

Quality Management System Route Map to Documents and Procedures VST Ltd

ISO9001:2015

Version Date: 27 Nov 2017

Listing of Current Sections

Section	Documents related	Processes Direct Links
4 Context of the organization		
4 Context of the organization	Top Level Document: ISO 9001:2015 VST Summary Listing Revision Document ID24038 Date Revision 20 Nov 2017 Reviewed 20 Nov 2017 Top Level Document: VST ISO 9001:2015 Scope Revision Document ID22301 Date Revision 27 Sep 2017 Reviewed 27 Sep 2017 Chart 39 external parties vst Revision Document ID22630 Date Revision 14 Oct 2017 Reviewed 14 Oct 2017 Need Risks and Expectations of External Parties VST Revision Document ID23427 Date Revision 26 Oct 2017 Reviewed 26 Oct 2017 BS EN ISO 9001:2015 Revision Document ID16229 Date Revision 01 Feb 2016 Reviewed 01 Feb 2016 Chart 43 Processes and Intrastats Revision Document ID23561 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Chart 42 Processes, Tasks and Audits Review	Process: 7433 Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016

	Revision Document ID23559 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Chart 40 Management review plan Issues followup Revision Document ID22458 Date Revision 05 Oct 2017 Reviewed 05 Oct 2017	
4.1 The organization shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system. The organization shall monitor and review information about these external and internal issues. NOTE 1 Issues can include positive and negative factors or conditions for consideration. NOTE 2 Understanding the external context can be facilitated by considering issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local. NOTE 3 Understanding the internal context can be facilitated by considering issues related to values, culture, knowledge and performance of the organization. Understanding the organization and its context	Top Level Document: VOP 24 Needs, Risks and Expectations of External Parties Revision Document ID23631 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 18 Management Review Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Chart 39 external parties vst Revision Document ID22630 Date Revision 14 Oct 2017 Reviewed 14 Oct 2017 Need Risks and Expectations of External Parties VST Revision Document ID23427 Date Revision 26 Oct 2017 Reviewed 26 Oct 2017	Process: 7451 VST Board Directors Meeting Company Issues 09 Mar 2016 Process: 7440 VST Board Directors Meeting Target for following year 09 Mar 2016 Process: 7439 VST Board Directors Meeting Target for Year 09 Mar 2016 Process: 7438 VST Board Directors Meeting Target for next Month 09 Mar 2016 Process: 7436 VST Board Directors Meeting Turnover and Predicted for Year 09 Mar 2016 Process: 7435 VST Board Directors Meeting Matters Arising 09 Mar 2016 Process: 7837 Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017
4.2 Due to their effect or potential effect on the organization's ability to consistently provide products and services that meet customer and applicable statutory and	Top Level Document: VOP 24 Needs, Risks and Expectations of External Parties Revision Document ID23631 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017	Process: 7792 Shipped Order Success Report 13 Mar 2017 Process: 7740 Weights Per Region Needed To Submit EC Sales List 13 Sep 2016 Process: 7734 Humanmed Order Processing 25 Aug 2016 Process: 7710

regulatory requirements, the organization shall determine:

a) the interested parties that are relevant to the quality management system;

b) the requirements of these interested parties that are relevant to the quality management system.

The organization shall monitor and review information about these interested parties and their relevant requirements.

Understanding the needs and expectations of interested parties

Need Risks and Expectations of External Parties VST

Revision Document
ID23427

Date Revision 26 Oct 2017
Reviewed 26 Oct 2017

Audit 18 Management Review

Revision Document
ID23149

Date Revision 23 Oct 2017
Reviewed 23 Oct 2017

Chart 39 external parties vst

Revision Document
ID22630

Date Revision 14 Oct 2017
Reviewed 14 Oct 2017

Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016

Process: 7709

Humanmed Invoicing 28 Jun 2016

Process: 7696

Send VIAMED Delivery Notifications 28 Apr 2016

Process: 7691

Ship Sale Or Returns 21 Apr 2016

Process: 7690

Ship Repairs 21 Apr 2016

Process: 7686

Thorough Checking Of Awaiting Action Tray 21 Apr 2016

Process: 7685

Repairs Ready For Invoice 18 Apr 2016

Process: 7684

Repairs Ready For Quote 18 Apr 2016

Process: 7678

Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016

Process: 7677

Follow Up SOR And Samples 29 Mar 2016

Process: 7674

Check Repairs Ready For Invoice List 10 Mar 2016

Process: 7673

Check Expiry Dated Stock 09 Mar 2016

Process: 7454

VST Board Directors Meeting Distributor Issues 09 Mar 2016

Process: 7447

VST Board Directors Meeting Back Orders 09 Mar 2016

Process: 7445

VST Board Directors Meeting Loans 09 Mar 2016

Process: 7444

VST Board Directors Meeting Creditors 09 Mar 2016

Process: 7443

VST Board Directors Meeting Debtors 09 Mar 2016

Process: 7442

VST Board Directors Meeting Overdraft 09 Mar 2016

Process: 7398

Responsibility Allocation : VST Stock Meeting UPS Shipping Fuel Surcharge 09 Mar 2016

Process: 7396

Responsibility Allocation : VST Stock Meeting 'Goods Out' Review 09 Mar 2016

Process: 7394

Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016

Process: 7388

Responsibility Allocation : VST Stock Meeting Returns Overview 09 Mar 2016
Process: 7837
Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017
Process: 7385
Responsibility Allocation : VST Stock Meeting Sales Forward Orders Review 09 Mar 2016
Process: 6956
Responsibility Allocation : Sales Order Issues 09 Mar 2016
Process: 7090
Responsibility Allocation : Office Procedures 09 Mar 2016
Process: 6938
Customer Database Updates 09 Mar 2016
Process: 2
Answering Telephones 16 Feb 2016
Process: 5
Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016
Process: 6
Responsibility Allocation : Updating Contact Management System 25 Nov 2017
Process: 7
Checking Of Sales Orders 16 Feb 2016
Process: 8
Order Acknowledgment And Status Liaison With Customers Regarding 16 Feb 2016
Process: 6898
GHX Web Pricing 09 Mar 2016
Process: 5876
E.Commerce Cardea And Multiquote 17 Feb 2016
Process: 5871
Check Sale Or Returns 17 Feb 2016
Process: 9
Distribution Of Faxes 16 Feb 2016
Process: 10
Distribution Of Emails 16 Feb 2016
Process: 11
Distribution Of Mail 16 Feb 2016
Process: 14
Fax Paper 16 Feb 2016
Process: 15
Filing and Archiving 16 Feb 2016
Process: 16
Responsibility Allocation : Photocopying 16 Feb 2016
Process: 21
Office Sales Projects 16 Feb 2016
Process: 36
Emailing Of Invoices 16 Feb 2016
Process: 5879
Customer Returning Goods On Our UPS Account 18 Feb 2016
Process: 5882

Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
Process: 5891
Processing Of Repair Quotes And Orders 25 Feb 2016
Process: 5892
Checking EBay And Amazon For Orders And Messages 25 Feb 2016
Process: 5893
Answering Website Questions 25 Feb 2016
Process: 5894
Responsibility Allocation : Checking Of Active List 25 Feb 2016
Process: 5895
Responsibility Allocation : Completing Office Job List 25 Feb 2016
Process: 5896
Responsibility Allocation : Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016
Process: 5899
Proforma And Quote Chasing 25 Feb 2016
Process: 5901
Link Call Log Contacts To The CRM 02 Mar 2016
Process: 5913
Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016
Process: 5943
Check Cardea And Multiquote 08 Mar 2016
Process: 5944
Chasing Lost Customers 08 Mar 2016
Process: 5945
Responsibility Allocation : Sending Samples 08 Mar 2016
Process: 5946
Sending Sale Or Returns 08 Mar 2016
Process: 7693
Collect Repair Filing From Warehouse 22 Apr 2016
Process: 5948
Adding New Accounts To Opera 08 Mar 2016
Process: 5949
Filling Credit Card Slips 08 Mar 2016
Process: 6958
Responsibility Allocation : Shipped Order Queries 09 Mar 2016
Process: 7676
PDFing Of Invoices 17 Mar 2016
Process: 7699
Shred Sensitive Paperwork In JL Office 19 May 2016
Process: 7712
Review Inward Payments 01 Jul 2016
Process: 7735
Ensure SOR's Are Followed Up 01 Sep 2016
Process: 7752
SRS Folder 22 Nov 2016

Process: 7758
Check For GHX Orders 17 Jan 2017
Process: 7760
Send Service Offers 31 Jan 2017
Process: 7761
Send VST Delivery Notifications 01 Feb 2017
Process: 7783
PDF VST Invoices And Purchase Orders 10 Feb 2017
Process: 7795
Answering UK Web Questions 27 Apr 2017
Process: 6970

Process: 6954
Back Orders Review - By Customer 09 Mar 2016
Process: 5859
Review Un-shipped Parcels 17 Feb 2016
Process: 7748
Check Repair Orders 10 Oct 2016
Process: 7749
Check Repair Quotes 10 Oct 2016
Process: 5872
Check Sale Or Returns Export 17 Feb 2016
Process: 5875
Check Paypal For Orders 17 Feb 2016

4.3 The organization shall determine the boundaries and applicability of the quality management system to establish its scope. When determining this scope, the organization shall consider: a) the external and internal issues referred to in 4.1; b) the requirements of relevant interested parties referred to in 4.2; c) the products and services of the organization. The organization shall apply all the requirements of this International Standard if they are applicable within the determined scope of its quality management system. The scope of the organization's quality management system shall be available and be maintained as documented information. The scope shall state the types of products and	Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control Revision Document ID23523 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Top Level Document: VST ISO 9001:2015 Scope Revision Document ID22301 Date Revision 27 Sep 2017 Reviewed 27 Sep 2017 Audit 18 Management Review Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 VM3COP02.01 Boundaries ISO 9001:2015 VST Revision Document ID23739 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017	Process: 7744 FDA Device Establishment Registration And Listing 28 Sep 2016 Process: 7668 Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 Process: 7451 VST Board Directors Meeting Company Issues 09 Mar 2016 Process: 7450 VST Board Directors Meeting ISO Issues 09 Mar 2016 Process: 7445 VST Board Directors Meeting Loans 09 Mar 2016 Process: 7444 VST Board Directors Meeting Creditors 09 Mar 2016 Process: 7442 VST Board Directors Meeting Overdraft 09 Mar 2016 Process: 7440 VST Board Directors Meeting Target for following year 09 Mar 2016 Process: 7439 VST Board Directors Meeting Target for Year 09 Mar 2016 Process: 7438 VST Board Directors Meeting Target for next Month 09 Mar 2016 Process: 7436
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services covered, and provide justification for any requirement of this International Standard that the organization determines is not applicable to the scope of its quality management system. Conformity to this International Standard may only be claimed if the requirements determined as not being applicable do not affect the organization's ability or responsibility to ensure the conformity of its products and services and the enhancement of customer satisfaction. Determining the scope of the quality management system		VST Board Directors Meeting Turnover and Predicted for Year 09 Mar 2016 Process: 7389 Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016 Process: 7837 Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 Process: 7848 Review ISO Scopes 27 Sep 2017 Process: 7871 Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017
4.4 Quality management system and its processes	Top Level Document: ISO 9001:2015 VST Summary Listing Revision Document ID24038 Date Revision 20 Nov 2017 Reviewed 20 Nov 2017	
4.4.1 The organization shall establish, implement, maintain and continually improve a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard. The organization shall determine the processes needed for the quality management system and their application throughout the organization, and shall: a) determine the inputs required and the outputs expected from these processes; b) determine the sequence and interaction of these processes;	Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 10b Process Verification Revision Document ID23590 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Chart 34 Process Teams Org Chart Revision Document ID8707 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 Chart 33 Launch of a new product Revision Document ID8706 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 Employee Roles Revision Document ID20125 Date Revision 16 May 2017	Process: 7837 Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017

c) determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;	Reviewed 16 May 2017 Employee roles Example Process Revision Document ID20129 Date Revision 16 May 2017 Reviewed 16 May 2017
d) determine the resources needed for these processes and ensure their availability;	Employee Roles Individual Processes Revision Document ID20127 Date Revision 16 May 2017 Reviewed 16 May 2017
e) assign the responsibilities and authorities for these processes;	Explanation Employee Roles and Titles Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017
f) address the risks and opportunities as determined in accordance with the requirements of 6.1;	Explanation Employee Roles Titles Responsibilities Processes and Repeating Tasks Monitoring Revision Document ID22287 Date Revision 27 Sep 2017 Reviewed 27 Sep 2017
g) evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;	Chart 32 Generic Sales Process Revision Document ID8705 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
h) improve the processes and the quality management system	Chart 31 Chart Interfaces Revision Document ID8704 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
	Chart 30 System Design Plan Revision Document ID8703 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
	Chart 29 Sales Acquisition Revision Document ID8702 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
	Chart 28 Quarantine and Hold Revision Document ID8701 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
	Chart 27 Customer Complaints Chart 27 Revision Document ID8700 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
	Chart 26 Data Analysis Revision Document ID8699 Date Revision 12 Oct 2011

Reviewed 12 Oct 2011
Chart 25 Inspection and Test
Revision Document ID8698
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 24 Goods Inwards
Revision Document ID8697
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 23 Picking and Packing
Revision Document ID8696
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 22 Stock Control
Revision Document ID8695
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 21 Repairs
Revision Document ID8694
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 20 Production
Revision Document ID8693
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 19 HSE Risk Assessments
Revision Document ID8692
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 18 Calibration
Revision Document ID8691
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 17 Design Repairs
Revision Document ID8690
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 16 Internal Audits
Revision Document ID8689
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 15 Purchasing
Revision Document ID8688
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 13 Sales Orders
Revision Document ID8687
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 12 Infrastructure and Environment
Revision Document ID8686
Date Revision 12 Oct 2011
Reviewed 12 Oct 2011
Chart 11 Provision of

Resources

Revision Document ID8685

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

Chart 10 Documentation

Revision Document ID8684

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

Chart 09 Management System

Revision Document ID8683

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

Chart 08 Correction and Prevention

Revision Document ID8682

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

Chart 07 Measurement and Analysis

Revision Document ID8681

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

Chart 06 General Process Control

Revision Document ID8680

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

Chart 05 Product Realisation

Revision Document ID8679

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

Chart 04 Design and Development

Revision Document ID8678

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

Chart 03 Customer Requirements

Revision Document ID8677

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

Chart 02 Resource Management

Revision Document ID8676

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

Chart 01 System and Documentation

Revision Document ID8675

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

Chart 00 System Model

Revision Document ID8674

Date Revision 12 Oct 2011

Reviewed 12 Oct 2011

4.4.2 To the extent necessary, the organization shall: a) maintain documented information to support the operation of its processes; b) retain documented information to have confidence that the processes are being carried out as planned.	Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control Revision Document ID23523 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 4.4.2 Quality management system and its processes Revision Document ID22132 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017	Process: 7713 Review Roles And Responsibilitys 17 Aug 2016 Process: 27 Management Reviews And Quality Audits 16 Feb 2016 Process: 7705 Checking For Uploaded Files 08 Jun 2016 Process: 7693 Collect Repair Filing From Warehouse 22 Apr 2016 Process: 7692 Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016
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5 Leadership

5 Leadership		
5.1 Leadership and commitment		
5.1.1 Top management shall demonstrate leadership and commitment with respect to the quality management system by: a) taking accountability for the effectiveness of the quality management system; b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization; c) ensuring the integration of the quality management system requirements into the organization's business processes; d) promoting the use of the process approach and risk-based thinking; e) ensuring that the	Top Level Document: VM3COP00.00 Viamed Quality Statement policy and objectives Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 16 Oct 2017 Top Level Document: VM3COP02.02 Viamed Company Responsibilitys organisation chart structure Revision Document ID21556 Date Revision 22 Aug 2017 Reviewed 11 Oct 2017 Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks Revision Document ID23519 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017	Process: 22 Company Policys 16 Feb 2016 Process: 23 Company Objectives 16 Feb 2016 Process: 26 Company Resources 16 Feb 2016 Process: 7834 Financial Review 20 Sep 2017 Process: 27 Management Reviews And Quality Audits 16 Feb 2016 Process: 7750 Meeting With Management 14 Oct 2016 Process: 7753 Management Meeting 22 Nov 2016 Process: 7093 BSI Audits Calander 09 Mar 2016 Process: 7739 Intrastats Amendment Log 12 Sep 2016 Process: 7743 Customer Complaints Paper File 26 Sep 2016 Process: 6931 Customer Complaints 09 Mar 2016 Process: 7833 Importance Of Effective Quality Management 20 Sep 2017

resources needed for the quality management system are available;
 f) communicating the importance of effective quality management and of conforming to the quality management system requirements;
 g) ensuring that the quality management system achieves its intended results;
 h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
 i) promoting improvement;
 j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
 NOTE Reference to “business” in this International Standard can be interpreted broadly to mean those activities that are core to the purposes of the organization’s existence, whether the organization is public, private, for profit or not for profit.
General

Top Level Document: VOP 18 Maintenance Building, Fabric and Infrastructure
 Revision Document
 ID23326
 Date Revision 25 Oct 2017
 Reviewed 25 Oct 2017
Audit 08 Training, Competence and Human Resources
 Revision Document
 ID23153
 Date Revision 23 Oct 2017
 Reviewed 23 Oct 2017
Audit 10 Documentation Control
 Revision Document
 ID23197
 Date Revision 23 Oct 2017
 Reviewed 23 Oct 2017
VM3COP00.00 VST Quality Statement policy and objectives
 Revision Document
 ID22062
 Date Revision 16 Sep 2017
 Reviewed 16 Sep 2017
VM3COP02 Organisation Responsibilities Viamed
 Revision Document
 ID17423
 Date Revision 07 Sep 2016
 Reviewed 07 Sep 2016
Explanation Quality Objectives
 Revision Document
 ID18483
 Date Revision 18 Jan 2017
 Reviewed 18 Jan 2017
Audit 18 Management Review
 Revision Document
 ID23149
 Date Revision 23 Oct 2017
 Reviewed 23 Oct 2017
Audit 20 Process verification to Management
 Revision Document
 ID23249
 Date Revision 24 Oct 2017
 Reviewed 24 Oct 2017
Explanation Control of documents
 Revision Document
 ID21322
 Date Revision 06 Aug 2017
 Reviewed 06 Aug 2017
VM3COP19 Health and

Process: 6828

Process: 7199

Non Conformities Review 09 Mar 2016

Process: 7828

Review The Quality Policy Viamed 16 Sep 2017

Process: 7827

Review The Quality Policy VST 16 Sep 2017

Process: 7791

Price List Check 10 Mar 2017

Process: 7744

FDA Device Establishment Registration And Listing 28 Sep 2016

Process: 7697

Yearly Pricing Review 09 May 2016

Process: 7670

Humanmed general Issues 09 Mar 2016

Process: 7668

Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016

Process: 7450

VST Board Directors Meeting ISO Issues 09 Mar 2016

	Safety Revision Document ID21800 Date Revision 05 Sep 2017 Reviewed 05 Sep 2017 Explanation Employee Roles and Titles Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 Viamed Top Level Quality Objectives Revision Document ID22429 Date Revision 04 Oct 2017 Reviewed 04 Oct 2017 Chart 40 Management review plan Issues followup Revision Document ID22458 Date Revision 05 Oct 2017 Reviewed 05 Oct 2017 Chart 01 System and Documentation Revision Document ID8675 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 Chart 02 Resource Management Revision Document ID8676 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 How to Hold Intrastat Meetings Revision Document ID8928 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011	
5.1.2 5.1.2 Customer focus Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that: 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	Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement Revision Document ID23615 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications Viamed Ltd Revision Document ID24125 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 Top Level Document: VOP	Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7825 Responsibility Allocation : Order Picking 06 Sep 2017 Process: 7822 Review Oxylink Stock 26 Jul 2017 Process: 7801 VST Price Review 17 May 2017 Process: 7797 Check Order Are Being Picked In Priority Order 10 May 2017 Process: 7791 Price List Check 10 Mar 2017 Process: 7761 Send VST Delivery Notifications 01 Feb 2017 Process: 7758 Check For GHX Orders 17 Jan 2017

and addressed; c) the focus on enhancing customer satisfaction is maintained. Customer focus	03 Contract Review, Enquires, Office Processes Revision Document ID24157 Date Revision 23 Nov 2017 Reviewed 23 Nov 2017 Audit 16 Sales and Marketing Revision Document ID23594 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 04 Accounts and Finance Revision Document ID23173 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 02 Contract Review and Sales Order Processing Revision Document ID23161 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 22 Post Market Surveillance Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 Audit 01 Picking packing Revision Document ID23169 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 02 Contract Review and Sales Order Processing Revision Document ID23161 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 VM3COP20.01 Post In Distributing the Post Revision Document ID18641 Date Revision 10 Feb 2017 Reviewed 10 Feb 2017	Process: 7735 Ensure SOR's Are Followed Up 01 Sep 2016 Process: 7734 Humanmed Order Processing 25 Aug 2016 Process: 7710 Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016 Process: 7709 Humanmed Invoicing 28 Jun 2016 Process: 7697 Yearly Pricing Review 09 May 2016 Process: 7696 Send VIAMED Delivery Notifications 28 Apr 2016 Process: 7691 Ship Sale Or Returns 21 Apr 2016 Process: 7690 Ship Repairs 21 Apr 2016 Process: 7686 Thorough Checking Of Awaiting Action Tray 21 Apr 2016 Process: 7685 Repairs Ready For Invoice 18 Apr 2016 Process: 7684 Repairs Ready For Quote 18 Apr 2016 Process: 7683 Check Stock For Proforma 18 Apr 2016 Process: 7678 Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016 Process: 7677 Follow Up SOR And Samples 29 Mar 2016 Process: 7676 PDFing Of Invoices 17 Mar 2016 Process: 7674 Check Repairs Ready For Invoice List 10 Mar 2016 Process: 7673 Check Expiry Dated Stock 09 Mar 2016 Process: 7670 Humanmed general Issues 09 Mar 2016 Process: 7454 VST Board Directors Meeting Distributor Issues 09 Mar 2016 Process: 7449 VST Board Directors Meeting Non Conformities Review 09 Mar 2016 Process: 7448 VST Board Directors Meeting Customer Complaints 09 Mar 2016 Process: 7447 VST Board Directors Meeting Back Orders 09 Mar 2016 Process: 7443 VST Board Directors Meeting Debtors 09 Mar 2016 Process: 7398 Responsibility Allocation : VST Stock
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Meeting UPS Shipping Fuel Surcharge 09 Mar 2016

Process: 7396

Responsibility Allocation : VST Stock

Meeting 'Goods Out' Review 09 Mar 2016

Process: 7394

Responsibility Allocation : VST Stock

Meeting Repairs Review - General 09 Mar 2016

Process: 7390

Responsibility Allocation : VST Stock

Meeting Returns Overview - Credits 09 Mar 2016

Process: 7389

Responsibility Allocation : VST Stock

Meeting Returns Overview - From Customers 09 Mar 2016

Process: 7385

Responsibility Allocation : VST Stock

Meeting Sales Forward Orders Review 09 Mar 2016

Process: 6938

Customer Database Updates 09 Mar 2016

Process: 6956

Responsibility Allocation : Sales Order Issues 09 Mar 2016

Process: 5871

Check Sale Or Returns 17 Feb 2016

Process: 5876

E.Commerce Cardea And Multiquote 17 Feb 2016

Process: 6898

GHX Web Pricing 09 Mar 2016

Process: 7090

Responsibility Allocation : Office Procedures 09 Mar 2016

Process: 5872

Check Sale Or Returns Export 17 Feb 2016

Process: 2

Answering Telephones 16 Feb 2016

Process: 5

Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016

Process: 6

Responsibility Allocation : Updating Contact Management System 25 Nov 2017

Process: 7

Checking Of Sales Orders 16 Feb 2016

Process: 8

Order Acknowledgment And Status Liaison With Customers Regarding 16 Feb 2016

Process: 9

Distribution Of Faxes 16 Feb 2016

Process: 10

Distribution Of Emails 16 Feb 2016

Process: 11

Distribution Of Mail 16 Feb 2016

Process: 14

Fax Paper 16 Feb 2016

Process: 15

Filing and Archiving 16 Feb 2016

Process: 16

Responsibility Allocation : Photocopying 16 Feb 2016

Process: 21

Office Sales Projects 16 Feb 2016

Process: 36

Emailing Of Invoices 16 Feb 2016

Process: 5879

Customer Returning Goods On Our UPS Account 18 Feb 2016

Process: 5875

Check Paypal For Orders 17 Feb 2016

Process: 5882

Responsibility Allocation : Send Post To Humanmed 24 Feb 2016

Process: 5891

Processing Of Repair Quotes And Orders 25 Feb 2016

Process: 5892

Checking EBay And Amazon For Orders And Messages 25 Feb 2016

Process: 5893

Answering Website Questions 25 Feb 2016

Process: 5894

Responsibility Allocation : Checking Of Active List 25 Feb 2016

Process: 5895

Responsibility Allocation : Completing Office Job List 25 Feb 2016

Process: 5896

Responsibility Allocation : Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016

Process: 5899

Proforma And Quote Chasing 25 Feb 2016

Process: 5901

Link Call Log Contacts To The CRM 02 Mar 2016

Process: 5913

Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016

Process: 5943

Check Cardea And Multiquote 08 Mar 2016

Process: 5944

Chasing Lost Customers 08 Mar 2016

Process: 5945

Responsibility Allocation : Sending Samples 08 Mar 2016

Process: 5946

Sending Sale Or Returns 08 Mar 2016

Process: 5948

Adding New Accounts To Opera 08 Mar 2016

Process: 5949

Filling Credit Card Slips 08 Mar 2016

Process: 5947

Responsibility Allocation : Search For Distributors 08 Mar 2016
Process: 6958
 Responsibility Allocation : Shipped Order Queries 09 Mar 2016
Process: 7693
 Collect Repair Filing From Warehouse 22 Apr 2016
Process: 7699
 Shred Sensitive Paperwork In JL Office 19 May 2016
Process: 7712
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Process: 7783
 PDF VST Invoices And Purchase Orders 10 Feb 2017
Process: 7792
 Shipped Order Success Report 13 Mar 2017
Process: 7795
 Answering UK Web Questions 27 Apr 2017
Process: 5859
 Review Un-shipped Parcels 17 Feb 2016
Process: 6954
 Back Orders Review - By Customer 09 Mar 2016
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Process: 7748
 Check Repair Orders 10 Oct 2016
Process: 7749
 Check Repair Quotes 10 Oct 2016
Process: 7838
 Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017
Process: 7839
 Review VIAMED Feedback - Customer Complaints 23 Sep 2017
Process: 7840
 Review VST Feedback - Customer Feedback Negative 23 Sep 2017
Process: 7841
 Review VST Feedback - Customer Complaints 23 Sep 2017
Process: 7842
 Review VIAMED Product Feedback Negative 23 Sep 2017
Process: 7843
 Review VST Product Feedback Negative 23 Sep 2017
Process: 7872
 Embargo Countries NOT Allowed To Sell To 16 Oct 2017

Policy		
5.2.1 Top management shall establish, implement and maintain a quality policy that: a) is appropriate to the purpose and context of the organization and supports its strategic direction; b) provides a framework for setting quality objectives; c) includes a commitment to satisfy applicable requirements; d) includes a commitment to continual improvement of the quality management system. Establishing the quality policy	Top Level Document: VM3COP00.00 Viamed Quality Statement policy and objectives Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 16 Oct 2017 Audit 10b Process Verification Revision Document ID23590 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 20 Process verification to Management Revision Document ID23249 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 VM3COP00.01 Company objectives Revision Document ID22842 Date Revision 17 Oct 2017 Reviewed 17 Oct 2017 VM3COP00.00 VST Quality Statement policy and objectives Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 16 Sep 2017	Process: 7833 Importance Of Effective Quality Management 20 Sep 2017 Process: 7828 Review The Quality Policy Viamed 16 Sep 2017 Process: 7827 Review The Quality Policy VST 16 Sep 2017 Process: 7668 Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016
5.2.2 The quality policy shall: a) be available and be maintained as documented information; b) be communicated, understood and applied within the organization; c) be available to relevant interested parties, as appropriate. Communicating the quality policy	Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control Revision Document ID23523 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 VM3COP00.00 VST Quality Statement policy and objectives Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 16 Sep 2017	Process: 7833 Importance Of Effective Quality Management 20 Sep 2017 Process: 7828 Review The Quality Policy Viamed 16 Sep 2017 Process: 7827 Review The Quality Policy VST 16 Sep 2017 Process: 7676 PDFing Of Invoices 17 Mar 2016 Process: 7668 Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 Process: 7444 VST Board Directors Meeting Creditors 09 Mar 2016

5.3 Top management shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization. Top management shall assign the responsibility and authority for: a) ensuring that the quality management system conforms to the requirements of this International Standard; b) ensuring that the processes are delivering their intended outputs; c) reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management; d) ensuring the promotion of customer focus throughout the organization; e) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. Organizational roles, responsibilities and authorities	Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks Revision Document ID23519 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Audit 10b Process Verification Revision Document ID23590 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 21 Audit of Audit Revision Document ID23245 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	Process: 7744 FDA Device Establishment Registration And Listing 28 Sep 2016 Process: 7740 Weights Per Region Needed To Submit EC Sales List 13 Sep 2016 Process: 7668 Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 Process: 7450 VST Board Directors Meeting ISO Issues 09 Mar 2016 Process: 7443 VST Board Directors Meeting Debtors 09 Mar 2016 Process: 7387 Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
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6 Planning

6 Planning		Process: 7433 Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016
6.1 Actions to address risks and opportunities		
6.1 When planning for the quality management system, the organization shall consider the issues referred to in 4.1 and the requirements referred to in	Top Level Document: VOP 24 Needs, Risks and Expectations of External Parties Revision Document ID23631 Date Revision 28 Oct 2017	Process: 7670 Humanmed general Issues 09 Mar 2016 Process: 7451 VST Board Directors Meeting Company Issues 09 Mar 2016

4.2 and determine the risks and opportunities that need to be addressed to: a) give assurance that the quality management system can achieve its intended result(s); b) enhance desirable effects; c) prevent, or reduce, undesired effects; d) achieve improvement.	Reviewed 28 Oct 2017 Need Risks and Expectations of External Parties VST Revision Document ID23427 Date Revision 26 Oct 2017 Reviewed 26 Oct 2017 Audit 18 Management Review Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	
6.1.2 The organization shall plan: a) actions to address these risks and opportunities; b) how to: 1) integrate and implement the actions into its quality management system processes (see 4.4); 2) evaluate the effectiveness of these actions. Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services. NOTE 1 Options to address risks can include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision. NOTE 2 Opportunities can lead to the adoption of new practices, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customers' needs.	Audit 18 Management Review Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 12 CE Files Revision Document ID23205 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7832 Cleardown Emailed Invoices 20 Sep 2017 Process: 7809 Pro-Active Marketing 06 Jun 2017 Process: 7673 Check Expiry Dated Stock 09 Mar 2016 Process: 7664 Responsibility Allocation : Marketing Job Logger 09 Mar 2016 Process: 7449 VST Board Directors Meeting Non Conformities Review 09 Mar 2016 Process: 7446 VST Board Directors Meeting Stock Levels 09 Mar 2016 Process: 7394 Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016
6.2 Quality objectives and planning to achieve them		

6.2.1

The organization shall establish quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives shall:

- a) be consistent with the quality policy;
- b) be measurable;
- c) take into account applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

The organization shall maintain documented information on the quality objectives

Top Level Document: VOP
13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data

Revision Document
 ID23731

Date Revision 03 Nov 2017
 Reviewed 03 Nov 2017

Audit 10 Documentation Control

Revision Document
 ID23197

Date Revision 23 Oct 2017
 Reviewed 23 Oct 2017

Audit 10b Process Verification

Revision Document
 ID23590

Date Revision 28 Oct 2017
 Reviewed 28 Oct 2017

Process: 7830

Review Q.A. Failures Report 18 Sep 2017

Process: 7828

Review The Quality Policy Viamed 16 Sep 2017

Process: 7827

Review The Quality Policy VST 16 Sep 2017

Process: 7825

Responsibility Allocation : Order Picking 06 Sep 2017

Process: 7822

Review Oxylink Stock 26 Jul 2017

Process: 7797

Check Order Are Being Picked In Priority Order 10 May 2017

Process: 7761

Send VST Delivery Notifications 01 Feb 2017

Process: 7760

Send Service Offers 31 Jan 2017

Process: 7734

Humanmed Order Processing 25 Aug 2016

Process: 7710

Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016

Process: 7709

Humanmed Invoicing 28 Jun 2016

Process: 7696

Send VIAMED Delivery Notifications 28 Apr 2016

Process: 7691

Ship Sale Or Returns 21 Apr 2016

Process: 7690

Ship Repairs 21 Apr 2016

Process: 7686

Thorough Checking Of Awaiting Action Tray 21 Apr 2016

Process: 7685

Repairs Ready For Invoice 18 Apr 2016

Process: 7684

Repairs Ready For Quote 18 Apr 2016

Process: 7683

Check Stock For Proforma 18 Apr 2016

Process: 7678

Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016

Process: 7677

Follow Up SOR And Samples 29 Mar 2016

Process: 7674

Check Repairs Ready For Invoice List 10 Mar 2016

Process: 7673

Check Expiry Dated Stock 09 Mar 2016

Process: 7670

Humanmed general Issues 09 Mar 2016

Process: 7668

Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016

Process: 7449

VST Board Directors Meeting Non Conformities Review 09 Mar 2016
Process: 7447
VST Board Directors Meeting Back Orders 09 Mar 2016
Process: 7446
VST Board Directors Meeting Stock Levels 09 Mar 2016
Process: 7398
Responsibility Allocation : VST Stock Meeting UPS Shipping Fuel Surcharge 09 Mar 2016
Process: 7396
Responsibility Allocation : VST Stock Meeting 'Goods Out' Review 09 Mar 2016
Process: 7394
Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016
Process: 7389
Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016
Process: 7387
Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
Process: 7385
Responsibility Allocation : VST Stock Meeting Sales Forward Orders Review 09 Mar 2016
Process: 6938
Customer Database Updates 09 Mar 2016
Process: 6956
Responsibility Allocation : Sales Order Issues 09 Mar 2016
Process: 7090
Responsibility Allocation : Office Procedures 09 Mar 2016
Process: 6898
GHX Web Pricing 09 Mar 2016
Process: 5871
Check Sale Or Returns 17 Feb 2016
Process: 5876
E.Commerce Cardea And Multiquote 17 Feb 2016
Process: 5872
Check Sale Or Returns Export 17 Feb 2016
Process: 2
Answering Telephones 16 Feb 2016
Process: 3
Responsibility Allocation : Meeting And Greeting Visitors To The Company 16 Feb 2016
Process: 4
Responsibility Allocation : Assisting With Refreshments For Visitors 16 Feb 2016
Process: 5

Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016
Process: 6
Responsibility Allocation : Updating Contact Management System 25 Nov 2017
Process: 7
Checking Of Sales Orders 16 Feb 2016
Process: 8
Order Acknowledgment And Status Liaison With Customers Regarding 16 Feb 2016
Process: 10
Distribution Of Emails 16 Feb 2016
Process: 11
Distribution Of Mail 16 Feb 2016
Process: 14
Fax Paper 16 Feb 2016
Process: 15
Filing and Archiving 16 Feb 2016
Process: 16
Responsibility Allocation : Photocopying 16 Feb 2016
Process: 21
Office Sales Projects 16 Feb 2016
Process: 36
Emailing Of Invoices 16 Feb 2016
Process: 5875
Check Paypal For Orders 17 Feb 2016
Process: 5879
Customer Returning Goods On Our UPS Account 18 Feb 2016
Process: 5882
Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
Process: 5891
Processing Of Repair Quotes And Orders 25 Feb 2016
Process: 5892
Checking EBay And Amazon For Orders And Messages 25 Feb 2016
Process: 5893
Answering Website Questions 25 Feb 2016
Process: 5894
Responsibility Allocation : Checking Of Active List 25 Feb 2016
Process: 5895
Responsibility Allocation : Completing Office Job List 25 Feb 2016
Process: 5896
Responsibility Allocation : Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016
Process: 5899
Proforma And Quote Chasing 25 Feb 2016
Process: 5901
Link Call Log Contacts To The CRM 02 Mar 2016
Process: 5913
Check For Humanmed Orders In Logistics

Mailbox 03 Mar 2016
Process: 5943
 Check Cardea And Multiquote 08 Mar 2016
Process: 5944
 Chasing Lost Customers 08 Mar 2016
Process: 5945
 Responsibility Allocation : Sending Samples 08 Mar 2016
Process: 5946
 Sending Sale Or Returns 08 Mar 2016
Process: 5947
 Responsibility Allocation : Search For Distributors 08 Mar 2016
Process: 5948
 Adding New Accounts To Opera 08 Mar 2016
Process: 5949
 Filling Credit Card Slips 08 Mar 2016
Process: 6958
 Responsibility Allocation : Shipped Order Queries 09 Mar 2016
Process: 7676
 PDFing Of Invoices 17 Mar 2016
Process: 7693
 Collect Repair Filing From Warehouse 22 Apr 2016
Process: 7699
 Shred Sensitive Paperwork In JL Office 19 May 2016
Process: 7712
 Review Inward Payments 01 Jul 2016
Process: 7735
 Ensure SOR's Are Followed Up 01 Sep 2016
Process: 7752
 SRS Folder 22 Nov 2016
Process: 7758
 Check For GHX Orders 17 Jan 2017
Process: 7783
 PDF VST Invoices And Purchase Orders 10 Feb 2017
Process: 7795
 Answering UK Web Questions 27 Apr 2017
Process: 5859
 Review Un-shipped Parcels 17 Feb 2016
Process: 6954
 Back Orders Review - By Customer 09 Mar 2016
Process: 6970

Process: 7748
 Check Repair Orders 10 Oct 2016
Process: 7749
 Check Repair Quotes 10 Oct 2016

6.2.2
 When planning how to achieve its quality objectives, the organization shall determine:

Audit 20 Process verification to Managment
 Revision Document ID23249

Process: 7387
 Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016

a) what will be done; b) what resources will be required; c) who will be responsible; d) when it will be completed; e) how the results will be evaluated.	Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	
6.3 When the organization determines the need for changes to the quality management system, the changes shall be carried out in a planned manner (see 4.4). The organization shall consider: a) the purpose of the changes and their potential consequences; b) the integrity of the quality management system; c) the availability of resources; d) the allocation or reallocation of responsibilities and authorities. Planning of changes	Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Upgrading of the ISO Systems 2016 - 2017 Revision Document ID22140 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017	

7 Support

7 Support		
7.1 Resources		
7.1.1 General The organization shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system. The organization shall consider: a) the capabilities of, and constraints on, existing internal resources; b) what needs to be obtained from external providers. General	Audit 18 Management Review Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7814 Responsibility Allocation : Viamed Repairs 06 Jun 2017 Process: 7670 Humanmed general Issues 09 Mar 2016 Process: 7440 VST Board Directors Meeting Target for following year 09 Mar 2016 Process: 7439 VST Board Directors Meeting Target for Year 09 Mar 2016 Process: 7438 VST Board Directors Meeting Target for next Month 09 Mar 2016 Process: 7436 VST Board Directors Meeting Turnover and Predicted for Year 09 Mar 2016
7.1.2	Top Level Document: VOP	Process: 7713

The organization shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes. People	12 Training Revision Document ID23527 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Audit 08 Training, Competence and Human Resources Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 10b Process Verification Revision Document ID23590 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Employee Roles Revision Document ID20125 Date Revision 16 May 2017 Reviewed 16 May 2017	Review Roles And Responsibilitys 17 Aug 2016 Process: 7793 Team Review Meeting 16 Mar 2017 Process: 7759 Health Declaration Sheet 23 Jan 2017 Process: 7670 Humanmed general Issues 09 Mar 2016 Process: 7453 VST Board Directors Meeting Staff Issues 09 Mar 2016
7.1.3 The organization shall determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services. NOTE Infrastructure can include: a) buildings and associated utilities; b) equipment, including hardware and software; c) transportation resources; d) information and communication technology. Infrastructure	Top Level Document: VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment, Pat Testing Revision Document ID23322 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017 Top Level Document: VOP 18 Maintenance Building, Fabric and Infrastructure Revision Document ID23326 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017 Top Level Document: VOP 06 Measurement Control Viamed, Calibration, QA Stock Revision Document ID23310 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017 Audit 05 Purchasing suppliers Revision Document ID23181 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017	Process: 7091 Calibration Index 09 Mar 2016 Process: 7745 UPS Invoices Viamed 06 Oct 2016 Process: 7746 UPS Invoices VST 06 Oct 2016 Process: 7747 UPS Invoices Vandagraph 06 Oct 2016 Process: 7120 General Maintenance Requirements 09 Mar 2016 Process: 5940 Thumb Nail Processor 07 Mar 2016 Process: 7739 Intrastats Amendment Log 12 Sep 2016 Process: 7129 Intrastats Cross Reference Database Tables Updates 09 Mar 2016 Process: 7126 Intrastats Requested Page updates 09 Mar 2016 Process: 5905 Responsibility Allocation : Price Checking 02 Mar 2016 Process: 5866 UPS Shipping Fuel Surcharge 17 Feb 2016 Process: 6972 UPS Shipping Fuel Surcharge 09 Mar 2016 Process: 5903 Responsibility Allocation : Weather Station 02 Mar 2016 Process: 7711 Import Bank CSV 01 Jul 2016 Process: 7706

Reviewed 23 Oct 2017 Employee Roles Revision Document ID20125 Date Revision 16 May 2017 Reviewed 16 May 2017 Ghyll House Fire Certificate Revision Document ID12303 Date Revision 15 Mar 2013 Reviewed 15 Mar 2013 HSE Fire / Exit Escape route Basement floor plans Revision Document ID15401 Date Revision 07 Aug 2015 Reviewed 26 Sep 2016 HSE Fire / Exit Escape route Ghyll House floor plans Revision Document ID15403 Date Revision 07 Aug 2015 Reviewed 26 Sep 2016 VM3COP20.35 Ups Calculator Revision Document ID17149 Date Revision 05 Jul 2016 Reviewed 05 Jul 2016 VM3COP03.05 Procedures for customer returning goods on our UPS account number Revision Document ID17155 Date Revision 05 Jul 2016 Reviewed 05 Jul 2016 Audit 15 Production Revision Document ID23217 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 Audit 09 Goods Inward and Product Identity Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 FIRE Report Premisis Revision Document ID17505 Date Revision 26 Sep 2016 Reviewed 26 Sep 2016 HSE Fire Exit / Escape Route Ground Floor plans Revision Document	Update Virus Software And Scan For Viruses 10 Jun 2016 Process: 46 Responsibility Allocation : Backup Server Status 16 Feb 2016 Process: 48 Responsibility Allocation : Internet 16 Feb 2016 Process: 45 Responsibility Allocation : Main Server Status 16 Feb 2016 Process: 44 Secure Socket Level Certificate 16 Feb 2016 Process: 49 Responsibility Allocation : Wifi 16 Feb 2016 Process: 50 Responsibility Allocation : Guest Access Wifi 16 Feb 2016 Process: 5941 Responsibility Allocation : Replace Main Server 07 Mar 2016 Process: 5939 Responsibility Allocation : Email ISP Routing 05 Mar 2016 Process: 7121 Responsibility Allocation : General Computer Maintenance 09 Mar 2016 Process: 7125 Responsibility Allocation : Intrastats Urgent Problems 09 Mar 2016 Process: 7124 Responsibility Allocation : Intrastats 09 Mar 2016 Process: 7127 Responsibility Allocation : Intrastats Unfinished in progress Processes 09 Mar 2016 Process: 7128 Responsibility Allocation : Intrastats Future Features needed 09 Mar 2016 Process: 7133 Responsibility Allocation : Intrastats Contact Manager 09 Mar 2016 Process: 7704 Responsibility Allocation : Computer Failure Diagnostics 24 May 2016 Process: 7835 Electrics Need Checking 20 Sep 2017 Process: 7836 Central Heating For Winter 20 Sep 2017 Process: 7832 Cleardown Emailed Invoices 20 Sep 2017 Process: 7823 Saftey Tester Data 02 Aug 2017 Process: 7807 Process: 7805 Empty Kitchen Bins 22 May 2017 Process: 7804
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ID18653	Sweep Kitchen Floor 22 May 2017
Date Revision 14 Feb 2017	Process: 7803
Reviewed 14 Feb 2017	Dishwashing 22 May 2017
HSE Fire Risk Assessment	Process: 7802
Revision Document	Clean Kitchen Sides 22 May 2017
ID21790	Process: 7756
Date Revision 04 Sep 2017	Carbon Monoxide Alarm 05 Jan 2017
Reviewed 04 Sep 2017	Process: 7742
Audit 19 Health and	Boiler Check 26 Sep 2016
Safety, Working	Process: 7698
Conditions and Building	Clean Toilets 17 May 2016
Fabric Issues	Process: 7687
Revision Document	Vandagraph Duckets 21 Apr 2016
ID23235	Process: 7672
Date Revision 24 Oct 2017	Off Site Backup 09 Mar 2016
Reviewed 24 Oct 2017	Process: 7452
CPM 21 Fire Exit / Escape	VST Board Directors Meeting Building fabric
Route Procedures	Issues 09 Mar 2016
Revision Document	Process: 7402
ID21892	Responsibility Allocation : VST Calibration
Date Revision 07 Sep 2017	P.A.T. Testing 09 Mar 2016
Reviewed 07 Sep 2017	Process: 7401
Explanation Employee	Responsibility Allocation : VST Calibration 09
Roles and Titles	Mar 2016
Revision Document	Process: 7857
ID22144	Software Validation Stock Tracking Check 01
Date Revision 20 Sep 2017	Oct 2017
Reviewed 20 Sep 2017	Process: 5851
HSE Fire Exit / Escape	Duplicate Documents 17 Feb 2016
Route Ground Floor plans	Process: 59
Document	Out Of Date Documents 17 Feb 2016
Revision Document ID2558	Process: 7850
Date Revision 01 Aug 2007	Software Validation Scan In Correct Product
Reviewed 01 Aug 2007	01 Oct 2017
DO NOT USE VM3COP11	Process: 7851
Calibration	Software Validation Scan Un-QA Product To
Revision Document ID8713	Order 01 Oct 2017
Date Revision 12 Oct 2011	Process: 7852
Reviewed 12 Oct 2011	Software Validation Expired Stock 01 Oct
VM3COP20.07 UPS	2017
Procedures	Process: 7853
Revision Document ID8722	Software Validation Non Sell Able Shelf 01
Date Revision 12 Oct 2011	Oct 2017
Reviewed 12 Oct 2011	Process: 7854
HSE Fire Safety Risk	Software Validation In Production List 01 Oct
Assessment	2017
Revision Document ID892	Process: 7855
Date Revision 25 Oct 2006	Software Validation - Production Lists 01 Oct
Reviewed 25 Oct 2006	2017
	Process: 7856
	Software Validation Unchecked Orders 01 Oct
	2017
	Process: 7870
	Software Validation Non Conformance
	Product Risk Feedback Loop 15 Oct 2017
	Process: 7869
	Hand Drill Checklist 13 Oct 2017
	Process: 7868

		Pillar Drill Checklist 13 Oct 2017 Process: 7867 Bandsaw Checklist 13 Oct 2017 Process: 7866 Oxygen Cylinder Check 13 Oct 2017 Process: 7865 Software Validation Conflicting Audits 07 Oct 2017 Process: 7864 ESD Work Stations 07 Oct 2017
7.1.4 The organization shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. NOTE A suitable environment can be a combination of human and physical factors, such as: a) social (e.g. non-discriminatory, calm, non-confrontational); b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective); c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise). These factors can differ substantially depending on the products and services provided. Environment for the operation of processes	Top Level Document: VOP 12 Training Revision Document ID23527 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Top Level Document: VOP 16 Health and Safety, Company Personnel Manual Revision Document ID23316 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017 Top Level Document: VOP 18 Maintenance Building, Fabric and Infrastructure Revision Document ID23326 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017 Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Revision Document ID23235 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 Audit 08 Training, Competence and Human Resources Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Fire risk assessment 15/17 Station Road Revision Document ID22411 Date Revision 03 Oct 2017 Reviewed 03 Oct 2017 CPM 25 Health and Safety Policy Viamed Revision Document ID14332 Date Revision 25 Sep 2014	Process: 7750 Meeting With Management 14 Oct 2016 Process: 7120 General Maintenance Requirements 09 Mar 2016 Process: 7753 Management Meeting 22 Nov 2016 Process: 7836 Central Heating For Winter 20 Sep 2017 Process: 7811 Responsibility Allocation : General Area 06 Jun 2017 Process: 7807 Process: 7806 Watering Plants 22 May 2017 Process: 7698 Clean Toilets 17 May 2016 Process: 7845 7.1.4 Environment Of Operations 25 Sep 2017

	Reviewed 04 Sep 2017 Audit 07 Handling and Storage Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Revision Document ID23235 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 CPM 39 Smoking Policy Revision Document ID6782 Date Revision 15 Feb 2010 Reviewed 15 Feb 2010 CPM 16 Dress Code Revision Document ID7055 Date Revision 26 Apr 2010 Reviewed 22 Jul 2014 CPM 15 Disciplinary Procedures Revision Document ID8360 Date Revision 07 Jun 2011 Reviewed 07 Jun 2011 Audit 08 Training, Competence and Human Resources Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	
7.1.5 Monitoring and measuring resources		
7.1.5.1 7.1.5.1 General The organization shall determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. The organization shall ensure that the resources provided: a) are suitable for the specific type of monitoring and measurement activities being undertaken; b) are maintained to ensure	Top Level Document: VOP 06 Measurement Control Viamed, Calibration, QA Stock Revision Document ID23310 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017 Top Level Document: VOP 06 Measurement Control VST, Calibration, QA Stock Revision Document ID23611 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 06 Calibration Revision Document ID23185	Process: 6949 Responsibility Allocation : VIAMED Stock Meeting QA Processing 09 Mar 2016 Process: 7688 Move Stock From QA Shelf To Stock Shelf Friday 21 Apr 2016 Process: 7689 Move Stock From QA Shelf To Stock Shelf Monday 21 Apr 2016 Process: 7694 Move Stock From QA Shelf To Stock Shelf Tuesday 28 Apr 2016 Process: 7695 Top Up Quick Shipping Shelves 28 Apr 2016 Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7794 V1000 Commissions Review 30 Mar 2017 Process: 7705

their continuing fitness for their purpose. The organization shall retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources. General	Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 07 Handling and Storage Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Checking For Uploaded Files 08 Jun 2016 Process: 7690 Ship Repairs 21 Apr 2016 Process: 7676 PDFing Of Invoices 17 Mar 2016 Process: 7673 Check Expiry Dated Stock 09 Mar 2016 Process: 7670 Humanmed general Issues 09 Mar 2016 Process: 7455 VST Board Directors Meeting Supplier Issues 09 Mar 2016 Process: 7449 VST Board Directors Meeting Non Conformities Review 09 Mar 2016 Process: 7446 VST Board Directors Meeting Stock Levels 09 Mar 2016 Process: 7394 Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016
7.1.5.2 When measurement traceability is a requirement, or is considered by the organization to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be: a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information; b) identified in order to determine their status; c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results. The organization shall determine if the validity of previous measurement results has been adversely affected when measuring	Top Level Document: VOP 06 Measurement Control Viamed, Calibration, QA Stock Revision Document ID23310 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017 Top Level Document: VOP 06 Measurement Control VST, Calibration, QA Stock Revision Document ID23611 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement Revision Document ID23615 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Top Level Document: VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment, Pat Testing Revision Document ID23322 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017 Audit 06 Calibration Revision Document	Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7823 Safety Tester Data 02 Aug 2017 Process: 7814 Responsibility Allocation : Viamed Repairs 06 Jun 2017 Process: 7813 Responsibility Allocation : VST Repairs 06 Jun 2017 Process: 7812 Responsibility Allocation : Vandagraph Repairs 06 Jun 2017 Process: 7798 Orders And Items Shipped Per Month 10 May 2017 Process: 7744 FDA Device Establishment Registration And Listing 28 Sep 2016 Process: 7705 Checking For Uploaded Files 08 Jun 2016 Process: 7693 Collect Repair Filing From Warehouse 22 Apr 2016 Process: 7692 Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 Process: 7673 Check Expiry Dated Stock 09 Mar 2016 Process: 7670 Humanmed general Issues 09 Mar 2016 Process: 7446 VST Board Directors Meeting Stock Levels 09 Mar 2016 Process: 7401

equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary Measurement traceability	ID23185 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Responsibility Allocation : VST Calibration 09 Mar 2016
7.1.6 The organization shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge shall be maintained and be made available to the extent necessary. When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates. NOTE 1 Organizational knowledge is knowledge specific to the organization; it is generally gained by experience. It is information that is used and shared to achieve the organization's objectives. NOTE 2 Organizational knowledge can be based on: a) internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services); b) external sources (e.g. standards; academia; conferences; gathering knowledge from customers or	Audit 08 Training, Competence and Human Resources Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 12 CE Files Revision Document ID23205 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7744 FDA Device Establishment Registration And Listing 28 Sep 2016 Process: 7673 Check Expiry Dated Stock 09 Mar 2016 Process: 7670 Humanmed general Issues 09 Mar 2016 Process: 7454 VST Board Directors Meeting Distributor Issues 09 Mar 2016 Process: 7446 VST Board Directors Meeting Stock Levels 09 Mar 2016 Process: 7441 VST Board Directors Meeting Target for 2nd Year 09 Mar 2016 Process: 7440 VST Board Directors Meeting Target for following year 09 Mar 2016 Process: 7438 VST Board Directors Meeting Target for next Month 09 Mar 2016 Process: 7387 Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016 Process: 7863 Maintain Repair Codes List 05 Oct 2017

external providers) Organizational knowledge		
7.2 7.2 Competence The organization shall: a) determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system; b) ensure that these persons are competent on the basis of appropriate education, training, or experience; c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken; d) retain appropriate documented information as evidence of competence. NOTE Applicable actions can include, for example, the provision of training to, the mentoring of, or the reassignment of currently employed persons; or the hiring or contracting of competent persons. Competence	Top Level Document: VOP 12 Training Revision Document ID23527 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks Revision Document ID23519 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Audit 08 Training, Competence and Human Resources Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Revision Document ID23235 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 Explanation Employee Roles and Titles Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 Audit 08 Training, Competence and Human Resources Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7673 Check Expiry Dated Stock 09 Mar 2016
7.3 The organization shall ensure that persons doing work under the organization's control are aware of: a) the quality policy; b) relevant quality objectives; c) their contribution to the effectiveness of the quality management system,	Top Level Document: VOP 12 Training Revision Document ID23527 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks Revision Document	Process: 7673 Check Expiry Dated Stock 09 Mar 2016 Process: 7668 Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016

including the benefits of improved performance; d) the implications of not conforming with the quality management system requirements. Awareness	ID23519 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Revision Document ID23235 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 Explanation Employee Roles and Titles Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 Audit 08 Training, Competence and Human Resources Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	
7.4 7.4 Communication The organization shall determine the internal and external communications relevant to the quality management system, including: a) on what it will communicate; b) when to communicate; c) with whom to communicate; d) how to communicate; e) who communicates. Communication	Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 08 Training, Competence and Human Resources Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 VM3COP27.01 Searching Intrastats Issues Revision Document ID6657 Date Revision 02 Nov 2009 Reviewed 02 Nov 2009 VM3COP27.17 Complete Auto_calender Issues Revision Document ID16995 Date Revision 26 May 2016 Reviewed 26 May 2016 VM3COP27.36 Auto Close Issues Revision Document ID17082 Date Revision 24 Jun 2016 Reviewed 24 Jun 2016 Overview Issues Meeting Headers List Revision Document	Process: 7673 Check Expiry Dated Stock 09 Mar 2016 Process: 7446 VST Board Directors Meeting Stock Levels 09 Mar 2016 Process: 7438 VST Board Directors Meeting Target for next Month 09 Mar 2016

	ID22169 Date Revision 22 Sep 2017 Reviewed 22 Sep 2017 Issues Overview Revision Document ID23112 Date Revision 22 Oct 2017 Reviewed 22 Oct 2017	
7.5 Documented information		
7.5.1 7.5.1 General The organization's quality management system shall include: a) documented information required by this International Standard; b) documented information determined by the organization as being necessary for the effectiveness of the quality management system. NOTE The extent of documented information for a quality management system can differ from one organization to another due to: — the size of organization and its type of activities, processes, products and services; — the complexity of processes and their interactions; — the competence of persons. General	Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control Revision Document ID23523 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Top Level Document: VM3COP00.00 Viamed Quality Statement policy and objectives Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 16 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 10b Process Verification Revision Document ID23590 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 10b Process Verification Revision Document ID23590 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Explanation Quality Objectives Revision Document ID18483 Date Revision 18 Jan 2017	Process: 7744 FDA Device Establishment Registration And Listing 28 Sep 2016 Process: 7734 Humanmed Order Processing 25 Aug 2016 Process: 7710 Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016 Process: 7709 Humanmed Invoicing 28 Jun 2016 Process: 7696 Send VIAMED Delivery Notifications 28 Apr 2016 Process: 7693 Collect Repair Filing From Warehouse 22 Apr 2016 Process: 7692 Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 Process: 7690 Ship Repairs 21 Apr 2016 Process: 7686 Thorough Checking Of Awaiting Action Tray 21 Apr 2016 Process: 7685 Repairs Ready For Invoice 18 Apr 2016 Process: 7684 Repairs Ready For Quote 18 Apr 2016 Process: 7683 Check Stock For Proforma 18 Apr 2016 Process: 7678 Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016 Process: 7677 Follow Up SOR And Samples 29 Mar 2016 Process: 7674 Check Repairs Ready For Invoice List 10 Mar 2016 Process: 7668 Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 Process: 7450 VST Board Directors Meeting ISO Issues 09 Mar 2016 Process: 7447 VST Board Directors Meeting Back Orders 09 Mar 2016

Reviewed 18 Jan 2017	Process: 7398
Audit 20 Process	Responsibility Allocation : VST Stock
verification to Managment	Meeting UPS Shipping Fuel Surcharge 09 Mar 2016
Revision Document	Process: 7396
ID23249	Responsibility Allocation : VST Stock
Date Revision 24 Oct 2017	Meeting 'Goods Out' Review 09 Mar 2016
Reviewed 24 Oct 2017	Process: 7390
VM3COP00.00 VST	Responsibility Allocation : VST Stock
Quality Statement policy	Meeting Returns Overview - Credits 09 Mar 2016
and objectives	Process: 7385
Revision Document	Responsibility Allocation : VST Stock
ID22062	Meeting Sales Forward Orders Review 09 Mar 2016
Date Revision 16 Sep 2017	Process: 6938
Reviewed 16 Sep 2017	Customer Database Updates 09 Mar 2016
Explanation Employee	Process: 6956
Roles and Titles	Responsibility Allocation : Sales Order Issues
Revision Document	09 Mar 2016
ID22144	Process: 7090
Date Revision 20 Sep 2017	Responsibility Allocation : Office Procedures
Reviewed 20 Sep 2017	09 Mar 2016
VM3COP00.01 Company	Process: 6898
objectives	GHX Web Pricing 09 Mar 2016
Revision Document	Process: 5871
ID22842	Check Sale Or Returns 17 Feb 2016
Date Revision 17 Oct 2017	Process: 5876
Reviewed 17 Oct 2017	E.Commerce Cardea And Multiquote 17 Feb 2016
	Process: 5872
	Check Sale Or Returns Export 17 Feb 2016
	Process: 2
	Answering Telephones 16 Feb 2016
	Process: 5
	Responsibility Allocation : Processing Of
	Sales Orders 16 Feb 2016
	Process: 6
	Responsibility Allocation : Updating Contact
	Management System 25 Nov 2017
	Process: 7
	Checking Of Sales Orders 16 Feb 2016
	Process: 8
	Order Acknowledgment And Status Liaison
	With Customers Regarding 16 Feb 2016
	Process: 9
	Distribution Of Faxes 16 Feb 2016
	Process: 10
	Distribution Of Emails 16 Feb 2016
	Process: 11
	Distribution Of Mail 16 Feb 2016
	Process: 14
	Fax Paper 16 Feb 2016
	Process: 15
	Filing and Archiving 16 Feb 2016
	Process: 16
	Responsibility Allocation : Photocopying 16
	Feb 2016

Process: 21
Office Sales Projects 16 Feb 2016

Process: 36
Emailing Of Invoices 16 Feb 2016

Process: 5875
Check Paypal For Orders 17 Feb 2016

Process: 5879
Customer Returning Goods On Our UPS Account 18 Feb 2016

Process: 5882
Responsibility Allocation : Send Post To Humanmed 24 Feb 2016

Process: 5891
Processing Of Repair Quotes And Orders 25 Feb 2016

Process: 5892
Checking EBay And Amazon For Orders And Messages 25 Feb 2016

Process: 5893
Answering Website Questions 25 Feb 2016

Process: 5894
Responsibility Allocation : Checking Of Active List 25 Feb 2016

Process: 5895
Responsibility Allocation : Completing Office Job List 25 Feb 2016

Process: 5896
Responsibility Allocation : Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016

Process: 5899
Proforma And Quote Chasing 25 Feb 2016

Process: 5901
Link Call Log Contacts To The CRM 02 Mar 2016

Process: 5913
Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016

Process: 5943
Check Cardea And Multiquote 08 Mar 2016

Process: 5944
Chasing Lost Customers 08 Mar 2016

Process: 5945
Responsibility Allocation : Sending Samples 08 Mar 2016

Process: 5946
Sending Sale Or Returns 08 Mar 2016

Process: 5947
Responsibility Allocation : Search For Distributors 08 Mar 2016

Process: 5948
Adding New Accounts To Opera 08 Mar 2016

Process: 5949
Filling Credit Card Slips 08 Mar 2016

Process: 6958
Responsibility Allocation : Shipped Order Queries 09 Mar 2016

Process: 7676

PDFing Of Invoices 17 Mar 2016
Process: 7699
 Shred Sensitive Paperwork In JL Office 19 May 2016
Process: 7712
 Review Inward Payments 01 Jul 2016
Process: 7735
 Ensure SOR's Are Followed Up 01 Sep 2016
Process: 7752
 SRS Folder 22 Nov 2016
Process: 7758
 Check For GHX Orders 17 Jan 2017
Process: 7760
 Send Service Offers 31 Jan 2017
Process: 7761
 Send VST Delivery Notifications 01 Feb 2017
Process: 7783
 PDF VST Invoices And Purchase Orders 10 Feb 2017
Process: 7795
 Answering UK Web Questions 27 Apr 2017
Process: 7822
 Review Oxylink Stock 26 Jul 2017
Process: 5859
 Review Un-shipped Parcels 17 Feb 2016
Process: 6954
 Back Orders Review - By Customer 09 Mar 2016
Process: 6970

Process: 7748
 Check Repair Orders 10 Oct 2016
Process: 7749
 Check Repair Quotes 10 Oct 2016

7.5.2
 7.5.2 Creating and updating
 When creating and updating documented information, the organization shall ensure appropriate:
 a) identification and description (e.g. a title, date, author, or reference number);
 b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
 c) review and approval for suitability and adequacy.

Creating and updating

Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control
 Revision Document ID23523
 Date Revision 27 Oct 2017
 Reviewed 27 Oct 2017
Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions
 Revision Document ID24121
 Date Revision 22 Nov 2017
 Reviewed 22 Nov 2017
VM3COP14.01 Disposition of Documents / Records.
 Revision Document ID15464
 Date Revision 14 Aug 2015

Process: 7782
 Remove Started But Not Used Order Numbers 08 Feb 2017
Process: 7676
 PDFing Of Invoices 17 Mar 2016
Process: 7857
 Software Validation Stock Tracking Check 01 Oct 2017

	Reviewed 14 Aug 2015 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 23 Analysis of Data Revision Document ID23257 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 DO NOT USE VM3COP01 Document Updates / Amendment control Revision Document ID22201 Date Revision 23 Sep 2017 Reviewed 23 Sep 2017 Guide to Intrastats Revision Document ID8924 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011 Intrastats overview Revision Document ID23567 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 DO NOT USE VM3COP14 Documentation Revision Document ID9276 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011	
7.5.3 Control of documented information	Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control Revision Document ID23523 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions Revision Document ID24121 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 VM3COP14.01 Disposition of Documents / Records. Revision Document ID15464 Date Revision 14 Aug 2015 Reviewed 14 Aug 2015	Process: 7705 Checking For Uploaded Files 08 Jun 2016

	Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 23 Analysis of Data Revision Document ID23257 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 DO NOT USE VM3COP01 Document Updates / Amendment control Revision Document ID22201 Date Revision 23 Sep 2017 Reviewed 23 Sep 2017 Guide to Intrastats Revision Document ID8924 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011 Intrastats overview Revision Document ID23567 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 DO NOT USE VM3COP14 Documentation Revision Document ID9276 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011	
7.5.3.1 Documented information required by the quality management system and by this International Standard shall be controlled to ensure: a) it is available and suitable for use, where and when it is needed; b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).	Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 10b Process Verification Revision Document ID23590 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017	Process: 7744 FDA Device Establishment Registration And Listing 28 Sep 2016 Process: 7693 Collect Repair Filing From Warehouse 22 Apr 2016 Process: 7692 Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016
7.5.3.2 For the control of documented information, the organization shall address the following activities, as applicable: a) distribution, access, retrieval and use; b) storage and preservation, including preservation of legibility;	Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 10b Process Verification Revision Document ID23590 Date Revision 28 Oct 2017	Process: 7699 Shred Sensitive Paperwork In JL Office 19 May 2016 Process: 7693 Collect Repair Filing From Warehouse 22 Apr 2016 Process: 7692 Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 Process: 7676 PDFing Of Invoices 17 Mar 2016

c) control of changes (e.g. version control); d) retention and disposition. Documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and be controlled. Documented information retained as evidence of conformity shall be protected from unintended alterations. NOTE Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.	Reviewed 28 Oct 2017 Audit 12 CE Files Revision Document ID23205 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7454 VST Board Directors Meeting Distributor Issues 09 Mar 2016
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8 Operation

8 Operation		Process: 7433 Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016
8.1 The organization shall plan, implement and control the processes (see 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by: a) determining the requirements for the products and services; b) establishing criteria for: 1) the processes; 2) the acceptance of products and services; c) determining the resources needed to achieve conformity to the product and service requirements; d) implementing control of the processes in accordance with the criteria; e) determining, maintaining	Top Level Document: VOP 08 Production, Reworks, New Production Revision Document ID23300 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017 Top Level Document: VM3COP27.11 Performing a Technical File PMS and risk assessment Revision Document ID17824 Date Revision 03 Nov 2016 Reviewed 07 Nov 2017 VM3COP27.12 Clinical Evaluation Risk assessment Technical Files Revision Document ID15453 Date Revision 11 Aug 2015 Reviewed 11 Aug 2015 Audit 03 Design Control Revision Document ID23579	Process: 7455 VST Board Directors Meeting Supplier Issues 09 Mar 2016 Process: 7394 Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016

and retaining documented information to the extent necessary: 1) to have confidence that the processes have been carried out as planned; 2) to demonstrate the conformity of products and services to their requirements. The output of this planning shall be suitable for the organizations operations. The organization shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. The organization shall ensure that outsourced processes are controlled (see 8.4). Operational planning and control	Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 07 Handling and Storage Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 09 Goods Inward and Product Identity Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 23 Analysis of Data Revision Document ID23257 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 VM3COP24.00 Viamed Overall Risk Analysis Program Revision Document ID23006 Date Revision 19 Oct 2017 Reviewed 19 Oct 2017 Audit 22 Post Market Surveillance Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	
8.2 Requirements for products and services		Process: 7818 Issues For Accountants - Check Purchasing Journals to see if VAT handled correctly Previous Month 13 Jun 2017 Process: 7819 Issues For Accountant - Check Contra account 8000 and clear it 13 Jun 2017 Process: 7817 Issues For Accountants - Check suggested invoice report in operas 13 Jun 2017
8.2.1 Communication with customers shall include: a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes;	Top Level Document: VOP 03 Contract Review, Enquires, Office Processes Revision Document ID24157 Date Revision 23 Nov 2017 Reviewed 23 Nov 2017 Top Level Document: VOP 09 Repairs External,	Process: 7808 Ensure All Invoice Correctly Tagged 02 Jun 2017 Process: 7800 Opera Nominal Ledger Close 11 May 2017 Process: 7790 Humanmed Invoice them For Previous Month 10 Mar 2017 Process: 7789

c) obtaining customer feedback relating to products and services, including customer complaints;	Internal Repairs and Servicing	Withdraw Funds From Paypal 02 Mar 2017
d) handling or controlling customer property;	Revision Document	Process: 7783
e) establishing specific requirements for contingency actions, when relevant. Customer communication	ID24133	PDF VST Invoices And Purchase Orders 10 Feb 2017
	Date Revision 22 Nov 2017	Process: 7735
	Reviewed 22 Nov 2017	Ensure SOR's Are Followed Up 01 Sep 2016
	Top Level Document: VOP	Process: 7734
	19 FeedBack Customer	Humanmed Order Processing 25 Aug 2016
	Complaints Vigilance and	Process: 7712
	Notifications VST Ltd	Review Inward Payments 01 Jul 2016
	Revision Document	Process: 7710
	ID24129	Responsibility Allocation : Proforma And
	Date Revision 22 Nov 2017	Quote Processing 29 Jun 2016
	Reviewed 22 Nov 2017	Process: 7709
	Audit 02 Contract Review	Humanmed Invoicing 28 Jun 2016
	and Sales Order	Process: 7708
	Processing	Acorn 0014904 17 Jun 2016
	Revision Document	Process: 7703
	ID23161	Vandagraph Pay Pay Retrieve Funds 23 May 2016
	Date Revision 23 Oct 2017	Process: 7702
	Reviewed 23 Oct 2017	Responsibility Allocation : Vandagraph Pay
	Audit 11 Repairs,	Pay Issue Refund 23 May 2016
	Servicing and Returns	Process: 7696
	Revision Document	Send VIAMED Delivery Notifications 28 Apr 2016
	ID23584	Process: 7691
	Date Revision 28 Oct 2017	Ship Sale Or Returns 21 Apr 2016
	Reviewed 28 Oct 2017	Process: 7686
	Audit 22 Post Market	Thorough Checking Of Awaiting Action Tray
	Surveillance	21 Apr 2016
	Revision Document	Process: 7685
	ID23253	Repairs Ready For Invoice 18 Apr 2016
	Date Revision 24 Oct 2017	Process: 7684
	Reviewed 24 Oct 2017	Repairs Ready For Quote 18 Apr 2016
		Process: 7683
		Check Stock For Proforma 18 Apr 2016
		Process: 7678
		Check Catalog 360 Circle For Quotes And
		Orders 08 Apr 2016
		Process: 7677
		Follow Up SOR And Samples 29 Mar 2016
		Process: 7674
		Check Repairs Ready For Invoice List 10 Mar 2016
		Process: 7454
		VST Board Directors Meeting Distributor
		Issues 09 Mar 2016
		Process: 7448
		VST Board Directors Meeting Customer
		Complaints 09 Mar 2016
		Process: 7447
		VST Board Directors Meeting Back Orders 09
		Mar 2016
		Process: 7443
		VST Board Directors Meeting Debtors 09 Mar
		2016
		Process: 7432

Process: 7431

Process: 7430

Process: 7429

Process: 7428

Process: 7427

Responsibility Allocation : VST Customer
Complaints 09 Mar 2016

Process: 7398

Responsibility Allocation : VST Stock
Meeting UPS Shipping Fuel Surcharge 09 Mar
2016

Process: 7396

Responsibility Allocation : VST Stock
Meeting `Goods Out` Review 09 Mar 2016

Process: 7392

Process: 7391

Responsibility Allocation : VST Stock
Meeting Customer Complaints Review
Mandatory 09 Mar 2016

Process: 7390

Responsibility Allocation : VST Stock
Meeting Returns Overview - Credits 09 Mar
2016

Process: 7389

Responsibility Allocation : VST Stock
Meeting Returns Overview - From Customers
09 Mar 2016

Process: 7843

Review VST Product Feedback Negative 23
Sep 2017

Process: 7842

Review VIAMED Product Feedback Negative
23 Sep 2017

Process: 7841

Review VST Feedback - Customer Complaints
23 Sep 2017

Process: 7840

Review VST Feedback - Customer Feedback
Negative 23 Sep 2017

Process: 7839

Review VIAMED Feedback - Customer
Complaints 23 Sep 2017

Process: 7838

Review VIAMED Feedback - Customer
Feedback Negative 23 Sep 2017

Process: 7385

Responsibility Allocation : VST Stock
Meeting Sales Forward Orders Review 09 Mar
2016

Process: 6938

Customer Database Updates 09 Mar 2016

Process: 6956

Responsibility Allocation : Sales Order Issues
09 Mar 2016

Process: 7090

Responsibility Allocation : Office Procedures
09 Mar 2016

Process: 6898

GHX Web Pricing 09 Mar 2016

Process: 5871

Check Sale Or Returns 17 Feb 2016

Process: 5876

E.Commerce Cardea And Multiquote 17 Feb
2016

Process: 5872

Check Sale Or Returns Export 17 Feb 2016

Process: 2

Answering Telephones 16 Feb 2016

Process: 5

Responsibility Allocation : Processing Of
Sales Orders 16 Feb 2016

Process: 6

Responsibility Allocation : Updating Contact
Management System 25 Nov 2017

Process: 7

Checking Of Sales Orders 16 Feb 2016

Process: 8

Order Acknowledgment And Status Liaison
With Customers Regarding 16 Feb 2016

Process: 9

Distribution Of Faxes 16 Feb 2016

Process: 10

Distribution Of Emails 16 Feb 2016

Process: 11

Distribution Of Mail 16 Feb 2016

Process: 14

Fax Paper 16 Feb 2016

Process: 15

Filing and Archiving 16 Feb 2016

Process: 16

Responsibility Allocation : Photocopying 16
Feb 2016

Process: 21

Office Sales Projects 16 Feb 2016

Process: 36

Emailing Of Invoices 16 Feb 2016

Process: 5875

Check Paypal For Orders 17 Feb 2016

Process: 5879

Customer Returning Goods On Our UPS
Account 18 Feb 2016

Process: 5882

Responsibility Allocation : Send Post To
Humanmed 24 Feb 2016

Process: 5891

Processing Of Repair Quotes And Orders 25
Feb 2016

Process: 5892

Checking EBay And Amazon For Orders And
Messages 25 Feb 2016

Process: 5893
Answering Website Questions 25 Feb 2016

Process: 5894
Responsibility Allocation : Checking Of Active List 25 Feb 2016

Process: 5895
Responsibility Allocation : Completing Office Job List 25 Feb 2016

Process: 5896
Responsibility Allocation : Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016

Process: 5899
Proforma And Quote Chasing 25 Feb 2016

Process: 5901
Link Call Log Contacts To The CRM 02 Mar 2016

Process: 5913
Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016

Process: 5943
Check Cardea And Multiquote 08 Mar 2016

Process: 5945
Responsibility Allocation : Sending Samples 08 Mar 2016

Process: 5946
Sending Sale Or Returns 08 Mar 2016

Process: 5947
Responsibility Allocation : Search For Distributors 08 Mar 2016

Process: 5948
Adding New Accounts To Opera 08 Mar 2016

Process: 5949
Filling Credit Card Slips 08 Mar 2016

Process: 6958
Responsibility Allocation : Shipped Order Queries 09 Mar 2016

Process: 7676
PDFing Of Invoices 17 Mar 2016

Process: 7693
Collect Repair Filing From Warehouse 22 Apr 2016

Process: 7752
SRS Folder 22 Nov 2016

Process: 7758
Check For GHX Orders 17 Jan 2017

Process: 7760
Send Service Offers 31 Jan 2017

Process: 7761
Send VST Delivery Notifications 01 Feb 2017

Process: 7795
Answering UK Web Questions 27 Apr 2017

Process: 7822
Review Oxylink Stock 26 Jul 2017

Process: 5859
Review Un-shipped Parcels 17 Feb 2016

Process: 6954
Back Orders Review - By Customer 09 Mar

		2016 Process: 6970 Process: 7748 Check Repair Orders 10 Oct 2016 Process: 7749 Check Repair Quotes 10 Oct 2016
8.2.2 When determining the requirements for the products and services to be offered to customers, the organization shall ensure that: a) the requirements for the products and services are defined, including: 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. Determining the requirements for products and services	Top Level Document: VOP 03 Contract Review, Enquires, Office Processes Revision Document ID24157 Date Revision 23 Nov 2017 Reviewed 23 Nov 2017 Top Level Document: VOP 17 Design Research and Development Revision Document ID24089 Date Revision 21 Nov 2017 Reviewed 21 Nov 2017 Audit 02 Contract Review and Sales Order Processing Revision Document ID23161 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 12 CE Files Revision Document ID23205 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 16 Sales and Marketing Revision Document ID23594 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017	Process: 7703 Vandagraph Pay Pay Retrieve Funds 23 May 2016 Process: 7702 Responsibility Allocation : Vandagraph Pay Pay Issue Refund 23 May 2016 Process: 7454 VST Board Directors Meeting Distributor Issues 09 Mar 2016 Process: 7396 Responsibility Allocation : VST Stock Meeting 'Goods Out' Review 09 Mar 2016 Process: 7387 Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
8.2.3 Review of the requirements for products and services		Process: 7709 Humanmed Invoicing 28 Jun 2016 Process: 7702 Responsibility Allocation : Vandagraph Pay Pay Issue Refund 23 May 2016 Process: 7686 Thorough Checking Of Awaiting Action Tray 21 Apr 2016 Process: 7685 Repairs Ready For Invoice 18 Apr 2016 Process: 7683 Check Stock For Proforma 18 Apr 2016 Process: 7678 Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016 Process: 7447 VST Board Directors Meeting Back Orders 09 Mar 2016

Process: 7398

Responsibility Allocation : VST Stock
Meeting UPS Shipping Fuel Surcharge 09 Mar
2016

Process: 7396

Responsibility Allocation : VST Stock
Meeting 'Goods Out' Review 09 Mar 2016

Process: 7385

Responsibility Allocation : VST Stock
Meeting Sales Forward Orders Review 09 Mar
2016

Process: 6938

Customer Database Updates 09 Mar 2016

Process: 6956

Responsibility Allocation : Sales Order Issues
09 Mar 2016

Process: 7090

Responsibility Allocation : Office Procedures
09 Mar 2016

Process: 6898

GHX Web Pricing 09 Mar 2016

Process: 5871

Check Sale Or Returns 17 Feb 2016

Process: 5876

E.Commerce Cardea And Multiquote 17 Feb
2016

Process: 5872

Check Sale Or Returns Export 17 Feb 2016

Process: 2

Answering Telephones 16 Feb 2016

Process: 5

Responsibility Allocation : Processing Of
Sales Orders 16 Feb 2016

Process: 6

Responsibility Allocation : Updating Contact
Management System 25 Nov 2017

Process: 7

Checking Of Sales Orders 16 Feb 2016

Process: 8

Order Acknowledgment And Status Liaison
With Customers Regarding 16 Feb 2016

Process: 9

Distribution Of Faxes 16 Feb 2016

Process: 10

Distribution Of Emails 16 Feb 2016

Process: 11

Distribution Of Mail 16 Feb 2016

Process: 14

Fax Paper 16 Feb 2016

Process: 15

Filing and Archiving 16 Feb 2016

Process: 16

Responsibility Allocation : Photocopying 16
Feb 2016

Process: 21

Office Sales Projects 16 Feb 2016

Process: 36

Emailing Of Invoices 16 Feb 2016

Process: 5875

Check Paypal For Orders 17 Feb 2016

Process: 5879

Customer Returning Goods On Our UPS Account 18 Feb 2016

Process: 5882

Responsibility Allocation : Send Post To Humanmed 24 Feb 2016

Process: 5892

Checking EBay And Amazon For Orders And Messages 25 Feb 2016

Process: 5893

Answering Website Questions 25 Feb 2016

Process: 5894

Responsibility Allocation : Checking Of Active List 25 Feb 2016

Process: 5895

Responsibility Allocation : Completing Office Job List 25 Feb 2016

Process: 5896

Responsibility Allocation : Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016

Process: 5899

Proforma And Quote Chasing 25 Feb 2016

Process: 5901

Link Call Log Contacts To The CRM 02 Mar 2016

Process: 5913

Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016

Process: 5943

Check Cardea And Multiquote 08 Mar 2016

Process: 5944

Chasing Lost Customers 08 Mar 2016

Process: 5945

Responsibility Allocation : Sending Samples 08 Mar 2016

Process: 5947

Responsibility Allocation : Search For Distributors 08 Mar 2016

Process: 5946

Sending Sale Or Returns 08 Mar 2016

Process: 5948

Adding New Accounts To Opera 08 Mar 2016

Process: 6958

Responsibility Allocation : Shipped Order Queries 09 Mar 2016

Process: 7676

PDFing Of Invoices 17 Mar 2016

Process: 7677

Follow Up SOR And Samples 29 Mar 2016

Process: 7693

Collect Repair Filing From Warehouse 22 Apr 2016

Process: 7696

Send VIAMED Delivery Notifications 28 Apr 2016

Process: 7699
Shred Sensitive Paperwork In JL Office 19 May 2016

Process: 7712
Review Inward Payments 01 Jul 2016

Process: 7735
Ensure SOR's Are Followed Up 01 Sep 2016

Process: 7752
SRS Folder 22 Nov 2016

Process: 7758
Check For GHX Orders 17 Jan 2017

Process: 7760
Send Service Offers 31 Jan 2017

Process: 7761
Send VST Delivery Notifications 01 Feb 2017

Process: 7783
PDF VST Invoices And Purchase Orders 10 Feb 2017

Process: 7792
Shipped Order Success Report 13 Mar 2017

Process: 7795
Answering UK Web Questions 27 Apr 2017

Process: 7822
Review Oxylink Stock 26 Jul 2017

Process: 5859
Review Un-shipped Parcels 17 Feb 2016

Process: 6954
Back Orders Review - By Customer 09 Mar 2016

Process: 6970

Process: 7749
Check Repair Quotes 10 Oct 2016

Process: 7748
Check Repair Orders 10 Oct 2016

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:

- 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

Top Level Document: VOP 03 Contract Review, Enquires, Office Processes
Revision Document ID24157
Date Revision 23 Nov 2017
Reviewed 23 Nov 2017
Audit 02 Contract Review and Sales Order Processing
Revision Document ID23161
Date Revision 23 Oct 2017
Reviewed 23 Oct 2017

Process: 7831
Intrastats Debtors And Creditor Figures 18 Sep 2017

Process: 7796
Review Franking Label Errors 08 May 2017

Process: 7795
Answering UK Web Questions 27 Apr 2017

Process: 7749
Check Repair Quotes 10 Oct 2016

Process: 7748
Check Repair Orders 10 Oct 2016

Process: 7734
Humanmed Order Processing 25 Aug 2016

Process: 7712
Review Inward Payments 01 Jul 2016

Process: 7710
Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016

Process: 7696
Send VIAMED Delivery Notifications 28 Apr 2016

Process: 7691

the organization; d) statutory and regulatory requirements applicable to the products and services; e) contract or order requirements differing from those previously expressed. 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.		Ship Sale Or Returns 21 Apr 2016 Process: 7684 Repairs Ready For Quote 18 Apr 2016 Process: 7677 Follow Up SOR And Samples 29 Mar 2016 Process: 7674 Check Repairs Ready For Invoice List 10 Mar 2016 Process: 7454 VST Board Directors Meeting Distributor Issues 09 Mar 2016 Process: 7443 VST Board Directors Meeting Debtors 09 Mar 2016 Process: 7390 Responsibility Allocation : VST Stock Meeting Returns Overview - Credits 09 Mar 2016 Process: 7387 Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
8.2.3.2 The organization shall retain documented information, as applicable: a) on the results of the review; b) on any new requirements for the products and services.	Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control Revision Document ID23523 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Audit 02 Contract Review and Sales Order Processing Revision Document ID23161 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 22 Post Market Surveillance Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	Process: 7788 Petty Cash Reconciliation 02 Mar 2017 Process: 7674 Check Repairs Ready For Invoice List 10 Mar 2016
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	Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control Revision Document ID23523	Process: 7674 Check Repairs Ready For Invoice List 10 Mar 2016

the changed requirements, when the requirements for products and services are changed.	Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 Top Level Document: VOP 03 Contract Review, Enquires, Office Processes Revision Document ID24157 Date Revision 23 Nov 2017 Reviewed 23 Nov 2017 Audit 02 Contract Review and Sales Order Processing Revision Document ID23161 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	
8.3 Design and development of products and services	VM3COP02.01 Boundaries ISO 9001:2015 VST Revision Document ID23739 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017	Process: 7810 Research Activities 06 Jun 2017
8.3.1 General The organization shall establish, implement and maintain a design and development process that is appropriate to ensure the subsequent provision of products and services.	Top Level Document: VOP 17 Design Research and Development Revision Document ID24089 Date Revision 21 Nov 2017 Reviewed 21 Nov 2017 Audit 03 Design Control Revision Document ID23579 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017	
8.3.2 In determining the stages and controls for design and development, the organization shall consider: a) the nature, duration and complexity of the design and development activities; b) the required process stages, including applicable design and development reviews; c) the required design and development verification and validation activities; d) the responsibilities and	Top Level Document: VOP 17 Design Research and Development Revision Document ID24089 Date Revision 21 Nov 2017 Reviewed 21 Nov 2017 Audit 03 Design Control Revision Document ID23579 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 12 CE Files Revision Document ID23205 Date Revision 23 Oct 2017	Process: 7444 VST Board Directors Meeting Creditors 09 Mar 2016

authorities involved in the design and development process; e) the internal and external resource needs for the design and development of products and services; f) the need to control interfaces between persons involved in the design and development process; g) the need for involvement of customers and users in the design and development process; h) the requirements for subsequent provision of products and services; i) the level of control expected for the design and development process by customers and other relevant interested parties; j) the documented information needed to demonstrate that design and development requirements have been met. Design and development planning	Reviewed 23 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	
8.3.3 The organization shall determine the requirements essential for the specific types of products and services to be designed and developed. The organization shall consider: a) functional and performance requirements; b) information derived from previous similar design and development activities; c) statutory and regulatory requirements; d) standards or codes of practice that the organization has committed to implement; e) potential consequences of failure due to the nature of the products and services. Inputs shall be adequate for design and development purposes, complete and unambiguous. Conflicting design and development inputs shall be	Top Level Document: VOP 17 Design Research and Development Revision Document ID24089 Date Revision 21 Nov 2017 Reviewed 21 Nov 2017 Audit 03 Design Control Revision Document ID23579 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 12 CE Files Revision Document ID23205 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 22 Post Market Surveillance Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	Process: 7816 Repairs In Process Review 06 Jun 2017 Process: 7814 Responsibility Allocation : Viamed Repairs 06 Jun 2017 Process: 7744 FDA Device Establishment Registration And Listing 28 Sep 2016 Process: 7705 Checking For Uploaded Files 08 Jun 2016

resolved. The organization shall retain documented information on design and development inputs. Design and development inputs		
8.3.4 The organization shall apply controls to the design and development process to ensure that: a) the results to be achieved are defined; b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements; c) verification activities are conducted to ensure that the design and development outputs meet the input requirements; d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use; e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities; f) documented information of these activities is retained. NOTE Design and development reviews, verification and validation have distinct purposes. They can be conducted separately or in any combination, as is suitable for the products and services of the organization. Design and development controls	Top Level Document: VOP 17 Design Research and Development Revision Document ID24089 Date Revision 21 Nov 2017 Reviewed 21 Nov 2017 Audit 03 Design Control Revision Document ID23579 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 22 Post Market Surveillance Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	
8.3.5 The organization shall ensure that design and development outputs: a) meet the input requirements; b) are adequate for the subsequent processes for the provision of products and	Top Level Document: VOP 17 Design Research and Development Revision Document ID24089 Date Revision 21 Nov 2017 Reviewed 21 Nov 2017 Audit 03 Design Control Revision Document	Process: 7705 Checking For Uploaded Files 08 Jun 2016

services; c) include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria; d) specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision. The organization shall retain documented information on design and development outputs. Design and development outputs	ID23579 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	
8.3.6 The organization shall identify, review and control changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements. The organization shall retain documented information on: a) design and development changes; b) the results of reviews; c) the authorization of the changes; d) the actions taken to prevent adverse impacts. Design and development changes	Top Level Document: VOP 17 Design Research and Development Revision Document ID24089 Date Revision 21 Nov 2017 Reviewed 21 Nov 2017 Audit 03 Design Control Revision Document ID23579 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 10b Process Verification Revision Document ID23590 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 22 Post Market Surveillance Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7705 Checking For Uploaded Files 08 Jun 2016 Process: 7455 VST Board Directors Meeting Supplier Issues 09 Mar 2016
8.4 Control of externally provided processes, products and services	VM3COP02.01 Boundaries ISO 9001:2015 VST Revision Document ID23739 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017	Process: 7707 Send Purchase Orders To Suppliers 13 Jun 2016 Process: 7682 Check Stock Requirements Supplier Bluepoint 18 Apr 2016 Process: 7681 Check Stock Requirements Supplier Posey 18 Apr 2016 Process: 7680 Check Stock Requirements Supplier Envitec 18 Apr 2016 Process: 7679 Check Stock Requirements Supplier Teledyne 18 Apr 2016 Process: 7675 Responsibility Allocation : Ordering Demo

		Stock For Humanmed Reps 11 Mar 2016 Process: 7455 VST Board Directors Meeting Supplier Issues 09 Mar 2016 Process: 7395 Responsibility Allocation : VST Stock Meeting 'Goods In' Review 09 Mar 2016
8.4.1 The organization shall ensure that externally provided processes, products and services conform to requirements. The organization shall determine the controls to be applied to externally provided processes, products and services when: a) products and services from external providers are intended for incorporation into the organization's own products and services; b) products and services are provided directly to the customer(s) by external providers on behalf of the organization; c) a process, or part of a process, is provided by an external provider as a result of a decision by the organization. The organization shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary actions arising from the evaluations. General	Top Level Document: VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns Revision Document ID23972 Date Revision 16 Nov 2017 Reviewed 16 Nov 2017 Audit 05 Purchasing suppliers Revision Document ID23181 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 07 Handling and Storage Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7826 Goods In Processes 06 Sep 2017 Process: 7799 Opera Purchase Ledger Close 11 May 2017 Process: 7755 Fast Hosts Invoice 08 Dec 2016 Process: 7701 AWS Amazon Web Services 23 May 2016 Process: 7700 Domain Name Management 19 May 2016 Process: 7435 VST Board Directors Meeting Matters Arising 09 Mar 2016 Process: 7387 Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
8.4.2 The organization shall ensure that externally provided processes, products and services do not adversely affect the	Top Level Document: VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns Revision Document ID23972	Process: 7826 Goods In Processes 06 Sep 2017 Process: 7751 VST Purchase Order Log 02 Nov 2016 Process: 7443

organization's ability to consistently deliver conforming products and services to its customers. The organization shall: a) ensure that externally provided processes remain within the control of its quality management system; b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output; c) take into consideration: 1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements; 2) the effectiveness of the controls applied by the external provider; d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements. Type and extent of control	Date Revision 16 Nov 2017 Reviewed 16 Nov 2017 Audit 05 Purchasing suppliers Revision Document ID23181 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 07 Handling and Storage Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 09 Goods Inward and Product Identity Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	VST Board Directors Meeting Debtors 09 Mar 2016
8.4.3 The organization shall ensure the adequacy of requirements prior to their communication to the external provider. The organization shall communicate to external providers its requirements for: a) the processes, products and services to be provided; b) the approval of: 1) products and services; 2) methods, processes and equipment; 3) the release of products and services; c) competence, including any required qualification of persons;	Top Level Document: VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns Revision Document ID23972 Date Revision 16 Nov 2017 Reviewed 16 Nov 2017 Audit 09 Goods Inward and Product Identity Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 05 Purchasing suppliers Revision Document ID23181 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7826 Goods In Processes 06 Sep 2017 Process: 7823 Safety Tester Data 02 Aug 2017 Process: 7787 Check Returns All Supplier 15 Feb 2017 Process: 7786 Check Returns Supplier Maxtec 15 Feb 2017 Process: 7785 Check Returns Supplier Teledyne 15 Feb 2017 Process: 7784 Check Returns Supplier Envitec 15 Feb 2017 Process: 7387 Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016

d) the external providers' interactions with the organization; e) control and monitoring of the external providers' performance to be applied by the organization; f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises. Information for external providers		
8.5 Production and service provision		Process: 7738 Production Statistics 03 Sep 2016
8.5.1 The organization shall implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable: a) the availability of documented information that defines: 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed; 2) the results to be achieved; b) the availability and use of suitable monitoring and measuring resources; c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met; d) the use of suitable infrastructure and environment for the operation of processes; e) the appointment of competent persons, including any required qualification; f) the validation, and periodic revalidation, of the	Top Level Document: VOP 08 Production, Reworks, New Production Revision Document ID23300 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017 Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement Revision Document ID23615 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Top Level Document: VOP 06 Measurement Control VST, Calibration, QA Stock Revision Document ID23611 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Top Level Document: VOP 22 Picking and Packing Dispatch and Goods Out Revision Document ID23373 Date Revision 26 Oct 2017 Reviewed 26 Oct 2017 Top Level Document: VOP 06 Measurement Control Viamed, Calibration, QA Stock Revision Document ID23310 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017	Process: 7737 Production In Production List 03 Sep 2016 Process: 7736 Production Start Job List 03 Sep 2016 Process: 7682 Check Stock Requirements Supplier Bluepoint 18 Apr 2016 Process: 7681 Check Stock Requirements Supplier Posey 18 Apr 2016 Process: 7680 Check Stock Requirements Supplier Envitec 18 Apr 2016 Process: 7679 Check Stock Requirements Supplier Teledyne 18 Apr 2016 Process: 7675 Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016 Process: 7401 Responsibility Allocation : VST Calibration 09 Mar 2016 Process: 7395 Responsibility Allocation : VST Stock Meeting 'Goods In' Review 09 Mar 2016

ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
 g) the implementation of actions to prevent human error;
 h) the implementation of release, delivery and post-delivery activities **Control of production and service provision**

Top Level Document: VOP 27 Software Validation

Revision Document
ID23635

Date Revision 28 Oct 2017

Reviewed 28 Oct 2017

Top Level Document: VOP

02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks

Revision Document
ID23519

Date Revision 27 Oct 2017

Reviewed 27 Oct 2017

Audit 05 Purchasing suppliers

Revision Document
ID23181

Date Revision 23 Oct 2017

Reviewed 23 Oct 2017

Audit 03 Design Control

Revision Document
ID23579

Date Revision 28 Oct 2017

Reviewed 28 Oct 2017

Audit 07 Handling and Storage

Revision Document
ID23189

Date Revision 23 Oct 2017

Reviewed 23 Oct 2017

Audit 08 Training, Competence and Human Resources

Revision Document
ID23153

Date Revision 23 Oct 2017

Reviewed 23 Oct 2017

Audit 24 Service Logs

Revision Document
ID23607

Date Revision 28 Oct 2017

Reviewed 28 Oct 2017

Audit 06 Calibration

Revision Document
ID23185

Date Revision 23 Oct 2017

Reviewed 23 Oct 2017

VM3COP20.37 Generating a New Service Visit

Revision Document
ID17116

Date Revision 28 Jun 2016

Reviewed 28 Jun 2016

Audit 07 Handling and Storage

Revision Document

	ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 15 Production Revision Document ID23217 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 Audit 09 Goods Inward and Product Identity Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 01 Picking packing Revision Document ID23169 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	
8.5.2 The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services. The organization shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision. The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability. Identification and traceability	Top Level Document: VOP 09 Repairs External, Internal Repairs and Servicing Revision Document ID24133 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection Revision Document ID23627 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 07 Handling and Storage Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 09 Goods Inward and Product Identity Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7737 Production In Production List 03 Sep 2016 Process: 7682 Check Stock Requirements Supplier Bluepoint 18 Apr 2016 Process: 7681 Check Stock Requirements Supplier Posey 18 Apr 2016 Process: 7680 Check Stock Requirements Supplier Envitec 18 Apr 2016 Process: 7679 Check Stock Requirements Supplier Teledyne 18 Apr 2016 Process: 7675 Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016 Process: 7455 VST Board Directors Meeting Supplier Issues 09 Mar 2016 Process: 7449 VST Board Directors Meeting Non Conformities Review 09 Mar 2016 Process: 7395 Responsibility Allocation : VST Stock Meeting 'Goods In' Review 09 Mar 2016
8.5.3 The organization shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization. The organization shall identify, verify, protect and	Top Level Document: VOP 09 Repairs External, Internal Repairs and Servicing Revision Document ID24133 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 Top Level Document: VOP 20 Goods in Purchases,	Process: 7823 Saftey Tester Data 02 Aug 2017 Process: 7814 Responsibility Allocation : Viamed Repairs 06 Jun 2017 Process: 7813 Responsibility Allocation : VST Repairs 06 Jun 2017 Process: 7812 Responsibility Allocation : Vandagraph

safeguard customers' or external providers' property provided for use or incorporation into the products and services. When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred. NOTE A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data. Property belonging to customers or external providers	Returns, Repairs, Inspection / Rejection Revision Document ID23627 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 07 Handling and Storage Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 11 Repairs, Servicing and Returns Revision Document ID23584 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 09 Goods Inward and Product Identity Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Repairs 06 Jun 2017 Process: 7735 Ensure SOR's Are Followed Up 01 Sep 2016 Process: 7454 VST Board Directors Meeting Distributor Issues 09 Mar 2016
8.5.4 The organization shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements. NOTE Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection. Preservation	Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement Revision Document ID23615 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 07 Handling and Storage Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 09 Goods Inward and Product Identity Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7455 VST Board Directors Meeting Supplier Issues 09 Mar 2016
8.5.5 The organization shall meet requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, the organization shall consider: a) statutory and regulatory	Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data Revision Document ID23731 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017 Audit 10b Process Verification	Process: 7826 Goods In Processes 06 Sep 2017 Process: 7821 Controlled Waste Description And Transfer 15 Jun 2017 Process: 7820 North Yorkshire Council Waste Transfer 15 Jun 2017 Process: 7735 Ensure SOR's Are Followed Up 01 Sep 2016 Process: 7454

requirements; b) the potential undesired consequences associated with its products and services; c) the nature, use and intended lifetime of its products and services; d) customer requirements; e) customer feedback. NOTE Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal. Post-delivery activities	Revision Document ID23590 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 14 Complaints and Corrective Actions Revision Document ID23213 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 Audit 22 Post Market Surveillance Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	VST Board Directors Meeting Distributor Issues 09 Mar 2016 Process: 7443 VST Board Directors Meeting Debtors 09 Mar 2016 Process: 7432 Process: 7431 Process: 7430 Process: 7429 Process: 7428 Process: 7427 Responsibility Allocation : VST Customer Complaints 09 Mar 2016 Process: 7392 Process: 7391 Responsibility Allocation : VST Stock Meeting Customer Complaints Review **Mandatory** 09 Mar 2016 Process: 7389 Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016 Process: 7843 Review VST Product Feedback Negative 23 Sep 2017 Process: 7842 Review VIAMED Product Feedback Negative 23 Sep 2017 Process: 7841 Review VST Feedback - Customer Complaints 23 Sep 2017 Process: 7840 Review VST Feedback - Customer Feedback Negative 23 Sep 2017 Process: 7839 Review VIAMED Feedback - Customer Complaints 23 Sep 2017 Process: 7838 Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017
8.5.6 The organization shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements. The organization shall retain documented information describing the results of the	Audit 12 CE Files Revision Document ID23205 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7455 VST Board Directors Meeting Supplier Issues 09 Mar 2016 Process: 7435 VST Board Directors Meeting Matters Arising 09 Mar 2016

review of changes, the person(s) authorizing the change, and any necessary actions arising from the review. Control of changes		
8.6 The organization shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. The organization shall retain documented information on the release of products and services. The documented information shall include: a) evidence of conformity with the acceptance criteria; b) traceability to the person(s) authorizing the release Release of products and services	Top Level Document: VOP 22 Picking and Packing Dispatch and Goods Out Revision Document ID23373 Date Revision 26 Oct 2017 Reviewed 26 Oct 2017 Audit 07 Handling and Storage Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 09 Goods Inward and Product Identity Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7455 VST Board Directors Meeting Supplier Issues 09 Mar 2016 Process: 7443 VST Board Directors Meeting Debtors 09 Mar 2016
8.7 Control of nonconforming outputs		Process: 7671 Humanmed Non Conformances 09 Mar 2016 Process: 7449 VST Board Directors Meeting Non Conformities Review 09 Mar 2016
8.7.1 The organization shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. The organization shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during	Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement Revision Document ID23615 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Top Level Document: VOP 06 Measurement Control VST, Calibration, QA Stock Revision Document ID23611 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 05 Purchasing	Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7826 Goods In Processes 06 Sep 2017 Process: 7752 SRS Folder 22 Nov 2016 Process: 7749 Check Repair Quotes 10 Oct 2016 Process: 7690 Ship Repairs 21 Apr 2016 Process: 7685 Repairs Ready For Invoice 18 Apr 2016 Process: 7684 Repairs Ready For Quote 18 Apr 2016 Process: 7674 Check Repairs Ready For Invoice List 10 Mar 2016 Process: 7671

or after the provision of services. The organization shall deal with nonconforming outputs in one or more of the following ways: a) correction; b) segregation, containment, return or suspension of provision of products and services; c) informing the customer; d) obtaining authorization for acceptance under concession. Conformity to the requirements shall be verified when nonconforming outputs are corrected.	suppliers Revision Document ID23181 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 07 Handling and Storage Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 09 Goods Inward and Product Identity Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Humanmed Non Conformances 09 Mar 2016 Process: 7399 Responsibility Allocation : VST Stock Meeting Non Conforming Stock Transfers. (QC19) 09 Mar 2016 Process: 7394 Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016 Process: 7390 Responsibility Allocation : VST Stock Meeting Returns Overview - Credits 09 Mar 2016 Process: 7388 Responsibility Allocation : VST Stock Meeting Returns Overview 09 Mar 2016
8.7.2 The organization shall retain documented information that: a) describes the nonconformity; b) describes the actions taken; c) describes any concessions obtained; d) identifies the authority deciding the action in respect of the nonconformity.	Audit 10b Process Verification Revision Document ID23590 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 12 CE Files Revision Document ID23205 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7690 Ship Repairs 21 Apr 2016 Process: 7671 Humanmed Non Conformances 09 Mar 2016 Process: 7394 Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016

9 Performance evaluation

9 Performance evaluation		Process: 7433 Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016
9.1 Monitoring, measurement, analysis and evaluation		
9.1.1 The organization shall determine: a) what needs to be monitored and measured; b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results; c) when the monitoring and measuring shall be	Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions Revision Document ID24121 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review,	Process: 7693 Collect Repair Filing From Warehouse 22 Apr 2016 Process: 7692 Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 Process: 7394 Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016

performed; d) when the results from monitoring and measurement shall be analysed and evaluated. The organization shall evaluate the performance and the effectiveness of the quality management system. The organization shall retain appropriate documented information as evidence of the results. General	Analysis Data Revision Document ID23731 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 07 Handling and Storage Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	
9.1.2 The organization shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring and reviewing this information. NOTE Examples of monitoring customer perceptions can include customer surveys, customer feedback on delivered products and services, meetings with customers, market-share analysis, compliments, warranty claims and dealer reports. Customer satisfaction	Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data Revision Document ID23731 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017 Audit 14 Complaints and Corrective Actions Revision Document ID23213 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 Audit 22 Post Market Surveillance Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	Process: 7825 Responsibility Allocation : Order Picking 06 Sep 2017 Process: 7822 Review Oxylink Stock 26 Jul 2017 Process: 7797 Check Order Are Being Picked In Priority Order 10 May 2017 Process: 7693 Collect Repair Filing From Warehouse 22 Apr 2016 Process: 7692 Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 Process: 7673 Check Expiry Dated Stock 09 Mar 2016 Process: 7664 Responsibility Allocation : Marketing Job Logger 09 Mar 2016 Process: 7454 VST Board Directors Meeting Distributor Issues 09 Mar 2016 Process: 7443 VST Board Directors Meeting Debtors 09 Mar 2016 Process: 7432 Process: 7431 Process: 7430 Process: 7429 Process: 7428 Process: 7427 Responsibility Allocation : VST Customer Complaints 09 Mar 2016 Process: 7394 Responsibility Allocation : VST Stock

Meeting Repairs Review - General 09 Mar 2016
Process: 7392

Process: 7391
 Responsibility Allocation : VST Stock Meeting Customer Complaints Review
 Mandatory 09 Mar 2016
Process: 7389
 Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016
Process: 7843
 Review VST Product Feedback Negative 23 Sep 2017
Process: 7842
 Review VIAMED Product Feedback Negative 23 Sep 2017
Process: 7841
 Review VST Feedback - Customer Complaints 23 Sep 2017
Process: 7840
 Review VST Feedback - Customer Feedback Negative 23 Sep 2017
Process: 7839
 Review VIAMED Feedback - Customer Complaints 23 Sep 2017
Process: 7838
 Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017

9.1.3

The organization shall analyse and evaluate appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

- a) conformity of products and services;
 - b) the degree of customer satisfaction;
 - c) the performance and effectiveness of the quality management system;
 - d) if planning has been implemented effectively;
 - e) the effectiveness of actions taken to address risks and opportunities;
 - f) the performance of external providers;
 - g) the need for improvements to the quality management system.
- NOTE Methods to analyse

Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data
 Revision Document ID23731
 Date Revision 03 Nov 2017
 Reviewed 03 Nov 2017
Top Level Document: VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns
 Revision Document ID23972
 Date Revision 16 Nov 2017
 Reviewed 16 Nov 2017
Audit 22 Post Market Surveillance
 Revision Document ID23253
 Date Revision 24 Oct 2017
 Reviewed 24 Oct 2017

Process: 7830
 Review Q.A. Failures Report 18 Sep 2017
Process: 7822
 Review Oxylink Stock 26 Jul 2017
Process: 7449
 VST Board Directors Meeting Non Conformities Review 09 Mar 2016
Process: 7443
 VST Board Directors Meeting Debtors 09 Mar 2016
Process: 7435
 VST Board Directors Meeting Matters Arising 09 Mar 2016
Process: 7394
 Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016
Process: 27
 Management Reviews And Quality Audits 16 Feb 2016
Process: 7834
 Financial Review 20 Sep 2017
Process: 26
 Company Resources 16 Feb 2016
Process: 7713
 Review Roles And Responsibilitys 17 Aug 2016

data can include statistical techniques. **Analysis and evaluation**

Process: 7837

Review External Parties Influencing The QMS
VST / Viamed 23 Sep 2017

Process: 7840

Review VST Feedback - Customer Feedback
Negative 23 Sep 2017

Process: 7841

Review VST Feedback - Customer Complaints
23 Sep 2017

Process: 7843

Review VST Product Feedback Negative 23
Sep 2017

Process: 7846

ISO System Management Review 26 Sep 2017

Process: 7848

Review ISO Scopes 27 Sep 2017

Process: 7849

Review Product Failures New Codes 28 Sep
2017

Process: 7871

Review Exclusion From Viamed 13485:2016
And VST 9001:2015 15 Oct 2017

Process: 7876

Maintain Update Of ISO Route Maps 21 Oct
2017

Process: 7878

Review Possible Upcoming Regulation
Changes 22 Oct 2017

Process: 28

Supplier Review 16 Feb 2016

Process: 5889

Responsibility Allocation : Audit And Task -
Audit 24 Feb 2016

Process: 6828

Process: 7071

Post Market Surveillance 09 Mar 2016

Process: 7199

Non Conformities Review 09 Mar 2016

Process: 7743

Customer Complaints Paper File 26 Sep 2016

Process: 7827

Review The Quality Policy VST 16 Sep 2017

Process: 7833

Importance Of Effective Quality Management
20 Sep 2017

Process: 6829

Supplier Review - Outstanding orders 09 Mar
2016

Process: 6832

Supplier Review Future orders 09 Mar 2016

Process: 7091

Calibration Index 09 Mar 2016

Process: 7074

Training 09 Mar 2016

Process: 5881

Training Records Review 18 Feb 2016

Process: 7847

Health And Safety Review 26 Sep 2017

Process: 7793

Team Review Meeting 16 Mar 2017

9.2

Internal audi**Process: 7781**

Audit 23 Analysis Of Data VST 08 Feb 2017

Process: 7780

Audit 22 Post Market Surveillance VST 08 Feb 2017

Process: 7779

Audit 21 Audit Of Audit VST 08 Feb 2017

Process: 7778

Audit 20 Process Verification To Managment VST 08 Feb 2017

Process: 7777

Audit 19 Health And Saftey VST 08 Feb 2017

Process: 7776

Audit 17 Internal Audits VST 08 Feb 2017

Process: 7775

Audit 15 Production VST 08 Feb 2017

Process: 7774

Audit 14 Complaints And Corrective Actions VST 08 Feb 2017

Process: 7773

Audit 12 CE Files VST 08 Feb 2017

Process: 7772

Audit 11 Repairs And Service VST 08 Feb 2017

Process: 7771

Audit 10b Process Verification VST 08 Feb 2017

Process: 7770

Audit 10 Documentation Control VST 08 Feb 2017

Process: 7769

Audit 09 Goods Inward And Product Identity VST 08 Feb 2017

Process: 7768

Audit 08 Training VST 08 Feb 2017

Process: 7767

Audit 07 Handling And Storage VST 08 Feb 2017

Process: 7766

Audit 06 Calibration VST 08 Feb 2017

Process: 7765

Audit 05 Purchasing Suppliers VST 08 Feb 2017

Process: 7764

Audit 03 Design Control VST 08 Feb 2017

Process: 7763

Audit 02 Contract Review VST 08 Feb 2017

Process: 7762

Audit 01 Picking Packing VST 08 Feb 2017

Process: 7733

Audit 23 Analysis Of Data Viamed 24 Aug 2016

Process: 7732

Audit 22 Post Market Surveillance Viamed 24

Aug 2016
Process: 7731
Audit 21 Audit Of Audit Viamed 24 Aug 2016
Process: 7730
Audit 20 Process Verification To Managment Viamed 24 Aug 2016
Process: 7729
Audit 19 Health And Saftey Viamed 24 Aug 2016
Process: 7728
Audit 17 Internal Audits Viamed 24 Aug 2016
Process: 7727
Audit 15 Production Viamed 24 Aug 2016
Process: 7726
Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016
Process: 7725
Audit 12 CE Files Viamed 24 Aug 2016
Process: 7724
Audit 11 Repairs And Service Viamed 24 Aug 2016
Process: 7723
Audit 10b Process Verification Viamed 24 Aug 2016
Process: 7722
Audit 10 Documentation Control Viamed 24 Aug 2016
Process: 7721
Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016
Process: 7720
Audit 08 Training Viamed 24 Aug 2016
Process: 7719
Audit 07 Handling And Storage Viamed 24 Aug 2016
Process: 7718
Audit 06 Calibration Viamed 24 Aug 2016
Process: 7717
Audit 05 Purchasing Suppliers Viamed 24 Aug 2016
Process: 7716
Audit 03 Design Control Viamed 24 Aug 2016
Process: 7715
Audit 02 Contract Review Viamed 24 Aug 2016
Process: 7714
Audit 01 Picking Packing Viamed 24 Aug 2016
Process: 7426
VST BSI Audits Calander BSI Audit Analysis of Data 09 Mar 2016
Process: 7425
VST BSI Audits Calander BSI Audit analysis 09 Mar 2016
Process: 7424
VST BSI Audits Calander BSI Audit Post Marketing Survalance 09 Mar 2016
Process: 7423

VST BSI Audits Calander BSI Audit of Audits
09 Mar 2016

Process: 7422

VST BSI Audits Calander BSI Audit
Organisation and Process Verification 09 Mar
2016

Process: 7421

VST BSI Audits Calander BSI Audit Health
and Saftey 09 Mar 2016

Process: 7420

VST BSI Audits Calander BSI Audit
Management Review 09 Mar 2016

Process: 7419

VST BSI Audits Calander BSI Audit Internal
Audits 09 Mar 2016

Process: 7418

VST BSI Audits Calander BSI Audit
Production 09 Mar 2016

Process: 7417

VST BSI Audits Calander BSI Audit
Customer Complaints 09 Mar 2016

Process: 7416

VST BSI Audits Calander BSI Audit Non -
Conformances Now apart of Audit 14 09 Mar
2016

Process: 7415

VST BSI Audits Calander BSI Audit CE Files
09 Mar 2016

Process: 7414

VST BSI Audits Calander BSI Audit Repairs
and Service 09 Mar 2016

Process: 7413

VST BSI Audits Calander BSI Audit
Documentation Control 09 Mar 2016

Process: 7412

VST BSI Audits Calander BSI Audit Goods
Inwards and Product Identity 09 Mar 2016

Process: 7411

VST BSI Audits Calander BSI Audit Training
09 Mar 2016

Process: 7410

VST BSI Audits Calander BSI Audit Handling
and Storage 09 Mar 2016

Process: 7409

VST BSI Audits Calander BSI Audit
Calibration 09 Mar 2016

Process: 7408

VST BSI Audits Calander BSI Audit
Purchasing 09 Mar 2016

Process: 7407

VST BSI Audits Calander BSI Audit Devive
Classification Now Apart of Audit 12 09 Mar
2016

Process: 7406

VST BSI Audits Calander BSI Audit Design
Control 09 Mar 2016

Process: 7405

VST BSI Audits Calander BSI Audit Contract

		Review 09 Mar 2016 Process: 7404 VST BSI Audits Calander BSI Audit Picking and Packing 09 Mar 2016 Process: 7403 VST BSI Audits Calander 09 Mar 2016
9.2.1 The organization shall conduct internal audits at planned intervals to provide information on whether the quality management system: a) conforms to: 1) the organization's own requirements for its quality management system; 2) the requirements of this International Standard; b) is effectively implemented and maintained.	Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data Revision Document ID23731 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017 Audit 17 Internal Audits Revision Document ID23229 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 Audit 10b Process Verification Revision Document ID23590 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 Audit 21 Audit of Audit Revision Document ID23245 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	Process: 7744 FDA Device Establishment Registration And Listing 28 Sep 2016 Process: 7668 Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 Process: 7450 VST Board Directors Meeting ISO Issues 09 Mar 2016
9.2.2 The organization shall: a) plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits; b) define the audit criteria and scope for each audit; c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process; d) ensure that the results of the audits are reported to relevant management; e) take appropriate	Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data Revision Document ID23731 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 18 Management Review Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 21 Audit of Audit Revision Document ID23245 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	

correction and corrective actions without undue delay; f) retain documented information as evidence of the implementation of the audit programme and the audit results. NOTE See ISO 19011 for guidance.		
9.3 Management review		
9.3.1 Top management shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization. General	Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data Revision Document ID23731 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017	Process: 7754
9.3.2 9.3.2 Management review inputs The management review shall be planned and carried out taking into consideration: a) the status of actions from previous management reviews; b) changes in external and internal issues that are relevant to the quality management system; c) information on the performance and effectiveness of the quality management system, including trends in: 1) customer satisfaction and feedback from relevant interested parties; 2) the extent to which quality objectives have been met; 3) process performance and conformity of products and services; 4) nonconformities and corrective actions; 5) monitoring and measurement results; 6) audit results;	Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data Revision Document ID23731 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017 Audit 18 Management Review Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7831 Intrastats Debtors And Creditor Figures 18 Sep 2017 Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7825 Responsibility Allocation : Order Picking 06 Sep 2017 Process: 7673 Check Expiry Dated Stock 09 Mar 2016 Process: 7671 Humanmed Non Conformances 09 Mar 2016 Process: 7455 VST Board Directors Meeting Supplier Issues 09 Mar 2016 Process: 7451 VST Board Directors Meeting Company Issues 09 Mar 2016 Process: 7449 VST Board Directors Meeting Non Conformities Review 09 Mar 2016 Process: 7446 VST Board Directors Meeting Stock Levels 09 Mar 2016 Process: 7445 VST Board Directors Meeting Loans 09 Mar 2016 Process: 7444 VST Board Directors Meeting Creditors 09 Mar 2016 Process: 7443 VST Board Directors Meeting Debtors 09 Mar 2016 Process: 7432

7) the performance of external providers;
 d) the adequacy of resources;
 e) the effectiveness of actions taken to address risks and opportunities (see 6.1);
 f) opportunities for improvement. **Management review inputs**

Process: 7431

Process: 7430

Process: 7429

Process: 7428

Process: 7427

Responsibility Allocation : VST Customer Complaints 09 Mar 2016

Process: 7392

Process: 7391

Responsibility Allocation : VST Stock Meeting Customer Complaints Review
 Mandatory 09 Mar 2016

Process: 7389

Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016

Process: 7843

Review VST Product Feedback Negative 23 Sep 2017

Process: 7841

Review VST Feedback - Customer Complaints 23 Sep 2017

Process: 7840

Review VST Feedback - Customer Feedback Negative 23 Sep 2017

Process: 7862

Review The Audit Calender Screen 04 Oct 2017

Process: 7834

Financial Review 20 Sep 2017

Process: 5877

Responsibility Allocation : Review Company Data 17 Feb 2016

Process: 7070

Management Review 09 Mar 2016

Process: 7713

Review Roles And Responsibilitys 17 Aug 2016

Process: 7846

ISO System Management Review 26 Sep 2017

Process: 7848

Review ISO Scopes 27 Sep 2017

Process: 7849

Review Product Failures New Codes 28 Sep 2017

Process: 7871

Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017

Process: 7876

Maintain Update Of ISO Route Maps 21 Oct 2017

Process: 7878

Review Possible Upcoming Regulation Changes 22 Oct 2017
Process: 7125
 Responsibility Allocation : Intrastats Urgent Problems 09 Mar 2016
Process: 28
 Supplier Review 16 Feb 2016
Process: 5887
 Review ISO/EN Documents 24 Feb 2016
Process: 6828

Process: 7199
 Non Conformities Review 09 Mar 2016
Process: 7743
 Customer Complaints Paper File 26 Sep 2016
Process: 7827
 Review The Quality Policy VST 16 Sep 2017
Process: 7833
 Importance Of Effective Quality Management 20 Sep 2017
Process: 6829
 Supplier Review - Outstanding orders 09 Mar 2016
Process: 6832
 Supplier Review Future orders 09 Mar 2016
Process: 7753
 Management Meeting 22 Nov 2016
Process: 5881
 Training Records Review 18 Feb 2016
Process: 6851
 Review Accident Book 09 Mar 2016
Process: 7847
 Health And Safety Review 26 Sep 2017

9.3.3
 The outputs of the management review shall include decisions and actions related to:
 a) opportunities for improvement;
 b) any need for changes to the quality management system;
 c) resource needs.
 The organization shall retain documented information as evidence of the results of management reviews.
Management review outputs

Audit 18 Management Review
 Revision Document
 ID23149
 Date Revision 23 Oct 2017
 Reviewed 23 Oct 2017
Audit 10b Process Verification
 Revision Document
 ID23590
 Date Revision 28 Oct 2017
 Reviewed 28 Oct 2017

1 Improvement

10
Improvement

Process: 7433
 Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016

10.1 The organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These shall include: a) improving products and services to meet requirements as well as to address future needs and expectations; b) correcting, preventing or reducing undesired effects; c) improving the performance and effectiveness of the quality management system. NOTE Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization. General	Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions Revision Document ID24121 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 Audit 14 Complaints and Corrective Actions Revision Document ID23213 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 Chart 08 Correction and Prevention Revision Document ID8682 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 VM3COP27.09 Reduce goldmine Mailbox preventative maintenance Revision Document ID14907 Date Revision 02 Apr 2015 Reviewed 02 Apr 2015	Process: 7825 Responsibility Allocation : Order Picking 06 Sep 2017 Process: 7822 Review Oxylink Stock 26 Jul 2017 Process: 7754 Process: 7455 VST Board Directors Meeting Supplier Issues 09 Mar 2016 Process: 7443 VST Board Directors Meeting Debtors 09 Mar 2016 Process: 7387 Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
10.2 Nonconformity and corrective action	Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions Revision Document ID24121 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017	Process: 7671 Humanmed Non Conformances 09 Mar 2016 Process: 7449 VST Board Directors Meeting Non Conformities Review 09 Mar 2016
10.2.1 When a nonconformity occurs, including any arising from complaints, the organization shall: a) react to the nonconformity and, as applicable: 1) take action to control and correct it; 2) deal with the consequences; b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by: 1) reviewing and analysing the nonconformity; 2) determining the causes of	Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions Revision Document ID24121 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd Revision Document ID24129 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 Audit 10 Documentation Control Revision Document ID23197	Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7748 Check Repair Orders 10 Oct 2016 Process: 7448 VST Board Directors Meeting Customer Complaints 09 Mar 2016 Process: 7435 VST Board Directors Meeting Matters Arising 09 Mar 2016 Process: 7432 Process: 7430 Process: 7427 Responsibility Allocation : VST Customer Complaints 09 Mar 2016 Process: 7391 Responsibility Allocation : VST Stock Meeting Customer Complaints Review

the nonconformity; 3) determining if similar nonconformities exist, or could potentially occur; c) implement any action needed; d) review the effectiveness of any corrective action taken; e) update risks and opportunities determined during planning, if necessary; f) make changes to the quality management system, if necessary. Corrective actions shall be appropriate to the effects of the nonconformities encountered.	Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 12 CE Files Revision Document ID23205 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 14 Complaints and Corrective Actions Revision Document ID23213 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	**Mandatory** 09 Mar 2016 Process: 7841 Review VST Feedback - Customer Complaints 23 Sep 2017
10.2.2 The organization shall retain documented information as evidence of: a) the nature of the nonconformities and any subsequent actions taken; b) the results of any corrective action.	Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications Viamed Ltd Revision Document ID24125 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd Revision Document ID24129 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions Revision Document ID24121 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	Process: 7449 VST Board Directors Meeting Non Conformities Review 09 Mar 2016
10.3 The organization shall continually improve the suitability, adequacy and effectiveness of the quality management system. The organization shall	Audit 10 Documentation Control Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 18 Management	

consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement. Continual improvement	Review Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 Audit 22 Post Market Surveillance Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	
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Document ID	Sub Processes
ID22301	VST ISO 9001:2015 Scope Process: 7848 Review ISO Scopes 27 Sep 2017
ID23149	Audit 18 Management Review Process: 55 Business Continuity Plan 17 Feb 2016 Process: 23 Company Objectives 16 Feb 2016 Process: 6813 Management Meeting Turnover Report 09 Mar 2016 Process: 27 Management Reviews And Quality Audits 16 Feb 2016 Process: 22 Company Policys 16 Feb 2016 Process: 7750 Meeting With Management 14 Oct 2016 Process: 7793 Team Review Meeting 16 Mar 2017 Process: 7753 Management Meeting 22 Nov 2016 Process: 6861 Management Meeting Review Weekly Meeting 09 Mar 2016 Process: 7833 Importance Of Effective Quality Management 20 Sep 2017 Process: 7834 Financial Review 20 Sep 2017 Process: 26 Company Resources 16 Feb 2016 Process: 30 Responsibility Allocation : MHRA Licences And Notifications 16 Feb 2016 Process: 31 Responsibility Allocation : Notified Body Notifications 16 Feb 2016 Process: 32 MDALL Listings 16 Feb 2016 Process: 7057 Responsibility Allocation : Complaints and Vigilance Notifications 09 Mar 2016 Process: 7070 Management Review 09 Mar 2016 Process: 29 Responsibility Allocation : CMDCAS Updates And Licences 16 Feb 2016 Process: 5889 Responsibility Allocation : Audit And Task - Audit 24 Feb 2016 Process: 7744 FDA Device Establishment Registration And Listing 28 Sep 2016 Process: 7829 Process: 6871 ISO14001 Environmental management systems 09 Mar 2016 Process: 7874 Review For Latest Version Med Dev 2.12. 18 Oct 2017 Process: 7877 Disaster Planning 21 Oct 2017 Process: 7876 Maintain Update Of ISO Route Maps 21 Oct 2017 Process: 7878 Review Possible Upcoming Regulation Changes 22 Oct 2017 Process: 7886 Audit 18 Management Review Viamed 24 Oct 2017 Process: 7887 Audit 18 Management Review VST 24 Oct 2017 Process: 7890 New UPS Rates Needs Checking 24 Oct 2017 Process: 7888 Review Processes Linked To VOPs And Audits 24 Oct 2017 Process: 7895 FDA Device Establishment Registration 29 Oct 2017
ID23523	VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control Process: 5940 Thumb Nail Processor 07 Mar 2016 Process: 7827 Review The Quality Policy VST 16 Sep 2017 Process: 7828 Review The Quality Policy Viamed 16 Sep 2017 Process: 5934 Responsibility Allocation : Staff Training 05 Mar 2016 Process: 7032 Responsibility Allocation : Document Requirements 09 Mar 2016 Process: 41 Responsibility Allocation : Documentation Control 16 Feb 2016

	Process: 59 Out Of Date Documents 17 Feb 2016 Process: 5851 Duplicate Documents 17 Feb 2016 Process: 5852 Responsibility Allocation : Retention Of Records 17 Feb 2016 Process: 7130 Intrastats Information for Intrastats and L Drive 09 Mar 2016 Process: 5890 Check Website ISO Documents 24 Feb 2016 Process: 7200 Responsibility Allocation : ISO Issues 09 Mar 2016 Process: 7744 FDA Device Establishment Registration And Listing 28 Sep 2016
ID23197	Audit 10 Documentation Control Process: 10 Distribution Of Emails 16 Feb 2016 Process: 5939 Responsibility Allocation : Email ISP Routing 05 Mar 2016 Process: 5940 Thumb Nail Processor 07 Mar 2016 Process: 11 Distribution Of Mail 16 Feb 2016 Process: 6 Responsibility Allocation : Updating Contact Management System 25 Nov 2017 Process: 52 Software Verification Clear Down Backup Emails 16 Feb 2016 Process: 53 Emails 16 Feb 2016 Process: 7672 Off Site Backup 09 Mar 2016 Process: 7700 Domain Name Management 19 May 2016 Process: 9 Distribution Of Faxes 16 Feb 2016 Process: 15 Filing and Archiving 16 Feb 2016 Process: 7711 Import Bank CSV 01 Jul 2016 Process: 7722 Audit 10 Documentation Control Viamed 24 Aug 2016 Process: 7693 Collect Repair Filing From Warehouse 22 Apr 2016 Process: 12 Sales And Technical Information Processing 16 Feb 2016 Process: 16 Responsibility Allocation : Photocopying 16 Feb 2016 Process: 5901 Link Call Log Contacts To The CRM 02 Mar 2016 Process: 7699 Shred Sensitive Paperwork In JL Office 19 May 2016 Process: 7705 Checking For Uploaded Files 08 Jun 2016 Process: 7754 Process: 7770 Audit 10 Documentation Control VST 08 Feb 2017 Process: 6938 Customer Database Updates 09 Mar 2016 Process: 6940 Responsibility Allocation : Customer Ongoing task List 09 Mar 2016 Process: 7090 Responsibility Allocation : Office Procedures 09 Mar 2016 Process: 7032 Responsibility Allocation : Document Requirements 09 Mar 2016 Process: 41 Responsibility Allocation : Documentation Control 16 Feb 2016 Process: 59 Out Of Date Documents 17 Feb 2016 Process: 5851 Duplicate Documents 17 Feb 2016 Process: 5852 Responsibility Allocation : Retention Of Records 17 Feb 2016 Process: 7124 Responsibility Allocation : Intrastats 09 Mar 2016 Process: 7125 Responsibility Allocation : Intrastats Urgent Problems 09 Mar 2016 Process: 7126 Intrastats Requested Page updates 09 Mar 2016 Process: 7127 Responsibility Allocation : Intrastats Unfinished in progress Processes 09 Mar 2016 Process: 7128 Responsibility Allocation : Intrastats Future Features needed 09 Mar 2016 Process: 7129 Intrastats Cross Reference Database Tables Updates 09 Mar 2016 Process: 7130 Intrastats Information for Intrastats and L Drive 09 Mar 2016 Process: 7131 Responsibility Allocation : Intrastats Opera 09 Mar 2016 Process: 7133 Responsibility Allocation : Intrastats Contact Manager 09 Mar 2016 Process: 7739 Intrastats Amendment Log 12 Sep 2016 Process: 5877 Responsibility Allocation : Review Company Data 17 Feb 2016 Process: 44 Secure Socket Level Certificate 16 Feb 2016 Process: 5890 Check Website ISO Documents 24 Feb 2016 Process: 7863 Maintain Repair Codes List 05 Oct 2017
ID23590	Audit 10b Process Verification Process: 7701 AWS Amazon Web Services 23 May 2016 Process: 7723 Audit 10b Process Verification Viamed 24 Aug 2016 Process: 7827 Review The Quality Policy VST 16 Sep 2017 Process: 7828 Review The Quality Policy Viamed 16 Sep 2017

	Process: 7771 Audit 10b Process Verification VST 08 Feb 2017 Process: 6866 Internal Process Verification Complete Systems Review 09 Mar 2016 Process: 7755 Fast Hosts Invoice 08 Dec 2016 Process: 7845 7.1.4 Environment Of Operations 25 Sep 2017 Process: 7846 ISO System Management Review 26 Sep 2017 Process: 7837 Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 Process: 7832 Cleardown Emailed Invoices 20 Sep 2017 Process: 7848 Review ISO Scopes 27 Sep 2017 Process: 7851 Software Validation Scan Un-QA Product To Order 01 Oct 2017 Process: 7852 Software Validation Expired Stock 01 Oct 2017 Process: 7853 Software Validation Non Sell Able Shelf 01 Oct 2017 Process: 7854 Software Validation In Production List 01 Oct 2017 Process: 7855 Software Validation - Production Lists 01 Oct 2017 Process: 7856 Software Validation Unchecked Orders 01 Oct 2017 Process: 7857 Software Validation Stock Tracking Check 01 Oct 2017 Process: 7858 Software Validation Attempt To QA Some Stock 01 Oct 2017 Process: 7861 Software Validation Of Training Documents Forced Reading 03 Oct 2017 Process: 7850 Software Validation Scan In Correct Product 01 Oct 2017 Process: 7871 Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017 Process: 7865 Software Validation Conflicting Audits 07 Oct 2017 Process: 7870 Software Validation Non Conformance Product Risk Feedback Loop 15 Oct 2017 Process: 7879 Software Validation Scheduled Tasks And Audits 22 Oct 2017 Process: 7875 Software Validation Document Control 20 Oct 2017 Process: 7880 Software Validation Out Of Date Documents 22 Oct 2017 Process: 7881 Software Validation - Live Orders 22 Oct 2017
ID8700	Chart 27 Customer Complaints Chart 27 Process: 7743 Customer Complaints Paper File 26 Sep 2016
ID23153	Audit 08 Training, Competence and Human Resources Process: 7720 Audit 08 Training Viamed 24 Aug 2016 Process: 6839 Personnel Holidays and Time Adjustments 09 Mar 2016 Process: 5881 Training Records Review 18 Feb 2016 Process: 5904 Responsibility Allocation : Taking On New Staff 02 Mar 2016 Process: 5936 Wages Calculations 05 Mar 2016 Process: 6837 Personnel Requirements and Training 09 Mar 2016 Process: 6851 Review Accident Book 09 Mar 2016 Process: 6877 Responsibility Allocation : Alarm Key Holders 09 Mar 2016 Process: 6906 Responsibility Allocation : Time Working Away 09 Mar 2016 Process: 6928 Responsibility Allocation : Staff 09 Mar 2016 Process: 7074 Training 09 Mar 2016 Process: 7759 Health Declaration Sheet 23 Jan 2017 Process: 7768 Audit 08 Training VST 08 Feb 2017 Process: 5934 Responsibility Allocation : Staff Training 05 Mar 2016 Process: 7070 Management Review 09 Mar 2016 Process: 7713 Review Roles And Responsibilities 17 Aug 2016 Process: 7883 Appraisal 23 Oct 2017 Process: 7884 Pay Review 23 Oct 2017
ID22684	VM3COP00.00 Viamed Quality Statement policy and objectives Process: 23 Company Objectives 16 Feb 2016 Process: 22 Company Polycys 16 Feb 2016 Process: 7828 Review The Quality Policy Viamed 16 Sep 2017 Process: 7833 Importance Of Effective Quality Management 20 Sep 2017
ID22062	VM3COP00.00 VST Quality Statement policy and objectives Process: 23 Company Objectives 16 Feb 2016 Process: 7827 Review The Quality Policy VST 16 Sep 2017 Process: 7833 Importance Of Effective Quality Management 20 Sep 2017

ID23519	VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks Process: 39 Enviromental Policy Document Review 16 Feb 2016 Process: 7741 Review Ethical Policy 14 Sep 2016 Process: 6839 Personnel Holidays and Time Adjustments 09 Mar 2016 Process: 5881 Training Records Review 18 Feb 2016 Process: 5904 Responsibility Allocation : Taking On New Staff 02 Mar 2016 Process: 6837 Personnel Requirements and Training 09 Mar 2016 Process: 6877 Responsibility Allocation : Alarm Key Holders 09 Mar 2016 Process: 6906 Responsibility Allocation : Time Working Away 09 Mar 2016 Process: 6928 Responsibility Allocation : Staff 09 Mar 2016 Process: 7074 Training 09 Mar 2016 Process: 7042 Responsibility Allocation : Work Environment 09 Mar 2016 Process: 5934 Responsibility Allocation : Staff Training 05 Mar 2016 Process: 5874 Childcare Vouchers Edenred 17 Feb 2016 Process: 7753 Management Meeting 22 Nov 2016 Process: 34 Responsibility Allocation : Insurance Is Upto Date 16 Feb 2016 Process: 5869 Responsibility Allocation : Legal Company Car Registration 17 Feb 2016 Process: 6841 Responsibility Allocation : Grants 09 Mar 2016 Process: 6843 Future Reviews - Waste 09 Mar 2016 Process: 6861 Management Meeting Review Weekly Meeting 09 Mar 2016 Process: 30 Responsibility Allocation : MHRA Licences And Notifications 16 Feb 2016 Process: 31 Responsibility Allocation : Notified Body Notifications 16 Feb 2016 Process: 32 MDALL Listings 16 Feb 2016 Process: 7033 Responsibility Allocation : Management commitment to ISO 09 Mar 2016 Process: 7037 Responsibility Allocation : Responsibility, authority and communication 09 Mar 2016 Process: 7057 Responsibility Allocation : Complaints and Vigilance Notifications 09 Mar 2016 Process: 7713 Review Roles And Responsibility's 17 Aug 2016 Process: 7837 Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 Process: 29 Responsibility Allocation : CMDCAS Updates And Licences 16 Feb 2016 Process: 7848 Review ISO Scopes 27 Sep 2017 Process: 7891 Fire Alarm Evacuation Drill 25 Oct 2017
ID23249	Audit 20 Process verification to Managment Process: 7730 Audit 20 Process Verification To Managment Viamed 24 Aug 2016 Process: 7778 Audit 20 Process Verification To Managment VST 08 Feb 2017
ID21800	VM3COP19 Health and Safety Process: 6855 Risk Assessment HSE 09 Mar 2016
ID22429	Viamed Top Level Quality Objectives Process: 23 Company Objectives 16 Feb 2016
ID23326	VOP 18 Maintenance Building, Fabric and Infrastructure Process: 5856 Cleaning The Kitchen 17 Feb 2016 Process: 5853 Vacuuming Of The Office, Hall And Meeting Room 17 Feb 2016 Process: 5900 Cleaning Of Office Windows 25 Feb 2016 Process: 5878 Empty Office Bins 18 Feb 2016 Process: 5912 Responsibility Allocation : Main Recycle Bins 03 Mar 2016 Process: 5906 Empty Paper Bins 03 Mar 2016 Process: 7805 Empty Kitchen Bins 22 May 2017 Process: 5909 Empty Warehouse Bins 03 Mar 2016 Process: 7706 Update Virus Software And Scan For Viruses 10 Jun 2016 Process: 7802 Clean Kitchen Sides 22 May 2017 Process: 7803 Dishwashing 22 May 2017 Process: 7804 Sweep Kitchen Floor 22 May 2017 Process: 7806 Watering Plants 22 May 2017 Process: 7807 Process: 54 Responsibility Allocation : Gents Toilets 17 Feb 2016

	Process: 5907 Hoover Warehouse 03 Mar 2016 Process: 5908 Sweep Warehouse 03 Mar 2016 Process: 5910 Clean Duckets 03 Mar 2016 Process: 5911 Clear Cardboard 03 Mar 2016 Process: 7698 Clean Toilets 17 May 2016 Process: 7131 Responsibility Allocation : Intrastats Opera 09 Mar 2016 Process: 7133 Responsibility Allocation : Intrastats Contact Manager 09 Mar 2016 Process: 7132 Responsibility Allocation : Intrastats Goldmine 09 Mar 2016
ID23594	Audit 16 Sales and Marketing Process: 21 Office Sales Projects 16 Feb 2016 Process: 17 Preparation Of Catalogues 16 Feb 2016 Process: 40 Responsibility Allocation : Calender 16 Feb 2016 Process: 5870 Book Arab Health 17 Feb 2016 Process: 19 Maintaining Leaflet Stocks 16 Feb 2016 Process: 20 Processing Of Mail Shots 16 Feb 2016 Process: 5873 Distributor Contract Reviews 17 Feb 2016 Process: 5885 Responsibility Allocation : Monthly Reports 24 Feb 2016 Process: 5883 Responsibility Allocation : Monthly Sales Report 24 Feb 2016 Process: 6888 Viamed Automotive UK 09 Mar 2016 Process: 6898 GHX Web Pricing 09 Mar 2016 Process: 5884 Responsibility Allocation : Monthly Report 24 Feb 2016 Process: 5886 Responsibility Allocation : Monthly Report 24 Feb 2016
ID23173	Audit 04 Accounts and Finance Process: 7702 Responsibility Allocation : Vandagraph Pay Pay Issue Refund 23 May 2016 Process: 7703 Vandagraph Pay Pay Retrieve Funds 23 May 2016 Process: 5915 Opera Sales Ledger Close 05 Mar 2016 Process: 7740 Weights Per Region Needed To Submit EC Sales List 13 Sep 2016 Process: 5929 HMRC Intrastats Sales Data 05 Mar 2016 Process: 7799 Opera Purchase Ledger Close 11 May 2017 Process: 7800 Opera Nominal Ledger Close 11 May 2017 Process: 5937 Review the Delivered Not Invoiced Reports 05 Mar 2016 Process: 5865 Vandagraph Loan 17 Feb 2016 Process: 5867 Accounts On Stop 17 Feb 2016 Process: 5874 Childcare Vouchers Edenred 17 Feb 2016 Process: 5914 End Of Year Reports For Accountants 04 Mar 2016 Process: 5916 Bank Details Opera reports entered Intrastats 05 Mar 2016 Process: 5917 Fill in Cashbook / Bank Rec for previous Month 05 Mar 2016 Process: 5918 Journals for the End of Month accounts 05 Mar 2016 Process: 5920 Responsibility Allocation : Cheques To Bank - Fill in Paying in Book 05 Mar 2016 Process: 5922 Credit Cards Expenses Calculations 05 Mar 2016 Process: 5923 Credits processed 05 Mar 2016 Process: 5924 Export Cheques sent by Currency Lodgement 05 Mar 2016 Process: 5925 Customs Clearance 05 Mar 2016 Process: 5926 Responsibility Allocation : Petty Cash Expenses receipts and cash 05 Mar 2016 Process: 5927 Responsibility Allocation : Accounts Filing 05 Mar 2016 Process: 5928 Responsibility Allocation : xx remove Filing Cabinets 05 Mar 2016 Process: 5930 VAT Return 05 Mar 2016 Process: 5931 Purchase Invoices in to Opera 05 Mar 2016 Process: 5932 Remit Processing and entry into Opera 05 Mar 2016 Process: 5933 Responsibility Allocation : Sales Accounts Reminders 05 Mar 2016 Process: 5942 Chase the Debtors viamed 08 Mar 2016 Process: 6819 Supplier Payments and Invoice processing 09 Mar 2016 Process: 6822 Process: 6876 Issues for Accountants - P11D Form re Benefits to Revenue and Customs 09 Mar 2016 Process: 6946 Accounts Debtors Review - Export 09 Mar 2016

Process: 6951 Accounts Debtors Review - UK 09 Mar 2016
Process: 7192
Process: 7084 Responsibility Allocation : Accounts Issues 09 Mar 2016
Process: 7195 Responsibility Allocation : Loans between companies 09 Mar 2016
Process: 7788 Petty Cash Reconciliation 02 Mar 2017
Process: 7789 Withdraw Funds From Paypal 02 Mar 2017
Process: 7817 Issues For Accountants - Check suggested invoice report in operas 13 Jun 2017
Process: 7818 Issues For Accountants - Check Purchasing Journals to see if VAT handled correctly Previous Month 13 Jun 2017
Process: 7819 Issues For Accountant - Check Contra account 8000 and clear it 13 Jun 2017
Process: 7824 Chase The Debtors VST 27 Aug 2017
Process: 7708 Acorn 0014904 17 Jun 2016
Process: 5869 Responsibility Allocation : Legal Company Car Registration 17 Feb 2016
Process: 7831 Intrastats Debtors And Creditor Figures 18 Sep 2017
Process: 7885 Audit 04 Accounts 23 Oct 2017

ID23161

Audit 02 Contract Review and Sales Order Processing
Process: 5 Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016
Process: 36 Emailing Of Invoices 16 Feb 2016
Process: 5892 Checking EBay And Amazon For Orders And Messages 25 Feb 2016
Process: 5894 Responsibility Allocation : Checking Of Active List 25 Feb 2016
Process: 7 Checking Of Sales Orders 16 Feb 2016
Process: 5943 Check Cardea And Multiquote 08 Mar 2016
Process: 5891 Processing Of Repair Quotes And Orders 25 Feb 2016
Process: 2 Answering Telephones 16 Feb 2016
Process: 37 West Yorkshire Ambulance Stock 16 Feb 2016
Process: 5945 Responsibility Allocation : Sending Samples 08 Mar 2016
Process: 5946 Sending Sale Or Returns 08 Mar 2016
Process: 5948 Adding New Accounts To Opera 08 Mar 2016
Process: 5949 Filling Credit Card Slips 08 Mar 2016
Process: 5895 Responsibility Allocation : Completing Office Job List 25 Feb 2016
Process: 5875 Check Paypal For Orders 17 Feb 2016
Process: 7675 Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016
Process: 5944 Chasing Lost Customers 08 Mar 2016
Process: 3 Responsibility Allocation : Meeting And Greeting Visitors To The Company 16 Feb 2016
Process: 4 Responsibility Allocation : Assisting With Refreshments For Visitors 16 Feb 2016
Process: 7676 PDFing Of Invoices 17 Mar 2016
Process: 7696 Send VIAMED Delivery Notifications 28 Apr 2016
Process: 5893 Answering Website Questions 25 Feb 2016
Process: 7678 Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016
Process: 5899 Proforma And Quote Chasing 25 Feb 2016
Process: 7710 Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016
Process: 14 Fax Paper 16 Feb 2016
Process: 5882 Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
Process: 7715 Audit 02 Contract Review Viamed 24 Aug 2016
Process: 7734 Humanmed Order Processing 25 Aug 2016
Process: 7677 Follow Up SOR And Samples 29 Mar 2016
Process: 5897 Responsibility Allocation : Franking Mail 25 Feb 2016
Process: 7709 Humanmed Invoicing 28 Jun 2016
Process: 6954 Back Orders Review - By Customer 09 Mar 2016
Process: 8 Order Acknowledgment And Status Liaison With Customers Regarding 16 Feb 2016
Process: 5896 Responsibility Allocation : Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016
Process: 5913 Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016
Process: 5947 Responsibility Allocation : Search For Distributors 08 Mar 2016
Process: 6958 Responsibility Allocation : Shipped Order Queries 09 Mar 2016

	Process: 7686 Thorough Checking Of Awaiting Action Tray 21 Apr 2016 Process: 7712 Review Inward Payments 01 Jul 2016 Process: 7735 Ensure SOR's Are Followed Up 01 Sep 2016 Process: 7758 Check For GHX Orders 17 Jan 2017 Process: 7761 Send VST Delivery Notifications 01 Feb 2017 Process: 7783 PDF VST Invoices And Purchase Orders 10 Feb 2017 Process: 7795 Answering UK Web Questions 27 Apr 2017 Process: 7822 Review Oxylink Stock 26 Jul 2017 Process: 7791 Price List Check 10 Mar 2017 Process: 7763 Audit 02 Contract Review VST 08 Feb 2017 Process: 7808 Ensure All Invoice Correctly Tagged 02 Jun 2017 Process: 5872 Check Sale Or Returns Export 17 Feb 2016 Process: 5871 Check Sale Or Returns 17 Feb 2016 Process: 5876 E.Commerce Cardea And Multiquote 17 Feb 2016 Process: 7782 Remove Started But Not Used Order Numbers 08 Feb 2017 Process: 6956 Responsibility Allocation : Sales Order Issues 09 Mar 2016 Process: 6921 Customer pricing agreements 09 Mar 2016 Process: 6922 Special Price Quotes to Customers 09 Mar 2016 Process: 6959 Sales Forward Orders Review 09 Mar 2016 Process: 7801 VST Price Review 17 May 2017 Process: 5905 Responsibility Allocation : Price Checking 02 Mar 2016 Process: 6950 Opera Partnumber Prices Updates 09 Mar 2016 Process: 7697 Yearly Pricing Review 09 May 2016 Process: 7670 Humanmed general Issues 09 Mar 2016 Process: 7872 Embargo Countries NOT Allowed To Sell To 16 Oct 2017 Process: 7893 VST Price Lists 28 Oct 2017 Process: 7894 VST Customer Agreements 28 Oct 2017
ID23253	Audit 22 Post Market Surveillance Process: 7732 Audit 22 Post Market Surveillance Viamed 24 Aug 2016 Process: 43 Product Post Market Survelance 16 Feb 2016 Process: 7780 Audit 22 Post Market Surveillance VST 08 Feb 2017 Process: 6889 Responsibility Allocation : Post Market Surveilance 09 Mar 2016 Process: 7809 Pro-Active Marketing 06 Jun 2017 Process: 7810 Research Activities 06 Jun 2017 Process: 5863 Responsibility Allocation : Sales Meetings UK 17 Feb 2016 Process: 5864 Responsibility Allocation : Sales Meeting EX 17 Feb 2016
ID23169	Audit 01 Picking packing Process: 7714 Audit 01 Picking Packing Viamed 24 Aug 2016 Process: 7825 Responsibility Allocation : Order Picking 06 Sep 2017 Process: 5859 Review Un-shipped Parcels 17 Feb 2016 Process: 6970 Process: 7691 Ship Sale Or Returns 21 Apr 2016 Process: 7762 Audit 01 Picking Packing VST 08 Feb 2017 Process: 7796 Review Franking Label Errors 08 May 2017 Process: 7797 Check Order Are Being Picked In Priority Order 10 May 2017 Process: 7798 Orders And Items Shipped Per Month 10 May 2017 Process: 7860 Goods Out Picking 03 Oct 2017
ID23615	VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement Process: 6973 Responsibility Allocation : Stock Transfers. (QC19) 09 Mar 2016 Process: 7675 Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016 Process: 5872 Check Sale Or Returns Export 17 Feb 2016 Process: 5871 Check Sale Or Returns 17 Feb 2016 Process: 5855 Purchase Order Requirements Teledyne 17 Feb 2016 Process: 5858 Opera Stock Adjustments 17 Feb 2016 Process: 5868 Return Goods To Suppliers 17 Feb 2016 Process: 5935 Stock Allocations 05 Mar 2016

	Process: 6829 Supplier Review - Outstanding orders 09 Mar 2016 Process: 6832 Supplier Review Future orders 09 Mar 2016 Process: 6840 Minimum Stock Report 09 Mar 2016 Process: 6848 Returns Stock Report 09 Mar 2016 Process: 6850 Current Stock Levels 09 Mar 2016 Process: 6945 Missing Stock or Adjustments 09 Mar 2016 Process: 6955 Production Requirements 09 Mar 2016 Process: 7046 Stock Purchasing 09 Mar 2016 Process: 7051 Responsibility Allocation : Control of nonconforming product 09 Mar 2016 Process: 7673 Check Expiry Dated Stock 09 Mar 2016 Process: 7679 Check Stock Requirements Supplier Teledyne 18 Apr 2016 Process: 7680 Check Stock Requirements Supplier Envitec 18 Apr 2016 Process: 7681 Check Stock Requirements Supplier Posey 18 Apr 2016 Process: 7682 Check Stock Requirements Supplier Bluepoint 18 Apr 2016 Process: 7687 Vandagraph Duckets 21 Apr 2016 Process: 7688 Move Stock From QA Shelf To Stock Shelf Friday 21 Apr 2016 Process: 7689 Move Stock From QA Shelf To Stock Shelf Monday 21 Apr 2016 Process: 7694 Move Stock From QA Shelf To Stock Shelf Tuesday 28 Apr 2016 Process: 7695 Top Up Quick Shipping Shelves 28 Apr 2016 Process: 7708 Acorn 0014904 17 Jun 2016 Process: 7798 Orders And Items Shipped Per Month 10 May 2017 Process: 6961 Responsibility Allocation : VIAMED Stock Meeting Purchase Order Requirements 09 Mar 2016 Process: 7683 Check Stock For Proforma 18 Apr 2016 Process: 6968 Responsibility Allocation : VIAMED Stock Meeting Repairs Review - General 09 Mar 2016 Process: 6949 Responsibility Allocation : VIAMED Stock Meeting QA Processing 09 Mar 2016 Process: 6948 Responsibility Allocation : VIAMED Stock Meeting Stock Processing 09 Mar 2016 Process: 6947 Responsibility Allocation : VIAMED Stock Meeting Stock Queries 09 Mar 2016 Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7864 ESD Work Stations 07 Oct 2017 Process: 7873 On Site Environment Review 18 Oct 2017 Process: 7866 Oxygen Cylinder Check 13 Oct 2017
ID24125	VOP 19 FeedBack Customer Complaints Vigilance and Notifications Viamed Ltd Process: 7743 Customer Complaints Paper File 26 Sep 2016 Process: 7671 Humanmed Non Conformances 09 Mar 2016 Process: 6931 Customer Complaints 09 Mar 2016 Process: 7839 Review VIAMED Feedback - Customer Complaints 23 Sep 2017 Process: 7838 Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 Process: 7070 Management Review 09 Mar 2016 Process: 7840 Review VST Feedback - Customer Feedback Negative 23 Sep 2017 Process: 7841 Review VST Feedback - Customer Complaints 23 Sep 2017 Process: 7842 Review VIAMED Product Feedback Negative 23 Sep 2017 Process: 7843 Review VST Product Feedback Negative 23 Sep 2017 Process: 7174 Process: 7175 Process: 7179 Process: 7874 Review For Latest Version Med Dev 2.12. 18 Oct 2017
ID18641	VM3COP20.01 Post In Distributing the Post Process: 11 Distribution Of Mail 16 Feb 2016 Process: 5882 Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
ID24157	VOP 03 Contract Review, Enquires, Office Processes Process: 5 Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016 Process: 10 Distribution Of Emails 16 Feb 2016 Process: 36 Emailing Of Invoices 16 Feb 2016

Process: 5892 Checking EBay And Amazon For Orders And Messages 25 Feb 2016
 Process: 5894 Responsibility Allocation : Checking Of Active List 25 Feb 2016
 Process: 7 Checking Of Sales Orders 16 Feb 2016
 Process: 5943 Check Cardea And Multiquote 08 Mar 2016
 Process: 5891 Processing Of Repair Quotes And Orders 25 Feb 2016
 Process: 11 Distribution Of Mail 16 Feb 2016
 Process: 2 Answering Telephones 16 Feb 2016
 Process: 37 West Yorkshire Ambulance Stock 16 Feb 2016
 Process: 5948 Adding New Accounts To Opera 08 Mar 2016
 Process: 5949 Filling Credit Card Slips 08 Mar 2016
 Process: 6 Responsibility Allocation : Updating Contact Management System 25 Nov 2017
 Process: 5895 Responsibility Allocation : Completing Office Job List 25 Feb 2016
 Process: 5875 Check Paypal For Orders 17 Feb 2016
 Process: 5944 Chasing Lost Customers 08 Mar 2016
 Process: 3 Responsibility Allocation : Meeting And Greeting Visitors To The Company 16 Feb 2016
 Process: 4 Responsibility Allocation : Assisting With Refreshments For Visitors 16 Feb 2016
 Process: 7676 PDFing Of Invoices 17 Mar 2016
 Process: 9 Distribution Of Faxes 16 Feb 2016
 Process: 7696 Send VIAMED Delivery Notifications 28 Apr 2016
 Process: 5857 Customer Service Logs 17 Feb 2016
 Process: 5893 Answering Website Questions 25 Feb 2016
 Process: 7678 Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016
 Process: 15 Filing and Archiving 16 Feb 2016
 Process: 5899 Proforma And Quote Chasing 25 Feb 2016
 Process: 7710 Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016
 Process: 7707 Send Purchase Orders To Suppliers 13 Jun 2016
 Process: 14 Fax Paper 16 Feb 2016
 Process: 5882 Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
 Process: 7734 Humanmed Order Processing 25 Aug 2016
 Process: 5850 Purchase Order Log 17 Feb 2016
 Process: 7693 Collect Repair Filing From Warehouse 22 Apr 2016
 Process: 7677 Follow Up SOR And Samples 29 Mar 2016
 Process: 5897 Responsibility Allocation : Franking Mail 25 Feb 2016
 Process: 21 Office Sales Projects 16 Feb 2016
 Process: 7709 Humanmed Invoicing 28 Jun 2016
 Process: 8 Order Acknowledgment And Status Liaison With Customers Regarding 16 Feb 2016
 Process: 12 Sales And Technical Information Processing 16 Feb 2016
 Process: 16 Responsibility Allocation : Photocopying 16 Feb 2016
 Process: 17 Preparation Of Catalogues 16 Feb 2016
 Process: 20 Processing Of Mail Shots 16 Feb 2016
 Process: 5896 Responsibility Allocation : Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016
 Process: 5901 Link Call Log Contacts To The CRM 02 Mar 2016
 Process: 5913 Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016
 Process: 5947 Responsibility Allocation : Search For Distributors 08 Mar 2016
 Process: 6958 Responsibility Allocation : Shipped Order Queries 09 Mar 2016
 Process: 7686 Thorough Checking Of Awaiting Action Tray 21 Apr 2016
 Process: 7699 Shred Sensitive Paperwork In JL Office 19 May 2016
 Process: 7705 Checking For Uploaded Files 08 Jun 2016
 Process: 7712 Review Inward Payments 01 Jul 2016
 Process: 7735 Ensure SOR's Are Followed Up 01 Sep 2016
 Process: 7751 VST Purchase Order Log 02 Nov 2016
 Process: 7758 Check For GHX Orders 17 Jan 2017
 Process: 7760 Send Service Offers 31 Jan 2017
 Process: 7761 Send VST Delivery Notifications 01 Feb 2017
 Process: 7783 PDF VST Invoices And Purchase Orders 10 Feb 2017
 Process: 7792 Shipped Order Success Report 13 Mar 2017

	Process: 7795 Answering UK Web Questions 27 Apr 2017 Process: 7822 Review Oxylink Stock 26 Jul 2017 Process: 5876 E.Commerce Cardea And Multiquote 17 Feb 2016 Process: 5873 Distributor Contract Reviews 17 Feb 2016 Process: 5885 Responsibility Allocation : Monthly Reports 24 Feb 2016 Process: 6938 Customer Database Updates 09 Mar 2016 Process: 6940 Responsibility Allocation : Customer Ongoing task List 09 Mar 2016 Process: 6956 Responsibility Allocation : Sales Order Issues 09 Mar 2016 Process: 5866 UPS Shipping Fuel Surcharge 17 Feb 2016 Process: 6952 Responsibility Allocation : Lost in Shipping Claims 09 Mar 2016 Process: 6971 Freight Courier Cost Request 09 Mar 2016 Process: 7692 Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 Process: 7796 Review Franking Label Errors 08 May 2017 Process: 6916 Responsibility Allocation : Service exisiting 09 Mar 2016 Process: 6917 Responsibility Allocation : Service extension 09 Mar 2016 Process: 7863 Maintain Repair Codes List 05 Oct 2017 Process: 7890 New UPS Rates Needs Checking 24 Oct 2017 Process: 7893 VST Price Lists 28 Oct 2017 Process: 7894 VST Customer Agreements 28 Oct 2017
ID23245	Audit 21 Audit of Audit Process: 7731 Audit 21 Audit Of Audit Viamed 24 Aug 2016 Process: 7779 Audit 21 Audit Of Audit VST 08 Feb 2017 Process: 38 Audits Up to Date and Confirm next years Audit schedule 16 Feb 2016 Process: 7093 BSI Audits Calander 09 Mar 2016 Process: 7670 Humanmed general Issues 09 Mar 2016 Process: 7862 Review The Audit Calender Screen 04 Oct 2017
ID21314	Process: 6828
ID23205	Audit 12 CE Files Process: 7725 Audit 12 CE Files Viamed 24 Aug 2016 Process: 7773 Audit 12 CE Files VST 08 Feb 2017 Process: 24 Compliance ISO Standards 16 Feb 2016 Process: 7172 Responsibility Allocation : CE Technical Files 09 Mar 2016 Process: 7071 Post Market Surveillance 09 Mar 2016
ID23731	VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data Process: 55 Business Continuity Plan 17 Feb 2016 Process: 23 Company Objectives 16 Feb 2016 Process: 27 Management Reviews And Quality Audits 16 Feb 2016 Process: 7714 Audit 01 Picking Packing Viamed 24 Aug 2016 Process: 7715 Audit 02 Contract Review Viamed 24 Aug 2016 Process: 7716 Audit 03 Design Control Viamed 24 Aug 2016 Process: 7717 Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 Process: 7718 Audit 06 Calibration Viamed 24 Aug 2016 Process: 7719 Audit 07 Handling And Storage Viamed 24 Aug 2016 Process: 7720 Audit 08 Training Viamed 24 Aug 2016 Process: 7721 Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016 Process: 7722 Audit 10 Documentation Control Viamed 24 Aug 2016 Process: 7723 Audit 10b Process Verification Viamed 24 Aug 2016 Process: 7724 Audit 11 Repairs And Service Viamed 24 Aug 2016 Process: 7725 Audit 12 CE Files Viamed 24 Aug 2016 Process: 7726 Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016 Process: 7727 Audit 15 Production Viamed 24 Aug 2016 Process: 7728 Audit 17 Internal Audits Viamed 24 Aug 2016 Process: 7729 Audit 19 Health And Saftey Viamed 24 Aug 2016 Process: 7730 Audit 20 Process Verification To Managment Viamed 24 Aug 2016

Process: 7731 Audit 21 Audit Of Audit Viamed 24 Aug 2016
 Process: 7732 Audit 22 Post Market Surveillance Viamed 24 Aug 2016
 Process: 7733 Audit 23 Analysis Of Data Viamed 24 Aug 2016
 Process: 6828
 Process: 22 Company Policy 16 Feb 2016
 Process: 7754
 Process: 7762 Audit 01 Picking Packing VST 08 Feb 2017
 Process: 7763 Audit 02 Contract Review VST 08 Feb 2017
 Process: 7764 Audit 03 Design Control VST 08 Feb 2017
 Process: 7765 Audit 05 Purchasing Suppliers VST 08 Feb 2017
 Process: 7766 Audit 06 Calibration VST 08 Feb 2017
 Process: 7767 Audit 07 Handling And Storage VST 08 Feb 2017
 Process: 7768 Audit 08 Training VST 08 Feb 2017
 Process: 7769 Audit 09 Goods Inward And Product Identity VST 08 Feb 2017
 Process: 7770 Audit 10 Documentation Control VST 08 Feb 2017
 Process: 7771 Audit 10b Process Verification VST 08 Feb 2017
 Process: 7772 Audit 11 Repairs And Service VST 08 Feb 2017
 Process: 7773 Audit 12 CE Files VST 08 Feb 2017
 Process: 7774 Audit 14 Complaints And Corrective Actions VST 08 Feb 2017
 Process: 7775 Audit 15 Production VST 08 Feb 2017
 Process: 7776 Audit 17 Internal Audits VST 08 Feb 2017
 Process: 7777 Audit 19 Health And Safety VST 08 Feb 2017
 Process: 7778 Audit 20 Process Verification To Management VST 08 Feb 2017
 Process: 7779 Audit 21 Audit Of Audit VST 08 Feb 2017
 Process: 7780 Audit 22 Post Market Surveillance VST 08 Feb 2017
 Process: 7781 Audit 23 Analysis Of Data VST 08 Feb 2017
 Process: 7808 Ensure All Invoice Correctly Tagged 02 Jun 2017
 Process: 6886 Responsibility Allocation : VIAMED Sales And Marketing Sales Viamed Medical Export 09 Mar 2016
 Process: 6887 Responsibility Allocation : VIAMED Sales And Marketing Sales Viamed Automotive Export 09 Mar 2016
 Process: 7204 Responsibility Allocation : VIAMED Board Directors Meeting Distributor Issues 09 Mar 2016
 Process: 24 Compliance ISO Standards 16 Feb 2016
 Process: 28 Supplier Review 16 Feb 2016
 Process: 6865 Responsibility Allocation : Non Conformance Effectiveness 09 Mar 2016
 Process: 6866 Internal Process Verification Complete Systems Review 09 Mar 2016
 Process: 7172 Responsibility Allocation : CE Technical Files 09 Mar 2016
 Process: 7782 Remove Started But Not Used Order Numbers 08 Feb 2017
 Process: 7090 Responsibility Allocation : Office Procedures 09 Mar 2016
 Process: 7138 Non Conformance Issues Any New QC21 Forms 09 Mar 2016
 Process: 57 Temporary Stock Notices 17 Feb 2016
 Process: 5854 Stock FAQ Admin List 17 Feb 2016
 Process: 7043 Responsibility Allocation : Planning of product realization 09 Mar 2016
 Process: 38 Audits Up to Date and Confirm next years Audit schedule 16 Feb 2016
 Process: 5877 Responsibility Allocation : Review Company Data 17 Feb 2016
 Process: 6904 Responsibility Allocation : Sales And Marketing Internal sales 09 Mar 2016
 Process: 6944 Stock Meeting 09 Mar 2016
 Process: 7846 ISO System Management Review 26 Sep 2017
 Process: 7834 Financial Review 20 Sep 2017
 Process: 26 Company Resources 16 Feb 2016
 Process: 7070 Management Review 09 Mar 2016
 Process: 7837 Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017
 Process: 5887 Review ISO/EN Documents 24 Feb 2016
 Process: 5889 Responsibility Allocation : Audit And Task - Audit 24 Feb 2016
 Process: 7071 Post Market Surveillance 09 Mar 2016
 Process: 7093 BSI Audits Calendar 09 Mar 2016
 Process: 7829

	Process: 7670 Humanmed general Issues 09 Mar 2016 Process: 6821 Responsibility Allocation : VIAMED Management Meeting Supplier Review 09 Mar 2016 Process: 6831 Responsibility Allocation : VIAMED Management Meeting Supplier Review - Min / Max - Re-Orders 09 Mar 2016 Process: 6833 Responsibility Allocation : VIAMED Management Meeting MDA Recalls 09 Mar 2016 Process: 6834 Responsibility Allocation : VIAMED Management Meeting Additional Purchase Orders 09 Mar 2016 Process: 6836 Responsibility Allocation : VIAMED Management Meeting Research and Development rnd 09 Mar 2016 Process: 6920 Responsibility Allocation : VIAMED Sales And Marketing Price Lists UK 09 Mar 2016 Process: 6924 Responsibility Allocation : VIAMED Sales And Marketing Price Lists Export 09 Mar 2016 Process: 6935 Responsibility Allocation : VIAMED Sales And Marketing Products to be Marketed 09 Mar 2016 Process: 6936 Responsibility Allocation : VIAMED Sales And Marketing NHS Supplies Future Technology 09 Mar 2016 Process: 6941 Responsibility Allocation : VIAMED Sales And Marketing New Potential Products 09 Mar 2016 Process: 7039 Responsibility Allocation : Provision of Resources 09 Mar 2016 Process: 7187 Responsibility Allocation : VIAMED Board Directors Meeting Profitability 09 Mar 2016 Process: 7196 Responsibility Allocation : VIAMED Board Directors Meeting Stock Levels 09 Mar 2016 Process: 6871 ISO14001 Environmental management systems 09 Mar 2016 Process: 7848 Review ISO Scopes 27 Sep 2017 Process: 7862 Review The Audit Calendar Screen 04 Oct 2017 Process: 7879 Software Validation Scheduled Tasks And Audits 22 Oct 2017 Process: 7876 Maintain Update Of ISO Route Maps 21 Oct 2017 Process: 7878 Review Possible Upcoming Regulation Changes 22 Oct 2017 Process: 7885 Audit 04 Accounts 23 Oct 2017 Process: 7886 Audit 18 Management Review Viamed 24 Oct 2017 Process: 7887 Audit 18 Management Review VST 24 Oct 2017 Process: 7889 Audit 24 Servicing Viamed 24 Oct 2017 Process: 7888 Review Processes Linked To VOPs And Audits 24 Oct 2017
ID23527	VOP 12 Training Process: 7750 Meeting With Management 14 Oct 2016 Process: 7793 Team Review Meeting 16 Mar 2017 Process: 7833 Importance Of Effective Quality Management 20 Sep 2017 Process: 7845 7.1.4 Environment Of Operations 25 Sep 2017 Process: 7883 Appraisal 23 Oct 2017
ID23181	Audit 05 Purchasing suppliers Process: 7707 Send Purchase Orders To Suppliers 13 Jun 2016 Process: 6972 UPS Shipping Fuel Surcharge 09 Mar 2016 Process: 7717 Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 Process: 5850 Purchase Order Log 17 Feb 2016 Process: 7751 VST Purchase Order Log 02 Nov 2016 Process: 7765 Audit 05 Purchasing Suppliers VST 08 Feb 2017 Process: 7794 V1000 Commissions Review 30 Mar 2017 Process: 7745 UPS Invoices Viamed 06 Oct 2016 Process: 7746 UPS Invoices VST 06 Oct 2016 Process: 7747 UPS Invoices Vandagraph 06 Oct 2016 Process: 7790 Humanmed Invoice them For Previous Month 10 Mar 2017 Process: 28 Supplier Review 16 Feb 2016 Process: 6960

	Process: 5855 Purchase Order Requirements Teledyne 17 Feb 2016 Process: 5866 UPS Shipping Fuel Surcharge 17 Feb 2016 Process: 5868 Return Goods To Suppliers 17 Feb 2016 Process: 6829 Supplier Review - Outstanding orders 09 Mar 2016 Process: 6832 Supplier Review Future orders 09 Mar 2016 Process: 6848 Returns Stock Report 09 Mar 2016 Process: 6952 Responsibility Allocation : Lost in Shipping Claims 09 Mar 2016 Process: 6971 Freight Courier Cost Request 09 Mar 2016 Process: 7679 Check Stock Requirements Supplier Teledyne 18 Apr 2016 Process: 7680 Check Stock Requirements Supplier Envitec 18 Apr 2016 Process: 7681 Check Stock Requirements Supplier Posey 18 Apr 2016 Process: 7682 Check Stock Requirements Supplier Bluepoint 18 Apr 2016 Process: 7784 Check Returns Supplier Envitec 15 Feb 2017 Process: 7785 Check Returns Supplier Teledyne 15 Feb 2017 Process: 7786 Check Returns Supplier Maxtec 15 Feb 2017 Process: 7787 Check Returns All Supplier 15 Feb 2017 Process: 34 Responsibility Allocation : Insurance Is Upto Date 16 Feb 2016 Process: 7683 Check Stock For Proforma 18 Apr 2016 Process: 7882 Purchase Payments 23 Oct 2017
ID23322	VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment, Pat Testing Process: 5939 Responsibility Allocation : Email ISP Routing 05 Mar 2016 Process: 5941 Responsibility Allocation : Replace Main Server 07 Mar 2016 Process: 45 Responsibility Allocation : Main Server Status 16 Feb 2016 Process: 46 Responsibility Allocation : Backup Server Status 16 Feb 2016 Process: 52 Software Verification Clear Down Backup Emails 16 Feb 2016 Process: 53 Emails 16 Feb 2016 Process: 7672 Off Site Backup 09 Mar 2016 Process: 6813 Management Meeting Turnover Report 09 Mar 2016 Process: 7700 Domain Name Management 19 May 2016 Process: 7701 AWS Amazon Web Services 23 May 2016 Process: 7704 Responsibility Allocation : Computer Failure Diagnostics 24 May 2016 Process: 48 Responsibility Allocation : Internet 16 Feb 2016 Process: 49 Responsibility Allocation : Wifi 16 Feb 2016 Process: 50 Responsibility Allocation : Guest Access Wifi 16 Feb 2016 Process: 51 Responsibility Allocation : Printers 16 Feb 2016 Process: 5903 Responsibility Allocation : Weather Station 02 Mar 2016 Process: 6838 Opera Negative Stock 09 Mar 2016 Process: 7121 Responsibility Allocation : General Computer Maintenance 09 Mar 2016 Process: 7124 Responsibility Allocation : Intrastats 09 Mar 2016 Process: 7125 Responsibility Allocation : Intrastats Urgent Problems 09 Mar 2016 Process: 7126 Intrastats Requested Page updates 09 Mar 2016 Process: 7127 Responsibility Allocation : Intrastats Unfinished in progress Processes 09 Mar 2016 Process: 7128 Responsibility Allocation : Intrastats Future Features needed 09 Mar 2016 Process: 7129 Intrastats Cross Reference Database Tables Updates 09 Mar 2016 Process: 7178 Responsibility Allocation : Systems Innovation 09 Mar 2016 Process: 7739 Intrastats Amendment Log 12 Sep 2016 Process: 7755 Fast Hosts Invoice 08 Dec 2016 Process: 44 Secure Socket Level Certificate 16 Feb 2016 Process: 7668 Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 Process: 7832 Cleardown Emailed Invoices 20 Sep 2017 Process: 7823 Saftey Tester Data 02 Aug 2017
ID14696	Process: 6972 UPS Shipping Fuel Surcharge 09 Mar 2016
ID17155	VM3COP03.05 Procedures for customer returning goods on our UPS account number Process: 5879 Customer Returning Goods On Our UPS Account 18 Feb 2016

ID23217	Audit 15 Production Process: 7727 Audit 15 Production Viamed 24 Aug 2016 Process: 7736 Production Start Job List 03 Sep 2016 Process: 7737 Production In Production List 03 Sep 2016 Process: 7738 Production Statistics 03 Sep 2016 Process: 7775 Audit 15 Production VST 08 Feb 2017 Process: 6845 Responsibility Allocation : Quarantine Production 09 Mar 2016 Process: 6955 Production Requirements 09 Mar 2016 Process: 7169 Responsibility Allocation : Production 09 Mar 2016 Process: 7170 Responsibility Allocation : Production Production Schedule 09 Mar 2016 Process: 7171 Responsibility Allocation : Production Production Problems 09 Mar 2016 Process: 7072 Responsibility Allocation : Manufacturing Processes 09 Mar 2016
ID23193	Audit 09 Goods Inward and Product Identity Process: 5938 Responsibility Allocation : Receive Goods 05 Mar 2016 Process: 7721 Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016 Process: 7826 Goods In Processes 06 Sep 2017 Process: 7792 Shipped Order Success Report 13 Mar 2017 Process: 7769 Audit 09 Goods Inward And Product Identity VST 08 Feb 2017 Process: 6969 Responsibility Allocation : VIAMED Stock Meeting 'Goods In' Review 09 Mar 2016 Process: 57 Temporary Stock Notices 17 Feb 2016 Process: 5854 Stock FAQ Admin List 17 Feb 2016 Process: 7181 Responsibility Allocation : Product Catagories 09 Mar 2016 Process: 6894 Product Cross References 09 Mar 2016 Process: 6838 Opera Negative Stock 09 Mar 2016 Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7859 Check POR Files For Items Delivered But Not Removed From File 02 Oct 2017
ID23235	Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Process: 5941 Responsibility Allocation : Replace Main Server 07 Mar 2016 Process: 45 Responsibility Allocation : Main Server Status 16 Feb 2016 Process: 46 Responsibility Allocation : Backup Server Status 16 Feb 2016 Process: 7704 Responsibility Allocation : Computer Failure Diagnostics 24 May 2016 Process: 5856 Cleaning The Kitchen 17 Feb 2016 Process: 7729 Audit 19 Health And Saftey Viamed 24 Aug 2016 Process: 5853 Vacuuming Of The Office, Hall And Meeting Room 17 Feb 2016 Process: 5900 Cleaning Of Office Windows 25 Feb 2016 Process: 39 Enviromental Policy Document Review 16 Feb 2016 Process: 7741 Review Ethical Policy 14 Sep 2016 Process: 5878 Empty Office Bins 18 Feb 2016 Process: 5912 Responsibility Allocation : Main Recycle Bins 03 Mar 2016 Process: 7821 Controlled Waste Description And Transfer 15 Jun 2017 Process: 7820 North Yorkshire Council Waste Tranfer 15 Jun 2017 Process: 5906 Empty Paper Bins 03 Mar 2016 Process: 7805 Empty Kitchen Bins 22 May 2017 Process: 5909 Empty Warehouse Bins 03 Mar 2016 Process: 7042 Responsibility Allocation : Work Environment 09 Mar 2016 Process: 7706 Update Virus Software And Scan For Viruses 10 Jun 2016 Process: 7802 Clean Kitchen Sides 22 May 2017 Process: 7803 Dishwashing 22 May 2017 Process: 7804 Sweep Kitchen Floor 22 May 2017 Process: 7806 Watering Plants 22 May 2017 Process: 7807 Process: 7777 Audit 19 Health And Saftey VST 08 Feb 2017 Process: 54 Responsibility Allocation : Gents Toilets 17 Feb 2016 Process: 5907 Hoover Warehouse 03 Mar 2016 Process: 5908 Sweep Warehouse 03 Mar 2016 Process: 5910 Clean Duckets 03 Mar 2016

	Process: 5911 Clear Cardboard 03 Mar 2016 Process: 7687 Vandagraph Duckets 21 Apr 2016 Process: 7698 Clean Toilets 17 May 2016 Process: 6849 First Aid 09 Mar 2016 Process: 6855 Risk Assessment HSE 09 Mar 2016 Process: 6856 Fire Alarms 09 Mar 2016 Process: 7092 P.A.T. Testing 09 Mar 2016 Process: 56 Warehouse Outside Heating Guard 17 Feb 2016 Process: 5919 Check Out Side Drain 05 Mar 2016 Process: 5921 Clearing Water Downstairs 05 Mar 2016 Process: 7120 General Maintenance Requirements 09 Mar 2016 Process: 7742 Boiler Check 26 Sep 2016 Process: 7756 Carbon Monoxide Alarm 05 Jan 2017 Process: 48 Responsibility Allocation : Internet 16 Feb 2016 Process: 49 Responsibility Allocation : Wifi 16 Feb 2016 Process: 50 Responsibility Allocation : Guest Access Wifi 16 Feb 2016 Process: 51 Responsibility Allocation : Printers 16 Feb 2016 Process: 5903 Responsibility Allocation : Weather Station 02 Mar 2016 Process: 7121 Responsibility Allocation : General Computer Maintenance 09 Mar 2016 Process: 7178 Responsibility Allocation : Systems Innovation 09 Mar 2016 Process: 6843 Future Reviews - Waste 09 Mar 2016 Process: 7835 Electrics Need Checking 20 Sep 2017 Process: 7836 Central Heating For Winter 20 Sep 2017 Process: 7847 Health And Safety Review 26 Sep 2017 Process: 7864 ESD Work Stations 07 Oct 2017 Process: 7867 Bandsaw Checklist 13 Oct 2017 Process: 7868 Pillar Drill Checklist 13 Oct 2017 Process: 7869 Hand Drill Checklist 13 Oct 2017 Process: 7891 Fire Alarm Evacuation Drill 25 Oct 2017
ID23310	VOP 06 Measurement Control Viamed, Calibration, QA Stock Process: 7091 Calibration Index 09 Mar 2016
ID23316	VOP 16 Health and Safety, Company Personnel Manual Process: 7821 Controlled Waste Description And Transfer 15 Jun 2017 Process: 7820 North Yorkshire Council Waste Tranfer 15 Jun 2017 Process: 6851 Review Accident Book 09 Mar 2016 Process: 7759 Health Declaration Sheet 23 Jan 2017 Process: 6849 First Aid 09 Mar 2016 Process: 6855 Risk Assessment HSE 09 Mar 2016 Process: 6856 Fire Alarms 09 Mar 2016 Process: 7092 P.A.T. Testing 09 Mar 2016 Process: 56 Warehouse Outside Heating Guard 17 Feb 2016 Process: 5919 Check Out Side Drain 05 Mar 2016 Process: 5921 Clearing Water Downstairs 05 Mar 2016 Process: 7120 General Maintenance Requirements 09 Mar 2016 Process: 7742 Boiler Check 26 Sep 2016 Process: 7756 Carbon Monoxide Alarm 05 Jan 2017 Process: 7835 Electrics Need Checking 20 Sep 2017 Process: 7836 Central Heating For Winter 20 Sep 2017 Process: 7847 Health And Safety Review 26 Sep 2017 Process: 7867 Bandsaw Checklist 13 Oct 2017 Process: 7868 Pillar Drill Checklist 13 Oct 2017 Process: 7869 Hand Drill Checklist 13 Oct 2017
ID23189	Audit 07 Handling and Storage Process: 6973 Responsibility Allocation : Stock Transfers. (QC19) 09 Mar 2016 Process: 7719 Audit 07 Handling And Storage Viamed 24 Aug 2016 Process: 7767 Audit 07 Handling And Storage VST 08 Feb 2017 Process: 5858 Opera Stock Adjustments 17 Feb 2016

	Process: 5935 Stock Allocations 05 Mar 2016 Process: 6840 Minimum Stock Report 09 Mar 2016 Process: 6850 Current Stock Levels 09 Mar 2016 Process: 6945 Missing Stock or Adjustments 09 Mar 2016 Process: 7046 Stock Purchasing 09 Mar 2016 Process: 7051 Responsibility Allocation : Control of nonconforming product 09 Mar 2016 Process: 7673 Check Expiry Dated Stock 09 Mar 2016 Process: 7688 Move Stock From QA Shelf To Stock Shelf Friday 21 Apr 2016 Process: 7689 Move Stock From QA Shelf To Stock Shelf Monday 21 Apr 2016 Process: 7694 Move Stock From QA Shelf To Stock Shelf Tuesday 28 Apr 2016 Process: 7695 Top Up Quick Shipping Shelves 28 Apr 2016 Process: 7873 On Site Environment Review 18 Oct 2017 Process: 7866 Oxygen Cylinder Check 13 Oct 2017
ID23185	Audit 06 Calibration Process: 7718 Audit 06 Calibration Viamed 24 Aug 2016 Process: 7766 Audit 06 Calibration VST 08 Feb 2017 Process: 7048 Control of monitoring and measuring devices 09 Mar 2016 Process: 7091 Calibration Index 09 Mar 2016
ID16995	VM3COP27.17 Complete Auto_calender Issues Process: 27 Management Reviews And Quality Audits 16 Feb 2016
ID23257	Audit 23 Analysis of Data Process: 27 Management Reviews And Quality Audits 16 Feb 2016 Process: 7733 Audit 23 Analysis Of Data Viamed 24 Aug 2016 Process: 7781 Audit 23 Analysis Of Data VST 08 Feb 2017 Process: 5877 Responsibility Allocation : Review Company Data 17 Feb 2016 Process: 6931 Customer Complaints 09 Mar 2016 Process: 7839 Review VIAMED Feedback - Customer Complaints 23 Sep 2017 Process: 7838 Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 Process: 26 Company Resources 16 Feb 2016 Process: 7070 Management Review 09 Mar 2016 Process: 7713 Review Roles And Responsibility 17 Aug 2016 Process: 7837 Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 Process: 7840 Review VST Feedback - Customer Feedback Negative 23 Sep 2017 Process: 7841 Review VST Feedback - Customer Complaints 23 Sep 2017 Process: 7842 Review VIAMED Product Feedback Negative 23 Sep 2017 Process: 7843 Review VST Product Feedback Negative 23 Sep 2017 Process: 7071 Post Market Surveillance 09 Mar 2016 Process: 7830 Review Q.A. Failures Report 18 Sep 2017 Process: 7849 Review Product Failures New Codes 28 Sep 2017
ID24121	VOP 10 Non Conformance, Corrective and Preventive Actions Process: 7199 Non Conformities Review 09 Mar 2016 Process: 7069 Responsibility Allocation : Corrective Actions 09 Mar 2016 Process: 7849 Review Product Failures New Codes 28 Sep 2017 Process: 7874 Review For Latest Version Med Dev 2.12. 18 Oct 2017
ID23300	VOP 08 Production, Reworks, New Production Process: 7736 Production Start Job List 03 Sep 2016 Process: 7737 Production In Production List 03 Sep 2016 Process: 7738 Production Statistics 03 Sep 2016 Process: 6845 Responsibility Allocation : Quarantine Production 09 Mar 2016 Process: 7169 Responsibility Allocation : Production 09 Mar 2016 Process: 7170 Responsibility Allocation : Production Production Schedule 09 Mar 2016 Process: 7171 Responsibility Allocation : Production Production Problems 09 Mar 2016 Process: 7072 Responsibility Allocation : Manufacturing Processes 09 Mar 2016 Process: 6962 VIAMED Stock Meeting Returns Overview 09 Mar 2016
ID23579	Audit 03 Design Control Process: 7716 Audit 03 Design Control Viamed 24 Aug 2016

	Process: 42 Responsibility Allocation : Design Documentation 16 Feb 2016 Process: 7764 Audit 03 Design Control VST 08 Feb 2017 Process: 7043 Responsibility Allocation : Planning of product realization 09 Mar 2016 Process: 7045 Responsibility Allocation : Design and Development 09 Mar 2016 Process: 7047 Responsibility Allocation : Production and service provision 09 Mar 2016 Process: 6942 Responsibility Allocation : Co ordination of Implementation 09 Mar 2016 Process: 7173 Responsibility Allocation : Material Generation 09 Mar 2016 Process: 5887 Review ISO/EN Documents 24 Feb 2016
ID23584	Audit 11 Repairs, Servicing and Returns Process: 5898 Processing Depleted Sensors 25 Feb 2016 Process: 5879 Customer Returning Goods On Our UPS Account 18 Feb 2016 Process: 5857 Customer Service Logs 17 Feb 2016 Process: 7724 Audit 11 Repairs And Service Viamed 24 Aug 2016 Process: 7684 Repairs Ready For Quote 18 Apr 2016 Process: 7685 Repairs Ready For Invoice 18 Apr 2016 Process: 7690 Ship Repairs 21 Apr 2016 Process: 7748 Check Repair Orders 10 Oct 2016 Process: 7749 Check Repair Quotes 10 Oct 2016 Process: 7752 SRS Folder 22 Nov 2016 Process: 7760 Send Service Offers 31 Jan 2017 Process: 7772 Audit 11 Repairs And Service VST 08 Feb 2017 Process: 6847 Quarantine Repairs 09 Mar 2016 Process: 6862 Current Repairs 09 Mar 2016 Process: 7138 Non Conformance Issues Any New QC21 Forms 09 Mar 2016 Process: 7674 Check Repairs Ready For Invoice List 10 Mar 2016 Process: 7692 Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 Process: 6916 Responsibility Allocation : Service exisiting 09 Mar 2016 Process: 6917 Responsibility Allocation : Service extension 09 Mar 2016 Process: 7823 Saftey Tester Data 02 Aug 2017
ID24133	VOP 09 Repairs External, Internal Repairs and Servicing Process: 7684 Repairs Ready For Quote 18 Apr 2016 Process: 7685 Repairs Ready For Invoice 18 Apr 2016 Process: 7690 Ship Repairs 21 Apr 2016 Process: 7752 SRS Folder 22 Nov 2016 Process: 6847 Quarantine Repairs 09 Mar 2016 Process: 6862 Current Repairs 09 Mar 2016 Process: 7048 Control of monitoring and measuring devices 09 Mar 2016 Process: 7674 Check Repairs Ready For Invoice List 10 Mar 2016 Process: 7814 Responsibility Allocation : Viamed Repairs 06 Jun 2017 Process: 7811 Responsibility Allocation : General Area 06 Jun 2017 Process: 7812 Responsibility Allocation : Vandagraph Repairs 06 Jun 2017 Process: 7813 Responsibility Allocation : VST Repairs 06 Jun 2017 Process: 7815 Responsibility Allocation : Product Types To Relevant Person 06 Jun 2017
ID24129	VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd Process: 7743 Customer Complaints Paper File 26 Sep 2016 Process: 6931 Customer Complaints 09 Mar 2016 Process: 7070 Management Review 09 Mar 2016
ID24089	VOP 17 Design Research and Development Process: 42 Responsibility Allocation : Design Documentation 16 Feb 2016 Process: 43 Product Post Market Survelance 16 Feb 2016 Process: 6975 Responsibility Allocation : Projects 09 Mar 2016 Process: 7045 Responsibility Allocation : Design and Development 09 Mar 2016
ID23972	VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns Process: 6972 UPS Shipping Fuel Surcharge 09 Mar 2016 Process: 28 Supplier Review 16 Feb 2016

	Process: 6960 Process: 7784 Check Returns Supplier Envitec 15 Feb 2017 Process: 7785 Check Returns Supplier Teledyne 15 Feb 2017 Process: 7786 Check Returns Supplier Maxtec 15 Feb 2017 Process: 7787 Check Returns All Supplier 15 Feb 2017
ID23607	Audit 24 Service Logs Process: 5857 Customer Service Logs 17 Feb 2016 Process: 7760 Send Service Offers 31 Jan 2017 Process: 7889 Audit 24 Servicing Viamed 24 Oct 2017
ID23373	VOP 22 Picking and Packing Dispatch and Goods Out Process: 5945 Responsibility Allocation : Sending Samples 08 Mar 2016 Process: 5946 Sending Sale Or Returns 08 Mar 2016 Process: 7825 Responsibility Allocation : Order Picking 06 Sep 2017 Process: 5859 Review Un-shipped Parcels 17 Feb 2016 Process: 6954 Back Orders Review - By Customer 09 Mar 2016 Process: 6970 Process: 7691 Ship Sale Or Returns 21 Apr 2016 Process: 7748 Check Repair Orders 10 Oct 2016 Process: 7749 Check Repair Quotes 10 Oct 2016 Process: 7797 Check Order Are Being Picked In Priority Order 10 May 2017 Process: 6969 Responsibility Allocation : VIAMED Stock Meeting `Goods In` Review 09 Mar 2016 Process: 7860 Goods Out Picking 03 Oct 2017
ID23635	VOP 27 Software Validation Process: 52 Software Verification Clear Down Backup Emails 16 Feb 2016 Process: 7851 Software Validation Scan Un-QA Product To Order 01 Oct 2017 Process: 7852 Software Validation Expired Stock 01 Oct 2017 Process: 7853 Software Validation Non Sell Able Shelf 01 Oct 2017 Process: 7854 Software Validation In Production List 01 Oct 2017 Process: 7855 Software Validation - Production Lists 01 Oct 2017 Process: 7856 Software Validation Unchecked Orders 01 Oct 2017 Process: 7857 Software Validation Stock Tracking Check 01 Oct 2017 Process: 7858 Software Validation Attempt To QA Some Stock 01 Oct 2017 Process: 7861 Software Validation Of Training Documents Forced Reading 03 Oct 2017 Process: 7850 Software Validation Scan In Correct Product 01 Oct 2017 Process: 7865 Software Validation Conflicting Audits 07 Oct 2017 Process: 7870 Software Validation Non Conformance Product Risk Feedback Loop 15 Oct 2017 Process: 7879 Software Validation Scheduled Tasks And Audits 22 Oct 2017 Process: 7875 Software Validation Document Control 20 Oct 2017 Process: 7880 Software Validation Out Of Date Documents 22 Oct 2017 Process: 7881 Software Validation - Live Orders 22 Oct 2017 Process: 7892 Audit 27 Software Validation 26 Oct 2017
ID23627	VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection Process: 5938 Responsibility Allocation : Receive Goods 05 Mar 2016 Process: 5898 Processing Depleted Sensors 25 Feb 2016 Process: 5879 Customer Returning Goods On Our UPS Account 18 Feb 2016 Process: 7826 Goods In Processes 06 Sep 2017 Process: 7859 Check POR Files For Items Delivered But Not Removed From File 02 Oct 2017
ID23213	Audit 14 Complaints and Corrective Actions Process: 7726 Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016 Process: 6828 Process: 7743 Customer Complaints Paper File 26 Sep 2016 Process: 7774 Audit 14 Complaints And Corrective Actions VST 08 Feb 2017 Process: 6865 Responsibility Allocation : Non Conformance Effectiveness 09 Mar 2016 Process: 7199 Non Conformities Review 09 Mar 2016

	Process: 7671 Humanmed Non Conformances 09 Mar 2016 Process: 6931 Customer Complaints 09 Mar 2016 Process: 7839 Review VIAMED Feedback - Customer Complaints 23 Sep 2017 Process: 7838 Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 Process: 7840 Review VST Feedback - Customer Feedback Negative 23 Sep 2017 Process: 7841 Review VST Feedback - Customer Complaints 23 Sep 2017 Process: 7842 Review VIAMED Product Feedback Negative 23 Sep 2017 Process: 7843 Review VST Product Feedback Negative 23 Sep 2017 Process: 7849 Review Product Failures New Codes 28 Sep 2017
ID23229	Audit 17 Internal Audits Process: 7728 Audit 17 Internal Audits Viamed 24 Aug 2016 Process: 7776 Audit 17 Internal Audits VST 08 Feb 2017