

# Quality Management System Route Map to Documents and Procedures

## VST Ltd ISO9001:2015

Version Date: 19 Mar 2018

### Listing of Current Sections

Section	Documents related	Processes Direct Links
<b>4 Context of the organization</b>		
4 Context of the organization	<b>Top Level Document: ISO 9001:2015</b> <b>VST Summary Listing</b> Revision Document ID25498 Date Revision 05 Mar 2018 Reviewed 05 Mar 2018 <b>Top Level Document: VST ISO 9001:2015 Scope</b> Revision Document ID24442 Date Revision 01 Dec 2017 Reviewed 01 Dec 2017 <b>Chart 39 external parties vst</b> Revision Document ID22630 Date Revision 14 Oct 2017 Reviewed 14 Oct 2017 <b>Need Risks and Expectations of External Parties VST</b> Revision Document ID23427 Date Revision 26 Oct 2017 Reviewed 26 Oct 2017 <b>BS EN ISO 9001:2015</b> Revision Document ID16229 Date Revision 01 Feb 2016 Reviewed 01 Feb 2016	<b>Process: 7433</b> Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016

	<b>Chart 43 Processes and Intrastats</b> Revision Document ID23561 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 <b>Chart 42 Processes, Tasks and Audits Review</b> Revision Document ID23559 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 <b>Chart 40 Management review plan Issues followup</b> 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,	<b>Top Level Document: VOP 24 Needs, Risks and Expectations of External Parties</b> Revision Document ID23631 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 <b>Audit 18 Management Review</b> Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Chart 39 external parties vst</b> Revision Document ID22630 Date Revision 14 Oct 2017 Reviewed 14 Oct 2017 <b>Need Risks and Expectations of External Parties VST</b> Revision Document ID23427 Date Revision 26 Oct 2017 Reviewed 26 Oct 2017	<b>Process: 7451</b> VST Board Directors Meeting Company Issues 09 Mar 2016 <b>Process: 7440</b> VST Board Directors Meeting Target for following year 09 Mar 2016 <b>Process: 7439</b> VST Board Directors Meeting Target for Year 09 Mar 2016 <b>Process: 7438</b> VST Board Directors Meeting Target for next Month 09 Mar 2016 <b>Process: 7436</b> VST Board Directors Meeting Turnover and Predicted for Year 09 Mar 2016 <b>Process: 7435</b> VST Board Directors Meeting Matters Arising 09 Mar 2016 <b>Process: 7837</b> Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017

knowledge and performance of the organization. <b>Understanding the organization and its context</b>		
<p>4.2</p> <p>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 regulatory requirements, the organization shall determine:</p> <p>a) the interested parties that are relevant to the quality management system;</p> <p>b) the requirements of these interested parties that are relevant to the quality management system.</p> <p>The organization shall monitor and review information about these interested parties and their relevant requirements. <b>Understanding the needs and expectations of interested parties</b></p>	<p><b>Top Level Document: VOP 24 Needs, Risks and Expectations of External Parties</b></p> <p>Revision Document ID23631 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017</p> <p><b>Need Risks and Expectations of External Parties VST</b></p> <p>Revision Document ID23427 Date Revision 26 Oct 2017 Reviewed 26 Oct 2017</p> <p><b>Audit 18 Management Review</b></p> <p>Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p> <p><b>Chart 39 external parties vst</b></p> <p>Revision Document ID22630 Date Revision 14 Oct 2017 Reviewed 14 Oct 2017</p>	<p><b>Process: 7792</b> Shipped Order Success Report 13 Mar 2017</p> <p><b>Process: 7740</b> Weights Per Region Needed To Submit EC Sales List 13 Sep 2016</p> <p><b>Process: 7734</b> Humanmed Order Processing 25 Aug 2016</p> <p><b>Process: 7710</b> Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016</p> <p><b>Process: 7709</b> Humanmed Invoicing 28 Jun 2016</p> <p><b>Process: 7696</b> Send VIAMED Delivery Notifications 28 Apr 2016</p> <p><b>Process: 7691</b> Ship Sale Or Returns 21 Apr 2016</p> <p><b>Process: 7690</b> Ship Repairs 21 Apr 2016</p> <p><b>Process: 7686</b> Thorough Checking Of Awaiting Action Tray 21 Apr 2016</p> <p><b>Process: 7685</b> Repairs Ready For Invoice 18 Apr 2016</p> <p><b>Process: 7684</b> Repairs Ready For Quote 18 Apr 2016</p> <p><b>Process: 7678</b> Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016</p> <p><b>Process: 7677</b> Follow Up SOR And Samples 29 Mar 2016</p> <p><b>Process: 7674</b> Check Repairs Ready For Invoice List 10 Mar 2016</p> <p><b>Process: 7673</b> Check Expiry Dated Stock 09 Mar 2016</p> <p><b>Process: 7454</b> VST Board Directors Meeting Distributor Issues 09 Mar 2016</p> <p><b>Process: 7447</b> VST Board Directors Meeting Back Orders 09 Mar 2016</p> <p><b>Process: 7445</b></p>

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 16 Feb 2016

**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**

		<p>Send Service Offers 31 Jan 2017  <b>Process: 7761</b>  Send VST Delivery Notifications 01 Feb 2017  <b>Process: 7783</b>  PDF VST Invoices And Purchase Orders 10 Feb 2017  <b>Process: 7795</b>  Answering UK Web Questions 27 Apr 2017  <b>Process: 6970</b></p> <p><b>Process: 6954</b>  Back Orders Review - By Customer 09 Mar 2016  <b>Process: 5859</b>  Review Un-shipped Parcels 17 Feb 2016  <b>Process: 7748</b>  Check Repair Orders 10 Oct 2016  <b>Process: 7749</b>  Check Repair Quotes 10 Oct 2016  <b>Process: 5872</b>  Check Sale Or Returns Export 17 Feb 2016  <b>Process: 5875</b>  Check Paypal For Orders 17 Feb 2016</p>
<p>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:</p> <ul style="list-style-type: none"> <li>a) the external and internal issues referred to in 4.1;</li> <li>b) the requirements of relevant interested parties referred to in 4.2;</li> <li>c) the products and services of the organization.</li> </ul> <p>The organization shall apply all the requirements of this International Standard if they are applicable within the determined scope of its quality management system.</p>	<p><b>Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control</b>  Revision Document ID23523  Date Revision 27 Oct 2017 Reviewed 27 Oct 2017</p> <p><b>Top Level Document: VST ISO 9001:2015 Scope</b>  Revision Document ID24442  Date Revision 01 Dec 2017 Reviewed 01 Dec 2017</p> <p><b>Audit 18 Management Review</b>  Revision Document ID23149  Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p> <p><b>VM3COP02.01 Boundaries ISO 9001:2015 VST</b></p>	<p><b>Process: 7744</b>  FDA Device Establishment Registration And Listing 28 Sep 2016  <b>Process: 7668</b>  Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016  <b>Process: 7451</b>  VST Board Directors Meeting Company Issues 09 Mar 2016  <b>Process: 7450</b>  VST Board Directors Meeting ISO Issues 09 Mar 2016  <b>Process: 7445</b>  VST Board Directors Meeting Loans 09 Mar 2016  <b>Process: 7444</b>  VST Board Directors Meeting Creditors 09 Mar 2016  <b>Process: 7442</b>  VST Board Directors Meeting Overdraft 09 Mar 2016  <b>Process: 7440</b>  VST Board Directors Meeting Target for following year 09 Mar 2016  <b>Process: 7439</b></p>

<p>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 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. <b>Determining the scope of the quality management system</b></p>	<p>Revision Document ID23739 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017</p>	<p>VST Board Directors Meeting Target for Year 09 Mar 2016 <b>Process: 7438</b> VST Board Directors Meeting Target for next Month 09 Mar 2016 <b>Process: 7436</b> VST Board Directors Meeting Turnover and Predicted for Year 09 Mar 2016 <b>Process: 7389</b> Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016 <b>Process: 7837</b> Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 <b>Process: 7848</b> Review ISO Scopes 27 Sep 2017 <b>Process: 7871</b> Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017</p>
<p>4.4 <b>Quality management system and its processes</b></p>	<p><b>Top Level Document: ISO 9001:2015 VST Summary Listing</b> Revision Document ID25498 Date Revision 05 Mar 2018 Reviewed 05 Mar 2018</p>	
<p>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,</p>	<p><b>Audit 10 Documentation Control</b> Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 20 Process verification to Managment</b> Revision Document ID23249 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 <b>Chart 34 Process Teams Org Chart</b> Revision Document ID8707 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011</p>	<p><b>Process: 7837</b> Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017</p>

and shall:

- a) determine the inputs required and the outputs expected from these processes;
- b) determine the sequence and interaction of these processes;
- 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;
- d) determine the resources needed for these processes and ensure their availability;
- e) assign the responsibilities and authorities for these processes;
- f) address the risks and opportunities as determined in accordance with the requirements of 6.1;
- g) evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;
- h) improve the processes and the quality management system

### **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 Reviewed 16 May 2017

#### **Employee roles Example Process**

Revision Document ID20129

Date Revision 16 May 2017 Reviewed 16 May 2017

#### **Employee Roles Individual Processes**

Revision Document ID20127

Date Revision 16 May 2017 Reviewed 16 May 2017

#### **Explanation Employee Roles and Titles**

Revision Document ID22144

Date Revision 20 Sep 2017 Reviewed 20 Sep 2017

#### **Explanation Employee Roles Titles**

#### **Responsibilitys Processes and Repeating Tasks Monitoring**

Revision Document ID22287

Date Revision 27 Sep 2017 Reviewed 27 Sep 2017

### **Chart 32 Generic Sales Process**

Revision Document ID8705

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

### **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 Assesments**

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.	<b>Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control</b> Revision Document ID23523 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 <b>Audit 10 Documentation Control</b> Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>4.4.2 Quality management system and its processes</b> Revision Document ID22132 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017	<b>Process: 7713</b> Review Roles And Responsibilitys 17 Aug 2016 <b>Process: 27</b> Management Reviews And Quality Audits 16 Feb 2016 <b>Process: 7705</b> Checking For Uploaded Files 08 Jun 2016 <b>Process: 7693</b> Collect Repair Filing From Warehouse 22 Apr 2016 <b>Process: 7692</b> Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016
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## 5 Leadership

5 <b>Leadership</b>		
5.1 <b>Leadership and commitment</b>		
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	<b>Top Level Document: VM3COP00.00 Viamed Quality Statement policy and objectives</b> Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 16 Oct 2017 <b>Top Level Document: VM3COP02.02 Viamed Company Responsibilitys organisation chart structure</b> Revision Document ID21556 Date Revision 22 Aug 2017 Reviewed 11 Oct 2017 <b>Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing</b>	<b>Process: 22</b> Company Policys 16 Feb 2016 <b>Process: 23</b> Company Objectives 16 Feb 2016 <b>Process: 26</b> Company Resources 16 Feb 2016 <b>Process: 7834</b> Financial Review 20 Sep 2017 <b>Process: 27</b> Management Reviews And Quality Audits 16 Feb 2016 <b>Process: 7750</b> Meeting With Management 14 Oct 2016 <b>Process: 7753</b> Management Meeting 22 Nov 2016

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 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**

### **Issues, Training, Roles and Tasks**

Revision Document ID23519

Date Revision 27 Oct 2017 Reviewed 27 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 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**

### **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

### **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

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 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

**Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement**

**Process: 7830**  
 Review Q.A. Failures Report 18 Sep 2017  
**Process: 7825**

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 and addressed;
- c) the focus on enhancing customer satisfaction is maintained. **Customer focus**

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 03 Contract Review, Enquires, Office Processes**

Revision Document ID24730

Date Revision 21 Dec 2017 Reviewed 21 Dec 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

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

**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**

Oct 2017

**VM3COP20.01 Post In Distributing the Post**

Revision Document ID18641

Date Revision 10 Feb 2017 Reviewed 10 Feb 2017

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 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 16 Feb 2016

**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

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**Process: 11**

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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**

Review Inward Payments 01 Jul 2016

**Process: 7752**

SRS Folder 22 Nov 2016

**Process: 7760**

Send Service Offers 31 Jan 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: 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

**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

		<b>Process: 7841</b> Review VST Feedback - Customer Complaints 23 Sep 2017 <b>Process: 7842</b> Review VIAMED Product Feedback Negative 23 Sep 2017 <b>Process: 7843</b> Review VST Product Feedback Negative 23 Sep 2017 <b>Process: 7872</b> Embargo Countries NOT Allowed To Sell To 16 Oct 2017
5.2 <b>Policy</b>		
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. <b>Establishing the quality policy</b>	<b>Top Level Document: VM3COP00.00 Viamed Quality Statement policy and objectives</b> Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 16 Oct 2017 <b>Audit 20 Process verification to Managment</b> Revision Document ID23249 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 <b>VM3COP00.01 Company objectives</b> Revision Document ID22842 Date Revision 17 Oct 2017 Reviewed 17 Oct 2017 <b>VM3COP00.00 VST Quality Statement policy and objectives</b> Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 16 Sep 2017	<b>Process: 7833</b> Importance Of Effective Quality Management 20 Sep 2017 <b>Process: 7828</b> Review The Quality Policy Viamed 16 Sep 2017 <b>Process: 7827</b> Review The Quality Policy VST 16 Sep 2017 <b>Process: 7668</b> 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	<b>Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control</b> Revision Document ID23523 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 <b>Audit 10 Documentation Control</b>	<b>Process: 7833</b> Importance Of Effective Quality Management 20 Sep 2017 <b>Process: 7828</b> Review The Quality Policy Viamed 16 Sep 2017 <b>Process: 7827</b> Review The Quality Policy VST 16 Sep 2017 <b>Process: 7676</b> PDFing Of Invoices 17 Mar 2016

<p>parties, as appropriate. <b>Communicating the quality policy</b></p>	<p>Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>VM3COP00.00 VST Quality Statement policy and objectives</b> Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 16 Sep 2017</p>	<p><b>Process: 7668</b> Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 <b>Process: 7444</b> VST Board Directors Meeting Creditors 09 Mar 2016</p>
<p>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. <b>Organizational roles, responsibilities and authorities</b></p>	<p><b>Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks</b> Revision Document ID23519 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 <b>Audit 20 Process verification to Managment</b> Revision Document ID23249 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 <b>Audit 21 Audit of Audit</b> Revision Document ID23245 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</p>	<p><b>Process: 7744</b> FDA Device Establishment Registration And Listing 28 Sep 2016 <b>Process: 7740</b> Weights Per Region Needed To Submit EC Sales List 13 Sep 2016 <b>Process: 7668</b> Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 <b>Process: 7450</b> VST Board Directors Meeting ISO Issues 09 Mar 2016 <b>Process: 7443</b> VST Board Directors Meeting Debtors 09 Mar 2016 <b>Process: 7387</b> Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016</p>

## 6 Planning

<b>6</b> <b>Planning</b>		<b>Process: 7433</b> <b>Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016</b>
<b>6.1</b> <b>Actions to address risks and opportunities</b>		
<b>6.1</b> When planning for the quality management system, the organization shall consider the issues referred to in 4.1 and the requirements referred to in 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.	<b>Top Level Document: VOP 24 Needs, Risks and Expectations of External Parties</b> Revision Document ID23631 <b>Date Revision 28 Oct 2017 Reviewed 28 Oct 2017</b> <b>Need Risks and Expectations of External Parties VST</b> Revision Document ID23427 <b>Date Revision 26 Oct 2017 Reviewed 26 Oct 2017</b> <b>Audit 18 Management Review</b> Revision Document ID23149 <b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b>	<b>Process: 7670</b> <b>Humanmed general Issues 09 Mar 2016</b> <b>Process: 7451</b> <b>VST Board Directors Meeting Company Issues 09 Mar 2016</b>
<b>6.1.2</b> 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,	<b>Audit 18 Management Review</b> Revision Document ID23149 <b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b> <b>Audit 12 CE Files</b> Revision Document ID23205 <b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b>	<b>Process: 7832</b> <b>Cleardown Emailed Invoices 20 Sep 2017</b> <b>Process: 7809</b> <b>Pro-Active Marketing 06 Jun 2017</b> <b>Process: 7673</b> <b>Check Expiry Dated Stock 09 Mar 2016</b> <b>Process: 7664</b> <b>Responsibility Allocation : Marketing Job Logger 09 Mar 2016</b> <b>Process: 7449</b> <b>VST Board Directors Meeting Non Conformities Review 09 Mar 2016</b> <b>Process: 7446</b> <b>VST Board Directors Meeting Stock Levels 09 Mar 2016</b> <b>Process: 7394</b> <b>Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016</b>

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.		
6.2 <b>Quality objectives and planning to achieve them</b>		
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	<b>Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data</b> Revision Document ID25518 <b>Date Revision 06 Mar 2018 Reviewed 06 Mar 2018</b> <b>Audit 10 Documentation Control</b> Revision Document ID23197 <b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b> <b>Audit 20 Process verification to Managment</b> Revision Document ID23249 <b>Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</b>	<b>Process: 7830</b> <b>Review Q.A. Failures Report 18 Sep 2017</b> <b>Process: 7828</b> <b>Review The Quality Policy Viamed 16 Sep 2017</b> <b>Process: 7827</b> <b>Review The Quality Policy VST 16 Sep 2017</b> <b>Process: 7825</b> <b>Responsibility Allocation : Order Picking 06 Sep 2017</b> <b>Process: 7822</b> <b>Review Oxylink Stock 26 Jul 2017</b> <b>Process: 7797</b> <b>Check Order Are Being Picked In Priority Order 10 May 2017</b> <b>Process: 7761</b> <b>Send VST Delivery Notifications 01 Feb 2017</b> <b>Process: 7760</b> <b>Send Service Offers 31 Jan 2017</b> <b>Process: 7734</b> <b>Humanmed Order Processing 25 Aug 2016</b> <b>Process: 7710</b> <b>Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016</b> <b>Process: 7709</b>

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**Process: 7685**  
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Repairs Ready For Quote 18 Apr 2016  
**Process: 7683**  
Check Stock For Proforma 18 Apr 2016  
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**Process: 7668**  
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Responsibility Allocation : VST Stock Meeting `Goods Out` Review  
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Responsibility Allocation : Checking Of Active List 25 Feb 2016  
**Process: 5895**  
Responsibility Allocation : Completing Office Job List 25 Feb 2016  
**Process: 5896**  
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And Invoices Are Retrieved 25 Feb 2016  
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Link Call Log Contacts To The CRM 02 Mar 2016  
**Process: 5913**  
Check For Humanmed Orders In Logistics Mailbox 03 Mar 2016  
**Process: 5943**  
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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  
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Adding New Accounts To Opera 08 Mar 2016  
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PDFing Of Invoices 17 Mar 2016  
**Process: 7693**  
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6.2.2 When planning how to achieve its quality objectives, the organization shall determine: 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.	<b>Audit 20 Process verification to Managment</b> Revision Document ID23249 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	<b>Process: 7387</b> Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
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. <b>Planning of changes</b>	<b>Audit 10 Documentation Control</b> Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Upgrading of the ISO Systems 2016 - 2017</b> Revision Document ID22140 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017	

## 7 Support

7 <b>Support</b>		
7.1 <b>Resources</b>		
<p>7.1.1 General</p> <p>The organization shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.</p> <p>The organization shall consider:</p> <p>a) the capabilities of, and constraints on, existing internal resources;</p> <p>b) what needs to be obtained from external providers. <b>General</b></p>	<p><b>Audit 18 Management Review</b> Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	<p><b>Process: 7814</b> Responsibility Allocation : Viamed Repairs 06 Jun 2017 <b>Process: 7670</b> Humanmed general Issues 09 Mar 2016 <b>Process: 7440</b> VST Board Directors Meeting Target for following year 09 Mar 2016 <b>Process: 7439</b> VST Board Directors Meeting Target for Year 09 Mar 2016 <b>Process: 7438</b> VST Board Directors Meeting Target for next Month 09 Mar 2016 <b>Process: 7436</b> VST Board Directors Meeting Turnover and Predicted for Year 09 Mar 2016</p>
<p>7.1.2</p> <p>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. <b>People</b></p>	<p><b>Top Level Document: VOP 12 Training</b> Revision Document ID23527 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 <b>Audit 08 Training, Competence and Human Resources</b> Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 20 Process verification to Managment</b> Revision Document ID23249 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 <b>Employee Roles</b> Revision Document ID20125 Date Revision 16 May 2017 Reviewed 16 May 2017</p>	<p><b>Process: 7713</b> Review Roles And Responsibilitys 17 Aug 2016 <b>Process: 7793</b> Team Review Meeting 16 Mar 2017 <b>Process: 7759</b> Health Declaration Sheet 23 Jan 2017 <b>Process: 7670</b> Humanmed general Issues 09 Mar 2016 <b>Process: 7453</b> VST Board Directors Meeting Staff Issues 09 Mar 2016</p>
7.1.3	<b>Top Level Document: VOP 11</b>	<b>Process: 7091</b>

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**

## **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 VST, Calibration, QA Stock**

Revision Document ID23611

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

### **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

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**Process: 7402**  
 Responsibility Allocation : VST Calibration P.A.T. Testing 09 Mar 2016  
**Process: 7401**  
 Responsibility Allocation : VST Calibration 09 Mar 2016  
**Process: 7857**  
 Software Validation Stock Tracking Check 01 Oct 2017  
**Process: 5851**  
 Duplicate Documents 17 Feb 2016  
**Process: 59**  
 Out Of Date Documents 17 Feb 2016  
**Process: 7850**  
 Software Validation Scan In Correct Product 01 Oct 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**

		<p>Software Validation Unchecked Orders 01 Oct 2017  <b>Process: 7870</b>  Software Validation Non Conformance Product Risk Feedback Loop  15 Oct 2017  <b>Process: 7869</b>  Hand Drill Checklist 13 Oct 2017  <b>Process: 7868</b>  Pillar Drill Checklist 13 Oct 2017  <b>Process: 7867</b>  Bandsaw Checklist 13 Oct 2017  <b>Process: 7866</b>  Oxygen Cylinder Check 13 Oct 2017  <b>Process: 7865</b>  Software Validation Conflicting Audits 07 Oct 2017  <b>Process: 7864</b>  ESD Work Stations 07 Oct 2017</p>
<p>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. <b>Environment for the operation of processes</b></p>	<p><b>Top Level Document: VOP 12 Training</b>  Revision Document ID23527  Date Revision 27 Oct 2017 Reviewed 27 Oct 2017  <b>Top Level Document: VOP 16 Health and Safety, Company Personnel Manual</b>  Revision Document ID23316  Date Revision 25 Oct 2017 Reviewed 25 Oct 2017  <b>Top Level Document: VOP 18 Maintenance Building, Fabric and Infrastructure</b>  Revision Document ID23326  Date Revision 25 Oct 2017 Reviewed 25 Oct 2017  <b>Audit 19 Health and Safety, Working Conditions and Building Fabric Issues</b>  Revision Document ID23235  Date Revision 24 Oct 2017 Reviewed 24 Oct 2017  <b>Audit 08 Training, Competence and Human Resources</b>  Revision Document ID23153</p>	<p><b>Process: 7750</b>  Meeting With Management 14 Oct 2016  <b>Process: 7120</b>  General Maintenance Requirements 09 Mar 2016  <b>Process: 7753</b>  Management Meeting 22 Nov 2016  <b>Process: 7836</b>  Central Heating For Winter 20 Sep 2017  <b>Process: 7811</b>  Responsibility Allocation : General Area 06 Jun 2017  <b>Process: 7807</b>    <b>Process: 7806</b>  Watering Plants 22 May 2017  <b>Process: 7698</b>  Clean Toilets 17 May 2016  <b>Process: 7845</b>  7.1.4 Environment Of Operations 25 Sep 2017</p>

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 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 ID25502  
 Date Revision 05 Mar 2018 Reviewed 05 Mar 2018  
**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**

<p>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 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. <b>General</b></p>	<p><b>Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock</b> Revision Document ID23611 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 <b>Audit 06 Calibration</b> Revision Document ID23185 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 07 Handling and Storage</b> Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	<p><b>Process: 6949</b> Responsibility Allocation : VIAMED Stock Meeting QA Processing 09 Mar 2016 <b>Process: 7688</b> Move Stock From QA Shelf To Stock Shelf Friday 21 Apr 2016 <b>Process: 7689</b> Move Stock From QA Shelf To Stock Shelf Monday 21 Apr 2016 <b>Process: 7694</b> Move Stock From QA Shelf To Stock Shelf Tuesday 28 Apr 2016 <b>Process: 7695</b> Top Up Quick Shipping Shelves 28 Apr 2016 <b>Process: 7830</b> Review Q.A. Failures Report 18 Sep 2017 <b>Process: 7794</b> V1000 Commissions Review 30 Mar 2017 <b>Process: 7705</b> Checking For Uploaded Files 08 Jun 2016 <b>Process: 7690</b> Ship Repairs 21 Apr 2016 <b>Process: 7676</b> PDFing Of Invoices 17 Mar 2016 <b>Process: 7673</b> Check Expiry Dated Stock 09 Mar 2016 <b>Process: 7670</b> Humanmed general Issues 09 Mar 2016 <b>Process: 7455</b> VST Board Directors Meeting Supplier Issues 09 Mar 2016 <b>Process: 7449</b> VST Board Directors Meeting Non Conformities Review 09 Mar 2016 <b>Process: 7446</b> VST Board Directors Meeting Stock Levels 09 Mar 2016 <b>Process: 7394</b> Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016</p>
<p>7.1.5.2 When measurement traceability is a requirement, or is considered by the organization to be an essential</p>	<p><b>Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock</b> Revision Document ID23611</p>	<p><b>Process: 7830</b> Review Q.A. Failures Report 18 Sep 2017 <b>Process: 7823</b> Saftey Tester Data 02 Aug 2017</p>

<p>part of providing confidence in the validity of measurement results, measuring equipment shall be:</p> <p>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;</p> <p>b) identified in order to determine their status;</p> <p>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 equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary</p> <p><b>Measurement traceability</b></p>	<p><b>Date Revision 28 Oct 2017 Reviewed 28 Oct 2017</b></p> <p><b>Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement</b></p> <p>Revision Document ID23615</p> <p><b>Date Revision 28 Oct 2017 Reviewed 28 Oct 2017</b></p> <p><b>Top Level Document: VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment, Pat Testing</b></p> <p>Revision Document ID23322</p> <p><b>Date Revision 25 Oct 2017 Reviewed 25 Oct 2017</b></p> <p><b>Audit 06 Calibration</b></p> <p>Revision Document ID23185</p> <p><b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b></p> <p><b>Audit 10 Documentation Control</b></p> <p>Revision Document ID23197</p> <p><b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b></p>	<p><b>Process: 7814</b></p> <p>Responsibility Allocation : Viamed Repairs 06 Jun 2017</p> <p><b>Process: 7813</b></p> <p>Responsibility Allocation : VST Repairs 06 Jun 2017</p> <p><b>Process: 7812</b></p> <p>Responsibility Allocation : Vandagraph Repairs 06 Jun 2017</p> <p><b>Process: 7798</b></p> <p>Orders And Items Shipped Per Month 10 May 2017</p> <p><b>Process: 7744</b></p> <p>FDA Device Establishment Registration And Listing 28 Sep 2016</p> <p><b>Process: 7705</b></p> <p>Checking For Uploaded Files 08 Jun 2016</p> <p><b>Process: 7693</b></p> <p>Collect Repair Filing From Warehouse 22 Apr 2016</p> <p><b>Process: 7692</b></p> <p>Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016</p> <p><b>Process: 7673</b></p> <p>Check Expiry Dated Stock 09 Mar 2016</p> <p><b>Process: 7670</b></p> <p>Humanmed general Issues 09 Mar 2016</p> <p><b>Process: 7446</b></p> <p>VST Board Directors Meeting Stock Levels 09 Mar 2016</p> <p><b>Process: 7401</b></p> <p>Responsibility Allocation : VST Calibration 09 Mar 2016</p>
<p>7.1.6</p> <p>The organization shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services.</p> <p>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</p>	<p><b>Audit 08 Training, Competence and Human Resources</b></p> <p>Revision Document ID23153</p> <p><b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b></p> <p><b>Audit 10 Documentation Control</b></p> <p>Revision Document ID23197</p> <p><b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b></p> <p><b>Audit 12 CE Files</b></p> <p>Revision Document ID23205</p> <p><b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b></p>	<p><b>Process: 7830</b></p> <p>Review Q.A. Failures Report 18 Sep 2017</p> <p><b>Process: 7744</b></p> <p>FDA Device Establishment Registration And Listing 28 Sep 2016</p> <p><b>Process: 7673</b></p> <p>Check Expiry Dated Stock 09 Mar 2016</p> <p><b>Process: 7670</b></p> <p>Humanmed general Issues 09 Mar 2016</p> <p><b>Process: 7454</b></p> <p>VST Board Directors Meeting Distributor Issues 09 Mar 2016</p> <p><b>Process: 7446</b></p> <p>VST Board Directors Meeting Stock Levels 09 Mar 2016</p> <p><b>Process: 7441</b></p>

<p>required updates.</p> <p>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.</p> <p>NOTE 2 Organizational knowledge can be based on:</p> <p>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);</p> <p>b) external sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers) <b>Organizational knowledge</b></p>		<p>VST Board Directors Meeting Target for 2nd Year 09 Mar 2016 <b>Process: 7440</b></p> <p>VST Board Directors Meeting Target for following year 09 Mar 2016 <b>Process: 7438</b></p> <p>VST Board Directors Meeting Target for next Month 09 Mar 2016 <b>Process: 7387</b></p> <p>Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016 <b>Process: 7863</b></p> <p>Maintain Repair Codes List 05 Oct 2017</p>
<p>7.2</p> <p>7.2 Competence</p> <p>The organization shall:</p> <p>a) determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;</p> <p>b) ensure that these persons are competent on the basis of appropriate education, training, or experience;</p> <p>c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;</p> <p>d) retain appropriate documented</p>	<p><b>Top Level Document: VOP 12 Training</b> Revision Document ID23527 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017</p> <p><b>Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks</b> Revision Document ID23519 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017</p> <p><b>Audit 08 Training, Competence and Human Resources</b> Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p> <p><b>Audit 19 Health and Safety, Working Conditions and Building Fabric Issues</b></p>	<p><b>Process: 7673</b> Check Expiry Dated Stock 09 Mar 2016</p>

<p>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. <b>Competence</b></p>	<p>Revision Document ID23235 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 <b>Explanation Employee Roles and Titles</b> Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 <b>Audit 08 Training, Competence and Human Resources</b> Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	
<p>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, including the benefits of improved performance; d) the implications of not conforming with the quality management system requirements. <b>Awareness</b></p>	<p><b>Top Level Document: VOP 12 Training</b> Revision Document ID23527 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 <b>Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks</b> Revision Document ID23519 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017 <b>Audit 19 Health and Safety, Working Conditions and Building Fabric Issues</b> Revision Document ID23235 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 <b>Explanation Employee Roles and Titles</b> Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 <b>Audit 08 Training, Competence and Human Resources</b> Revision Document ID23153 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	<p><b>Process: 7673</b> Check Expiry Dated Stock 09 Mar 2016 <b>Process: 7668</b> Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016</p>
<p>7.4 7.4 Communication</p>	<p><b>Audit 10 Documentation Control</b> Revision Document ID23197</p>	<p><b>Process: 7673</b> Check Expiry Dated Stock 09 Mar 2016</p>

<p>The organization shall determine the internal and external communications relevant to the quality management system, including:</p> <ul style="list-style-type: none"> <li>a) on what it will communicate;</li> <li>b) when to communicate;</li> <li>c) with whom to communicate;</li> <li>d) how to communicate;</li> <li>e) who communicates. <b>Communication</b></li> </ul>	<p><b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b>  <b>Audit 08 Training, Competence and Human Resources</b>  Revision Document ID23153  <b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b>  <b>VM3COP27.01 Searching Intrastats Issues</b>  Revision Document ID6657  <b>Date Revision 02 Nov 2009 Reviewed 02 Nov 2009</b>  <b>VM3COP27.17 Complete Auto_calender Issues</b>  Revision Document ID16995  <b>Date Revision 26 May 2016 Reviewed 26 May 2016</b>  <b>VM3COP27.36 Auto Close Issues</b>  Revision Document ID17082  <b>Date Revision 24 Jun 2016 Reviewed 24 Jun 2016</b>  <b>Overview Issues Meeting Headers List</b>  Revision Document ID22169  <b>Date Revision 22 Sep 2017 Reviewed 22 Sep 2017</b>  <b>Issues Overview</b>  Revision Document ID23112  <b>Date Revision 22 Oct 2017 Reviewed 22 Oct 2017</b></p>	<p><b>Process: 7446</b>  <b>VST Board Directors Meeting Stock Levels 09 Mar 2016</b>  <b>Process: 7438</b>  <b>VST Board Directors Meeting Target for next Month 09 Mar 2016</b></p>
<p>7.5  <b>Documented information</b></p>		
<p>7.5.1  7.5.1 General  The organization's quality management system shall include:</p> <ul style="list-style-type: none"> <li>a) documented information required by this International Standard;</li> <li>b) documented information determined by</li> </ul>	<p><b>Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control</b>  Revision Document ID23523  <b>Date Revision 27 Oct 2017 Reviewed 27 Oct 2017</b></p>	<p><b>Process: 7744</b>  <b>FDA Device Establishment Registration And Listing 28 Sep 2016</b>  <b>Process: 7734</b>  <b>Humanmed Order Processing 25 Aug 2016</b>  <b>Process: 7710</b>  <b>Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016</b></p>

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: 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 20 Process verification to Managment**

Revision Document ID23249

Date Revision 24 Oct 2017 Reviewed 24 Oct 2017

**Audit 10 Documentation Control**

Revision Document ID23197

Date Revision 23 Oct 2017 Reviewed 23 Oct 2017

**Audit 20 Process verification to Managment**

Revision Document ID23249

Date Revision 24 Oct 2017 Reviewed 24 Oct 2017

**Explanation Quality Objectives**

Revision Document ID18483

Date Revision 18 Jan 2017 Reviewed 18 Jan 2017

**Audit 20 Process verification to Managment**

Revision Document ID23249

Date Revision 24 Oct 2017 Reviewed 24 Oct 2017

**VM3COP00.00 VST Quality Statement policy and objectives**

Revision Document ID22062

Date Revision 16 Sep 2017 Reviewed 16 Sep 2017

**Explanation Employee Roles and Titles**

**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

**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: 7390**

Revision Document ID22144

Date Revision 20 Sep 2017 Reviewed 20 Sep 2017

**VM3COP00.01 Company objectives**

Revision Document ID22842

Date Revision 17 Oct 2017 Reviewed 17 Oct 2017

Responsibility Allocation : VST Stock Meeting Returns Overview - Credits 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 16 Feb 2016

**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**

		<a href="#">Check Repair Orders 10 Oct 2016</a> <b>Process: 7749</b> <a href="#">Check Repair Quotes 10 Oct 2016</a>
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. <b>Creating and updating</b>	<b>Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control</b> Revision Document ID23523 <a href="#">Date Revision 27 Oct 2017 Reviewed 27 Oct 2017</a> <b>Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions</b> Revision Document ID24121 <a href="#">Date Revision 22 Nov 2017 Reviewed 22 Nov 2017</a> <b>VM3COP14.01 Disposition of Documents / Records.</b> Revision Document ID15464 <a href="#">Date Revision 14 Aug 2015 Reviewed 14 Aug 2015</a> <b>Audit 10 Documentation Control</b> Revision Document ID23197 <a href="#">Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</a> <b>Audit 23 Analysis of Data</b> Revision Document ID23257 <a href="#">Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</a> <b>DO NOT USE VM3COP01 Document Updates / Amendment control</b> Revision Document ID22201 <a href="#">Date Revision 23 Sep 2017 Reviewed 23 Sep 2017</a> <b>Guide to Intrastats</b> Revision Document ID24779 <a href="#">Date Revision 22 Dec 2017 Reviewed 22 Dec 2017</a> <b>Intrastats overview</b>	<b>Process: 7782</b> <a href="#">Remove Started But Not Used Order Numbers 08 Feb 2017</a> <b>Process: 7676</b> <a href="#">PDFing Of Invoices 17 Mar 2016</a> <b>Process: 7857</b> <a href="#">Software Validation Stock Tracking Check 01 Oct 2017</a>

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

	<b>Guide to Intrastats</b> Revision Document ID24779 Date Revision 22 Dec 2017 Reviewed 22 Dec 2017 <b>Intrastats overview</b> Revision Document ID23567 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 <b>DO NOT USE VM3COP14</b> <b>Documentation</b> 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).	<b>Audit 10 Documentation Control</b> Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 20 Process verification to Managment</b> Revision Document ID23249 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	<b>Process: 7744</b> FDA Device Establishment Registration And Listing 28 Sep 2016 <b>Process: 7693</b> Collect Repair Filing From Warehouse 22 Apr 2016 <b>Process: 7692</b> 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; 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	<b>Audit 10 Documentation Control</b> Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 20 Process verification to Managment</b> Revision Document ID23249 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 <b>Audit 12 CE Files</b> Revision Document ID23205 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	<b>Process: 7699</b> Shred Sensitive Paperwork In JL Office 19 May 2016 <b>Process: 7693</b> Collect Repair Filing From Warehouse 22 Apr 2016 <b>Process: 7692</b> Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 <b>Process: 7676</b> PDFing Of Invoices 17 Mar 2016 <b>Process: 7454</b> VST Board Directors Meeting Distributor Issues 09 Mar 2016

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.

## 8 Operation

<b>8</b> <b>Operation</b>		<b>Process: 7433</b> Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016
<b>8.1</b> 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 and retaining documented information to the extent necessary:	<b>Top Level Document: VOP 08 Production, Reworks, New Production</b> Revision Document ID23300 Date Revision 25 Oct 2017 Reviewed 25 Oct 2017 <b>Top Level Document: VM3COP27.11 Performing a Technical File PMS and risk assessment</b> Revision Document ID17824 Date Revision 03 Nov 2016 Reviewed 07 Nov 2017 <b>VM3COP27.12 Clinical Evaluation Risk assessment Technical Files</b> Revision Document ID15453 Date Revision 11 Aug 2015 Reviewed 11 Aug 2015 <b>Audit 03 Design Control</b> Revision Document ID25420 Date Revision 23 Feb 2018 Reviewed 23 Feb 2018 <b>Audit 07 Handling and Storage</b>	<b>Process: 7455</b> VST Board Directors Meeting Supplier Issues 09 Mar 2016 <b>Process: 7394</b> Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016

<p>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.</p> <p>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.</p> <p>The organization shall ensure that outsourced processes are controlled (see 8.4). <b>Operational planning and control</b></p>	<p>Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 10 Documentation Control</b> Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 09 Goods Inward and Product Identity</b> Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 23 Analysis of Data</b> Revision Document ID23257 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 <b>VM3COP24.00 Viamed Overall Risk Analysis Program</b> Revision Document ID23006 Date Revision 19 Oct 2017 Reviewed 19 Oct 2017 <b>Audit 22 Post Market Surveillance</b> Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</p>	
<p>8.2 <b>Requirements for products and services</b></p>		<p><b>Process: 7818</b> Issues For Accountants - Check Purchasing Journals to see if VAT handled correctly Previous Month 13 Jun 2017 <b>Process: 7819</b> Issues For Accountant - Check Contra account 8000 and clear it 13 Jun 2017 <b>Process: 7817</b> Issues For Accountants - Check suggested invoice report in operas 13 Jun 2017</p>
<p>8.2.1 Communication with customers shall include: a) providing information relating to</p>	<p><b>Top Level Document: VOP 03 Contract Review, Enquires, Office Processes</b> Revision Document ID24730 Date Revision 21 Dec 2017 Reviewed 21</p>	<p><b>Process: 7808</b> Ensure All Invoice Correctly Tagged 02 Jun 2017 <b>Process: 7800</b> Opera Nominal Ledger Close 11 May 2017</p>

products and services;  
 b) handling enquiries, contracts or orders, including changes;  
 c) obtaining customer feedback relating to products and services, including customer complaints;  
 d) handling or controlling customer property;  
 e) establishing specific requirements for contingency actions, when relevant.

#### **Customer communication**

Dec 2017

#### **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 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd**

Revision Document ID24129

Date Revision 22 Nov 2017 Reviewed 22 Nov 2017

#### **Audit 02 Contract Review and Sales Order Processing**

Revision Document ID23161

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 22 Post Market Surveillance**

Revision Document ID23253

Date Revision 24 Oct 2017 Reviewed 24 Oct 2017

#### **Process: 7790**

Humanmed Invoice them For Previous Month 10 Mar 2017

#### **Process: 7789**

Withdraw Funds From Paypal 02 Mar 2017

#### **Process: 7783**

PDF VST Invoices And Purchase Orders 10 Feb 2017

#### **Process: 7735**

Ensure SOR's Are Followed Up 01 Sep 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: 7709**

Humanmed Invoicing 28 Jun 2016

#### **Process: 7708**

Acorn 0014904 17 Jun 2016

#### **Process: 7703**

Vandagraph Pay Pay Retrieve Funds 23 May 2016

#### **Process: 7702**

Responsibility Allocation : Vandagraph Pay Pay Issue Refund 23 May 2016

#### **Process: 7696**

Send VIAMED Delivery Notifications 28 Apr 2016

#### **Process: 7691**

Ship Sale Or Returns 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: 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 16 Feb 2016

**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**

		<b>Back Orders Review - By Customer 09 Mar 2016</b> <b>Process: 6970</b>  <b>Process: 7748</b> Check Repair Orders 10 Oct 2016 <b>Process: 7749</b> 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. <b>Determining the requirements for products and services</b>	<b>Top Level Document: VOP 03 Contract Review, Enquires, Office Processes</b> Revision Document ID24730 Date Revision 21 Dec 2017 Reviewed 21 Dec 2017 <b>Top Level Document: VOP 17 Design Research and Development</b> Revision Document ID24089 Date Revision 21 Nov 2017 Reviewed 21 Nov 2017 <b>Audit 02 Contract Review and Sales Order Processing</b> Revision Document ID23161 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 12 CE Files</b> Revision Document ID23205 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 16 Sales and Marketing</b> Revision Document ID23594 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017	<b>Process: 7703</b> Vandagraph Pay Pay Retrieve Funds 23 May 2016 <b>Process: 7702</b> Responsibility Allocation : Vandagraph Pay Pay Issue Refund 23 May 2016 <b>Process: 7454</b> VST Board Directors Meeting Distributor Issues 09 Mar 2016 <b>Process: 7396</b> Responsibility Allocation : VST Stock Meeting `Goods Out` Review 09 Mar 2016 <b>Process: 7387</b> Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016
8.2.3 <b>Review of the requirements for products and services</b>		<b>Process: 7709</b> Humanmed Invoicing 28 Jun 2016 <b>Process: 7702</b> Responsibility Allocation : Vandagraph Pay Pay Issue Refund 23 May 2016 <b>Process: 7686</b> Thorough Checking Of Awaiting Action Tray 21 Apr 2016 <b>Process: 7685</b>

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 16  
Feb 2016  
**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

		<b>Process: 7783</b> PDF VST Invoices And Purchase Orders 10 Feb 2017 <b>Process: 7792</b> Shipped Order Success Report 13 Mar 2017 <b>Process: 7795</b> Answering UK Web Questions 27 Apr 2017 <b>Process: 7822</b> Review Oxylink Stock 26 Jul 2017 <b>Process: 5859</b> Review Un-shipped Parcels 17 Feb 2016 <b>Process: 6954</b> Back Orders Review - By Customer 09 Mar 2016 <b>Process: 6970</b>  <b>Process: 7749</b> Check Repair Quotes 10 Oct 2016 <b>Process: 7748</b> 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 the organization; d) statutory and regulatory requirements applicable to the products and services;	<b>Top Level Document: VOP 03 Contract Review, Enquires, Office Processes</b> Revision Document ID24730 Date Revision 21 Dec 2017 Reviewed 21 Dec 2017 <b>Audit 02 Contract Review and Sales Order Processing</b> Revision Document ID23161 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	<b>Process: 7831</b> Intrastats Debtors And Creditor Figures 18 Sep 2017 <b>Process: 7796</b> Review Franking Label Errors 08 May 2017 <b>Process: 7795</b> Answering UK Web Questions 27 Apr 2017 <b>Process: 7749</b> Check Repair Quotes 10 Oct 2016 <b>Process: 7748</b> Check Repair Orders 10 Oct 2016 <b>Process: 7734</b> Humanmed Order Processing 25 Aug 2016 <b>Process: 7712</b> Review Inward Payments 01 Jul 2016 <b>Process: 7710</b> Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016 <b>Process: 7696</b> Send VIAMED Delivery Notifications 28 Apr 2016 <b>Process: 7691</b> Ship Sale Or Returns 21 Apr 2016

<p>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.</p> <p>The customers requirements shall be confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.</p> <p>NOTE In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant product information, such as catalogues.</p>		<p><b>Process: 7684</b> Repairs Ready For Quote 18 Apr 2016</p> <p><b>Process: 7677</b> Follow Up SOR And Samples 29 Mar 2016</p> <p><b>Process: 7674</b> Check Repairs Ready For Invoice List 10 Mar 2016</p> <p><b>Process: 7454</b> VST Board Directors Meeting Distributor Issues 09 Mar 2016</p> <p><b>Process: 7443</b> VST Board Directors Meeting Debtors 09 Mar 2016</p> <p><b>Process: 7390</b> Responsibility Allocation : VST Stock Meeting Returns Overview - Credits 09 Mar 2016</p> <p><b>Process: 7387</b> Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016</p>
<p>8.2.3.2</p> <p>The organization shall retain documented information, as applicable:</p> <p>a) on the results of the review;</p> <p>b) on any new requirements for the products and services.</p>	<p><b>Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control</b></p> <p>Revision Document ID23523 Date Revision 27 Oct 2017 Reviewed 27 Oct 2017</p> <p><b>Audit 02 Contract Review and Sales Order Processing</b></p> <p>Revision Document ID23161 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p> <p><b>Audit 22 Post Market Surveillance</b></p> <p>Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</p>	<p><b>Process: 7788</b> Petty Cash Reconciliation 02 Mar 2017</p> <p><b>Process: 7674</b> Check Repairs Ready For Invoice List 10 Mar 2016</p>
<p>8.2.4</p> <p>Changes to requirements for products and services</p> <p>The organization shall ensure that relevant documented information is amended, and that relevant</p>	<p><b>Top Level Document: VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control</b></p> <p>Revision Document ID23523 Date Revision 27 Oct 2017 Reviewed 27</p>	<p><b>Process: 7674</b> Check Repairs Ready For Invoice List 10 Mar 2016</p>

persons are made aware of the changed requirements, when the requirements for products and services are changed.	<p>Oct 2017</p> <p><b>Top Level Document: VOP 03 Contract Review, Enquires, Office Processes</b></p> <p>Revision Document ID24730</p> <p>Date Revision 21 Dec 2017 Reviewed 21 Dec 2017</p> <p><b>Audit 02 Contract Review and Sales Order Processing</b></p> <p>Revision Document ID23161</p> <p>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p> <p><b>Audit 10 Documentation Control</b></p> <p>Revision Document ID23197</p> <p>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	
8.3 <b>Design and development of products and services</b>	<p><b>VM3COP02.01 Boundaries ISO 9001:2015 VST</b></p> <p>Revision Document ID23739</p> <p>Date Revision 03 Nov 2017 Reviewed 03 Nov 2017</p>	<p><b>Process: 7810</b></p> <p>Research Activities 06 Jun 2017</p>
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.	<p><b>Top Level Document: VOP 17 Design Research and Development</b></p> <p>Revision Document ID24089</p> <p>Date Revision 21 Nov 2017 Reviewed 21 Nov 2017</p> <p><b>Audit 03 Design Control</b></p> <p>Revision Document ID25420</p> <p>Date Revision 23 Feb 2018 Reviewed 23 Feb 2018</p>	
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;	<p><b>Top Level Document: VOP 17 Design Research and Development</b></p> <p>Revision Document ID24089</p> <p>Date Revision 21 Nov 2017 Reviewed 21 Nov 2017</p> <p><b>Audit 03 Design Control</b></p> <p>Revision Document ID25420</p> <p>Date Revision 23 Feb 2018 Reviewed 23 Feb 2018</p>	<p><b>Process: 7444</b></p> <p>VST Board Directors Meeting Creditors 09 Mar 2016</p>

<p>c) the required design and development verification and validation activities;  d) the responsibilities and 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. <b>Design and development planning</b></p>	<p><b>Audit 12 CE Files</b>  Revision Document ID23205  Date Revision 23 Oct 2017 Reviewed 23 Oct 2017  <b>Audit 10 Documentation Control</b>  Revision Document ID23197  Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	
<p>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</p>	<p><b>Top Level Document: VOP 17 Design Research and Development</b>  Revision Document ID24089  Date Revision 21 Nov 2017 Reviewed 21 Nov 2017  <b>Audit 03 Design Control</b>  Revision Document ID25420  Date Revision 23 Feb 2018 Reviewed 23 Feb 2018  <b>Audit 12 CE Files</b>  Revision Document ID23205  Date Revision 23 Oct 2017 Reviewed 23 Oct 2017  <b>Audit 22 Post Market Surveillance</b></p>	<p><b>Process: 7816</b>  Repairs In Process Review 06 Jun 2017  <b>Process: 7814</b>  Responsibility Allocation : Viamed Repairs 06 Jun 2017  <b>Process: 7744</b>  FDA Device Establishment Registration And Listing 28 Sep 2016  <b>Process: 7705</b>  Checking For Uploaded Files 08 Jun 2016</p>

<p>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 resolved. The organization shall retain documented information on design and development inputs. <b>Design and development inputs</b></p>	<p>Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</p>	
<p>8.3.4 The organization shall apply controls to the design and development process to ensure that:</p> <ul style="list-style-type: none"> <li>a) the results to be achieved are defined;</li> <li>b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements;</li> <li>c) verification activities are conducted to ensure that the design and development outputs meet the input requirements;</li> <li>d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;</li> <li>e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities;</li> <li>f) documented information of these activities is retained.</li> </ul> <p>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</p>	<p><b>Top Level Document: VOP 17 Design Research and Development</b> Revision Document ID24089 Date Revision 21 Nov 2017 Reviewed 21 Nov 2017 <b>Audit 03 Design Control</b> Revision Document ID25420 Date Revision 23 Feb 2018 Reviewed 23 Feb 2018 <b>Audit 10 Documentation Control</b> Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 22 Post Market Surveillance</b> Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</p>	

and services of the organization. <b>Design and development controls</b>		
<p>8.3.5</p> <p>The organization shall ensure that design and development outputs:</p> <ul style="list-style-type: none"> <li>a) meet the input requirements;</li> <li>b) are adequate for the subsequent processes for the provision of products and services;</li> <li>c) include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;</li> <li>d) specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.</li> </ul> <p>The organization shall retain documented information on design and development outputs. <b>Design and development outputs</b></p>	<p><b>Top Level Document: VOP 17 Design Research and Development</b> Revision Document ID24089 <a href="#">Date Revision 21 Nov 2017 Reviewed 21 Nov 2017</a></p> <p><b>Audit 03 Design Control</b> Revision Document ID25420 <a href="#">Date Revision 23 Feb 2018 Reviewed 23 Feb 2018</a></p> <p><b>Audit 10 Documentation Control</b> Revision Document ID23197 <a href="#">Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</a></p>	<p><b>Process: 7705</b> <a href="#">Checking For Uploaded Files 08 Jun 2016</a></p>
<p>8.3.6</p> <p>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:</p> <ul style="list-style-type: none"> <li>a) design and development changes;</li> <li>b) the results of reviews;</li> <li>c) the authorization of the changes;</li> <li>d) the actions taken to prevent adverse impacts. <b>Design and development changes</b></li> </ul>	<p><b>Top Level Document: VOP 17 Design Research and Development</b> Revision Document ID24089 <a href="#">Date Revision 21 Nov 2017 Reviewed 21 Nov 2017</a></p> <p><b>Audit 03 Design Control</b> Revision Document ID25420 <a href="#">Date Revision 23 Feb 2018 Reviewed 23 Feb 2018</a></p> <p><b>Audit 20 Process verification to Managment</b> Revision Document ID23249 <a href="#">Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</a></p> <p><b>Audit 22 Post Market Surveillance</b> Revision Document ID23253 <a href="#">Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</a></p>	<p><b>Process: 7830</b> <a href="#">Review Q.A. Failures Report 18 Sep 2017</a></p> <p><b>Process: 7705</b> <a href="#">Checking For Uploaded Files 08 Jun 2016</a></p> <p><b>Process: 7455</b> <a href="#">VST Board Directors Meeting Supplier Issues 09 Mar 2016</a></p>
8.4	<b>VM3COP02.01 Boundaries ISO</b>	<b>Process: 7707</b>

<b>Control of externally provided processes, products and services</b>	<b>9001:2015 VST</b> Revision Document ID23739 Date Revision 03 Nov 2017 Reviewed 03 Nov 2017	Send Purchase Orders To Suppliers 13 Jun 2016 <b>Process: 7682</b> Check Stock Requirements Supplier Bluepoint 18 Apr 2016 <b>Process: 7681</b> Check Stock Requirements Supplier Posey 18 Apr 2016 <b>Process: 7680</b> Check Stock Requirements Supplier Envitec 18 Apr 2016 <b>Process: 7679</b> Check Stock Requirements Supplier Teledyne 18 Apr 2016 <b>Process: 7675</b> Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016 <b>Process: 7455</b> VST Board Directors Meeting Supplier Issues 09 Mar 2016 <b>Process: 7395</b> 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	<b>Top Level Document: VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns</b> Revision Document ID23972 Date Revision 16 Nov 2017 Reviewed 16 Nov 2017 <b>Audit 05 Purchasing suppliers</b> Revision Document ID23181 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 07 Handling and Storage</b> Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017	<b>Process: 7826</b> Goods In Processes 06 Sep 2017 <b>Process: 7799</b> Opera Purchase Ledger Close 11 May 2017 <b>Process: 7755</b> Fast Hosts Invoice 08 Dec 2016 <b>Process: 7701</b> AWS Amazon Web Services 23 May 2016 <b>Process: 7700</b> Domain Name Management 19 May 2016 <b>Process: 7435</b> VST Board Directors Meeting Matters Arising 09 Mar 2016 <b>Process: 7387</b> Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016

<p>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. <b>General</b></p>		
<p>8.4.2 The organization shall ensure that externally provided processes, products and services do not adversely affect the 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</p>	<p><b>Top Level Document: VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns</b> Revision Document ID23972 <a href="#">Date Revision 16 Nov 2017 Reviewed 16 Nov 2017</a> <b>Audit 05 Purchasing suppliers</b> Revision Document ID23181 <a href="#">Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</a> <b>Audit 07 Handling and Storage</b> Revision Document ID23189 <a href="#">Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</a> <b>Audit 09 Goods Inward and Product Identity</b> Revision Document ID23193 <a href="#">Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</a></p>	<p><b>Process: 7826</b> <a href="#">Goods In Processes 06 Sep 2017</a> <b>Process: 7751</b> <a href="#">VST Purchase Order Log 02 Nov 2016</a> <b>Process: 7443</b> <a href="#">VST Board Directors Meeting Debtors 09 Mar 2016</a></p>

activities, necessary to ensure that the externally provided processes, products and services meet requirements. <b>Type and extent of control</b>		
<p>8.4.3</p> <p>The organization shall ensure the adequacy of requirements prior to their communication to the external provider.</p> <p>The organization shall communicate to external providers its requirements for:</p> <p>a) the processes, products and services to be provided;</p> <p>b) the approval of:</p> <p>1) products and services;</p> <p>2) methods, processes and equipment;</p> <p>3) the release of products and services;</p> <p>c) competence, including any required qualification of persons;</p> <p>d) the external providers' interactions with the organization;</p> <p>e) control and monitoring of the external providers' performance to be applied by the organization;</p> <p>f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises. <b>Information for external providers</b></p>	<p><b>Top Level Document: VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns</b></p> <p>Revision Document ID23972</p> <p>Date Revision 16 Nov 2017 Reviewed 16 Nov 2017</p> <p><b>Audit 09 Goods Inward and Product Identity</b></p> <p>Revision Document ID23193</p> <p>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p> <p><b>Audit 05 Purchasing suppliers</b></p> <p>Revision Document ID23181</p> <p>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	<p><b>Process: 7826</b></p> <p>Goods In Processes 06 Sep 2017</p> <p><b>Process: 7823</b></p> <p>Safety Tester Data 02 Aug 2017</p> <p><b>Process: 7787</b></p> <p>Check Returns All Supplier 15 Feb 2017</p> <p><b>Process: 7786</b></p> <p>Check Returns Supplier Maxtec 15 Feb 2017</p> <p><b>Process: 7785</b></p> <p>Check Returns Supplier Teledyne 15 Feb 2017</p> <p><b>Process: 7784</b></p> <p>Check Returns Supplier Envitec 15 Feb 2017</p> <p><b>Process: 7387</b></p> <p>Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016</p>
<p>8.5</p> <p><b>Production and service provision</b></p>		<p><b>Process: 7738</b></p> <p>Production Statistics 03 Sep 2016</p>
<p>8.5.1</p> <p>The organization shall implement production and service provision under controlled conditions.</p> <p>Controlled conditions shall include, as applicable:</p>	<p><b>Top Level Document: VOP 08 Production, Reworks, New Production</b></p> <p>Revision Document ID23300</p> <p>Date Revision 25 Oct 2017 Reviewed 25 Oct 2017</p> <p><b>Top Level Document: VOP 07 Stock</b></p>	<p><b>Process: 7737</b></p> <p>Production In Production List 03 Sep 2016</p> <p><b>Process: 7736</b></p> <p>Production Start Job List 03 Sep 2016</p> <p><b>Process: 7682</b></p> <p>Check Stock Requirements Supplier Bluepoint 18 Apr 2016</p>

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 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**

**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 Viamed 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 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 03 Design Control**  
Revision Document ID25420  
Date Revision 23 Feb 2018 Reviewed 23 Feb 2018  
**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

**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

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

**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**

**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

<p>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. <b>Identification and traceability</b></p>	<p><b>/ Rejection</b> Revision Document ID23627 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 <b>Audit 07 Handling and Storage</b> Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 09 Goods Inward and Product Identity</b> Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	<p><b>Process: 7680</b> Check Stock Requirements Supplier Envitec 18 Apr 2016 <b>Process: 7679</b> Check Stock Requirements Supplier Teledyne 18 Apr 2016 <b>Process: 7675</b> Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016 <b>Process: 7455</b> VST Board Directors Meeting Supplier Issues 09 Mar 2016 <b>Process: 7449</b> VST Board Directors Meeting Non Conformities Review 09 Mar 2016 <b>Process: 7395</b> Responsibility Allocation : VST Stock Meeting `Goods In` Review 09 Mar 2016</p>
<p>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 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</p>	<p><b>Top Level Document: VOP 09 Repairs External, Internal Repairs and Servicing</b> Revision Document ID24133 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 <b>Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection</b> Revision Document ID23627 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 <b>Audit 07 Handling and Storage</b> Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 11 Repairs, Servicing and Returns</b> Revision Document ID23584 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 <b>Audit 09 Goods Inward and Product Identity</b> Revision Document ID23193</p>	<p><b>Process: 7823</b> Saftey Tester Data 02 Aug 2017 <b>Process: 7814</b> Responsibility Allocation : Viamed Repairs 06 Jun 2017 <b>Process: 7813</b> Responsibility Allocation : VST Repairs 06 Jun 2017 <b>Process: 7812</b> Responsibility Allocation : Vandagraph Repairs 06 Jun 2017 <b>Process: 7735</b> Ensure SOR's Are Followed Up 01 Sep 2016 <b>Process: 7454</b> VST Board Directors Meeting Distributor Issues 09 Mar 2016</p>

personal data. <b>Property belonging to customers or external providers</b>	<b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b>	
<p>8.5.4</p> <p>The organization shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.</p> <p>NOTE Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection. <b>Preservation</b></p>	<p><b>Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement</b></p> <p>Revision Document ID23615</p> <p><b>Date Revision 28 Oct 2017 Reviewed 28 Oct 2017</b></p> <p><b>Audit 07 Handling and Storage</b></p> <p>Revision Document ID23189</p> <p><b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b></p> <p><b>Audit 09 Goods Inward and Product Identity</b></p> <p>Revision Document ID23193</p> <p><b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b></p>	<p><b>Process: 7830</b></p> <p><b>Review Q.A. Failures Report 18 Sep 2017</b></p> <p><b>Process: 7455</b></p> <p><b>VST Board Directors Meeting Supplier Issues 09 Mar 2016</b></p>
<p>8.5.5</p> <p>The organization shall meet requirements for post-delivery activities associated with the products and services.</p> <p>In determining the extent of post-delivery activities that are required, the organization shall consider:</p> <p>a) statutory and regulatory requirements;</p> <p>b) the potential undesired consequences associated with its products and services;</p> <p>c) the nature, use and intended lifetime of its products and services;</p> <p>d) customer requirements;</p> <p>e) customer feedback.</p> <p>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. <b>Post-delivery activities</b></p>	<p><b>Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data</b></p> <p>Revision Document ID25518</p> <p><b>Date Revision 06 Mar 2018 Reviewed 06 Mar 2018</b></p> <p><b>Audit 20 Process verification to Managment</b></p> <p>Revision Document ID23249</p> <p><b>Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</b></p> <p><b>Audit 14 Complaints and Corrective Actions</b></p> <p>Revision Document ID25210</p> <p><b>Date Revision 08 Feb 2018 Reviewed 08 Feb 2018</b></p> <p><b>Audit 22 Post Market Surveillance</b></p> <p>Revision Document ID23253</p> <p><b>Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</b></p>	<p><b>Process: 7826</b></p> <p><b>Goods In Processes 06 Sep 2017</b></p> <p><b>Process: 7821</b></p> <p><b>Controlled Waste Description And Transfer 15 Jun 2017</b></p> <p><b>Process: 7820</b></p> <p><b>North Yorkshire Council Waste Tranfer 15 Jun 2017</b></p> <p><b>Process: 7735</b></p> <p><b>Ensure SOR's Are Followed Up 01 Sep 2016</b></p> <p><b>Process: 7454</b></p> <p><b>VST Board Directors Meeting Distributor Issues 09 Mar 2016</b></p> <p><b>Process: 7443</b></p> <p><b>VST Board Directors Meeting Debtors 09 Mar 2016</b></p> <p><b>Process: 7432</b></p> <p><b>Process: 7431</b></p> <p><b>Process: 7430</b></p> <p><b>Process: 7429</b></p> <p><b>Process: 7428</b></p>

		<p><b>Process: 7427</b>  Responsibility Allocation : VST Customer Complaints 09 Mar 2016  <b>Process: 7392</b></p> <p><b>Process: 7391</b>  Responsibility Allocation : VST Stock Meeting Customer Complaints Review <b>**Mandatory**</b> 09 Mar 2016  <b>Process: 7389</b>  Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016  <b>Process: 7843</b>  Review VST Product Feedback Negative 23 Sep 2017  <b>Process: 7842</b>  Review VIAMED Product Feedback Negative 23 Sep 2017  <b>Process: 7841</b>  Review VST Feedback - Customer Complaints 23 Sep 2017  <b>Process: 7840</b>  Review VST Feedback - Customer Feedback Negative 23 Sep 2017  <b>Process: 7839</b>  Review VIAMED Feedback - Customer Complaints 23 Sep 2017  <b>Process: 7838</b>  Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017</p>
<p>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 review of changes, the person(s) authorizing the change, and any necessary actions arising from the review. <b>Control of changes</b></p>	<p><b>Audit 12 CE Files</b>  Revision Document ID23205  Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	<p><b>Process: 7455</b>  VST Board Directors Meeting Supplier Issues 09 Mar 2016  <b>Process: 7435</b>  VST Board Directors Meeting Matters Arising 09 Mar 2016</p>
<p>8.6  The organization shall implement planned</p>	<p><b>Top Level Document: VOP 22 Picking and Packing Dispatch and Goods Out</b></p>	<p><b>Process: 7830</b>  Review Q.A. Failures Report 18 Sep 2017</p>

<p>arrangements, at appropriate stages, to verify that the product and service requirements have been met.</p> <p>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.</p> <p>The organization shall retain documented information on the release of products and services. The documented information shall include:</p> <p>a) evidence of conformity with the acceptance criteria;</p> <p>b) traceability to the person(s) authorizing the release</p> <p><b>Release of products and services</b></p>	<p>Revision Document ID23373 Date Revision 26 Oct 2017 Reviewed 26 Oct 2017 <b>Audit 07 Handling and Storage</b> Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 09 Goods Inward and Product Identity</b> Revision Document ID23193 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	<p><b>Process: 7455</b> VST Board Directors Meeting Supplier Issues 09 Mar 2016 <b>Process: 7443</b> VST Board Directors Meeting Debtors 09 Mar 2016</p>
<p>8.7 <b>Control of nonconforming outputs</b></p>		<p><b>Process: 7671</b> Humanmed Non Conformances 09 Mar 2016 <b>Process: 7449</b> VST Board Directors Meeting Non Conformities Review 09 Mar 2016</p>
<p>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.</p> <p>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</p>	<p><b>Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement</b> Revision Document ID23615 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 <b>Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock</b> Revision Document ID23611 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 <b>Audit 05 Purchasing suppliers</b></p>	<p><b>Process: 7830</b> Review Q.A. Failures Report 18 Sep 2017 <b>Process: 7826</b> Goods In Processes 06 Sep 2017 <b>Process: 7752</b> SRS Folder 22 Nov 2016 <b>Process: 7749</b> Check Repair Quotes 10 Oct 2016 <b>Process: 7690</b> Ship Repairs 21 Apr 2016 <b>Process: 7685</b> Repairs Ready For Invoice 18 Apr 2016 <b>Process: 7684</b></p>

<p>products, during or after the provision of services.</p> <p>The organization shall deal with nonconforming outputs in one or more of the following ways:</p> <p>a) correction;</p> <p>b) segregation, containment, return or suspension of provision of products and services;</p> <p>c) informing the customer;</p> <p>d) obtaining authorization for acceptance under concession.</p> <p>Conformity to the requirements shall be verified when nonconforming outputs are corrected.</p>	<p>Revision Document ID23181</p> <p>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p> <p><b>Audit 07 Handling and Storage</b></p> <p>Revision Document ID23189</p> <p>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p> <p><b>Audit 09 Goods Inward and Product Identity</b></p> <p>Revision Document ID23193</p> <p>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	<p>Repairs Ready For Quote 18 Apr 2016</p> <p><b>Process: 7674</b></p> <p>Check Repairs Ready For Invoice List 10 Mar 2016</p> <p><b>Process: 7671</b></p> <p>Humanmed Non Conformances 09 Mar 2016</p> <p><b>Process: 7399</b></p> <p>Responsibility Allocation : VST Stock Meeting Non Conforming Stock Transfers. (QC19) 09 Mar 2016</p> <p><b>Process: 7394</b></p> <p>Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016</p> <p><b>Process: 7390</b></p> <p>Responsibility Allocation : VST Stock Meeting Returns Overview - Credits 09 Mar 2016</p> <p><b>Process: 7388</b></p> <p>Responsibility Allocation : VST Stock Meeting Returns Overview 09 Mar 2016</p>
<p>8.7.2</p> <p>The organization shall retain documented information that:</p> <p>a) describes the nonconformity;</p> <p>b) describes the actions taken;</p> <p>c) describes any concessions obtained;</p> <p>d) identifies the authority deciding the action in respect of the nonconformity.</p>	<p><b>Audit 20 Process verification to Managment</b></p> <p>Revision Document ID23249</p> <p>Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</p> <p><b>Audit 12 CE Files</b></p> <p>Revision Document ID23205</p> <p>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	<p><b>Process: 7830</b></p> <p>Review Q.A. Failures Report 18 Sep 2017</p> <p><b>Process: 7690</b></p> <p>Ship Repairs 21 Apr 2016</p> <p><b>Process: 7671</b></p> <p>Humanmed Non Conformances 09 Mar 2016</p> <p><b>Process: 7394</b></p> <p>Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016</p>

## 9 Performance evaluation

<p>9</p> <p><b>Performance evaluation</b></p>		<p><b>Process: 7433</b></p> <p>Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016</p>
<p>9.1</p> <p><b>Monitoring, measurement, analysis and evaluation</b></p>		
<p>9.1.1</p> <p>The organization shall determine:</p>	<p><b>Top Level Document: VOP 10 Non Conformance, Corrective and</b></p>	<p><b>Process: 7693</b></p> <p>Collect Repair Filing From Warehouse 22 Apr 2016</p>

<p>a) what needs to be monitored and measured;</p> <p>b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;</p> <p>c) when the monitoring and measuring shall be performed;</p> <p>d) when the results from monitoring and measurement shall be analysed and evaluated.</p> <p>The organization shall evaluate the performance and the effectiveness of the quality management system.</p> <p>The organization shall retain appropriate documented information as evidence of the results. <b>General</b></p>	<p><b>Preventive Actions</b> Revision Document ID24121 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017</p> <p><b>Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data</b> Revision Document ID25518 Date Revision 06 Mar 2018 Reviewed 06 Mar 2018</p> <p><b>Audit 10 Documentation Control</b> Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p> <p><b>Audit 07 Handling and Storage</b> Revision Document ID23189 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	<p><b>Process: 7692</b> Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016</p> <p><b>Process: 7394</b> Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016</p>
<p>9.1.2</p> <p>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.</p> <p>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. <b>Customer satisfaction</b></p>	<p><b>Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data</b> Revision Document ID25518 Date Revision 06 Mar 2018 Reviewed 06 Mar 2018</p> <p><b>Audit 14 Complaints and Corrective Actions</b> Revision Document ID25210 Date Revision 08 Feb 2018 Reviewed 08 Feb 2018</p> <p><b>Audit 22 Post Market Surveillance</b> Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</p>	<p><b>Process: 7825</b> Responsibility Allocation : Order Picking 06 Sep 2017</p> <p><b>Process: 7822</b> Review Oxylink Stock 26 Jul 2017</p> <p><b>Process: 7797</b> Check Order Are Being Picked In Priority Order 10 May 2017</p> <p><b>Process: 7693</b> Collect Repair Filing From Warehouse 22 Apr 2016</p> <p><b>Process: 7692</b> Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016</p> <p><b>Process: 7673</b> Check Expiry Dated Stock 09 Mar 2016</p> <p><b>Process: 7664</b> Responsibility Allocation : Marketing Job Logger 09 Mar 2016</p> <p><b>Process: 7454</b> VST Board Directors Meeting Distributor Issues 09 Mar 2016</p> <p><b>Process: 7443</b> VST Board Directors Meeting Debtors 09 Mar 2016</p> <p><b>Process: 7432</b></p>

		<b>Process: 7431</b>  <b>Process: 7430</b>  <b>Process: 7429</b>  <b>Process: 7428</b>  <b>Process: 7427</b> Responsibility Allocation : VST Customer Complaints 09 Mar 2016 <b>Process: 7394</b> Responsibility Allocation : VST Stock Meeting Repairs Review - General 09 Mar 2016 <b>Process: 7392</b>  <b>Process: 7391</b> Responsibility Allocation : VST Stock Meeting Customer Complaints Review **Mandatory** 09 Mar 2016 <b>Process: 7389</b> Responsibility Allocation : VST Stock Meeting Returns Overview - From Customers 09 Mar 2016 <b>Process: 7843</b> Review VST Product Feedback Negative 23 Sep 2017 <b>Process: 7842</b> Review VIAMED Product Feedback Negative 23 Sep 2017 <b>Process: 7841</b> Review VST Feedback - Customer Complaints 23 Sep 2017 <b>Process: 7840</b> Review VST Feedback - Customer Feedback Negative 23 Sep 2017 <b>Process: 7839</b> Review VIAMED Feedback - Customer Complaints 23 Sep 2017 <b>Process: 7838</b> 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.	<b>Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data</b> Revision Document ID25518 Date Revision 06 Mar 2018 Reviewed 06	<b>Process: 7830</b> Review Q.A. Failures Report 18 Sep 2017 <b>Process: 7822</b> Review Oxylink Stock 26 Jul 2017 <b>Process: 7449</b>

The results of analysis shall be used to evaluate:

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

NOTE Methods to analyse data can include statistical techniques. **Analysis and evaluation**

**Mar 2018**

**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

**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**

**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**

		<b>Process: 28</b> Supplier Review 16 Feb 2016 <b>Process: 5889</b> Responsibility Allocation : Audit And Task - Audit 24 Feb 2016 <b>Process: 6828</b>  <b>Process: 7071</b> Post Market Surveillance 09 Mar 2016 <b>Process: 7199</b> Non Conformities Review 09 Mar 2016 <b>Process: 7743</b> Customer Complaints Paper File 26 Sep 2016 <b>Process: 7827</b> Review The Quality Policy VST 16 Sep 2017 <b>Process: 7833</b> Importance Of Effective Quality Management 20 Sep 2017 <b>Process: 6829</b> Supplier Review - Outstanding orders 09 Mar 2016 <b>Process: 6832</b> Supplier Review Future orders 09 Mar 2016 <b>Process: 7091</b> Calibration Index 09 Mar 2016 <b>Process: 7074</b> Training 09 Mar 2016 <b>Process: 5881</b> Training Records Review 18 Feb 2016 <b>Process: 7847</b> Health And Safety Review 26 Sep 2017 <b>Process: 7793</b> Team Review Meeting 16 Mar 2017
9.2 Internal audi		<b>Process: 7781</b> Audit 23 Analysis Of Data VST 08 Feb 2017 <b>Process: 7780</b> Audit 22 Post Market Surveillance VST 08 Feb 2017 <b>Process: 7779</b> Audit 21 Audit Of Audit VST 08 Feb 2017 <b>Process: 7778</b> Audit 20 Process Verification To Managment VST 08 Feb 2017 <b>Process: 7777</b>

Audit 19 Health And Safety 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 13 Mar 2018  
**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 Management Viamed 24 Aug 2016

**Process: 7729**

Audit 19 Health And Safety 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 13 Mar 2018

**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 Surveillance 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 <b>Process: 7407</b> VST BSI Audits Calander BSI Audit Devise Classification Now Apart of Audit 12 09 Mar 2016 <b>Process: 7406</b> VST BSI Audits Calander BSI Audit Design Control 09 Mar 2016 <b>Process: 7405</b> VST BSI Audits Calander BSI Audit Contract Review 09 Mar 2016 <b>Process: 7404</b> VST BSI Audits Calander BSI Audit Picking and Packing 09 Mar 2016 <b>Process: 7403</b> 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.	<b>Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data</b> Revision Document ID25518 Date Revision 06 Mar 2018 Reviewed 06 Mar 2018 <b>Audit 17 Internal Audits</b> Revision Document ID23229 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 <b>Audit 20 Process verification to Managment</b> Revision Document ID23249 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017 <b>Audit 21 Audit of Audit</b> Revision Document ID23245 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	<b>Process: 7744</b> FDA Device Establishment Registration And Listing 28 Sep 2016 <b>Process: 7668</b> Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 <b>Process: 7450</b> 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	<b>Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data</b> Revision Document ID25518 Date Revision 06 Mar 2018 Reviewed 06 Mar 2018	

<p>reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;</p> <p>b) define the audit criteria and scope for each audit;</p> <p>c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;</p> <p>d) ensure that the results of the audits are reported to relevant management;</p> <p>e) take appropriate correction and corrective actions without undue delay;</p> <p>f) retain documented information as evidence of the implementation of the audit programme and the audit results.</p> <p>NOTE See ISO 19011 for guidance.</p>	<p><b>Audit 10 Documentation Control</b> Revision Document ID23197 <b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b></p> <p><b>Audit 18 Management Review</b> Revision Document ID23149 <b>Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</b></p> <p><b>Audit 21 Audit of Audit</b> Revision Document ID23245 <b>Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</b></p>	
<p>9.3</p> <p><b>Management review</b></p>		
<p>9.3.1</p> <p>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. <b>General</b></p>	<p><b>Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data</b> Revision Document ID25518 <b>Date Revision 06 Mar 2018 Reviewed 06 Mar 2018</b></p>	<p><b>Process: 7754</b></p>
<p>9.3.2</p> <p>9.3.2 Management review inputs</p> <p>The management review shall be planned and carried out taking into consideration:</p> <p>a) the status of actions from previous management reviews;</p> <p>b) changes in external and internal issues that are relevant to the quality management</p>	<p><b>Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data</b> Revision Document ID25518 <b>Date Revision 06 Mar 2018 Reviewed 06 Mar 2018</b></p> <p><b>Audit 18 Management Review</b> Revision Document ID23149</p>	<p><b>Process: 7831</b> <b>Intrastats Debtors And Creditor Figures 18 Sep 2017</b></p> <p><b>Process: 7830</b> <b>Review Q.A. Failures Report 18 Sep 2017</b></p> <p><b>Process: 7825</b> <b>Responsibility Allocation : Order Picking 06 Sep 2017</b></p> <p><b>Process: 7673</b> <b>Check Expiry Dated Stock 09 Mar 2016</b></p>

system;  
 c) information on the performance and effectiveness of the quality management system, including trends in:  
 1) customer satisfaction and feedback from relevant interested parties;  
 2) the extent to which quality objectives have been met;  
 3) process performance and conformity of products and services;  
 4) nonconformities and corrective actions;  
 5) monitoring and measurement results;  
 6) audit results;  
 7) the performance of external providers;  
 d) the adequacy of resources;  
 e) the effectiveness of actions taken to address risks and opportunities (see 6.1);  
 f) opportunities for improvement.

#### **Management review inputs**

Date Revision 23 Oct 2017 Reviewed 23 Oct 2017

**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**

**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

		<b>Process: 7827</b> Review The Quality Policy VST 16 Sep 2017 <b>Process: 7833</b> Importance Of Effective Quality Management 20 Sep 2017 <b>Process: 6829</b> Supplier Review - Outstanding orders 09 Mar 2016 <b>Process: 6832</b> Supplier Review Future orders 09 Mar 2016 <b>Process: 7753</b> Management Meeting 22 Nov 2016 <b>Process: 5881</b> Training Records Review 18 Feb 2016 <b>Process: 6851</b> Review Accident Book 09 Mar 2016 <b>Process: 7847</b> 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. <b>Management review outputs</b>	<b>Audit 18 Management Review</b> Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 20 Process verification to Managment</b> Revision Document ID23249 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	
<h1>1 Improvement</h1>		
10 <b>Improvement</b>		<b>Process: 7433</b> Responsibility Allocation : VST Board Directors Meeting 09 Mar 2016
10.1 The organization shall determine and select opportunities for improvement and	<b>Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions</b>	<b>Process: 7825</b> Responsibility Allocation : Order Picking 06 Sep 2017 <b>Process: 7822</b>

<p>implement any necessary actions to meet customer requirements and enhance customer satisfaction. These shall include:</p> <p>a) improving products and services to meet requirements as well as to address future needs and expectations;</p> <p>b) correcting, preventing or reducing undesired effects;</p> <p>c) improving the performance and effectiveness of the quality management system.</p> <p>NOTE Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization. <b>General</b></p>	<p>Revision Document ID24121 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017 <b>Audit 14 Complaints and Corrective Actions</b></p> <p>Revision Document ID25210 Date Revision 08 Feb 2018 Reviewed 08 Feb 2018 <b>Chart 08 Correction and Prevention</b></p> <p>Revision Document ID8682 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 <b>VM3COP27.09 Reduce goldmine Mailbox preventative maintenance</b></p> <p>Revision Document ID14907 Date Revision 02 Apr 2015 Reviewed 02 Apr 2015</p>	<p>Review Oxylink Stock 26 Jul 2017 <b>Process: 7754</b></p> <p><b>Process: 7455</b> VST Board Directors Meeting Supplier Issues 09 Mar 2016 <b>Process: 7443</b> VST Board Directors Meeting Debtors 09 Mar 2016 <b>Process: 7387</b> Responsibility Allocation : VST Stock Meeting Purchase Order Requirements 09 Mar 2016</p>
<p>10.2 <b>Nonconformity and corrective action</b></p>	<p><b>Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions</b></p> <p>Revision Document ID24121 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017</p>	<p><b>Process: 7671</b> Humanmed Non Conformances 09 Mar 2016 <b>Process: 7449</b> VST Board Directors Meeting Non Conformities Review 09 Mar 2016</p>
<p>10.2.1 When a nonconformity occurs, including any arising from complaints, the organization shall:</p> <p>a) react to the nonconformity and, as applicable:</p> <p>1) take action to control and correct it;</p> <p>2) deal with the consequences;</p> <p>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:</p> <p>1) reviewing and analysing the</p>	<p><b>Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions</b></p> <p>Revision Document ID24121 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017</p> <p><b>Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd</b></p> <p>Revision Document ID24129 Date Revision 22 Nov 2017 Reviewed 22 Nov 2017</p> <p><b>Audit 10 Documentation Control</b></p>	<p><b>Process: 7830</b> Review Q.A. Failures Report 18 Sep 2017 <b>Process: 7748</b> Check Repair Orders 10 Oct 2016 <b>Process: 7448</b> VST Board Directors Meeting Customer Complaints 09 Mar 2016 <b>Process: 7435</b> VST Board Directors Meeting Matters Arising 09 Mar 2016 <b>Process: 7432</b></p> <p><b>Process: 7430</b></p> <p><b>Process: 7427</b></p>

<p>nonconformity;  2) determining the causes of 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.</p>	<p>Revision Document ID23197  Date Revision 23 Oct 2017 Reviewed 23 Oct 2017  <b>Audit 12 CE Files</b>  Revision Document ID23205  Date Revision 23 Oct 2017 Reviewed 23 Oct 2017  <b>Audit 14 Complaints and Corrective Actions</b>  Revision Document ID25210  Date Revision 08 Feb 2018 Reviewed 08 Feb 2018</p>	<p>Responsibility Allocation : VST Customer Complaints 09 Mar 2016  <b>Process: 7391</b>  Responsibility Allocation : VST Stock Meeting Customer Complaints Review <b>**Mandatory**</b> 09 Mar 2016  <b>Process: 7841</b>  Review VST Feedback - Customer Complaints 23 Sep 2017</p>
<p>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.</p>	<p><b>Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications Viamed Ltd</b>  Revision Document ID24125  Date Revision 22 Nov 2017 Reviewed 22 Nov 2017  <b>Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd</b>  Revision Document ID24129  Date Revision 22 Nov 2017 Reviewed 22 Nov 2017  <b>Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions</b>  Revision Document ID24121  Date Revision 22 Nov 2017 Reviewed 22 Nov 2017  <b>Audit 10 Documentation Control</b>  Revision Document ID23197  Date Revision 23 Oct 2017 Reviewed 23 Oct 2017</p>	<p><b>Process: 7449</b>  VST Board Directors Meeting Non Conformities Review 09 Mar 2016</p>
<p>10.3</p>	<p><b>Audit 10 Documentation Control</b></p>	

<p>The organization shall continually improve the suitability, adequacy and effectiveness of the quality management system.</p> <p>The organization shall 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. <b>Continual improvement</b></p>	<p>Revision Document ID23197 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 18 Management Review</b></p> <p>Revision Document ID23149 Date Revision 23 Oct 2017 Reviewed 23 Oct 2017 <b>Audit 22 Post Market Surveillance</b></p> <p>Revision Document ID23253 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017</p>
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Document ID	Sub Processes
ID24442	<p><b>VST ISO 9001:2015 Scope</b></p> <p>Process: 7848 Review ISO Scopes 27 Sep 2017</p>
ID23149	<p><b>Audit 18 Management Review</b></p> <p>Process: 55 Business Continuity Plan 17 Feb 2016</p> <p>Process: 23 Company Objectives 16 Feb 2016</p> <p>Process: 6813 Management Meeting Turnover Report 09 Mar 2016</p> <p>Process: 27 Management Reviews And Quality Audits 16 Feb 2016</p> <p>Process: 22 Company Policys 16 Feb 2016</p> <p>Process: 7750 Meeting With Management 14 Oct 2016</p> <p>Process: 7793 Team Review Meeting 16 Mar 2017</p> <p>Process: 7753 Management Meeting 22 Nov 2016</p> <p>Process: 6861 Management Meeting Review Weekly Meeting 09 Mar 2016</p> <p>Process: 7833 Importance Of Effective Quality Management 20 Sep 2017</p> <p>Process: 7834 Financial Review 20 Sep 2017</p> <p>Process: 26 Company Resources 16 Feb 2016</p> <p>Process: 30 Responsibility Allocation : MHRA Licences And Notifications 16 Feb 2016</p> <p>Process: 31 Responsibility Allocation : Notified Body Notifications 16 Feb 2016</p> <p>Process: 32 MDALL Listings 16 Feb 2016</p> <p>Process: 7057 Responsibility Allocation : Complaints and Vigilance Notifications 09 Mar 2016</p> <p>Process: 7070 Management Review 09 Mar 2016</p> <p>Process: 29 Responsibility Allocation : CMDCAS Updates And Licences 16 Feb 2016</p> <p>Process: 5889 Responsibility Allocation : Audit And Task - Audit 24 Feb 2016</p> <p>Process: 7744 FDA Device Establishment Registration And Listing 28 Sep 2016</p> <p>Process: 7829</p>

	<p><b>Process: 6871 ISO14001 Environmental management systems</b> 09 Mar 2016</p> <p><b>Process: 7874 Review For Latest Version Med Dev 2.12.</b> 18 Oct 2017</p> <p><b>Process: 7877 Disaster Planning</b> 21 Oct 2017</p> <p><b>Process: 7876 Maintain Update Of ISO Route Maps</b> 21 Oct 2017</p> <p><b>Process: 7878 Review Possible Upcoming Regulation Changes</b> 22 Oct 2017</p> <p><b>Process: 7886 Audit 18 Management Review Viamed</b> 24 Oct 2017</p> <p><b>Process: 7887 Audit 18 Management Review VST</b> 24 Oct 2017</p> <p><b>Process: 7890 New UPS Rates Needs Checking</b> 24 Oct 2017</p> <p><b>Process: 7888 Review Processes Linked To VOPs And Audits</b> 24 Oct 2017</p> <p><b>Process: 7895 FDA Device Establishment Registration</b> 29 Oct 2017</p>
ID23523	<p><b>VOP 01 Documentation / Records - Control, Creation, Storage, Retrieval and Revision control</b></p> <p><b>Process: 5940 Thumb Nail Processor</b> 07 Mar 2016</p> <p><b>Process: 7827 Review The Quality Policy VST</b> 16 Sep 2017</p> <p><b>Process: 7828 Review The Quality Policy Viamed</b> 16 Sep 2017</p> <p><b>Process: 5934 Responsibility Allocation : Staff Training</b> 05 Mar 2016</p> <p><b>Process: 7032 Responsibility Allocation : Document Requirements</b> 09 Mar 2016</p> <p><b>Process: 41 Responsibility Allocation : Documentation Control</b> 16 Feb 2016</p> <p><b>Process: 59 Out Of Date Documents</b> 17 Feb 2016</p> <p><b>Process: 5851 Duplicate Documents</b> 17 Feb 2016</p> <p><b>Process: 5852 Responsibility Allocation : Retention Of Records</b> 17 Feb 2016</p> <p><b>Process: 7130 Intrastats Information for Intrastats and L Drive</b> 09 Mar 2016</p> <p><b>Process: 5890 Check Website ISO Documents</b> 24 Feb 2016</p> <p><b>Process: 7200 Responsibility Allocation : ISO Issues</b> 09 Mar 2016</p> <p><b>Process: 7744 FDA Device Establishment Registration And Listing</b> 28 Sep 2016</p>
ID23197	<p><b>Audit 10 Documentation Control</b></p> <p><b>Process: 10 Distribution Of Emails</b> 16 Feb 2016</p> <p><b>Process: 5939 Responsibility Allocation : Email ISP Routing</b> 05 Mar 2016</p> <p><b>Process: 5940 Thumb Nail Processor</b> 07 Mar 2016</p> <p><b>Process: 11 Distribution Of Mail</b> 16 Feb 2016</p> <p><b>Process: 6 Responsibility Allocation : Updating Contact Management System</b> 16 Feb 2016</p> <p><b>Process: 52 Software Verification Clear Down Backup Emails</b> 16 Feb 2016</p> <p><b>Process: 53 Emails</b> 16 Feb 2016</p> <p><b>Process: 7672 Off Site Backup</b> 09 Mar 2016</p> <p><b>Process: 7700 Domain Name Management</b> 19 May 2016</p> <p><b>Process: 9 Distribution Of Faxes</b> 16 Feb 2016</p> <p><b>Process: 15 Filing and Archiving</b> 16 Feb 2016</p> <p><b>Process: 7711 Import Bank CSV</b> 01 Jul 2016</p> <p><b>Process: 7722 Audit 10 Documentation Control Viamed</b> 24 Aug 2016</p> <p><b>Process: 7693 Collect Repair Filing From Warehouse</b> 22 Apr 2016</p>

**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

ID23249

**Audit 20 Process verification to Managment**  
**Process: 7701** AWS Amazon Web Services 23 May 2016  
**Process: 7723** Audit 10b Process Verification Viamed 13 Mar 2018  
**Process: 7730** Audit 20 Process Verification To Managment 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 13 Mar 2018  
**Process: 7778** Audit 20 Process Verification To Managment 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

	<b>Process: 7070 Management Review 09 Mar 2016</b> <b>Process: 7713 Review Roles And Responsibilitys 17 Aug 2016</b> <b>Process: 7883 Appraisal 23 Oct 2017</b> <b>Process: 7884 Pay Review 23 Oct 2017</b>
ID22684	<b>VM3COP00.00 Viamed Quality Statement policy and objectives</b> <b>Process: 23 Company Objectives 16 Feb 2016</b> <b>Process: 22 Company Policies 16 Feb 2016</b> <b>Process: 7828 Review The Quality Policy Viamed 16 Sep 2017</b> <b>Process: 7833 Importance Of Effective Quality Management 20 Sep 2017</b>
ID22062	<b>VM3COP00.00 VST Quality Statement policy and objectives</b> <b>Process: 23 Company Objectives 16 Feb 2016</b> <b>Process: 7827 Review The Quality Policy VST 16 Sep 2017</b> <b>Process: 7833 Importance Of Effective Quality Management 20 Sep 2017</b>
ID23519	<b>VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks</b> <b>Process: 39 Enviromental Policy Document Review 16 Feb 2016</b> <b>Process: 7741 Review Ethical Policy 14 Sep 2016</b> <b>Process: 6839 Personnel Holidays and Time Adjustments 09 Mar 2016</b> <b>Process: 5881 Training Records Review 18 Feb 2016</b> <b>Process: 5904 Responsibility Allocation : Taking On New Staff 02 Mar 2016</b> <b>Process: 6837 Personnel Requirements and Training 09 Mar 2016</b> <b>Process: 6877 Responsibility Allocation : Alarm Key Holders 09 Mar 2016</b> <b>Process: 6906 Responsibility Allocation : Time Working Away 09 Mar 2016</b> <b>Process: 6928 Responsibility Allocation : Staff 09 Mar 2016</b> <b>Process: 7074 Training 09 Mar 2016</b> <b>Process: 7042 Responsibility Allocation : Work Environment 09 Mar 2016</b> <b>Process: 5934 Responsibility Allocation : Staff Training 05 Mar 2016</b> <b>Process: 5874 Childcare Vouchers Edenred 17 Feb 2016</b> <b>Process: 7753 Management Meeting 22 Nov 2016</b> <b>Process: 34 Responsibility Allocation : Insurance Is Upto Date 16 Feb 2016</b> <b>Process: 5869 Responsibility Allocation : Legal Company Car Registration 17 Feb 2016</b> <b>Process: 6841 Responsibility Allocation : Grants 09 Mar 2016</b> <b>Process: 6843 Future Reviews - Waste 09 Mar 2016</b> <b>Process: 6861 Management Meeting Review Weekly Meeting 09 Mar 2016</b> <b>Process: 30 Responsibility Allocation : MHRA Licences And Notifications 16 Feb 2016</b> <b>Process: 31 Responsibility Allocation : Notified Body Notifications 16 Feb 2016</b> <b>Process: 32 MDALL Listings 16 Feb 2016</b> <b>Process: 7033 Responsibility Allocation : Management commitment to ISO 09 Mar 2016</b> <b>Process: 7037 Responsibility Allocation : Responsibility, authority and communication 09 Mar 2016</b>

	<b>Process: 7057 Responsibility Allocation : Complaints and Vigilance Notifications 09 Mar 2016</b> <b>Process: 7713 Review Roles And Responsibilitys 17 Aug 2016</b> <b>Process: 7837 Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017</b> <b>Process: 29 Responsibility Allocation : CMDCAS Updates And Licences 16 Feb 2016</b> <b>Process: 7848 Review ISO Scopes 27 Sep 2017</b> <b>Process: 7891 Fire Alarm Evacuation Drill 25 Oct 2017</b>
ID21800	<b>VM3COP19 Health and Safety</b> <b>Process: 6855 Risk Assessment HSE 09 Mar 2016</b>
ID22429	<b>Viamed Top Level Quality Objectives</b> <b>Process: 23 Company Objectives 16 Feb 2016</b>
ID23326	<b>VOP 18 Maintenance Building, Fabric and Infrastructure</b> <b>Process: 5856 Cleaning The Kitchen 17 Feb 2016</b> <b>Process: 5853 Vacuuming Of The Office, Hall And Meeting Room 17 Feb 2016</b> <b>Process: 5900 Cleaning Of Office Windows 25 Feb 2016</b> <b>Process: 5878 Empty Office Bins 18 Feb 2016</b> <b>Process: 5912 Responsibility Allocation : Main Recycle Bins 03 Mar 2016</b> <b>Process: 5906 Empty Paper Bins 03 Mar 2016</b> <b>Process: 7805 Empty Kitchen Bins 22 May 2017</b> <b>Process: 5909 Empty Warehouse Bins 03 Mar 2016</b> <b>Process: 7706 Update Virus Software And Scan For Viruses 10 Jun 2016</b> <b>Process: 7802 Clean Kitchen Sides 22 May 2017</b> <b>Process: 7803 Dishwashing 22 May 2017</b> <b>Process: 7804 Sweep Kitchen Floor 22 May 2017</b> <b>Process: 7806 Watering Plants 22 May 2017</b> <b>Process: 7807</b> <b>Process: 54 Responsibility Allocation : Gents Toilets 17 Feb 2016</b> <b>Process: 5907 Hoover Warehouse 03 Mar 2016</b> <b>Process: 5908 Sweep Warehouse 03 Mar 2016</b> <b>Process: 5910 Clean Duckets 03 Mar 2016</b> <b>Process: 5911 Clear Cardboard 03 Mar 2016</b> <b>Process: 7698 Clean Toilets 17 May 2016</b> <b>Process: 7131 Responsibility Allocation : Intrastats Opera 09 Mar 2016</b> <b>Process: 7133 Responsibility Allocation : Intrastats Contact Manager 09 Mar 2016</b> <b>Process: 7132 Responsibility Allocation : Intrastats Goldmine 09 Mar 2016</b> <b>Process: 7896 Tree In Car Park 22 Dec 2017</b>
ID23594	<b>Audit 16 Sales and Marketing</b> <b>Process: 21 Office Sales Projects 16 Feb 2016</b> <b>Process: 17 Preparation Of Catalogues 16 Feb 2016</b>

**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

	<p><b>Process: 5905</b> Responsibility Allocation : Price Checking 02 Mar 2016</p> <p><b>Process: 6950</b> Opera Partnumber Prices Updates 09 Mar 2016</p> <p><b>Process: 7697</b> Yearly Pricing Review 09 May 2016</p> <p><b>Process: 7670</b> Humanmed general Issues 09 Mar 2016</p> <p><b>Process: 7872</b> Embargo Countries NOT Allowed To Sell To 16 Oct 2017</p> <p><b>Process: 7893</b> VST Price Lists 28 Oct 2017</p> <p><b>Process: 7894</b> VST Customer Agreements 28 Oct 2017</p>
ID23253	<p><b>Audit 22 Post Market Surveillance</b></p> <p><b>Process: 7732</b> Audit 22 Post Market Surveillance Viamed 24 Aug 2016</p> <p><b>Process: 43</b> Product Post Market Survelance 16 Feb 2016</p> <p><b>Process: 7780</b> Audit 22 Post Market Surveillance VST 08 Feb 2017</p> <p><b>Process: 6889</b> Responsibility Allocation : Post Market Surveilance 09 Mar 2016</p> <p><b>Process: 7809</b> Pro-Active Marketing 06 Jun 2017</p> <p><b>Process: 7810</b> Research Activities 06 Jun 2017</p> <p><b>Process: 5863</b> Responsibility Allocation : Sales Meetings UK 17 Feb 2016</p> <p><b>Process: 5864</b> Responsibility Allocation : Sales Meeting EX 17 Feb 2016</p>
ID23169	<p><b>Audit 01 Picking packing</b></p> <p><b>Process: 7714</b> Audit 01 Picking Packing Viamed 24 Aug 2016</p> <p><b>Process: 7825</b> Responsibility Allocation : Order Picking 06 Sep 2017</p> <p><b>Process: 5859</b> Review Un-shipped Parcels 17 Feb 2016</p> <p><b>Process: 6970</b></p> <p><b>Process: 7691</b> Ship Sale Or Returns 21 Apr 2016</p> <p><b>Process: 7762</b> Audit 01 Picking Packing VST 08 Feb 2017</p> <p><b>Process: 7796</b> Review Franking Label Errors 08 May 2017</p> <p><b>Process: 7797</b> Check Order Are Being Picked In Priority Order 10 May 2017</p> <p><b>Process: 7798</b> Orders And Items Shipped Per Month 10 May 2017</p> <p><b>Process: 7860</b> Goods Out Picking 03 Oct 2017</p>
ID23615	<p><b>VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement</b></p> <p><b>Process: 6973</b> Responsibility Allocation : Stock Transfers. (QC19) 09 Mar 2016</p> <p><b>Process: 7675</b> Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016</p> <p><b>Process: 5872</b> Check Sale Or Returns Export 17 Feb 2016</p> <p><b>Process: 5871</b> Check Sale Or Returns 17 Feb 2016</p> <p><b>Process: 5855</b> Purchase Order Requirements Teledyne 17 Feb 2016</p> <p><b>Process: 5858</b> Opera Stock Adjustments 17 Feb 2016</p> <p><b>Process: 5868</b> Return Goods To Suppliers 17 Feb 2016</p> <p><b>Process: 5935</b> Stock Allocations 05 Mar 2016</p> <p><b>Process: 6829</b> Supplier Review - Outstanding orders 09 Mar 2016</p> <p><b>Process: 6832</b> Supplier Review Future orders 09 Mar 2016</p>

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  
 Process: 7897 Daily O2 Sensors Returns 04 Jan 2018

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

	<b>Process: 7842 Review VIAMED Product Feedback Negative 23 Sep 2017</b> <b>Process: 7843 Review VST Product Feedback Negative 23 Sep 2017</b> <b>Process: 7174</b> <b>Process: 7175</b> <b>Process: 7179</b> <b>Process: 7874 Review For Latest Version Med Dev 2.12. 18 Oct 2017</b>
ID18641	<b>VM3COP20.01 Post In Distributing the Post</b> <b>Process: 11 Distribution Of Mail 16 Feb 2016</b> <b>Process: 5882 Responsibility Allocation : Send Post To Humanmed 24 Feb 2016</b>
ID24730	<b>VOP 03 Contract Review, Enquires, Office Processes</b> <b>Process: 5 Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016</b> <b>Process: 10 Distribution Of Emails 16 Feb 2016</b> <b>Process: 36 Emailing Of Invoices 16 Feb 2016</b> <b>Process: 5892 Checking EBay And Amazon For Orders And Messages 25 Feb 2016</b> <b>Process: 5894 Responsibility Allocation : Checking Of Active List 25 Feb 2016</b> <b>Process: 7 Checking Of Sales Orders 16 Feb 2016</b> <b>Process: 5943 Check Cardea And Multiquote 08 Mar 2016</b> <b>Process: 5891 Processing Of Repair Quotes And Orders 25 Feb 2016</b> <b>Process: 11 Distribution Of Mail 16 Feb 2016</b> <b>Process: 2 Answering Telephones 16 Feb 2016</b> <b>Process: 37 West Yorkshire Ambulance Stock 16 Feb 2016</b> <b>Process: 5948 Adding New Accounts To Opera 08 Mar 2016</b> <b>Process: 5949 Filling Credit Card Slips 08 Mar 2016</b> <b>Process: 6 Responsibility Allocation : Updating Contact Management System 16 Feb 2016</b> <b>Process: 5895 Responsibility Allocation : Completing Office Job List 25 Feb 2016</b> <b>Process: 5875 Check Paypal For Orders 17 Feb 2016</b> <b>Process: 5944 Chasing Lost Customers 08 Mar 2016</b> <b>Process: 3 Responsibility Allocation : Meeting And Greeting Visitors To The Company 16 Feb 2016</b> <b>Process: 4 Responsibility Allocation : Assisting With Refreshments For Visitors 16 Feb 2016</b> <b>Process: 7676 PDFing Of Invoices 17 Mar 2016</b> <b>Process: 9 Distribution Of Faxes 16 Feb 2016</b> <b>Process: 7696 Send VIAMED Delivery Notifications 28 Apr 2016</b> <b>Process: 5857 Customer Service Logs 17 Feb 2016</b> <b>Process: 5893 Answering Website Questions 25 Feb 2016</b> <b>Process: 7678 Check Catalog 360 Circle For Quotes And Orders 08 Apr 2016</b> <b>Process: 15 Filing and Archiving 16 Feb 2016</b> <b>Process: 5899 Proforma And Quote Chasing 25 Feb 2016</b> <b>Process: 7710 Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016</b> <b>Process: 7707 Send Purchase Orders To Suppliers 13 Jun 2016</b>

**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

	<b>Process: 6952 Responsibility Allocation : Lost in Shipping Claims 09 Mar 2016</b> <b>Process: 6971 Freight Courier Cost Request 09 Mar 2016</b> <b>Process: 7692 Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016</b> <b>Process: 7796 Review Franking Label Errors 08 May 2017</b> <b>Process: 6916 Responsibility Allocation : Service exisiting 09 Mar 2016</b> <b>Process: 6917 Responsibility Allocation : Service extension 09 Mar 2016</b> <b>Process: 7863 Maintain Repair Codes List 05 Oct 2017</b> <b>Process: 7890 New UPS Rates Needs Checking 24 Oct 2017</b> <b>Process: 7893 VST Price Lists 28 Oct 2017</b> <b>Process: 7894 VST Customer Agreements 28 Oct 2017</b>
ID23245	<b>Audit 21 Audit of Audit</b> <b>Process: 7731 Audit 21 Audit Of Audit Viamed 24 Aug 2016</b> <b>Process: 7779 Audit 21 Audit Of Audit VST 08 Feb 2017</b> <b>Process: 38 Audits Up to Date and Confirm next years Audit schedule 16 Feb 2016</b> <b>Process: 7093 BSI Audits Calander 09 Mar 2016</b> <b>Process: 7670 Humanmed general Issues 09 Mar 2016</b> <b>Process: 7862 Review The Audit Calender Screen 04 Oct 2017</b>
ID21314	<b>Process: 6828</b>
ID23205	<b>Audit 12 CE Files</b> <b>Process: 7725 Audit 12 CE Files Viamed 24 Aug 2016</b> <b>Process: 7773 Audit 12 CE Files VST 08 Feb 2017</b> <b>Process: 24 Compliance ISO Standards 16 Feb 2016</b> <b>Process: 7172 Responsibility Allocation : CE Technical Files 09 Mar 2016</b> <b>Process: 7071 Post Market Surveillance 09 Mar 2016</b>
ID25518	<b>VOP 13 Process Monitoring, System Reviews, Audits, Management Review, Analysis Data</b> <b>Process: 55 Business Continuity Plan 17 Feb 2016</b> <b>Process: 23 Company Objectives 16 Feb 2016</b> <b>Process: 27 Management Reviews And Quality Audits 16 Feb 2016</b> <b>Process: 7714 Audit 01 Picking Packing Viamed 24 Aug 2016</b> <b>Process: 7715 Audit 02 Contract Review Viamed 24 Aug 2016</b> <b>Process: 7716 Audit 03 Design Control Viamed 24 Aug 2016</b> <b>Process: 7717 Audit 05 Purchasing Suppliers Viamed 24 Aug 2016</b> <b>Process: 7718 Audit 06 Calibration Viamed 24 Aug 2016</b> <b>Process: 7719 Audit 07 Handling And Storage Viamed 24 Aug 2016</b> <b>Process: 7720 Audit 08 Training Viamed 24 Aug 2016</b> <b>Process: 7721 Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016</b> <b>Process: 7722 Audit 10 Documentation Control Viamed 24 Aug 2016</b>

**Process: 7723 Audit 10b Process Verification Viamed 13 Mar 2018**  
**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 Policyys 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 13 Mar 2018**  
**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 Saftey VST 08 Feb 2017**  
**Process: 7778 Audit 20 Process Verification To Managment 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 Calander 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

	<p><b>Process: 7848</b> Review ISO Scopes 27 Sep 2017</p> <p><b>Process: 7862</b> Review The Audit Calender Screen 04 Oct 2017</p> <p><b>Process: 7879</b> Software Validation Scheduled Tasks And Audits 22 Oct 2017</p> <p><b>Process: 7876</b> Maintain Update Of ISO Route Maps 21 Oct 2017</p> <p><b>Process: 7878</b> Review Possible Upcoming Regulation Changes 22 Oct 2017</p> <p><b>Process: 7885</b> Audit 04 Accounts 23 Oct 2017</p> <p><b>Process: 7886</b> Audit 18 Management Review Viamed 24 Oct 2017</p> <p><b>Process: 7887</b> Audit 18 Management Review VST 24 Oct 2017</p> <p><b>Process: 7889</b> Audit 24 Servicing Viamed 24 Oct 2017</p> <p><b>Process: 7888</b> Review Processes Linked To VOPs And Audits 24 Oct 2017</p>
ID23527	<p><b>VOP 12 Training</b></p> <p><b>Process: 7750</b> Meeting With Management 14 Oct 2016</p> <p><b>Process: 7793</b> Team Review Meeting 16 Mar 2017</p> <p><b>Process: 7833</b> Importance Of Effective Quality Management 20 Sep 2017</p> <p><b>Process: 7845</b> 7.1.4 Environment Of Operations 25 Sep 2017</p> <p><b>Process: 7883</b> Appraisal 23 Oct 2017</p>
ID23322	<p><b>VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment, Pat Testing</b></p> <p><b>Process: 5939</b> Responsibility Allocation : Email ISP Routing 05 Mar 2016</p> <p><b>Process: 5941</b> Responsibility Allocation : Replace Main Server 07 Mar 2016</p> <p><b>Process: 45</b> Responsibility Allocation : Main Server Status 16 Feb 2016</p> <p><b>Process: 46</b> Responsibility Allocation : Backup Server Status 16 Feb 2016</p> <p><b>Process: 52</b> Software Verification Clear Down Backup Emails 16 Feb 2016</p> <p><b>Process: 53</b> Emails 16 Feb 2016</p> <p><b>Process: 7672</b> Off Site Backup 09 Mar 2016</p> <p><b>Process: 6813</b> Management Meeting Turnover Report 09 Mar 2016</p> <p><b>Process: 7700</b> Domain Name Management 19 May 2016</p> <p><b>Process: 7701</b> AWS Amazon Web Services 23 May 2016</p> <p><b>Process: 7704</b> Responsibility Allocation : Computer Failure Diagnostics 24 May 2016</p> <p><b>Process: 48</b> Responsibility Allocation : Internet 16 Feb 2016</p> <p><b>Process: 49</b> Responsibility Allocation : Wifi 16 Feb 2016</p> <p><b>Process: 50</b> Responsibility Allocation : Guest Access Wifi 16 Feb 2016</p> <p><b>Process: 51</b> Responsibility Allocation : Printers 16 Feb 2016</p> <p><b>Process: 5903</b> Responsibility Allocation : Weather Station 02 Mar 2016</p> <p><b>Process: 6838</b> Opera Negative Stock 09 Mar 2016</p> <p><b>Process: 7121</b> Responsibility Allocation : General Computer Maintenance 09 Mar 2016</p> <p><b>Process: 7124</b> Responsibility Allocation : Intrastats 09 Mar 2016</p> <p><b>Process: 7125</b> Responsibility Allocation : Intrastats Urgent Problems 09 Mar 2016</p> <p><b>Process: 7126</b> Intrastats Requested Page updates 09 Mar 2016</p> <p><b>Process: 7127</b> Responsibility Allocation : Intrastats Unfinished in progress Processes 09 Mar 2016</p>

	<b>Process: 7128 Responsibility Allocation : Intrastats Future Features needed 09 Mar 2016</b> <b>Process: 7129 Intrastats Cross Reference Database Tables Updates 09 Mar 2016</b> <b>Process: 7178 Responsibility Allocation : Systems Innovation 09 Mar 2016</b> <b>Process: 7739 Intrastats Amendment Log 12 Sep 2016</b> <b>Process: 7755 Fast Hosts Invoice 08 Dec 2016</b> <b>Process: 44 Secure Socket Level Certificate 16 Feb 2016</b> <b>Process: 7668 Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016</b> <b>Process: 7832 Cleardown Emailed Invoices 20 Sep 2017</b> <b>Process: 7823 Saftey Tester Data 02 Aug 2017</b>
ID14696	<b>Process: 6972 UPS Shipping Fuel Surcharge 09 Mar 2016</b>
ID17155	<b>VM3COP03.05 Procedures for customer returning goods on our UPS account number</b> <b>Process: 5879 Customer Returning Goods On Our UPS Account 18 Feb 2016</b>
ID23217	<b>Audit 15 Production</b> <b>Process: 7727 Audit 15 Production Viamed 24 Aug 2016</b> <b>Process: 7736 Production Start Job List 03 Sep 2016</b> <b>Process: 7737 Production In Production List 03 Sep 2016</b> <b>Process: 7738 Production Statistics 03 Sep 2016</b> <b>Process: 7775 Audit 15 Production VST 08 Feb 2017</b> <b>Process: 6845 Responsibility Allocation : Quarantine Production 09 Mar 2016</b> <b>Process: 6955 Production Requirements 09 Mar 2016</b> <b>Process: 7169 Responsibility Allocation : Production 09 Mar 2016</b> <b>Process: 7170 Responsibility Allocation : Production Production Schedule 09 Mar 2016</b> <b>Process: 7171 Responsibility Allocation : Production Production Problems 09 Mar 2016</b> <b>Process: 7072 Responsibility Allocation : Manufacturing Processes 09 Mar 2016</b>
ID23193	<b>Audit 09 Goods Inward and Product Identity</b> <b>Process: 5938 Responsibility Allocation : Receive Goods 05 Mar 2016</b> <b>Process: 7721 Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016</b> <b>Process: 7826 Goods In Processes 06 Sep 2017</b> <b>Process: 7792 Shipped Order Success Report 13 Mar 2017</b> <b>Process: 7769 Audit 09 Goods Inward And Product Identity VST 08 Feb 2017</b> <b>Process: 6969 Responsibility Allocation : VIAMED Stock Meeting `Goods In` Review 09 Mar 2016</b> <b>Process: 57 Temporary Stock Notices 17 Feb 2016</b> <b>Process: 5854 Stock FAQ Admin List 17 Feb 2016</b> <b>Process: 7181 Responsibility Allocation : Product Catagories 09 Mar 2016</b> <b>Process: 6894 Product Cross References 09 Mar 2016</b> <b>Process: 6838 Opera Negative Stock 09 Mar 2016</b> <b>Process: 7830 Review Q.A. Failures Report 18 Sep 2017</b>

**Process: 7859** Check POR Files For Items Delivered But Not Removed From File 02 Oct 2017  
**Process: 7898** Stamp Deliveries 30 Jan 2018

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**  
**Process: 7896 Tree In Car Park 22 Dec 2017**

**ID23611 VOP 06 Measurement Control Viamed VST, 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**

	<p><b>Process: 7756</b> Carbon Monoxide Alarm 05 Jan 2017</p> <p><b>Process: 7835</b> Electrics Need Checking 20 Sep 2017</p> <p><b>Process: 7836</b> Central Heating For Winter 20 Sep 2017</p> <p><b>Process: 7847</b> Health And Safety Review 26 Sep 2017</p> <p><b>Process: 7867</b> Bandsaw Checklist 13 Oct 2017</p> <p><b>Process: 7868</b> Pillar Drill Checklist 13 Oct 2017</p> <p><b>Process: 7869</b> Hand Drill Checklist 13 Oct 2017</p>
ID23189	<p><b>Audit 07 Handling and Storage</b></p> <p><b>Process: 6973</b> Responsibility Allocation : Stock Transfers. (QC19) 09 Mar 2016</p> <p><b>Process: 7719</b> Audit 07 Handling And Storage Viamed 24 Aug 2016</p> <p><b>Process: 7767</b> Audit 07 Handling And Storage VST 08 Feb 2017</p> <p><b>Process: 5858</b> Opera Stock Adjustments 17 Feb 2016</p> <p><b>Process: 5935</b> Stock Allocations 05 Mar 2016</p> <p><b>Process: 6840</b> Minimum Stock Report 09 Mar 2016</p> <p><b>Process: 6850</b> Current Stock Levels 09 Mar 2016</p> <p><b>Process: 6945</b> Missing Stock or Adjustments 09 Mar 2016</p> <p><b>Process: 7046</b> Stock Purchasing 09 Mar 2016</p> <p><b>Process: 7051</b> Responsibility Allocation : Control of nonconforming product 09 Mar 2016</p> <p><b>Process: 7673</b> Check Expiry Dated Stock 09 Mar 2016</p> <p><b>Process: 7688</b> Move Stock From QA Shelf To Stock Shelf Friday 21 Apr 2016</p> <p><b>Process: 7689</b> Move Stock From QA Shelf To Stock Shelf Monday 21 Apr 2016</p> <p><b>Process: 7694</b> Move Stock From QA Shelf To Stock Shelf Tuesday 28 Apr 2016</p> <p><b>Process: 7695</b> Top Up Quick Shipping Shelves 28 Apr 2016</p> <p><b>Process: 7873</b> On Site Environment Review 18 Oct 2017</p> <p><b>Process: 7866</b> Oxygen Cylinder Check 13 Oct 2017</p>
ID23185	<p><b>Audit 06 Calibration</b></p> <p><b>Process: 7718</b> Audit 06 Calibration Viamed 24 Aug 2016</p> <p><b>Process: 7766</b> Audit 06 Calibration VST 08 Feb 2017</p> <p><b>Process: 7048</b> Control of monitoring and measuring devices 09 Mar 2016</p> <p><b>Process: 7091</b> Calibration Index 09 Mar 2016</p>
ID16995	<p><b>VM3COP27.17 Complete Auto_calender Issues</b></p> <p><b>Process: 27</b> Management Reviews And Quality Audits 16 Feb 2016</p>
ID23257	<p><b>Audit 23 Analysis of Data</b></p> <p><b>Process: 27</b> Management Reviews And Quality Audits 16 Feb 2016</p> <p><b>Process: 7733</b> Audit 23 Analysis Of Data Viamed 24 Aug 2016</p> <p><b>Process: 7781</b> Audit 23 Analysis Of Data VST 08 Feb 2017</p> <p><b>Process: 5877</b> Responsibility Allocation : Review Company Data 17 Feb 2016</p> <p><b>Process: 6931</b> Customer Complaints 09 Mar 2016</p>

	<p><b>Process: 7839</b> Review VIAMED Feedback - Customer Complaints 23 Sep 2017</p> <p><b>Process: 7838</b> Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017</p> <p><b>Process: 26</b> Company Resources 16 Feb 2016</p> <p><b>Process: 7070</b> Management Review 09 Mar 2016</p> <p><b>Process: 7713</b> Review Roles And Responsibilitys 17 Aug 2016</p> <p><b>Process: 7837</b> Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017</p> <p><b>Process: 7840</b> Review VST Feedback - Customer Feedback Negative 23 Sep 2017</p> <p><b>Process: 7841</b> Review VST Feedback - Customer Complaints 23 Sep 2017</p> <p><b>Process: 7842</b> Review VIAMED Product Feedback Negative 23 Sep 2017</p> <p><b>Process: 7843</b> Review VST Product Feedback Negative 23 Sep 2017</p> <p><b>Process: 7071</b> Post Market Surveillance 09 Mar 2016</p> <p><b>Process: 7830</b> Review Q.A. Failures Report 18 Sep 2017</p> <p><b>Process: 7849</b> Review Product Failures New Codes 28 Sep 2017</p>
ID24121	<p><b>VOP 10 Non Conformance, Corrective and Preventive Actions</b></p> <p><b>Process: 7199</b> Non Conformities Review 09 Mar 2016</p> <p><b>Process: 7069</b> Responsibility Allocation : Corrective Actions 09 Mar 2016</p> <p><b>Process: 7849</b> Review Product Failures New Codes 28 Sep 2017</p> <p><b>Process: 7874</b> Review For Latest Version Med Dev 2.12. 18 Oct 2017</p>
ID23300	<p><b>VOP 08 Production, Reworks, New Production</b></p> <p><b>Process: 7736</b> Production Start Job List 03 Sep 2016</p> <p><b>Process: 7737</b> Production In Production List 03 Sep 2016</p> <p><b>Process: 7738</b> Production Statistics 03 Sep 2016</p> <p><b>Process: 6845</b> Responsibility Allocation : Quarantine Production 09 Mar 2016</p> <p><b>Process: 7169</b> Responsibility Allocation : Production 09 Mar 2016</p> <p><b>Process: 7170</b> Responsibility Allocation : Production Production Schedule 09 Mar 2016</p> <p><b>Process: 7171</b> Responsibility Allocation : Production Production Problems 09 Mar 2016</p> <p><b>Process: 7072</b> Responsibility Allocation : Manufacturing Processes 09 Mar 2016</p> <p><b>Process: 6962</b> VIAMED Stock Meeting Returns Overview 09 Mar 2016</p>
ID25420	<p><b>Audit 03 Design Control</b></p> <p><b>Process: 7716</b> Audit 03 Design Control Viamed 24 Aug 2016</p> <p><b>Process: 42</b> Responsibility Allocation : Design Documentation 16 Feb 2016</p> <p><b>Process: 7764</b> Audit 03 Design Control VST 08 Feb 2017</p> <p><b>Process: 7043</b> Responsibility Allocation : Planning of product realization 09 Mar 2016</p> <p><b>Process: 7045</b> Responsibility Allocation : Design and Development 09 Mar 2016</p> <p><b>Process: 7047</b> Responsibility Allocation : Production and service provision 09 Mar 2016</p> <p><b>Process: 6942</b> Responsibility Allocation : Co ordination of Implementation 09 Mar 2016</p> <p><b>Process: 7173</b> Responsibility Allocation : Material Generation 09 Mar 2016</p> <p><b>Process: 5887</b> Review ISO/EN Documents 24 Feb 2016</p>

ID23584	<b>Audit 11 Repairs, Servicing and Returns</b> <b>Process: 5898</b> Processing Depleted Sensors 25 Feb 2016 <b>Process: 5879</b> Customer Returning Goods On Our UPS Account 18 Feb 2016 <b>Process: 5857</b> Customer Service Logs 17 Feb 2016 <b>Process: 7724</b> Audit 11 Repairs And Service Viamed 24 Aug 2016 <b>Process: 7684</b> Repairs Ready For Quote 18 Apr 2016 <b>Process: 7685</b> Repairs Ready For Invoice 18 Apr 2016 <b>Process: 7690</b> Ship Repairs 21 Apr 2016 <b>Process: 7748</b> Check Repair Orders 10 Oct 2016 <b>Process: 7749</b> Check Repair Quotes 10 Oct 2016 <b>Process: 7752</b> SRS Folder 22 Nov 2016 <b>Process: 7760</b> Send Service Offers 31 Jan 2017 <b>Process: 7772</b> Audit 11 Repairs And Service VST 08 Feb 2017 <b>Process: 6847</b> Quarantine Repairs 09 Mar 2016 <b>Process: 6862</b> Current Repairs 09 Mar 2016 <b>Process: 7138</b> Non Conformance Issues Any New QC21 Forms 09 Mar 2016 <b>Process: 7674</b> Check Repairs Ready For Invoice List 10 Mar 2016 <b>Process: 7692</b> Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 <b>Process: 6916</b> Responsibility Allocation : Service exisiting 09 Mar 2016 <b>Process: 6917</b> Responsibility Allocation : Service extension 09 Mar 2016 <b>Process: 7823</b> Saftey Tester Data 02 Aug 2017
ID24133	<b>VOP 09 Repairs External, Internal Repairs and Servicing</b> <b>Process: 7684</b> Repairs Ready For Quote 18 Apr 2016 <b>Process: 7685</b> Repairs Ready For Invoice 18 Apr 2016 <b>Process: 7690</b> Ship Repairs 21 Apr 2016 <b>Process: 7752</b> SRS Folder 22 Nov 2016 <b>Process: 6847</b> Quarantine Repairs 09 Mar 2016 <b>Process: 6862</b> Current Repairs 09 Mar 2016 <b>Process: 7048</b> Control of monitoring and measuring devices 09 Mar 2016 <b>Process: 7674</b> Check Repairs Ready For Invoice List 10 Mar 2016 <b>Process: 7814</b> Responsibility Allocation : Viamed Repairs 06 Jun 2017 <b>Process: 7811</b> Responsibility Allocation : General Area 06 Jun 2017 <b>Process: 7812</b> Responsibility Allocation : Vandagraph Repairs 06 Jun 2017 <b>Process: 7813</b> Responsibility Allocation : VST Repairs 06 Jun 2017 <b>Process: 7815</b> Responsibility Allocation : Product Types To Relevant Person 06 Jun 2017
ID24129	<b>VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd</b> <b>Process: 7743</b> Customer Complaints Paper File 26 Sep 2016 <b>Process: 6931</b> Customer Complaints 09 Mar 2016 <b>Process: 7070</b> Management Review 09 Mar 2016

ID24089	<b>VOP 17 Design Research and Development</b> <b>Process: 42 Responsibility Allocation : Design Documentation 16 Feb 2016</b> <b>Process: 43 Product Post Market Survelance 16 Feb 2016</b> <b>Process: 6975 Responsibility Allocation : Projects 09 Mar 2016</b> <b>Process: 7045 Responsibility Allocation : Design and Development 09 Mar 2016</b>
ID23181	<b>Audit 05 Purchasing suppliers</b> <b>Process: 7707 Send Purchase Orders To Suppliers 13 Jun 2016</b> <b>Process: 6972 UPS Shipping Fuel Surcharge 09 Mar 2016</b> <b>Process: 7717 Audit 05 Purchasing Suppliers Viamed 24 Aug 2016</b> <b>Process: 5850 Purchase Order Log 17 Feb 2016</b> <b>Process: 7751 VST Purchase Order Log 02 Nov 2016</b> <b>Process: 7765 Audit 05 Purchasing Suppliers VST 08 Feb 2017</b> <b>Process: 7794 V1000 Commissions Review 30 Mar 2017</b> <b>Process: 7745 UPS Invoices Viamed 06 Oct 2016</b> <b>Process: 7746 UPS Invoices VST 06 Oct 2016</b> <b>Process: 7747 UPS Invoices Vandagraph 06 Oct 2016</b> <b>Process: 7790 Humanmed Invoice them For Previous Month 10 Mar 2017</b> <b>Process: 28 Supplier Review 16 Feb 2016</b> <b>Process: 6960</b> <b>Process: 5855 Purchase Order Requirements Teledyne 17 Feb 2016</b> <b>Process: 5866 UPS Shipping Fuel Surcharge 17 Feb 2016</b> <b>Process: 5868 Return Goods To Suppliers 17 Feb 2016</b> <b>Process: 6829 Supplier Review - Outstanding orders 09 Mar 2016</b> <b>Process: 6832 Supplier Review Future orders 09 Mar 2016</b> <b>Process: 6848 Returns Stock Report 09 Mar 2016</b> <b>Process: 6952 Responsibility Allocation : Lost in Shipping Claims 09 Mar 2016</b> <b>Process: 6971 Freight Courier Cost Request 09 Mar 2016</b> <b>Process: 7679 Check Stock Requirements Supplier Teledyne 18 Apr 2016</b> <b>Process: 7680 Check Stock Requirements Supplier Envitec 18 Apr 2016</b> <b>Process: 7681 Check Stock Requirements Supplier Posey 18 Apr 2016</b> <b>Process: 7682 Check Stock Requirements Supplier Bluepoint 18 Apr 2016</b> <b>Process: 7784 Check Returns Supplier Envitec 15 Feb 2017</b> <b>Process: 7785 Check Returns Supplier Teledyne 15 Feb 2017</b> <b>Process: 7786 Check Returns Supplier Maxtec 15 Feb 2017</b> <b>Process: 7787 Check Returns All Supplier 15 Feb 2017</b> <b>Process: 34 Responsibility Allocation : Insurance Is Upto Date 16 Feb 2016</b> <b>Process: 7683 Check Stock For Proforma 18 Apr 2016</b> <b>Process: 7882 Purchase Payments 23 Oct 2017</b>

ID23972	<b>VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns</b> <b>Process: 6972 UPS Shipping Fuel Surcharge 09 Mar 2016</b> <b>Process: 28 Supplier Review 16 Feb 2016</b> <b>Process: 6960</b> <b>Process: 7784 Check Returns Supplier Envitec 15 Feb 2017</b> <b>Process: 7785 Check Returns Supplier Teledyne 15 Feb 2017</b> <b>Process: 7786 Check Returns Supplier Maxtec 15 Feb 2017</b> <b>Process: 7787 Check Returns All Supplier 15 Feb 2017</b>
ID23607	<b>Audit 24 Service Logs</b> <b>Process: 5857 Customer Service Logs 17 Feb 2016</b> <b>Process: 7760 Send Service Offers 31 Jan 2017</b> <b>Process: 7889 Audit 24 Servicing Viamed 24 Oct 2017</b>
ID23373	<b>VOP 22 Picking and Packing Dispatch and Goods Out</b> <b>Process: 5945 Responsibility Allocation : Sending Samples 08 Mar 2016</b> <b>Process: 5946 Sending Sale Or Returns 08 Mar 2016</b> <b>Process: 7825 Responsibility Allocation : Order Picking 06 Sep 2017</b> <b>Process: 5859 Review Un-shipped Parcels 17 Feb 2016</b> <b>Process: 6954 Back Orders Review - By Customer 09 Mar 2016</b> <b>Process: 6970</b> <b>Process: 7691 Ship Sale Or Returns 21 Apr 2016</b> <b>Process: 7748 Check Repair Orders 10 Oct 2016</b> <b>Process: 7749 Check Repair Quotes 10 Oct 2016</b> <b>Process: 7797 Check Order Are Being Picked In Priority Order 10 May 2017</b> <b>Process: 6969 Responsibility Allocation : VIAMED Stock Meeting `Goods In` Review 09 Mar 2016</b> <b>Process: 7860 Goods Out Picking 03 Oct 2017</b>
ID23635	<b>VOP 27 Software Validation</b> <b>Process: 52 Software Verification Clear Down Backup Emails 16 Feb 2016</b> <b>Process: 7851 Software Validation Scan Un-QA Product To Order 01 Oct 2017</b> <b>Process: 7852 Software Validation Expired Stock 01 Oct 2017</b> <b>Process: 7853 Software Validation Non Sell Able Shelf 01 Oct 2017</b> <b>Process: 7854 Software Validation In Production List 01 Oct 2017</b> <b>Process: 7855 Software Validation - Production Lists 01 Oct 2017</b> <b>Process: 7856 Software Validation Unchecked Orders 01 Oct 2017</b> <b>Process: 7857 Software Validation Stock Tracking Check 01 Oct 2017</b> <b>Process: 7858 Software Validation Attempt To QA Some Stock 01 Oct 2017</b> <b>Process: 7861 Software Validation Of Training Documents Forced Reading 03 Oct 2017</b> <b>Process: 7850 Software Validation Scan In Correct Product 01 Oct 2017</b> <b>Process: 7865 Software Validation Conflicting Audits 07 Oct 2017</b>

	<b>Process: 7870</b> Software Validation Non Conformance Product Risk Feedback Loop 15 Oct 2017 <b>Process: 7879</b> Software Validation Scheduled Tasks And Audits 22 Oct 2017 <b>Process: 7875</b> Software Validation Document Control 20 Oct 2017 <b>Process: 7880</b> Software Validation Out Of Date Documents 22 Oct 2017 <b>Process: 7881</b> Software Validation - Live Orders 22 Oct 2017 <b>Process: 7892</b> Audit 27 Software Validation 26 Oct 2017
ID23627	<b>VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection</b> <b>Process: 5938</b> Responsibility Allocation : Receive Goods 05 Mar 2016 <b>Process: 5898</b> Processing Depleted Sensors 25 Feb 2016 <b>Process: 5879</b> Customer Returning Goods On Our UPS Account 18 Feb 2016 <b>Process: 7826</b> Goods In Processes 06 Sep 2017 <b>Process: 7859</b> Check POR Files For Items Delivered But Not Removed From File 02 Oct 2017
ID25210	<b>Audit 14 Complaints and Corrective Actions</b> <b>Process: 7726</b> Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016 <b>Process: 6828</b> <b>Process: 7743</b> Customer Complaints Paper File 26 Sep 2016 <b>Process: 7774</b> Audit 14 Complaints And Corrective Actions VST 08 Feb 2017 <b>Process: 6865</b> Responsibility Allocation : Non Conformance Effectiveness 09 Mar 2016 <b>Process: 7199</b> Non Conformities Review 09 Mar 2016 <b>Process: 7671</b> Humanmed Non Conformances 09 Mar 2016 <b>Process: 6931</b> Customer Complaints 09 Mar 2016 <b>Process: 7839</b> Review VIAMED Feedback - Customer Complaints 23 Sep 2017 <b>Process: 7838</b> Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 <b>Process: 7840</b> Review VST Feedback - Customer Feedback Negative 23 Sep 2017 <b>Process: 7841</b> Review VST Feedback - Customer Complaints 23 Sep 2017 <b>Process: 7842</b> Review VIAMED Product Feedback Negative 23 Sep 2017 <b>Process: 7843</b> Review VST Product Feedback Negative 23 Sep 2017 <b>Process: 7849</b> Review Product Failures New Codes 28 Sep 2017
ID23229	<b>Audit 17 Internal Audits</b> <b>Process: 7728</b> Audit 17 Internal Audits Viamed 24 Aug 2016 <b>Process: 7776</b> Audit 17 Internal Audits VST 08 Feb 2017