return to the customer.
Current Known Risk That a repair will be missed
Current Likly 2 Current Frequency 1 | 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 required
No Action
 |

| 210955Q89 | ⚲ProcessProcess 7686
Thorough Checking Of Awaiting Action Tray - Priority 8s
Check that outstanding orders with unresolved issues are being followed up and addressed
Current Known Risk Computer/network breakdown
Current Likly 2 Current Frequency 1 | 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 required
No Action
 |

| 210955Q90 | ⚲ProcessProcess 7685
Repairs Ready For Invoice
Process Invoice for completed repairs.
Current Known Risk repair has errors on it

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

No Action Required

210955Q91 ProcessProcess 7684
Repairs Ready For Quote
Process Repairs Ready For Quote
Current Known Risk If process does not get performed, we likly to loose customers, get complaints over not responding to customers returned goods
Current Likly 1 Current Frequency 1

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 required
No Action

210955Q92 ProcessProcess 7683
Check Stock For Proforma
To check that we have stock in for customer proformas. Or review if any stock needs to be ordered.
Current Known Risk That a customer is told we have stock and then we are unable to ship.
Current Likly 2 Current Frequency 1

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 required
No Action

210955Q93 ProcessProcess 7678
Check Catalog 360 Circle For Quotes And Orders
Checking the Catalog 360 Circle website for outstanding orders or requests

SYSTEM NO LONGER USED
Current Known Risk Computer/network breakdown
Current Likly 2 Current Frequency 1

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 required

210955Q94 ProcessProcess 7674
Check Repairs Ready For Invoice List
Review the repairs ready For invoice List in intrastats.
Current Known Risk That repairs will be missed.
Current Likly 2 Current Frequency 1

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 required
No Action

210955Q95 ProcessProcess 7673
Check Expiry Dated Stock
To check that all the stock on the selves are within their use by dates.
Current Known Risk Stock being dispatched that is pasts its date.
Current Likly 1 Current Frequency 2

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 required
No Action

210955Q96 ProcessProcess 7670
Humanmed general Issues
Review of Humanmed sales and orders and clear any duplicates or problems.
Current Known Risk That there are duplicate orders o the system due to errors.
Current Likly 3 Current Frequency 1

Does Update Affect? No ▾

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

Notes On Risk / Benefits statement required

210955Q97 ProcessProcess 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 required

210955Q98 ProcessProcess 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 required
No Action

210955Q99 ProcessProcess 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 required

210955Q100 ⚲ProcessProcess 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 required No Action
210955Q101 ⚲ProcessProcess 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 required No Action
210955Q102 ⚲ProcessProcess 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 required
210955Q103 ⚲ProcessProcess 15 Filing and Archiving Paperwork to be filed in the correct order Current Known Risk Paperwork is filed incorrectly Current Likly 1 Current Frequency 1	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 required No Action
210955Q104 ⚲ProcessProcess 21 Office Sales Projects Ensuring office job list is being updated and completed Current Known Risk Office is short staffed or over worked Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q105 ⚲ProcessProcess 36 Emailing Of Invoices Invoices are emailed to customers Current Known Risk Computer or network failure Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q106 ⚲ProcessProcess 5875 Check Paypal For Orders Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q107 ⚲ProcessProcess 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 required
210955Q108 ⚲ProcessProcess 5892 Checking EBay And Amazon For Orders And Messages Checking the eBay and Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions. Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 2	Does Update Affect? No ▾	Risk Freqency due to Update 2.Remote ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action

210955Q109 🔍 ProcessProcess 5893 Answering Website Questions Answering any questions that are asked via the website from within Intrastats PROCESS NO LONGER REQUIRED Web QUESTIONS NOW COME IN VIA shopify, and Email Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
210955Q110 🔍 ProcessProcess 5894 Checking Of Active List Check the Active Back orders ensure no orders get missed Current Known Risk List is not reviewed and orders do not get shipped Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q111 🔍 ProcessProcess 5895 Completing Office Job List Ensuring that the allocated tasks are being completed Current Known Risk Office staff are too busy Current Likly 3 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q112 🔍 ProcessProcess 5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas Current Known Risk Computer/network breakdown Not chased up. Current Likly 3 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q113 🔍 ProcessProcess 5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q114 🔍 ProcessProcess 5913 Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders. NO LONGER REQUIRED HUMANEMD STOPPED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
210955Q115 🔍 ProcessProcess 5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q116 🔍 ProcessProcess 5949 Filling Credit Card Slips Check Square transactions for any anomalies or problems Current Known Risk wrong amounts charged and wrong customers Current Likly 2 Current Frequency 2	Does Update Affect? No ▾	Risk Freqency due to Update 2.Remote ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q117 🔍 ProcessProcess 7676 PDFing Of Invoices Viamed Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1	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 required

ID	Process Details	Does Update Affect?	Risk Freqency due to Update	Risk Likly Due to Update	Action Required:	Notes On Risk / Benefits statement required
210955Q118	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	No	1.Improbable	1.Negligible	No Action Required	No Action
210955Q119	ProcessProcess 7699 Shred Sensitive Paperwork In JL Office Shredding of sensitive information Current Known Risk Broken shredder Current Likly 1 Current Frequency 1	No	1.Improbable	1.Negligible	No Action Required	No Action
210955Q120	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	No	1.Improbable	3.Serious	No Action Required	No Action
210955Q121	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	No	1.Improbable	2.Minor	No Action Required	No Action
210955Q122	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	No	1.Improbable	2.Minor	No Action Required	No Action
210955Q123	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	No	1.Improbable	2.Minor	No Action Required	No Action
210955Q124	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	No	1.Improbable	2.Minor	No Action Required	
210955Q125	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	No	1.Improbable	1.Negligible	No Action Required	
210955Q126	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	No	1.Improbable	2.Minor	No Action Required	No Action

traces will show as shipped.
Current Likly 2 Current Frequency 1

210955Q127 ProcessProcess 6954
Back Orders Review - By Customer
To check the back orders in the tray in goods out and check the active list back orders has been reviewed
Current Known Risk goods not shipped in a timely manner
Current Likly 1 Current Frequency 1

Does Update Affect? No ▾

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

Notes On Risk / Benefits statement required
No Action

210955Q128 ProcessProcess 7748
Check Repair Orders
Check the orders against the customer paperwork, that we have generated, for the repair we have received in.
Current Known Risk That details will be incorrect and it will affect the customer. That mistakes may be missed.
Current Likly 2 Current Frequency 2

Does Update Affect? No ▾

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

Notes On Risk / Benefits statement required
No Action

210955Q129 ProcessProcess 7749
Check Repair Quotes
Check the quotes that we send out for the repairs we have received in.
Current Known Risk That mistakes may be missed.
That details will be incorrect and it will affect the customer.
Current Likly 2 Current Frequency 2

Does Update Affect? No ▾

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

Notes On Risk / Benefits statement required
No Action

210955Q130 ProcessProcess 7826
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? 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 required
No Action

210955Q131 ProcessProcess 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 required
No Action

210955Q132 ProcessProcess 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 required
No Action

210955Q133 ProcessProcess 7843
Review VST Product Feedback Negative
To review Negative feedback form Products
see if Non Conformance or customer Complaints need to be raise
Current Known Risk Issues could be missed
Current Likly 3 Current Frequency 1

Does Update Affect? No ▾

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

Notes On Risk / Benefits statement required
No Action

210955Q134 ProcessProcess 7842
Review VIAMED Product Feedback Negative
To review Negative feedback form Products
see if Non Conformance or customer Complaints need to be raised
Current Known Risk That an issue or report might be missed.
That a Negative feedback form Products might not be reviewed
Current Likly 3 Current Frequency 1

Does Update Affect? No ▾

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

Notes On Risk / Benefits statement required
No Action

210955Q135 ProcessProcess 7841
Review VST Feedback - Customer Complaints
To review Customer Complaints
see if Non Conformance need to be raised
Current Known Risk things are not followed up in a timely manner or are missed
Current Likly 3 Current Frequency 1

Does Update Affect? No ▾

Risk Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
3.Serious ▾
Action Required:

Notes On Risk / Benefits statement required
No Action

No Action Required

210955Q136 ⌕ProcessProcess 7840
Review VST Feedback - Customer Feedback Negative
To review Negative feedback form Products
see if Non Conformance or customer Complaints need to be raised
Current Known Risk That an issue or report might be missed.
That a Negative feedback form Products might not be reviewed
Current Likly 3 Current Frequency 1

Does Update Affect? No ▾

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

Notes On Risk / Benefits statement required
No Action

210955Q137 ⌕ProcessProcess 7839
Review VIAMED Feedback - Customer Complaints
To Review Viamed Customer Complaints
Current Known Risk Rolling Issue No Risk
Current Likly 3 Current Frequency 1

Does Update Affect? No ▾

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

Notes On Risk / Benefits statement required
No Action

210955Q138 ⌕ProcessProcess 7838
Review VIAMED Feedback - Customer Feedback Negative
Review Customer Feedback Negative
Current Known Risk Rolling Issues No risk to process
Current Likly 3 Current Frequency 1

Does Update Affect? No ▾

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

Notes On Risk / Benefits statement required
No Action

210955Q139 ⌕ProcessProcess 7744
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.

Inability to sell products in North America
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 required
No Action

210955Q140 ⌕ProcessProcess 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 Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
3.Serious ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement required
No Action

210955Q141 ⌕ProcessProcess 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 Freqency due to Update
2.Remote ▾
Risk Likly Due to Update
2.Minor ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement required

210955Q142 ⌕ProcessProcess 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 Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement required
No Action

210955Q143 ⌕ProcessProcess 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 Freqency due to Update
1.Improbable ▾
Risk Likly Due to Update
1.Negligible ▾
Action Required:
No Action Required

Notes On Risk / Benefits statement required
No Action

	Does Update Affect?	Risk Freqency due to Update	Risk Likly Due to Update	Action Required:	Notes On Risk / Benefits statement required
210955Q144 ProcessProcess 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	No	3.Occasional	1.Negligible	No Action Required	No Action
210955Q145 ProcessProcess 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	No	1.Improbable	1.Negligible	No Action Required	No Action
210955Q146 ProcessProcess 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	No	1.Improbable	1.Negligible	No Action Required	No Action
210955Q147 ProcessProcess 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	No	1.Improbable	1.Negligible	No Action Required	No Action
210955Q148 ProcessProcess 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	No	2.Remote	2.Minor	No Action Required	No Action
210955Q149 ProcessProcess 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	No	1.Improbable	2.Minor	No Action Required	No Action
210955Q150 ProcessProcess 6931 Customer Complaints Review the Customer Complaints Heading Current Known Risk things are not followed up in a timely manner or are missed Current Likly 1 Current Frequency 3	No	3.Occasional	1.Negligible	No Action Required	No Action
210955Q151 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	No	2.Remote	1.Negligible	No Action Required	No Action
210955Q152 ProcessProcess 7834 Financial Review The review the Financial requirements Current Known Risk Non Current Likly 1 Current Frequency 1	No	1.Improbable	1.Negligible	No Action Required	No Action

	Does Update Affect?	Risk Freqency due to Update / Risk Likly Due to Update / Action Required	Notes On Risk / Benefits statement required
210955Q153 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	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 3.Serious Action Required: No Action Required	No Action
210955Q154 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	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	No Action
210955Q155 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	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 2.Minor Action Required: No Action Required	No Action
210955Q156 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	No	Risk Freqency due to Update: 3.Occasional Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	No Action
210955Q157 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	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	No Action
210955Q158 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	No	Risk Freqency due to Update: 3.Occasional Risk Likly Due to Update: 1.Negligible Action Required: No Action Required	No Action
210955Q159 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 comformances go unfixed Current Likly 2 Current Frequency 2	No	Risk Freqency due to Update: 2.Remote Risk Likly Due to Update: 2.Minor Action Required: No Action Required	No Action
210955Q160 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	No	Risk Freqency due to Update: 1.Improbable Risk Likly Due to Update: 2.Minor Action Required: No Action Required	No Action
210955Q161 ProcessProcess 6829 Supplier Review - Outstanding orders Orders that have not been supplied in the time scale provided.	Does Update	Risk Freqency due to Update: 2.Remote	

		Affect?	Risk Likly Due to Update	No Action
	Current Known Risk That good will be delayed and therefore not available to customers. Current Likly 2 Current Frequency 2	No ▾	2.Minor ▾ Action Required: No Action Required	

| 210955Q162 | ⚲ProcessProcess 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?
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 required
No Action
 |

| 210955Q163 | ⚲ProcessProcess 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?
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 required
No Action
 |

| 210955Q164 | ⚲ProcessProcess 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?
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 required
No Action
 |

| 210955Q165 | ⚲ProcessProcess 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?
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 required |

| 210955Q166 | ⚲ProcessProcess 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?
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 required
No Action
 |

| 210955Q167 | ⚲ProcessProcess 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?
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 required
No Action
 |

| 210955Q168 | ⚲ProcessProcess 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?
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 required
No Action
 |

| 210955Q169 | ⚲ProcessProcess 7877
Disaster Planning | Does Update | Risk Freqency due to Update | Notes On Risk / Benefits statement required |

To Plan for disaster Current Known Risk Total failure Current Likly 1 Current Frequency 3	Affect? No ▾	3.Occasional ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	No Action
210955Q170 ⚲ProcessProcess 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? 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 required No Action
210955Q171 ⚲ProcessProcess 8016 Review VIAMED Customer Feedback Positive Review Positive Customer Feedback 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 required No Action
210955Q172 ⚲ProcessProcess 8019 Audit 04 Accounts And Finance VST Carry out Audit 04 Accounts for VST Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. Current Known Risk That something may impede the Audit, so it cannot be carried out fully. 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 required No Action
210955Q173 ⚲ProcessProcess 8025 Check We Do Not Require A EU European Representatives Review the below statement and make sure it is still valid and correct. `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.` With this in mind we have reasoned we are not required to appoint any EU European representatives in EU member states. Current Known Risk that we may miss something or find we have made a wrong decision Current Likly 1 Current Frequency 3	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 required No Action
210955Q174 ⚲ProcessProcess 8026 Automotive Competitor Price Review To review competitor automotive prices Current Known Risk That we may miss a event that has caused a large increase or decease in competitor prices. 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 required No Action
210955Q175 ⚲ProcessProcess 7996 Verification Repairs Older Repairs Verification Repairs Older Repairs Find all repairs older than 60 Days. review why not been invoice / completed. Current Known Risk a repair is missed or not chased Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Freqency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
210955Q176 ⚲ProcessProcess 8028 Viamed Shopify Sales Report Export Export the Viamed Shopify Sales transaction Report Current Known Risk report 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 required No Action
210955Q177 ⚲ProcessProcess 8030 Purchase Order Invoice Review Confirm the Price on our purchase order matches the price charged by the supplier	Does Update Affect? No ▾	Risk Freqency due to Update 2.Remote ▾ Risk Likly Due to	Notes On Risk / Benefits statement required

Current Known Risk We over pay for products or services
Current Likly 1 Current Frequency 2

Update
1.Negligible ▾
Action Required:
No Action Required

No Action

210955Q178 🔍ProcessProcess 7919
Send Debtors Overview To Derek
send a report to the managing director of what is happening with the debtors from the last month, include problems and payments due.

Can add to issue and redirect
Current Known Risk report not done
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 required
No Action

210955Q179 🔍ProcessProcess 8084
VST Accounts On Stop
Accounts placed on stop as they owe money. To prevent orders being dispatched.
Current Known Risk accounts being on stop when they have paid and preventing orders, that should be sent, from being shipped.
Payments coming in and them not being picked up in a timely manner.
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 required
No Action

210955Q180 🔍ProcessProcess 8085
Stock Figure - Correct Xero To Intrastats
To correct the stock in the accounts package so it matches what we have in the building and on Intrastats. So the figures are correct and we can get a better idea of where we are with finances
Current Known Risk That the figure is incorrect
The journal in xero is incorrect
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 required
No Action

210955Q181 🔍ProcessProcess 8089
Review Any Outstanding QC 21 Forms To Sign Off
Review Any Outstanding QC 21 Forms. If completed, sign it off.
Review it to make sure all parts are completed satisfactorily
Current Known Risk Forms started might be missed, left un completed
Current Likly 1 Current Frequency 3

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 required
There is a risk of an uncomp
form being missed. This proc
is here to reduce the likeli
of this ever happening.
N
Action

210955Q182 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 required

210955Q183 Final Notes

Fixed Title from saying Viamed - no actual document updated so, no risk to iso system

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