

Document VM3COP10.02 Product Recall locate products out in the Field

Revision ID23643

Suggested Upload Document Name: **Risk Assesment For Updating Document ID23643**

Completed by Derek Lamb 12 Nov 2021

Reason for Risk Assesment

Method of locating existing sold Stock has been improved
records can be recall immediatly

Method Improvement, does not affect the ISO System

Document VM3COP10.02 Product Recall locate products out in the Field Revision ID23643 Is linked to the Following Standards and processes

Risk Assesment Question ID23643	Does Update Affect	Frequency Likely	Severity	Likly	Risk Rating	Notes On Risk / Benefits statement if required	Further Action Required on Issue
23643Q0 Does this Update warrant updating Any External Parties due to any Terms and Conditional Agreements E.G. Notified Body	No ▼	1.Improbable ▼	1.Negligible ▼	No Action Required			
23643Q1 Viamed Ltd ISO13485:2016 Section: 4.2.4 Control of documents Documentation requirements Documents required by the quality management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements given in	Yes ▼	1.Improbable ▼	1.Negligible ▼	Needs Setting	Method of tracing stock out in the field has been improved, Does not break the ISO SYSTEM		

4.2.5.

A documented procedure shall define the controls needed to:

- a) review and approve documents for adequacy prior to issue;
- b) review, update as necessary and re-approve documents;
- c) ensure that the current revision status of and changes to documents are identified;
- d) ensure that relevant versions of applicable documents are available at points of use;
- e) ensure that documents remain legible and readily identifiable;
- f) ensure that documents of external origin, determined by the organization to be necessary for the planning and operation of the quality management system, are identified and their distribution controlled;
- g) prevent deterioration or loss of documents;
- h) prevent the unintended use of obsolete documents and apply suitable identification to them.

The organization shall ensure that changes to

documents are reviewed and approved either by the original approving function or another designated function that has access to pertinent background information upon which to base its decisions. The organization shall define the period for which at least one copy of obsolete documents shall be retained. This period shall ensure that documents to which medical devices have been manufactured and tested are available for at least the lifetime of the medical device as defined by the organization, but not less than the retention period of any resulting record (see 4.2.5), or as specified by applicable

23643Q2

Viamed Ltd
ISO13485:2016 Section:
7.2.3
Communication
The organization shall plan and document arrangements for communicating with customers in relation to:
a) product information;
b) enquiries, contracts or

Yes ▼

1.Improbable ▼

1.Negligible ▼

Needs
Setting

Method of tracing stock out in the field has been improved,
Does not break the ISO SYSTEM

order handling, including amendments;
c) customer feedback, including complaints;
d) advisory notices.
The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.

23643Q3

Viamed Ltd
ISO13485:2016 Section:
8.3.1

General

The organization shall ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The organization shall document a procedure to define the controls and related responsibilities and authorities for the identification, documentation, segregation, evaluation, and disposition of nonconforming product. The evaluation of nonconformity shall include a determination of the need for an investigation and notification of any

Yes ▼

1.Improbable ▼

1.Negligible ▼

Needs
Setting

Method of tracing stock out in the field has been improved,
Does not break the ISO SYSTEM

external party responsible for the nonconformity. Records of the nature of the nonconformities and any subsequent action taken, including the evaluation, any investigation and the rationale for decisions shall be maintained (see 4.2.5)

23643Q4 VST Ltd ISO9001:2015
Section: 5.1.2
Customer focus
5.1.2 Customer focus
Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:
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.

Yes ▼

1.Improbable ▼

1.Negligible ▼

Needs
Setting

Method of tracing stock out in the field has been improved,
Does not break the ISO SYSTEM

23643Q5 VST Ltd ISO9001:2015

Yes ▼

1.Improbable ▼

1.Negligible ▼

Needs

Section: 8.2.1

Customer communication

Communication with customers shall include:

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

Setting

Method of tracing stock out in the field has been improved,
Does not break the ISO SYSTEM

23643Q6

Process9

Distribution Of Faxes

Distribute recieved faxes
Current Known Risk lost faxes

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

Current Likly 1 Current
Frequency 1

23643Q7

Process11

Distribution Of Mail

Distibuting incoming post
to correct person

Current Known Risk
Royal Mail fail to deliver
post

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

Current Likly 3 Current
Frequency 1

23643Q8

Process14

No ▼

1.Improbable ▼

1.Negligible ▼

No

Fax Paper
Ensuring that fax reports
have been generated for
both sent and received
faxes and ensuring there is
paper in the fax machine
Current Known Risk
Phone lines go down
The paper tray is empty
Current Likly 4 Current
Frequency 1

Action
Required

23643Q9 ⚙️Process15

Filing and Archiving
Paperwork to be filed in
the correct order
Current Known Risk
Paperwork is filed
incorrectly
Current Likly 4 Current
Frequency 1

No ▾

1.Improbable ▾

1.Negligible ▾

No
Action
Required

23643Q10 ⚙️Process21

Office Sales Projects
Ensuring office job list is
being updated and
completed
Current Known Risk
Office is short staffed or
over worked
Current Likly 4 Current
Frequency 1

No ▾

1.Improbable ▾

1.Negligible ▾

No
Action
Required

23643Q11 ⚙️Process36

Emailing Of Invoices
Invoices are emailed to
customers
Current Known Risk
Computer or network
failure

No ▾

1.Improbable ▾

1.Negligible ▾

No
Action
Required

23643Q12	<div>Current Likly 4 Current Frequency 1</div> <div>Process5859</div> <div>Review Un-shipped Parcels</div> <div>audit and snap shot - this is an audit of a part of goods out, listing of the parcels that are sat waiting on a customer response</div> <div>Current Known Risk</div> <div>Customer forgets to come back to us and parcels stay ready for shipping.</div> <div>As the package is already pick pack and ready to leave the building all computer traces will show as shipped.</div>	<div>No</div> <div>1.Improbable</div> <div>1.Negligible</div>	No Action Required	<div></div>	<div></div>
23643Q13	<div>Current Likly 4 Current Frequency 1</div> <div>Process5871</div> <div>Check Sale Or Returns</div> <div>Review the Sale or Return list in intrastats. Ensure it is up to date.</div> <div>Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated</div>	<div>No</div> <div>1.Improbable</div> <div>1.Negligible</div>	No Action Required	<div></div>	<div></div>
23643Q14	<div>Current Likly 3 Current Frequency 2</div> <div>Process5872</div> <div>Check Sale Or Returns</div> <div>Export</div> <div>Review the Sale or Return list in intrastats. Ensure it</div>	<div>No</div> <div>1.Improbable</div> <div>1.Negligible</div>	No Action Required	<div></div>	<div></div>

is up to date.
Current Known Risk That
goods could be sent to a
customer or goods
returned but the list is not
updated
Current Likly 3 Current
Frequency 2

23643Q15

🔍Process5875

Check Paypal For Orders
Checking the PayPal
website for payments from
customers that may have
been missed or not
emailed to the main inbox
Current Known Risk
Computer/network
breakdown

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

Current Likly 4 Current
Frequency 1

23643Q16

🔍Process5876

E.Commerce Cardea And
Multiquote
To Collect E.Commerce
Cardea And Multiquote
Orders
Current Known Risk
Orders go unnoticed
Current Likly 1 Current
Frequency 1

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

23643Q17

🔍Process5882

Send Post To Humanmed
Humanedmed post is
received, it needs to be
forwarded to Humanmed
UK Sales Manager
Current Known Risk Post

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

is not sent
Current Likly 4 Current
Frequency 1


23643Q18 Process5892

Checking EBay And
Amazon For Orders And
Messages

Checking the eBay and
Amazon accounts for
orders that have not been
emailed to the main inbox
and checking to see if
there are messages or
questions.

Current Known Risk
Computer/network
breakdown

No 

1.Improbable 

1.Negligible 

No
Action
Required

Current Likly 2 Current
Frequency 2


23643Q19 Process5893

Answering Website
Questions

Answering any questions
that are asked via the
website from within
Intrastats

Current Known Risk
Computer/network
breakdown

No 

1.Improbable 

1.Negligible 


No
Action
Required


Current Likly 1 Current
Frequency 1

23643Q20 Process5894

Checking Of Active List
Check the Active Back
orders ensure no orders
get missed

No 

1.Improbable 

1.Negligible 

No
Action
Required

23643Q21	<div>Current Known Risk List is not reviewed and orders do not get shipped</div> <div>Current Likly 1 Current Frequency 1</div> <div>🔍Process5895</div> <div>Completing Office Job List</div> <div>Ensuring that the allocated tasks are being completed</div> <div>Current Known Risk</div> <div>Office staff are too busy</div> <div>Current Likly 3 Current Frequency 1</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required	<div></div>	<div></div>
23643Q22	<div>🔍Process5899</div> <div>Proforma And Quote Chasing</div> <div>Chase outstanding Quotes and Proformas</div> <div>Current Known Risk</div> <div>Computer/network breakdown</div> <div>Not chased up.</div> <div>Current Likly 3 Current Frequency 1</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required	<div></div>	<div></div>
23643Q23	<div>🔍Process5901</div> <div>Link Call Log Contacts To The CRM</div> <div>To link new calls to Contacts in the CRM</div> <div>Current Known Risk</div> <div>Computer/network breakdown</div> <div>Current Likly 4 Current Frequency 1</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required	<div></div>	<div></div>
23643Q24	<div>🔍Process5913</div> <div>Check For Humanmed Orders In Logistics</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required		<div></div>

23643Q25	<div>Mailbox</div> <div>Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders.</div> <div>Current Known Risk</div> <div>Computer/network breakdown</div> <div>Current Likly 4 Current Frequency 1</div> <div>🔍Process5943</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required	<div></div>	<div></div>
23643Q26	<div>Check Cardea And Multiquote</div> <div>Checking the Cardea and Multiquote websites for outstanding orders or requests</div> <div>Current Known Risk</div> <div>Computer/network breakdown</div> <div>Current Likly 4 Current Frequency 1</div> <div>🔍Process5949</div> <div>Filling Credit Card Slips</div> <div>Inputting the accurate data on to our pre-printed credit card slips for processing on dispatch of good. Secure storing and processing</div> <div>Current Known Risk</div> <div>incorrect information slips left unsecured</div> <div>Current Likly 1 Current Frequency 3</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required	<div></div>	<div></div>
23643Q27	<div>🔍Process6898</div> <div>GHX Web Pricing</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action	<div></div>	<div></div>

23643Q28	<p>To review the GHX Web Pricing Current Known Risk That the prices are in correct and we may have to let them have the old price if we have not up dated them Current Likly 3 Current Frequency 2</p> <p>🔍Process6954</p> <p>Back Orders Review - By Customer To check the back orders in the tray in goods out and check the active list back orders has been reviewed Current Known Risk goods not shipped in a timely manner Current Likly 1 Current Frequency 1</p>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	<div>No Action Required</div>	<div></div>	<div></div>
23643Q29	<p>Humanmed general Issues Review of Humanmed sales and orders and clear any duplicates or problems. Current Known Risk That there are duplicate orders o the system due to errors. Current Likly 3 Current Frequency 1</p> <p>🔍Process7670</p>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	<div>No Action Required</div>	<div></div>	<div></div>
23643Q30	<p>Check Expiry Dated Stock To check that all the stock on the selves are within their use by dates.</p> <p>🔍Process7673</p>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	<div>No Action Required</div>	<div></div>	<div></div>

Current Known Risk
Stock being dispatched
that is past its date.
Current Likly 3 Current
Frequency 2

23643Q31 Process7674

Check Repairs Ready For
Invoice List

Review the repairs ready
For invoice List in
intrastats.

Current Known Risk That
repairs will be missed.
Current Likly 4 Current
Frequency 1

23643Q32 Process7676

PDFing Of Invoices
Viamed

Process of PDF ing
Invoices into the system
for easy of use in the
future and the Emailing of
Invoices to customers

NO LONGER
REQUIRED AS DONE
BY THE SYSTEM
AUTOMATICALLY

Current Known Risk
Incorrect name given to
Invoice when saving the
PDF.
customer gets incorrect
invoice.

Current Likly 2 Current
Frequency 1

23643Q33 Process7678

Check Catalog 360 Circle

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action

For Quotes And Orders
Checking the Catalog 360
Circle website for
outstanding orders or
requests
Current Known Risk
Computer/network
breakdown
Current Likly 4 Current
Frequency 1

Required

23643Q34

🔍Process7683
Check Stock For Proforma
To check that we have
stock in for customer
proformas. Or review if
any stock needs to be
ordered.
Current Known Risk That
a customer is told we have
stock and then we are
unable to ship.
Current Likly 4 Current
Frequency 1

No

1.Improbable

1.Negligible

No
Action
Required

23643Q35

🔍Process7684
Repairs Ready For Quote
Process Repairs Ready For
Quote
Current Known Risk If
process does not get
performed, we likly to
loose customers,
get complaints over not
responding to customers
returned goods
Current Likly 1 Current
Frequency 1

No

1.Improbable

1.Negligible

No
Action
Required

23643Q36

🔍Process7685
Repairs Ready For Invoice

No

1.Improbable

1.Negligible

No
Action

23643Q37	<div>Process Invoice for completed repairs. Current Known Risk repair has errors on it</div> <div>Current Likly 5 Current Frequency 1</div> <div>Process7686</div> <div>Thorough Checking Of Awaiting Action Tray</div> <div>Check that outstanding orders with unresolved issues are being followed up and addressed</div> <div>Current Known Risk Computer/network breakdown</div> <div>Current Likly 2 Current Frequency 1</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required	<div></div>	<div></div>
23643Q38	<div>Process7690</div> <div>Ship Repairs</div> <div>Review the Repairs completed shelf and ship those items that are ready for return to the customer.</div> <div>Current Known Risk That a repair will be missed</div> <div>Current Likly 5 Current Frequency 1</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required	<div></div>	<div></div>
23643Q39	<div>Process7691</div> <div>Ship Sale Or Returns</div> <div>Review the sale or return shelf and ship those items.</div> <div>Current Known Risk Goods will be missed</div> <div>Current Likly 3 Current Frequency 1</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required	<div></div>	<div></div>
23643Q40	<div>Process7693</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No	<div></div>	<div></div>

23643Q41	<p>Collect Repair Filing From Warehouse Collect the filing form the warehouse Current Known Risk Current Likly 4 Current Frequency 1</p> <p>🔍Process7697</p>	Action Required		
23643Q42	<p>Yearly Pricing Review To review the current pricing and impact of increases Current Known Risk Getting this wrong can interfere with sales. Current Likly 1 Current Frequency 2</p> <p>🔍Process7699</p>	No Action Required		
23643Q43	<p>Shred Sensitive Paperwork In JL Office Shredding of sensitive information Current Known Risk Broken shredder Current Likly 1 Current Frequency 1</p> <p>🔍Process7703</p>	No Action Required		
	<p>Vandagraph Pay Pal Retrieve Funds To remove money from the Pay Pal system into Vandagraph Bank account Current Known Risk No risk to the process as such as its pay pal driven, Can only withdraw funds to allocated bank account</p>			

23643Q44	<div>Current Likly 3 Current Frequency 1</div> <div>🔍Process7708</div> <div>Acorn 0014904</div> <div>Acorn Distribution ac 12906 - 0014904</div> <div>Disposable sensor stock levels</div> <div>Current Known Risk That we not have stock available when needed.</div> <div>Current Likly 3 Current Frequency 1</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required	<div></div>	<div></div>
23643Q45	<div>🔍Process7709</div> <div>Delivered not Invoiced</div> <div>Ensure invoices are generated for shipped orders</div> <div>Current Known Risk Computer/network breakdown delivery is missed and remains un invoiced.</div> <div>Current Likly 2 Current Frequency 2</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required	<div></div>	<div></div>
23643Q46	<div>🔍Process7712</div> <div>Review Inward Payments</div> <div>Review the payments received to ensure proformas can be shipped</div> <div>Current Known Risk Computer network breakdown</div> <div>Current Likly 3 Current Frequency 1</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required	<div></div>	<div></div>
23643Q47	<div>🔍Process7735</div> <div>Ensure SOR`s Are Followed Up</div>	<div>No ▾</div> <div>1.Improbable ▾</div> <div>1.Negligible ▾</div>	No Action Required		<div></div>

Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate

Current Known Risk
Computer/network breakdown

Current Likly 4 Current Frequency 1

23643Q48  Process7743

Customer Complaints

Paper File

Major Customer

Complaints get escalated to Paper Customer Complaints file.

Check the File is being Maintained and any relevant documentation is in the File.

Current Known Risk
Customer Complaints could be missed or not filed correctly

Current Likly 2 Current Frequency 1

Yes ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

does not change this process

23643Q49  Process7748

Check Repair Orders
Check the orders against the customer paperwork, that we have generated, for the repair we have received in.

Current Known Risk That details will be incorrect and it will affect the

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

customer.
That mistakes may be missed.
Current Likly 3 Current
Frequency 2

23643Q50 🔍Process7749

Check Repair Quotes
Check the quotes that we send out for the repairs we have received in.

Current Known Risk That mistakes may be missed. That details will be incorrect and it will affect the customer.

Current Likly 2 Current
Frequency 2

23643Q51 🔍Process7752

SRS Folder
Ensure all outstanding repairs are being dealt with

Current Known Risk repairs get stuck in the system

Current Likly 3 Current
Frequency 1

23643Q52 🔍Process7758

Check For GHX Orders
Check the emails for orders from GHX

Current Known Risk Computer/network breakdown

Current Likly 4 Current
Frequency 1

23643Q53 🔍Process7760

Send Service Offers

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

No ▼


1.Improbable ▼

1.Negligible ▼

No
Action

Send letters to existing customers to remind them that a service is due on their equipment
Current Known Risk
Computer/network breakdown
Current Likly 1 Current Frequency 1

Required

23643Q54  Process7761

Send VST Delivery Notifications
Emailing Notifications of shipments
Current Known Risk
Limited risks, and if the email fails to get delivered the customer will still receive their shipment.
Current Likly 2 Current Frequency 1

No ▾

1.Improbable ▾

1.Negligible ▾

No
Action
Required

23643Q55  Process7783

PDF VST Invoices And Purchase Orders
Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers

No ▾

1.Improbable ▾

1.Negligible ▾

No
Action
Required

NOW DONE
AUTOMATICALLY
Current Known Risk
Incorrect name given to Invoice when saving the PDF.
customer gets incorrect invoice.

23643Q56	<div>Current Likly 4 Current Frequency 1</div> <div>Process7789</div> <div>Withdraw Funds From Paypal</div> <div>To remove the receipts that have come into Paypal over the month. So they can be entered in to Opera sales.</div> <div>Current Known Risk That a payment is not entered Opera, or onto the correct sales account.</div> <div>Current Likly 3 Current Frequency 1</div>	<div>No</div> <div>1.Improbable</div> <div>1.Negligible</div>	No Action Required	<div></div>	<div></div>
23643Q57	<div>Process7790</div> <div>Humanmed Invoice them For Previous Month</div> <div>A invoice is generate at the end of each month to charges Humanmed for the admin fee, carriage charges and any special carriage charges.</div> <div>Current Known Risk That this invoice is not produced.</div> <div>Current Likly 3 Current Frequency 1</div>	<div>No</div> <div>1.Improbable</div> <div>1.Negligible</div>	No Action Required	<div></div>	<div></div>
23643Q58	<div>Process7791</div> <div>Price List Check</div> <div>Changing of the prices lists without informing the sales team.</div> <div>Issue to check these are current</div>	<div>No</div> <div>1.Improbable</div> <div>1.Negligible</div>	No Action Required	<div></div>	<div></div>

*Vandagraph is not an ISO company
Current Known Risk That people will quote the wrong price to the customer.


Current Likly 3 Current Frequency 2

23643Q59 Process7792

Shipped Order Success Report

A report is generated from figures in Intrastats to display how many orders have been shipped without errors

No 

1.Improbable 

1.Negligible 

No Action Required

Current Known Risk Computer/network breakdown


Current Likly 2 Current Frequency 1

23643Q60 Process7795

Answering UK Web Questions

Answering any questions that are asked via the website from within Intrastats

No 

1.Improbable 

1.Negligible 

No Action Required


Current Known Risk Computer/network breakdown


Current Likly 1 Current Frequency 1

23643Q61 Process7797

Check Order Are Being Picked In Priority Order

No 

1.Improbable 

1.Negligible 

No Action Required

Check order are being
picked in order of priority
and date.

Current Known Risk
Orders going at before
more urgent ones
Current Likly 4 Current
Frequency 1

23643Q62 🔍Process7800

Opera Nominal Ledger
Close

The closing down of the
previous months nominal
ledger for accounts
purposes.

Current Known Risk The
system crashes.
Current Likly 3 Current
Frequency 2

23643Q63 🔍Process7801

VST Price Review
To review the current
pricing and impact of
increases

Current Known Risk
Getting this wrong can
interfere with sales.

Current Likly 1 Current
Frequency 2

23643Q64 🔍Process7808

Ensure All Invoice
Correctly Tagged
To find and Tag any sales
that are removed from
commissions, as they are
break even products for
relationships purposes
Current Known Risk Pay a

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

Sales rep for special sales
in the relevant area. and
make a loss on the sale
Current Likly 3 Current
Frequency 1

23643Q65 🔍 Process7822

Review Oxylink Stock
To check we have the
stock available to supply
our customer Oxylink.

NOTE THIS PROCESS
HAS BEEN STOPPED.

Part number has been
superseded
Current Known Risk The
we do not have the stock
needed to satisfy the
orders for this customer.
Current Likly 3 Current
Frequency 1

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

23643Q66 🔍 Process7830

Review Q.A. Failures
Report
To review the Quantities
of Failed product per
Stock reference Passing
through the Q.A. system
Current Known Risk No
risk
Current Likly 3 Current
Frequency 1

Yes ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

does not change this process

23643Q67 🔍 Process7838

Review VIAMED
Feedback - Customer
Feedback Negative
Review Customer

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

Feedback Negative
Current Known Risk
Rolling Issues No risk to
process
Current Likly 3 Current
Frequency 1

23643Q68 🔍Process7839

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

Yes ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

does not change this process

23643Q69 🔍Process7840

Review VST Feedback -
Customer Feedback
Negative
To review Negative
feedback form Products
see if Non Conformance
or customer Complaints
need to be raised
Current Known Risk
Rolling ISsue, No Risk
Current Likly 3 Current
Frequency 1

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

23643Q70 🔍Process7841

Review VST Feedback -
Customer Complaints
To review Customer
Complaints
see if Non Conformance
need to be raised
Current Known Risk
Rolling ISsue, No Risk

Yes ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

does not change this process

23643Q71

🔍

Process7842

Review VIAMED Product
Feedback Negative
To review Negative
feedback form Products
see if Non Conformance
or customer Complaints
need to be raised
Current Known Risk
Rolling ISsue, No Risk
Current Likly 3 Current
Frequency 1

No

1.Improbable

1.Negligible

No
Action
Required

23643Q72

🔍

Process7843

Review VST Product
Feedback Negative
To review Negative
feedback form Products
see if Non Conformance
or customer Complaints
need to be raise
Current Known Risk
Rolling ISsue, No Risk
Current Likly 3 Current
Frequency 1

No

1.Improbable

1.Negligible

No
Action
Required

23643Q73

🔍

Process7872

Embargo Countries NOT
Allowed To Sell To
To review with the banks
any embargo countries
Current Known Risk
Selling to an Embargo
countries can get bank
account frozen and loss of
facilities
Current Likly 2 Current
Frequency 3

No

1.Improbable

1.Negligible

No
Action
Required

23643Q74 🔍 Process7953
Vandagraph Delivery
Notifications
To Send Vandagraph
Delivery notifications
Current Known Risk task
not carried out
Current Likly 1 Current
Frequency 1

No ▼

1.Improbable ▼

1.Negligible ▼

No
Action
Required

23643Q75 Final Notes

Method of locating existing sold Stock has been improved
records can be recall immediatly

Method Improvement, does not affect the ISO System or pose a risk
to the system