

# Document VM3COP20.30 UK Order Processing Revision ID165199

Suggested Upload Document Name: **Risk Assessment For Updating Document ID165199**

Completed by [Derek Lamb](#) 27 Feb 2026

## Reason for Risk Assessment

Stock Ok

Stock on order PVM\*\*\*\*\*

Warehouse request completed for \*\*\*\*\*

DL to add stock search in the order processing page.

Document VM3COP20.30 UK Order Processing Revision ID165199 Is linked to the Following Standards and processes

Risk Assessment ID165199	Question	Does Update Affect?	Risk on Update	Notes On Risk / Benefits statement required
165199Q0	Does this Update warrant updating Any External Parties due to any <b>Terms and Conditional Agreements</b> E.G. Notified Body or is the update a Significate change to any ISO Certifications	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q1	Viamed Ltd ISO13485:2016 Section: 5.2 Customer focus Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q2	Viamed Ltd ISO13485:2016 Section: 7.2.1 Determination of requirements related to product The organization shall determine: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q3	Viamed Ltd ISO13485:2016 Section: 7.2.1 Determination of requirements related to product The organization shall determine: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q4	Viamed Ltd ISO13485:2016 Section: 7.2.2 Review of requirements related to product The organization shall review the requirements related to product. This review shall be conducted prior to the organization's commitment to supply product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that: a) product requirements are defined and documented; b) contract or order requirements differing from those previously expressed are resolved; c) applicable regulatory requirements are met; d) any user training identified in accordance with 7.2.1 is available or planned to be available; e) the organization has the ability to meet the defined requirements. Records of the results of the review and actions arising from the review shall be maintained (see 4.2.5). When the customer provides no documented statement of requirement, the customer requirements shall be confirmed by the organization before acceptance. When product requirements are changed, the organization shall ensure that relevant	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required

documents are amended and that relevant personnel are made aware of the changed requirements.

165199Q5	<p>Viamed Ltd ISO13485:2016 Section: 7.2.3 Communication The organization shall plan and document arrangements for communicating with customers in relation to:</p> <ul style="list-style-type: none"> <li>a) product information;</li> <li>b) enquiries, contracts or order handling, including amendments;</li> <li>c) customer feedback, including complaints;</li> <li>d) advisory notices.</li> </ul> <p>The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.</p>	<p>Does Update Affect? <input type="checkbox"/> No</p>	<p>Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q6	<p>VST Ltd ISO9001:2015+A1 Section: 5.1.2 Customer focus 5.1.2 Customer focus Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:</p> <ul style="list-style-type: none"> <li>a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;</li> <li>b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;</li> <li>c) the focus on enhancing customer satisfaction is maintained.</li> </ul>	<p>Does Update Affect? <input type="checkbox"/> No</p>	<p>Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q7	<p>VST Ltd ISO9001:2015+A1 Section: 8.2.1 Customer communication Communication with customers shall include:</p> <ul style="list-style-type: none"> <li>a) providing information relating to products and services;</li> <li>b) handling enquiries, contracts or orders, including changes;</li> <li>c) obtaining customer feedback relating to products and services, including customer complaints;</li> <li>d) handling or controlling customer property;</li> <li>e) establishing specific requirements for contingency actions, when relevant.</li> </ul>	<p>Does Update Affect? <input type="checkbox"/> No</p>	<p>Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q8	<p>VST Ltd ISO9001:2015+A1 Section: 8.2.2 Determining the requirements for products and services When determining the requirements for the products and services to be offered to customers, the organization shall ensure that:</p> <ul style="list-style-type: none"> <li>a) the requirements for the products and services are defined, including: <ul style="list-style-type: none"> <li>1) any applicable statutory and regulatory requirements;</li> <li>2) those considered necessary by the organization;</li> </ul> </li> <li>b) the organization can meet the claims for the products and services it offers.</li> </ul>	<p>Does Update Affect? <input type="checkbox"/> No</p>	<p>Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q9	<p>VST Ltd ISO9001:2015+A1 Section: 8.2.3.1  The organization shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. The organization shall conduct a review before committing to supply products and services to a customer, to include:</p> <ul style="list-style-type: none"> <li>a) requirements specified by the customer, including the requirements for delivery and postdelivery activities;</li> <li>b) requirements not stated by the customer, but necessary for the specified or intended use, when known;</li> <li>c) requirements specified by the organization;</li> <li>d) statutory and regulatory requirements applicable to the products and services;</li> <li>e) contract or order requirements differing from those previously expressed.</li> </ul> <p>The organization shall ensure that contract or order requirements differing from those previously defined are resolved. The customers requirements shall be confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements. NOTE In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant product information, such as catalogues.</p>	<p>Does Update Affect? <input type="checkbox"/> No</p>	<p>Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q10	<p>VST Ltd ISO9001:2015+A1 Section: 8.2.4  Changes to requirements for products and services The organization shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.</p>	<p>Does Update Affect? <input type="checkbox"/> No</p>	<p>Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required:</p>	<p>Notes On Risk / Benefits statement required</p>

No Action  
Required

165199Q11	Process9 Distribution Of Faxes Distribute recieved faxes	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q12	Process11 Distribution Of Post Distributing incoming post to correct person	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q13	Process14 Fax Paper Ensuring that fax reports have been generated for both sent and received faxes and ensuring there is paper in the fax machine	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q14	Process15 Filing and Archiving Paperwork to be filed in the correct order	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q15	Process20 Processing Of Mail Shots Ensuring mail shots are printed and sent	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q16	Process21 Office Sales Projects Ensuring office job list is being updated and completed	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q17	Process36 Emailing Of Invoices Invoices are emailed to customers	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q18	Process37 West Yorkshire Ambulance Stock Viamed has a consignment stock with West Yorkshire Ambulance,  We scan stock to a shelf, then send them the consignment stock As and when they use stock each week we do a rational and invoice them for the used stock and replenish the consignment stock.  WYA Stock check via the website.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required

We can now check their stock agrees with ours.

165199Q19	<p>Process5850 Purchase Order Log Check the PO log is up to date with confirmations and expected shipping dates</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q20	<p>Process5875 Check Paypal For Orders Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q21	<p>Process5882 Send Post To Humanmed Humanmed post is received, it needs to be forwarded to Humanmed UK Sales Manager  HumanMed has Gone, tasks no longer required</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 4.Critical Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q22	<p>Process5892 Checking EBay And Amazon For Orders And Messages Checking the eBay and Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions.</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 2.Remote Risk Likely Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q23	<p>Process5893 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</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q24	<p>Process5866 UPS Shipping Fuel Surcharge UPS surcharges change on a monthly basis. The internal system requires updating so the postage rates can be calculated by anyone correctly. *PROCESS REPLACED WITH WORLDSHIP</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 2.Remote Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q25	<p>Process7796 Review Franking Label Errors To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage.</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q26	<p>Process5873 Distributor Contract Reviews To check through list of export distributors</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required:</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>

		No Action Required		
165199Q27	↻Process5885 Monthly Reports Report generate to give a idea of the current and future sales and marketing.	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required  
165199Q28	↻Process5876 E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required  
165199Q29	↻Process5857 Customer Service Logs Ensuring customer onsite service visits are completed	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q30	↻Process5894 Checking Of Active List Check the Active Back orders ensure no orders get missed	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q31	↻Process5895 Completing Office Job List Ensuring that the allocated tasks are being completed	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q32	↻Process5897 Franking Mail Task to Frank outgoing Mail	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 5.Catastrophic Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q33	↻Process5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q34	↻Process5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 

165199Q35	<p>🔍Process5913  Check For Humanmed Orders In Logistics Mailbox  Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders.</p> <p>NO LONGER REQUIRED HUMANEMD STOPPED</p>	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input type="checkbox"/> Risk Likly Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required 
165199Q36	<p>🔍Process5943  Check Cardea And Multiquote  Checking the Cardea and Multiquote websites for outstanding orders or requests</p>	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input type="checkbox"/> Risk Likly Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q37	<p>🔍Process5949  Filling Credit Card Slips  Check Square transactions for any anomalies or problems</p>	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 2.Remote <input type="checkbox"/> Risk Likly Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q38	<p>🔍Process7676  PDFing Of Invoices Viamed  Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers</p> <p>NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY</p>	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input type="checkbox"/> Risk Likly Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required 
165199Q39	<p>🔍Process7678  Check Catalog 360 Circle For Quotes And Orders  Checking the Catalog 360 Circle website for outstanding orders or requests</p> <p>SYSTEM NO LONGER USED</p>	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input type="checkbox"/> Risk Likly Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required 
165199Q40	<p>🔍Process7686  Thorough Checking Of Awaiting Action Tray - Priority 8s  Check that outstanding orders with unresolved issues are being followed up and addressed</p>	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input type="checkbox"/> Risk Likly Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q41	<p>🔍Process7693  Collect Repair Filing From Warehouse  Collect the filing form the warehouse</p>	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input type="checkbox"/> Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q42	<p>🔍Process7696  Send VIAMED Delivery Notifications  Emailing Notifications of shipments</p>	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input type="checkbox"/> Risk Likly Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 

<p>165199Q43 <a href="#">Process7699</a>          Shred Sensitive Paperwork In JL Office          Shredding of sensitive information</p>	<p>Does Update Affect?  <input type="button" value="No"/> <input type="button" value="v"/></p>	<p>Risk Frequency due to Update  <input type="button" value="1.Improbable"/> <input type="button" value="v"/>          Risk Likly Due to Update  <input type="button" value="1.Negligible"/> <input type="button" value="v"/>          Action Required:          No Action Required</p>	<p>Notes On Risk / Benefits statement required          No Action&lt;br&gt;</p>
<p>165199Q44 <a href="#">Process7707</a>          Send Purchase Orders To Suppliers          Emailing purchase orders to suppliers</p>	<p>Does Update Affect?  <input type="button" value="No"/> <input type="button" value="v"/></p>	<p>Risk Frequency due to Update  <input type="button" value="1.Improbable"/> <input type="button" value="v"/>          Risk Likly Due to Update  <input type="button" value="1.Negligible"/> <input type="button" value="v"/>          Action Required:          No Action Required</p>	<p>Notes On Risk / Benefits statement required          No Action&lt;br&gt;</p>
<p>165199Q45 <a href="#">Process7709</a>          Delivered not Invoiced          Ensure invoices are generated for shipped orders</p>	<p>Does Update Affect?  <input type="button" value="No"/> <input type="button" value="v"/></p>	<p>Risk Frequency due to Update  <input type="button" value="2.Remote"/> <input type="button" value="v"/>          Risk Likly Due to Update  <input type="button" value="2.Minor"/> <input type="button" value="v"/>          Action Required:          No Action Required</p>	<p>Notes On Risk / Benefits statement required          No Action&lt;br&gt;</p>
<p>165199Q46 <a href="#">Process7705</a>          Checking For Uploaded Files          Checking if a customer has uploaded an order directly to our website</p>	<p>Does Update Affect?  <input type="button" value="No"/> <input type="button" value="v"/></p>	<p>Risk Frequency due to Update  <input type="button" value="2.Remote"/> <input type="button" value="v"/>          Risk Likly Due to Update  <input type="button" value="2.Minor"/> <input type="button" value="v"/>          Action Required:          No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
<p>165199Q47 <a href="#">Process7712</a>          Review Inward Payments          Review the payments received to ensure proformas can be shipped</p>	<p>Does Update Affect?  <input type="button" value="No"/> <input type="button" value="v"/></p>	<p>Risk Frequency due to Update  <input type="button" value="1.Improbable"/> <input type="button" value="v"/>          Risk Likly Due to Update  <input type="button" value="3.Serious"/> <input type="button" value="v"/>          Action Required:          No Action Required</p>	<p>Notes On Risk / Benefits statement required          No Action&lt;br&gt;</p>
<p>165199Q48 <a href="#">Process7735</a>          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</p>	<p>Does Update Affect?  <input type="button" value="No"/> <input type="button" value="v"/></p>	<p>Risk Frequency due to Update  <input type="button" value="1.Improbable"/> <input type="button" value="v"/>          Risk Likly Due to Update  <input type="button" value="2.Minor"/> <input type="button" value="v"/>          Action Required:          No Action Required</p>	<p>Notes On Risk / Benefits statement required          No Action&lt;br&gt;</p>
<p>165199Q49 <a href="#">Process7751</a>          VST Purchase Order Log          Check the VST PO log is up to date with confirmations and expected shipping dates</p>	<p>Does Update Affect?  <input type="button" value="No"/> <input type="button" value="v"/></p>	<p>Risk Frequency due to Update  <input type="button" value="1.Improbable"/> <input type="button" value="v"/>          Risk Likly Due to Update  <input type="button" value="2.Minor"/> <input type="button" value="v"/>          Action Required:          No Action Required</p>	<p>Notes On Risk / Benefits statement required          No Action&lt;br&gt;</p>
<p>165199Q50 <a href="#">Process7758</a>          Check For GHX Orders          Check the emails for orders from GHX</p>	<p>Does Update Affect?  <input type="button" value="No"/> <input type="button" value="v"/></p>	<p>Risk Frequency due to Update  <input type="button" value="1.Improbable"/> <input type="button" value="v"/>          Risk Likly Due to Update  <input type="button" value="2.Minor"/> <input type="button" value="v"/>          Action Required:          No Action Required</p>	<p>Notes On Risk / Benefits statement required          No Action&lt;br&gt;</p>
<p>165199Q51 <a href="#">Process7760</a>          Send Service Offers</p>	<p>Does Update</p>	<p>Risk Frequency due to Update</p>	<p>Notes On Risk / Benefits statement required</p>

	Send letters to existing customers to remind them that a service is due on their equipment Affect? <input type="button" value="1.Improbable"/> <input type="button" value="No"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	No Action 
165199Q52 <input type="button" value="Process7761"/> Send VST Delivery Notifications Emailing Notifications of shipments	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q53 <input type="button" value="Process7783"/> PDF VST Invoices And Purchase Orders Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers  NOW DONE AUTOMATICALLY	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q54 <input type="button" value="Process7792"/> Shipped Order Success Report A report is generated from figures in Intrastats to display how many orders have been shipped without errors	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q55 <input type="button" value="Process7795"/> Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q56 <input type="button" value="Process7822"/> Review Oxylink Stock To check we have the stock available to supply our customer Oxylink.  NOTE THIS PROCESS HAS BEEN STOPPED.  Part number has been superseded	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q57 <input type="button" value="Process7863"/> Maintain Repair Codes List To confirm the current repairs codes for various products in the system are up to date and available to office members of staff.	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q58 <input type="button" value="Process7890"/> New UPS Rates Needs Checking To get the next years UPS zone and areas and Pricing Import into intrastats, No formal procedure as UPS keep changing style and layout, can be done manually	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q59 <input type="button" value="Process7893"/> VST Price Lists To confirm the Document index Price Lists	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to	Notes On Risk / Benefits statement required

			Update 1.Negligible Action Required: No Action Required	No Action 
165199Q60	<a href="#">Process7894</a> VST Customer Agreements To check the Current Customer Agreements are still Valid	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q61	<a href="#">Process7901</a> UPS Exceptions Checkup To check the emails that come in from UPS or other shippers, for problems delivering or clearing goods.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q62	<a href="#">Process7959</a> Audit 16 Sales And Marketing Viamed Audit to include Sales and Marketing Functions  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 Frequency 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 
165199Q63	<a href="#">Process7970</a> Proforma And Quote Chasing Ryan Chase outstanding Quotes and Proformas put on by Ryan or that he is responsible for.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q64	<a href="#">Process7971</a> Proforma And Quote Chasing U.K. Chase outstanding Quotes and Proformas put on by Steve H or that he is responsible for.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q65	<a href="#">Process7957</a> Warehouse Requests Warehouse requests for stock to be reviewed, any shortages to be ordered or produced with a production Job	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q66	<a href="#">Process7872</a> Embargo Countries NOT Allowed To Sell To To review with the banks any embargo countries	Does Update Affect? No	Risk Frequency due to Update 3.Occasional Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q67	<a href="#">Process7988</a> Verification Contact Details Internal CRM To confirm contact details are being entered into the system correctly.  Between our Invoice, Customer Paperwork and the existing CRM	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update	Notes On Risk / Benefits statement required

			1.Negligible <input type="button" value="v"/> Action Required: No Action Required	No Action 
165199Q68	🔍Process7989 Verification Contact Details Accounts Verifying the contact details on invoices match between internal system and the external accounts package	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q69	🔍Process7990 Verification Invoice Details Accounts Verification of Sales Invoice details between internal systems and external accounts	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q70	🔍Process8020 Checking Proformas And Quotes Vandagraph To The Bank Check Proformas And Quotes for Vandagraph To The Bank. To see if any have paid, if they have turnm to order.	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q71	🔍Process8023 Vandagraph Check Shopify Order Delivery Notifications Vandagraph Check Shopify Order Delivery Notifications are sent and updated on the list.	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q72	🔍Process8026 Automotive Competitor Price Review To review competitor automotive prices	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q73	🔍Process8033 Sales Forecasts Filling in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts  Look at the Sales Warnings Intrastats - Sales - Sales - Sales Warnings	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q74	🔍Process8061 Reconcile Invoices In B2B Router Checking external system for orders	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q75	🔍Process8093 Review Special Price Review Price Lists Stock and Dates	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update	Notes On Risk / Benefits statement required

			1.Negligible Action Required: No Action Required	No Action 
165199Q76	<p>Process8097 Review Shopify Delivery Notifications - Vandagraph To check we have sent delivery notifications regarding Shopify to customers upon shipping goods out for their orders.</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 2.Remote Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action</p>
165199Q77	<p>ProcessProcess 11 Distribution Of Post Distributing incoming post to correct person Current Known Risk Royal Mail fail to deliver post Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q78	<p>ProcessProcess 5882 Send Post To Humanmed Humanmedmed 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</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 4.Critical Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q79	<p>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</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q80	<p>ProcessProcess 7830 Review Q.A. Failures Report To review the Quantities of Failed product per Stock reference Passing through the Q.A. system Current Known Risk That a high proportion of a product might fail QA and not be flagged Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q81	<p>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 this customer. Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q82	<p>ProcessProcess 7801 VST Price Review To review the current pricing and impact of increases Current Known Risk Getting this wrong can interfere with sales. Current Likly 1 Current Frequency 2</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 2.Remote Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q83	<p>ProcessProcess 7797 Check Order Are Being Picked In Priority Order Check order are being picked in order of priority and date. Current Known Risk Orders going at before more urgent ones Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update</p>	<p>Notes On Risk / Benefits statement required</p>

			2.Minor <input type="button" value="v"/> Action Required: No Action Required	No Action 
165199Q84	<p>ProcessProcess 7791 Price List Check Changing of the prices lists. Issue to check these are current</p> <p>*Vandagraph is not an ISO company Current Known Risk That people will quote the wrong price to the customer.</p> <p>Current Likly 1 Current Frequency 2</p>	<p>Does Update Affect? <input type="button" value="v"/> No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update 2.Remote <input type="button" value="v"/> Risk Likly Due to Update 1.Negligible <input type="button" value="v"/> Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q85	<p>ProcessProcess 7761 Send VST Delivery Notifications Emailing Notifications of shipments Current Known Risk Limited risks, and if the email fails to get delivered the customer will still receive their shipment. Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? <input type="button" value="v"/> No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likly Due to Update 2.Minor <input type="button" value="v"/> Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q86	<p>ProcessProcess 7758 Check For GHX Orders Check the emails for orders from GHX Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? <input type="button" value="v"/> No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likly Due to Update 2.Minor <input type="button" value="v"/> Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q87	<p>ProcessProcess 7735 Ensure SOR`s Are Followed Up Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? <input type="button" value="v"/> No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likly Due to Update 2.Minor <input type="button" value="v"/> Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q88	<p>ProcessProcess 7709 Delivered not Invoiced Ensure invoices are generated for shipped orders Current Known Risk Computer/network breakdown delivery is missed and remains un invoiced. Current Likly 2 Current Frequency 2</p>	<p>Does Update Affect? <input type="button" value="v"/> No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update 2.Remote <input type="button" value="v"/> Risk Likly Due to Update 2.Minor <input type="button" value="v"/> Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q89	<p>ProcessProcess 7697 Yearly Pricing Review To review the current pricing and impact of increases Current Known Risk Getting this wrong can interfere with sales. Current Likly 1 Current Frequency 2</p>	<p>Does Update Affect? <input type="button" value="v"/> No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update 2.Remote <input type="button" value="v"/> Risk Likly Due to Update 1.Negligible <input type="button" value="v"/> Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q90	<p>ProcessProcess 7953 Vandagraph Delivery Notifications To Send Vandagraph Delivery notifications Current Known Risk task not carried out Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect? <input type="button" value="v"/> No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likly Due to Update 1.Negligible <input type="button" value="v"/> Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q91	<p>ProcessProcess 7691 Ship Sale Or Returns Review the sale or return shelf and ship those items. Current Known Risk Goods will be missed Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? <input type="button" value="v"/> No <input type="button" value="v"/></p>	<p>Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likly Due to Update</p>	<p>Notes On Risk / Benefits statement required</p>

			2.Minor Action Required: No Action Required	No Action 
165199Q92	<p>ProcessProcess 7690 Ship Repairs Review the Repairs completed shelf and ship those items that are ready for return to the customer. Current Known Risk That a repair will be missed Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q93	<p>ProcessProcess 7686 Thorough Checking Of Awaiting Action Tray - Priority 8s Check that outstanding orders with unresolved issues are being followed up and addressed Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q94	<p>ProcessProcess 7685 Repairs Ready For Invoice Process Invoice for completed repairs. Current Known Risk repair has errors on it  Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q95	<p>ProcessProcess 7684 Repairs Ready For Quote Process Repairs Ready For Quote Current Known Risk If process does not get performed, we likly to loose customers, get complaints over not responding to customers returned goods Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q96	<p>ProcessProcess 7683 Check Stock For Proforma To check that we have stock in for customer proformas. Or review if any stock needs to be ordered. Current Known Risk That a customer is told we have stock and then we are unable to ship. Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
165199Q97	<p>ProcessProcess 7678 Check Catalog 360 Circle For Quotes And Orders Checking the Catalog 360 Circle website for outstanding orders or requests  SYSTEM NO LONGER USED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q98	<p>ProcessProcess 7676 PDFing Of Invoices Viamed Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers  NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
165199Q99	<p>ProcessProcess 7674 Check Repairs Ready For Invoice List Review the repairs ready For invoice List in intrastats. Current Known Risk That repairs will be missed. Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update</p>	<p>Notes On Risk / Benefits statement required</p>

	<input type="text" value="2.Minor"/> Action Required: No Action Required	No Action 
165199Q100 <a href="#">ProcessProcess 7673</a> 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? <input type="text" value="No"/> Risk Frequency due to Update <input type="text" value="2.Remote"/> Risk Likly Due to Update <input type="text" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q101 <a href="#">ProcessProcess 7670</a> 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? <input type="text" value="No"/> Risk Frequency due to Update <input type="text" value="1.Improbable"/> Risk Likly Due to Update <input type="text" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q102 <a href="#">ProcessProcess 5871</a> 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? <input type="text" value="No"/> Risk Frequency due to Update <input type="text" value="1.Improbable"/> Risk Likly Due to Update <input type="text" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q103 <a href="#">ProcessProcess 5876</a> 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? <input type="text" value="No"/> Risk Frequency due to Update <input type="text" value="1.Improbable"/> Risk Likly Due to Update <input type="text" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q104 <a href="#">ProcessProcess 6898</a> 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? <input type="text" value="No"/> Risk Frequency due to Update <input type="text" value="2.Remote"/> Risk Likly Due to Update <input type="text" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q105 <a href="#">ProcessProcess 5872</a> 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? <input type="text" value="No"/> Risk Frequency due to Update <input type="text" value="1.Improbable"/> Risk Likly Due to Update <input type="text" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q106 <a href="#">ProcessProcess 9</a> Distribution Of Faxes Distribute recieved faxes Current Known Risk lost faxes Current Likly 1 Current Frequency 1	Does Update Affect? <input type="text" value="No"/> Risk Frequency due to Update <input type="text" value="1.Improbable"/> Risk Likly Due to Update <input type="text" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q107 <a href="#">ProcessProcess 14</a> 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	Does Update Affect? <input type="text" value="No"/> Risk Frequency due to Update <input type="text" value="1.Improbable"/> Risk Likly Due to Update	Notes On Risk / Benefits statement required

The paper tray is empty  
Current Likly 1 Current Frequency 1

1.Negligible

Action Required:  
No Action  
Required

165199Q108 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 Frequency 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

165199Q109 ProcessProcess 21  
Office Sales Projects  
Ensuring office job list is being updated and completed  
Current Known Risk Office is short staffed or over worked  
Current Likly 2 Current Frequency 1

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required  
No Action

165199Q110 ProcessProcess 36  
Emailing Of Invoices  
Invoices are emailed to customers  
Current Known Risk Computer or network failure  
Current Likly 2 Current Frequency 1

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required  
No Action

165199Q111 ProcessProcess 5875  
Check Paypal For Orders  
Checking the PayPal website for payments from customers that may have been  
missed or not emailed to the main inbox  
Current Known Risk Computer/network breakdown  
  
Current Likly 2 Current Frequency 1

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required  
No Action

165199Q112 ProcessProcess 5892  
Checking EBay And Amazon For Orders And Messages  
Checking the eBay and Amazon accounts for orders that have not been emailed to the  
main inbox and checking to see if there are messages or questions.  
Current Known Risk Computer/network breakdown  
  
Current Likly 2 Current Frequency 2

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required  
No Action

165199Q113 ProcessProcess 5893  
Answering Website Questions  
Answering any questions that are asked via the website from within Intrastats  
  
PROCESS NO LONGER REQUIRED Web QUESTIONS NOW COME IN VIA  
shopify, and Email  
Current Known Risk Computer/network breakdown  
  
Current Likly 1 Current Frequency 1

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required

165199Q114 ProcessProcess 5894  
Checking Of Active List  
Check the Active Back orders ensure no orders get missed  
Current Known Risk List is not reviewed and orders do not get shipped  
Current Likly 1 Current Frequency 1

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required  
No Action

165199Q115 ProcessProcess 5895  
Completing Office Job List  
Ensuring that the allocated tasks are being completed  
Current Known Risk Office staff are too busy  
Current Likly 3 Current Frequency 1

Does  
Update  
Affect?  
No

Risk Frequency due  
to Update  
1.Improbable  
Risk Likly Due to  
Update

Notes On Risk / Benefits statement  
required

	<p>3.Serious <input type="button" value="v"/>  Action Required:  No Action  Required</p>	<p>No Action&lt;br&gt;</p>
<p>165199Q116 <input type="button" value="Q"/>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</p>	<p>Does  Update  Affect? <input type="button" value="v"/>  No <input type="button" value="v"/>  Risk Frequency due  to Update  <input type="button" value="v"/> 1.Improbable <input type="button" value="v"/>  Risk Likly Due to  Update  <input type="button" value="v"/> 3.Serious <input type="button" value="v"/>  Action Required:  No Action  Required</p>	<p>Notes On Risk / Benefits statement  required  No Action&lt;br&gt;</p>
<p>165199Q117 <input type="button" value="Q"/>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</p>	<p>Does  Update  Affect? <input type="button" value="v"/>  No <input type="button" value="v"/>  Risk Frequency due  to Update  <input type="button" value="v"/> 1.Improbable <input type="button" value="v"/>  Risk Likly Due to  Update  <input type="button" value="v"/> 2.Minor <input type="button" value="v"/>  Action Required:  No Action  Required</p>	<p>Notes On Risk / Benefits statement  required  No Action&lt;br&gt;</p>
<p>165199Q118 <input type="button" value="Q"/>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</p>	<p>Does  Update  Affect? <input type="button" value="v"/>  No <input type="button" value="v"/>  Risk Frequency due  to Update  <input type="button" value="v"/> 1.Improbable <input type="button" value="v"/>  Risk Likly Due to  Update  <input type="button" value="v"/> 2.Minor <input type="button" value="v"/>  Action Required:  No Action  Required</p>	<p>Notes On Risk / Benefits statement  required</p>
<p>165199Q119 <input type="button" value="Q"/>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</p>	<p>Does  Update  Affect? <input type="button" value="v"/>  No <input type="button" value="v"/>  Risk Frequency due  to Update  <input type="button" value="v"/> 1.Improbable <input type="button" value="v"/>  Risk Likly Due to  Update  <input type="button" value="v"/> 2.Minor <input type="button" value="v"/>  Action Required:  No Action  Required</p>	<p>Notes On Risk / Benefits statement  required  No Action&lt;br&gt;</p>
<p>165199Q120 <input type="button" value="Q"/>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</p>	<p>Does  Update  Affect? <input type="button" value="v"/>  No <input type="button" value="v"/>  Risk Frequency due  to Update  <input type="button" value="v"/> 2.Remote <input type="button" value="v"/>  Risk Likly Due to  Update  <input type="button" value="v"/> 2.Minor <input type="button" value="v"/>  Action Required:  No Action  Required</p>	<p>Notes On Risk / Benefits statement  required  No Action&lt;br&gt;</p>
<p>165199Q121 <input type="button" value="Q"/>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</p>	<p>Does  Update  Affect? <input type="button" value="v"/>  No <input type="button" value="v"/>  Risk Frequency due  to Update  <input type="button" value="v"/> 1.Improbable <input type="button" value="v"/>  Risk Likly Due to  Update  <input type="button" value="v"/> 1.Negligible <input type="button" value="v"/>  Action Required:  No Action  Required</p>	<p>Notes On Risk / Benefits statement  required  No Action&lt;br&gt;</p>
<p>165199Q122 <input type="button" value="Q"/>ProcessProcess 7699  Shred Sensitive Paperwork In JL Office  Shredding of sensitive information  Current Known Risk Broken shredder  Current Likly 1 Current Frequency 1</p>	<p>Does  Update  Affect? <input type="button" value="v"/>  No <input type="button" value="v"/>  Risk Frequency due  to Update  <input type="button" value="v"/> 1.Improbable <input type="button" value="v"/>  Risk Likly Due to  Update  <input type="button" value="v"/> 1.Negligible <input type="button" value="v"/>  Action Required:  No Action  Required</p>	<p>Notes On Risk / Benefits statement  required  No Action&lt;br&gt;</p>
<p>165199Q123 <input type="button" value="Q"/>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</p>	<p>Does  Update  Affect? <input type="button" value="v"/>  No <input type="button" value="v"/>  Risk Frequency due  to Update  <input type="button" value="v"/> 1.Improbable <input type="button" value="v"/>  Risk Likly Due to  Update</p>	<p>Notes On Risk / Benefits statement  required</p>

	<input type="button" value="3.Serious"/> <input type="button" value="v"/> Action Required: No Action Required	No Action 
165199Q124 <input type="button" value="ProcessProcess 7752"/> SRS Folder Ensure all outstanding repairs are being dealt with Current Known Risk repairs get stuck in the system Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q125 <input type="button" value="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? <input type="button" value="No"/> <input type="button" value="v"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q126 <input type="button" value="ProcessProcess 7783"/> PDF VST Invoices And Purchase Orders Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers  NOW DONE AUTOMATICALLY Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q127 <input type="button" value="ProcessProcess 7792"/> Shipped Order Success Report A report is generated from figures in Intrastats to display how many orders have been shipped without errors Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q128 <input type="button" value="ProcessProcess 7795"/> Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q129 <input type="button" value="ProcessProcess 5859"/> Review Un-shipped Parcels audit and snap shot - this is an audit of a part of goods out, listing of the parcels that are sat waiting on a customer response Current Known Risk Customer forgets to come back to us and parcels stay ready for shipping. As the package is already pick pack and ready to leave the building all computer traces will show as shipped. Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q130 <input type="button" value="ProcessProcess 6954"/> Back Orders Review - By Customer To check the back orders in the tray in goods out and check the active list back orders has been reviewed Current Known Risk goods not shipped in a timely manner Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="v"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q131 <input type="button" value="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.	Does Update Affect? <input type="button" value="No"/> <input type="button" value="v"/> Risk Frequency due to Update <input type="button" value="2.Remote"/> <input type="button" value="v"/> Risk Likly Due to Update	Notes On Risk / Benefits statement required

That mistakes may be missed.  
Current Likly 2 Current Frequency 2

2.Minor

Action Required:  
No Action  
Required

No Action<br>

165199Q132 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 Frequency 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<br>

165199Q133 ProcessProcess 7838  
Review VIAMED Feedback - Customer Feedback Negative  
Review Customer Feedback Negative  
Current Known Risk Rolling Issues No risk to process  
Current Likly 3 Current Frequency 1

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required  
No Action<br>

165199Q134 ProcessProcess 7839  
Review VIAMED Feedback - Customer Complaints  
To Review Viamed Customer Complaints  
Current Known Risk Rolling Issue No Risk  
Current Likly 3 Current Frequency 1

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required  
No Action<br>

165199Q135 ProcessProcess 7840  
Review VST Feedback - Customer Feedback Negative  
To review Negative feedback form Products  
see if Non Conformance or customer Complaints need to be raised  
Current Known Risk That an issue or report might be missed.  
That a Negative feedback form Products might not be reviewed  
Current Likly 3 Current Frequency 1

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required  
No Action<br>

165199Q136 ProcessProcess 7841  
Review VST Feedback - Customer Complaints  
To review Customer Complaints  
see if Non Conformance need to be raised  
Current Known Risk things are not followed up in a timely manner or are missed  
Current Likly 3 Current Frequency 1

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required  
No Action<br>

165199Q137 ProcessProcess 7842  
Review VIAMED Product Feedback Negative  
To review Negative feedback form Products  
see if Non Conformance or customer Complaints need to be raised  
Current Known Risk That an issue or report might be missed.  
That a Negative feedback form Products might not be reviewed  
Current Likly 3 Current Frequency 1

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required  
No Action<br>

165199Q138 ProcessProcess 7843  
Review VST Product Feedback Negative  
To review Negative feedback form Products  
see if Non Conformance or customer Complaints need to be raise  
Current Known Risk Issues could be missed  
Current Likly 3 Current Frequency 1

Does  
Update  
Affect?  
No

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

Notes On Risk / Benefits statement  
required  
No Action<br>

165199Q139 ProcessProcess 7808  
Ensure All Invoice Correctly Tagged  
To find and Tag any sales that are removed from commissions, as they are break even  
products for relationships purposes  
Current Known Risk Pay a Sales rep for special sales in the relevant area. and make a

Does  
Update  
Affect?  
No

Risk Frequency due  
to Update  
1.Improbable  
Risk Likly Due to  
Update

Notes On Risk / Benefits statement  
required

<p>loss on the sale Current Likly 3 Current Frequency 1</p>	<p>3.Serious Action Required: No Action Required</p>	<p>No Action&lt;br&gt;</p>
<p>165199Q140 ProcessProcess 7800 Opera Nominal Ledger Close The closing down of the previous months nominal ledger for accounts purposes. Current Known Risk The system crashes. Current Likly 1 Current Frequency 2</p>	<p>Does Update Affect? No Risk Frequency due to Update 2.Remote Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
<p>165199Q141 ProcessProcess 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
<p>165199Q142 ProcessProcess 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
<p>165199Q143 ProcessProcess 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
<p>165199Q144 ProcessProcess 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action</p>
<p>165199Q145 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
<p>165199Q146 ProcessProcess 7796 Review Franking Label Errors To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage. Current Known Risk That they are lost or not returned quickly enough to get a refund Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
<p>165199Q147 ProcessProcess 7872 Embargo Countries NOT Allowed To Sell To To review with the banks any embargo countries Current Known Risk Selling to an Embargo countries can get bank account frozen</p>	<p>Does Update Affect? No Risk Frequency due to Update 3.Occasional Risk Likly Due to</p>	<p>Notes On Risk / Benefits statement required</p>

<p>and loss of facilities Current Likly 1 Current Frequency 3</p>	<p>Update 1.Negligible Action Required: No Action Required</p>	<p>No Action&lt;br&gt;</p>
<p>165199Q148 ProcessProcess 7696 Send VIAMED Delivery Notifications Emailing Notifications of shipments Current Known Risk limited risks, and if email fails to get delivered the customer will still receive their shipment.  Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
<p>165199Q149 ProcessProcess 7782 Remove Started But Not Used Order Numbers Remove Started But Not Used Order Numbers from intrastats.  Process no longer required with end of Opera Current Known Risk not clear regularly, accidental usage of an old ORDER number generated by mistake Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
<p>165199Q150 ProcessProcess 7798 Orders And Items Shipped Per Month Review the orders and items shipped per month Current Known Risk Problem with report Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
<p>165199Q151 ProcessProcess 7957 Warehouse Requests Warehouse requests for stock to be reviewed, any shortages to be ordered or produced with a production Job Current Known Risk Stock requirements fulfilled Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
<p>165199Q152 ProcessProcess 5850 Purchase Order Log Check the PO log is up to date with confirmations and expected shipping dates Current Known Risk The order is not checked and the supplier has not received it ergo we do not receive the order Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
<p>165199Q153 ProcessProcess 5857 Customer Service Logs Ensuring customer onsite service visits are completed Current Known Risk Engineer or equipment is unavailalable Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
<p>165199Q154 ProcessProcess 19 Maintaining Leaflet Stocks Ensure required leaflets are in stock Current Known Risk Stock is not checked Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action&lt;br&gt;</p>
<p>165199Q155 ProcessProcess 8015 Review VST Product Feedback Positive Review VST Product Feedback Positive Current Known Risk Issues could be missed Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update</p>	<p>Notes On Risk / Benefits statement required</p>

	<input type="button" value="1.Negligible"/> <input type="button" value="Action Required: No Action Required"/>	No Action 
165199Q156 <input type="button" value="ProcessProcess 8017"/> Review VST Customer Feedback Positive Review VST Customer Feedback Positive Current Known Risk Issues could be missed Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q157 <input type="button" value="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? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q158 <input type="button" value="ProcessProcess 7934"/> Test Website Questions Test the integration of the website submitted questions to intrastats  TASK NO LONGER REQUIRED, SHOPIFY EMAILS QUESTIONS Current Known Risk Questions may be missed and unanswered Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
165199Q159 <input type="button" value="ProcessProcess 8075"/> Tenders Review UK To review Tenders in the UK for us to apply for Current Known Risk That a tender might be missed or an incorrect one applied for. Current Likly 2 Current Frequency 2	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q160 <input type="button" value="ProcessProcess 8076"/> Medica Review Review the results from the previous medica Current Known Risk That we are going to a Medical show and no sales result from it. Task used to review the viability of the exhibition  Sales coming in may not reference Medica Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q161 <input type="button" value="ProcessProcess 7990"/> Verification Invoice Details Accounts Verification of Sales Invoice details between internal systems and external accounts Current Known Risk That the wrong information is entered and info is missed Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q162 <input type="button" value="ProcessProcess 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? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required No Action 
165199Q163 <input type="button" value="ProcessProcess 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.	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update	Notes On Risk / Benefits statement required

Current Known Risk That we do not get the POD and customers refuse to pay their invoices  
Current Likly 1 Current Frequency 1

1.Negligible

Action Required:  
No Action  
Required

No Action<br>

165199Q164 ProcessProcess 8080

Review Back To Stock Report On Shopify  
To manage subscribers who have signed up to be notified when an out-of-stock product becomes available on the Shopify store.  
Current Known Risk - Delay in notifying customers when stock becomes available  
- Miscommunication about stock levels or restock dates.  
- Loss of customer trust if notifications are not managed effectively.  
Current Likly 1 Current Frequency 1

Does  
Update  
Affect?  
No

Risk Frequency due  
to Update  
1.Improbable

Risk Likly Due to  
Update  
1.Negligible

Action Required:  
No Action  
Required

Notes On Risk / Benefits statement  
required

No Action<br>

165199Q165 ProcessProcess 7968

Shred CC Slips  
To destroy old Credit Card Slip  
  
NO LONGER NEEDED AS WE ARE NOW WITH SQUARE AND DO NOT  
WRITE ANY DETAILS DOWN  
Current Known Risk Old Slips kept beyond legal requirement  
Current Likly 1 Current Frequency 3

Does  
Update  
Affect?  
No

Risk Frequency due  
to Update  
3.Occasional

Risk Likly Due to  
Update  
1.Negligible

Action Required:  
No Action  
Required

Notes On Risk / Benefits statement  
required

165199Q166 Does Generic CE File Attached to All Technical file #2

Of type 5 require any Notificaiions and/or Risk assesment updates due to this update

Does  
Update  
Affect?  
No

Risk Frequency due  
to Update  
1.Improbable

Risk Likly Due to  
Update  
1.Negligible

Action Required:  
No Action  
Required

Notes On Risk / Benefits statement  
required

165199Q167 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 preferable), go back to document upload page and upload to risk assesment button