

VOP			
Viamed Operating sub Process			
<u>DATA AND INFORMATION ANALYSIS</u>			
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<u>Charts 01, 07, 08, 09, 16, 19, 26, 27, 28</u>			

SCOPE

This procedure is established to describe the system used within the company for the Control of Data and Information Analysis. It is used in conjunction with the individual sub procedures, which show the relevant information necessary. It outlines the methods established within the company for the analysis and interpretation of relevant data and information relating to the company's products, services and systems.

RESPONSIBILITIES

It is the responsibility of the Managing Director, to ensure that the contents of this procedure, and related procedures, are adhered to. It is his responsibilities to collate all the relevant information, as and when required, for analysis. He, together with the Senior Management, and others, as deemed necessary, will oversee and maintain the workings of this procedure.

ANALYSIS

The data, to be captured for analysis, is to be found in various places and in various mediums including intrastats and utilises basic statistical techniques where possible. The information register is used to identify the place and medium for the retrieval of information. Once the identification of place and medium is done, the information is retrieved. This is copied for use in the analysis. Where the information is in Intrastats then it will be processed and can be displayed as is required.

The responsible persons, as dictated in Intrastats, will ensure that reviews are undertaken regularly. At these reviews, all the information will be assessed for its potential impact on the product / processes / systems and any other areas as may arise. The information analysed, and the subsequent results will be brought to the attention of those persons in the relevant departments. Where resulting actions are required, then these are detailed on a non-conformance report.

Resulting actions could be in the form of possible re-training, design change, system change, marketing re-strategy, procedural change etc. Whichever form it takes, any and all actions taken will be recorded and subsequently checked for compliance.

All analyses and subsequent actions, having been recorded will be collated, for presentation at the management review, and further actions if required.

FEEDBACK

The five main mechanisms used, within the company, for analysing feedback from the customer are as follows:

- Complaints – analysed on an ongoing basis
- Non Conformities – analysed on an ongoing basis
- Repeat Orders – Information is in Intrastats
- Surveys – Mailshot responses, customer feedback
- Internal Reports – Regular meetings, Intrastats reports

Certain reviews can provide information for presentation at the annual Management Review Meeting. Other reviews can provide valuable information for further dealings with the customers. The sales team will always be cognizant of results, from these reviews when dealing with customers.