

Document VM3COP20.30 UK Order Processing Revision ID212283

Suggested Upload Document Name: **Risk Assessment For Updating Document ID212283**

Completed by [Derek Lamb](#) 07 Apr 2026

Reason for Risk Assessment

Added reference to all UPS sent Northern Ireland orders should use PPUPS2 code as per CG - see page 13.

no risk to existing systems

Document VM3COP20.30 UK Order Processing Revision ID212283 Is linked to the Following Standards and processes

Risk Assessment ID212283	Question	Does Update Affect?	Risk on Update	Notes On Risk / Benefits statement required
212283Q0	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 Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
212283Q1	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
212283Q2	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
212283Q3	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
212283Q4	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.

212283Q5	<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"> a) product information; b) enquiries, contracts or order handling, including amendments; c) customer feedback, including complaints; d) advisory notices. <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 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
212283Q6	<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"> a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met; b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; c) the focus on enhancing customer satisfaction is maintained. 	<p>Does Update Affect? <input type="checkbox"/> 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</p>
212283Q7	<p>VST Ltd ISO9001:2015+A1 Section: 8.2.1 Customer communication Communication with customers shall include:</p> <ul style="list-style-type: none"> a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes; c) obtaining customer feedback relating to products and services, including customer complaints; d) handling or controlling customer property; e) establishing specific requirements for contingency actions, when relevant. 	<p>Does Update Affect? <input type="checkbox"/> 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</p>
212283Q8	<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"> a) the requirements for the products and services are defined, including: <ul style="list-style-type: none"> 1) any applicable statutory and regulatory requirements; 2) those considered necessary by the organization; b) the organization can meet the claims for the products and services it offers. 	<p>Does Update Affect? <input type="checkbox"/> 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</p>
212283Q9	<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"> a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer, but necessary for the specified or intended use, when known; c) requirements specified by the organization; d) statutory and regulatory requirements applicable to the products and services; e) contract or order requirements differing from those previously expressed. <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 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
212283Q10	<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 1.Improbable Risk Likly Due to Update 1.Negligible Action Required:</p>	<p>Notes On Risk / Benefits statement required</p>

		Does Update Affect?	Risk Likly Due to Update	Risk Frequency due to Update	Action Required:	Notes On Risk / Benefits statement required
212283Q11	Process9 Distribution Of Faxes Distribute recieved faxes	No	No	1.Improbable	No Action Required	
212283Q12	Process11 Distribution Of Post Distributing incoming post to correct person	No	No	1.Improbable	No Action Required	No Action
212283Q13	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	No	No	1.Improbable	No Action Required	
212283Q14	Process15 Filing and Archiving Paperwork to be filed in the correct order	No	No	1.Improbable	No Action Required	No Action
212283Q15	Process20 Processing Of Mail Shots Ensuring mail shots are printed and sent	No	No	1.Improbable	No Action Required	No Action
212283Q16	Process21 Office Sales Projects Ensuring office job list is being updated and completed	No	No	1.Improbable	No Action Required	No Action
212283Q17	Process36 Emailing Of Invoices Invoices are emailed to customers	No	No	1.Improbable	No Action Required	No Action
212283Q18	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.	No	No	1.Improbable	No Action Required	

We can now check their stock agrees with ours.

<p>212283Q19</p>	<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>
<p>212283Q20</p>	<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
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<p>212283Q21</p>	<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>
<p>212283Q22</p>	<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
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<p>212283Q23</p>	<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>
<p>212283Q24</p>	<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>
<p>212283Q25</p>	<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
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<p>212283Q26</p>	<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
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		Does Update Affect?	Risk Likly Due to Update	Risk Frequency due to Update	Action Required:	Notes On Risk / Benefits statement required
212283Q27	Process5885 Monthly Reports Report generate to give a idea of the current and future sales and marketing.	No	No	1.Improbable	No Action Required	
212283Q28	Process5876 E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders	No	No	1.Improbable	No Action Required	
212283Q29	Process5857 Customer Service Logs Ensuring customer onsite service visits are completed	No	No	1.Improbable	No Action Required	No Action
212283Q30	Process5894 Checking Of Active List Check the Active Back orders ensure no orders get missed	No	No	1.Improbable	No Action Required	No Action
212283Q31	Process5895 Completing Office Job List Ensuring that the allocated tasks are being completed	No	No	1.Improbable	No Action Required	No Action
212283Q32	Process5897 Franking Mail Task to Frank outgoing Mail	No	No	1.Improbable	No Action Required	No Action
212283Q33	Process5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas	No	No	1.Improbable	No Action Required	No Action
212283Q34	Process5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM	No	No	1.Improbable	No Action Required	No Action

212283Q35	<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 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required
212283Q36	<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 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q37	<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 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q38	<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 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required
212283Q39	<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 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required
212283Q40	<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 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q41	<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 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q42	<p>Process7696 Send VIAMED Delivery Notifications Emailing Notifications of shipments</p>	Does Update Affect? <input type="checkbox"/> 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

212283Q43	<p>Process7699 Shred Sensitive Paperwork In JL Office Shredding of sensitive information</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
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212283Q44	<p>Process7707 Send Purchase Orders To Suppliers Emailing purchase orders to suppliers</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
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212283Q45	<p>Process7709 Delivered not Invoiced Ensure invoices are generated for shipped orders</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action
</p>
212283Q46	<p>Process7705 Checking For Uploaded Files Checking if a customer has uploaded an order directly to our website</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
212283Q47	<p>Process7712 Review Inward Payments Review the payments received to ensure proformas can be shipped</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action
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212283Q48	<p>Process7735 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? 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
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212283Q49	<p>Process7751 VST Purchase Order Log Check the VST 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 Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action
</p>
212283Q50	<p>Process7758 Check For GHX Orders Check the emails for orders from GHX</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
</p>
212283Q51	<p>Process7760 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? No	1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	No Action
212283Q52	Process7761 Send VST Delivery Notifications Emailing Notifications of shipments	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
212283Q53	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? 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
212283Q54	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? 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
212283Q55	Process7795 Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats	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
212283Q56	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? 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
212283Q57	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? 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
212283Q58	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? 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
212283Q59	Process7893 VST Price Lists To confirm the Document index Price Lists	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to	Notes On Risk / Benefits statement required

			Update 1.Negligible Action Required: No Action Required	No Action
212283Q60	Process7894 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
212283Q61	Process7901 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
212283Q62	Process7959 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
212283Q63	Process7970 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
212283Q64	Process7971 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
212283Q65	Process7957 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
212283Q66	Process7872 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
212283Q67	Process7988 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

		<input type="checkbox"/> 1.Negligible Action Required: No Action Required	No Action
212283Q68 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="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
212283Q69 Process7990 Verification Invoice Details Accounts Verification of Sales Invoice details between internal systems and external accounts	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
212283Q70 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="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
212283Q71 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="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
212283Q72 Process8026 Automotive Competitor Price Review To review competitor automotive prices	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
212283Q73 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="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
212283Q74 Process8061 Reconcile Invoices In B2B Router Checking external system for 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
212283Q75 Process8093 Review Special Price Review Price Lists Stock and Dates	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update	Notes On Risk / Benefits statement required

		<input type="checkbox"/> 1.Negligible Action Required: No Action Required	No Action
212283Q76 Process8097 Review Shopify Delivery Notifications - Vandagraph To check we have sent delivery notifications regarding Shopify to customers upon shipping goods out for their orders.	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 2.Remote Risk Likely Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q77 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	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likely Due to Update <input type="checkbox"/> 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q78 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	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likely Due to Update <input type="checkbox"/> 4.Critical Action Required: No Action Required	Notes On Risk / Benefits statement required
212283Q79 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	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likely Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q80 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	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likely Due to Update <input type="checkbox"/> 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q81 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	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likely Due to Update <input type="checkbox"/> 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required
212283Q82 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	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 2.Remote Risk Likely Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q83 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? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likely Due to Update	Notes On Risk / Benefits statement required

		Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 2.Remote Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q84	ProcessProcess 7791 Price List Check Changing of the prices lists. Issue to check these are current *Vandagraph is not an ISO company Current Known Risk That people will quote the wrong price to the customer. Current Likly 1 Current Frequency 2	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 2.Remote Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q85	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? <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
212283Q86	ProcessProcess 7758 Check For GHX Orders Check the emails for orders from GHX Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="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
212283Q87	ProcessProcess 7735 Ensure SOR`s Are Followed Up Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="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
212283Q88	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? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 2.Remote Risk Likly Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q89	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	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 2.Remote Risk Likly Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q90	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? <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
212283Q91	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? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update	Notes On Risk / Benefits statement required

		<input type="text" value="2.Minor"/> Action Required: No Action Required	No Action
212283Q92 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? <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
212283Q93 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? <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
212283Q94 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? <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 No Action
212283Q95 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? <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 No Action
212283Q96 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? <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
212283Q97 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? <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
212283Q98 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? <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
212283Q99 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? <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

		2.Minor Action Required: No Action Required	No Action
212283Q100 Process Process 7673 Check Expiry Dated Stock To check that all the stock on the selves are within their use by dates. Current Known Risk Stock being dispatched that is pasts its date. Current Likly 1 Current Frequency 2	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q101 Process Process 7670 Humanmed general Issues Review of Humanmed sales and orders and clear any duplicates or problems. Current Known Risk That there are duplicate orders o the system due to errors. Current Likly 3 Current Frequency 1	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
212283Q102 Process Process 5871 Check Sale Or Returns Review the Sale or Return list in intrastats. Ensure it is up to date. Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk 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
212283Q103 Process Process 5876 E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders Current Known Risk Orders go unnoticed Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
212283Q104 Process Process 6898 GHX Web Pricing To review the GHX Web Pricing Current Known Risk That the prices are in correct and we may have to let them have the old price if we have not up dated them Current Likly 1 Current Frequency 2	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
212283Q105 Process Process 5872 Check Sale Or Returns Export Review the Sale or Return list in intrastats. Ensure it is up to date. Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated Current Likly 2 Current Frequency 1	Does Update Affect? No	Risk 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
212283Q106 Process Process 9 Distribution Of Faxes Distribute recieved faxes Current Known Risk lost faxes 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
212283Q107 Process Process 14 Fax Paper Ensuring that fax reports have been generated for both sent and received faxes and ensuring there is paper in the fax machine Current Known Risk Phone lines go down	Does Update Affect? No	Risk Frequency due to Update 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

212283Q108 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

212283Q109 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

212283Q110 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

212283Q111 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

212283Q112 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

212283Q113 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

212283Q114 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

212283Q115 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

		<input type="checkbox"/> 3.Serious Action Required: No Action Required	No Action
212283Q116 Process Process 5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas Current Known Risk Computer/network breakdown Not chased up. Current Likly 3 Current Frequency 1	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
212283Q117 Process Process 5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	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
212283Q118 Process Process 5913 Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders. NO LONGER REQUIRED HUMANEMD STOPPED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	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
212283Q119 Process Process 5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	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
212283Q120 Process Process 5949 Filling Credit Card Slips Check Square transactions for any anomalies or problems Current Known Risk wrong amounts charged and wrong customers Current Likly 2 Current Frequency 2	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 2.Remote Risk Likly Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required No Action
212283Q121 Process Process 7693 Collect Repair Filing From Warehouse Collect the filing form the warehouse Current Known Risk paperwork has been missed Current Likly 1 Current Frequency 1	Does Update Affect? <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
212283Q122 Process Process 7699 Shred Sensitive Paperwork In JL Office Shredding of sensitive information Current Known Risk Broken shredder Current Likly 1 Current Frequency 1	Does Update Affect? <input type="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
212283Q123 Process Process 7712 Review Inward Payments Review the payments received to ensure proformas can be shipped Current Known Risk Computer network breakdown Current Likly 3 Current Frequency 1	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable Risk Likly Due to Update	Notes On Risk / Benefits statement required

		<input type="button" value="3.Serious"/> <input type="button" value="Action Required: No Action Required"/>	No Action
212283Q124 ProcessProcess 7752 SRS Folder Ensure all outstanding repairs are being dealt with Current Known Risk repairs get stuck in the system Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="Risk Likly Due to Update"/> <input type="button" value="2.Minor"/> <input type="button" value="Action Required: No Action Required"/>	Notes On Risk / Benefits statement required No Action
212283Q125 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"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="Risk Likly Due to Update"/> <input type="button" value="1.Negligible"/> <input type="button" value="Action Required: No Action Required"/>	Notes On Risk / Benefits statement required No Action
212283Q126 ProcessProcess 7783 PDF VST Invoices And Purchase Orders Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NOW DONE AUTOMATICALLY Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="Risk Likly Due to Update"/> <input type="button" value="2.Minor"/> <input type="button" value="Action Required: No Action Required"/>	Notes On Risk / Benefits statement required
212283Q127 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"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="Risk Likly Due to Update"/> <input type="button" value="2.Minor"/> <input type="button" value="Action Required: No Action Required"/>	Notes On Risk / Benefits statement required No Action
212283Q128 ProcessProcess 7795 Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="Risk Likly Due to Update"/> <input type="button" value="1.Negligible"/> <input type="button" value="Action Required: No Action Required"/>	Notes On Risk / Benefits statement required
212283Q129 ProcessProcess 5859 Review Un-shipped Parcels audit and snap shot - this is an audit of a part of goods out, listing of the parcels that are sat waiting on a customer response Current Known Risk Customer forgets to come back to us and parcels stay ready for shipping. As the package is already pick pack and ready to leave the building all computer traces will show as shipped. Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="Risk Likly Due to Update"/> <input type="button" value="2.Minor"/> <input type="button" value="Action Required: No Action Required"/>	Notes On Risk / Benefits statement required No Action
212283Q130 ProcessProcess 6954 Back Orders Review - By Customer To check the back orders in the tray in goods out and check the active list back orders has been reviewed Current Known Risk goods not shipped in a timely manner Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="Risk Likly Due to Update"/> <input type="button" value="1.Negligible"/> <input type="button" value="Action Required: No Action Required"/>	Notes On Risk / Benefits statement required No Action
212283Q131 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"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> <input type="button" value="Risk Likly Due to Update"/>	Notes On Risk / Benefits statement required

<p>That mistakes may be missed. Current Likly 2 Current Frequency 2</p>	<p>2.Minor Action Required: No Action Required</p>	<p>No Action
</p>
<p>212283Q132 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required No Action
</p>
<p>212283Q133 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 3</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
</p>
<p>212283Q134 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</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
</p>
<p>212283Q135 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</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
</p>
<p>212283Q136 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</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
</p>
<p>212283Q137 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</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
</p>
<p>212283Q138 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</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
</p>
<p>212283Q139 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</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>

<p>loss on the sale Current Likly 3 Current Frequency 1</p>	<p>3.Serious Action Required: No Action Required</p>	<p>No Action
</p>
<p>212283Q140 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
</p>
<p>212283Q141 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>212283Q142 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
</p>
<p>212283Q143 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>212283Q144 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>212283Q145 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
</p>
<p>212283Q146 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
</p>
<p>212283Q147 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>

and loss of facilities
Current Likly 1 Current Frequency 3

Update
1.Negligible
Action Required:
No Action
Required

No Action

212283Q148 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

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

212283Q149 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

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

212283Q150 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

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

212283Q151 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

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

212283Q152 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

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

212283Q153 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

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

212283Q154 ProcessProcess 19
Maintaining Leaflet Stocks
Ensure required leaflets are in stock
Current Known Risk Stock is not checked
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

212283Q155 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

Does Update Affect? No
Risk Frequency due to Update
1.Improbable
Risk Likly Due to Update

Notes On Risk / Benefits statement required

		<input type="button" value="1.Negligible"/> <input type="button" value="1.Improbable"/> <input type="button" value="2.Remote"/> <input type="button" value="2.Minor"/>	No Action Action Required: No Action Required
212283Q156 <input type="button" value="Process"/> Process 8017 Review VST Customer Feedback Positive Review VST Customer Feedback Positive Current Known Risk Issues could be missed Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="1.Negligible"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/>	Notes On Risk / Benefits statement required No Action
212283Q157 <input type="button" value="Process"/> Process 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"/> <input type="button" value="1.Negligible"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/>	Notes On Risk / Benefits statement required No Action
212283Q158 <input type="button" value="Process"/> Process 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"/> <input type="button" value="1.Negligible"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/>	Notes On Risk / Benefits statement required
212283Q159 <input type="button" value="Process"/> Process 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"/> <input type="button" value="2.Minor"/> Risk Likely Due to Update <input type="button" value="2.Minor"/>	Notes On Risk / Benefits statement required No Action
212283Q160 <input type="button" value="Process"/> Process 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"/> <input type="button" value="2.Minor"/> Risk Likely Due to Update <input type="button" value="2.Minor"/>	Notes On Risk / Benefits statement required No Action
212283Q161 <input type="button" value="Process"/> Process 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"/> <input type="button" value="1.Negligible"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/>	Notes On Risk / Benefits statement required No Action
212283Q162 <input type="button" value="Process"/> Process 7993 Verification Warranty Repairs Customer Approval Verification Warranty Repairs Customer Approval check the previous months non warranty repairs for customer approval prior to any work being done. Check the Repairs in History File - Completed. Search for non warranty repairs check they have customer approval. Search warranty then go down list to look for non warranty repairs have they had approval Current Known Risk that we would invoice a repair without authorisation Current Likly 1 Current Frequency 2	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> <input type="button" value="1.Negligible"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/>	Notes On Risk / Benefits statement required No Action
212283Q163 <input type="button" value="Process"/> Process 7914 Proofs of Delivery To download or pdf the proof of deliveries This is not needed at present. It was brought in prior to covid.	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="1.Negligible"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/>	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

212283Q164 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

212283Q165 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

212283Q166 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

212283Q167 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