

Document Need Risks and Expectations of External Parties VST Revision ID71311

Suggested Upload Document Name: **Risk Assesment For Updating Document ID71311**

Completed by Derek Lamb 15 Nov 2021

Reason for Risk Assesment

uploaded incorrect document no risks attached reuploading

Document Need Risks and Expectations of External Parties VST Revision ID71311 Is linked to the Following Standards and processes

Risk	Assesment Question	Does Update Affect	Risk on Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
ID71311					
71311Q0	Does this Update warrant updating Any External Parties due to any Terms and Conditional Agreements E.G. Notified Body or is the update a Significant change	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required		
71311Q1	VST Ltd ISO9001:2015 Section: 4 Context of the organization	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required		
71311Q2	VST Ltd ISO9001:2015 Section: 4.1 Understanding the organization and its context 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	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required		

issues related to values, culture, knowledge and performance of the organization.

71311Q3	<p>VST Ltd ISO9001:2015 Section: 4.2 Understanding the needs and expectations of interested parties 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.</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>		
71311Q4	<p>VST Ltd ISO9001:2015 Section: 6.1</p> <p>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:</p> <p>a) give assurance that the quality management system can achieve its intended result(s);</p> <p>b) enhance desirable effects;</p> <p>c) prevent, or reduce, undesired effects;</p> <p>d) achieve improvement.</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>		
71311Q5	<p>Process9</p> <p>Distribution Of Faxes</p> <p>Distribute recieved faxes</p> <p>Current Known Risk lost faxes</p> <p>Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>		
71311Q6	<p>Process11</p> <p>Distribution Of Mail</p> <p>Distributing incoming post to correct person</p> <p>Current Known Risk Royal Mail fail to deliver post</p> <p>Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>		
71311Q7	<p>Process14</p> <p>Fax Paper</p> <p>Ensuring that fax reports have been generated for both sent and received faxes and ensuring there is paper in the fax machine</p>	<p>Does Update Affect?</p> <p>No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likely Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>		

Current Known Risk Phone lines go down
The paper tray is empty
Current Likly 1 Current Frequency 1

Action
Required:
No Action
Required

71311Q8

Process15

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

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q9

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 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q10

Process36

Emailing Of Invoices
Invoices are emailed to customers
Current Known Risk Computer or network failure
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q11

Process5859

Review Un-shipped Parcels
audit and snap shot - this is an audit of a part of goods out, listing of the parcels that are sat waiting on a customer response
Current Known Risk Customer forgets to come back to us and parcels stay ready for shipping.
As the package is already pick pack and ready to leave the building all computer traces will show as shipped.
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q12

Process5871

Check Sale Or Returns
Review the Sale or Return list in intrastats. Ensure it is up to date.
Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q13

Process5872

Check Sale Or Returns Export
Review the Sale or Return list in intrastats. Ensure it is up to date.

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

Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated
Current Likly 2 Current Frequency 1

to Update

1.Negligible ▾

Action

Required:

No Action

Required

71311Q14 ↻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

Current Likly 2 Current Frequency 1

Does

Update

Affect?

No ▾

Risk Frequency

due to Update

1.Improbable ▾

Risk Likly Due to Update

1.Negligible ▾

Action

Required:

No Action

Required

71311Q15 ↻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

Does

Update

Affect?

No ▾

Risk Frequency

due to Update

1.Improbable ▾

Risk Likly Due to Update

1.Negligible ▾

Action

Required:

No Action

Required

71311Q16 ↻Process5882

Send Post To Humanmed
Humanmed post is received, it needs to be forwarded to Humanmed UK Sales Manager
Current Known Risk Post is not sent
Current Likly 4 Current Frequency 1

Does

Update

Affect?

No ▾

Risk Frequency

due to Update

1.Improbable ▾

Risk Likly Due to Update

1.Negligible ▾

Action

Required:

No Action

Required

71311Q17 ↻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

Current Likly 2 Current Frequency 2

Does

Update

Affect?

No ▾

Risk Frequency

due to Update

1.Improbable ▾

Risk Likly Due to Update

1.Negligible ▾

Action

Required:

No Action

Required

71311Q18 ↻Process5893

Answering Website Questions
Answering any questions that are asked via the website from within Intrastats
Current Known Risk Computer/network breakdown

Current Likly 1 Current Frequency 1

Does

Update

Affect?

No ▾

Risk Frequency

due to Update

1.Improbable ▾

Risk Likly Due to Update

1.Negligible ▾

Action

Required:

No Action

Required

71311Q19 ↻Process5894

Checking Of Active List
Check the Active Back orders ensure no orders get missed
Current Known Risk List is not

Does

Update

Affect?

No ▾

Risk Frequency

due to Update

1.Improbable ▾

Risk Likly Due to Update

reviewed and orders do not get shipped
Current Likly 1 Current Frequency 1

1.Negligible ▼
Action
Required:
No Action
Required

71311Q20 ↗Process5895
Completing Office Job List
Ensuring that the allocated tasks are
being completed
Current Known Risk Office staff are too
busy
Current Likly 3 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q21 ↗Process5899
Proforma And Quote Chasing
Chase outstanding Quotes and
Proformas
Current Known Risk Computer/network
breakdown
Not chased up.
Current Likly 3 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q22 ↗Process5901
Link Call Log Contacts To The CRM
To link new calls to Contacts in the
CRM
Current Known Risk Computer/network
breakdown
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q23 ↗Process5913
Check For Humanmed Orders In
Logistics Mailbox
Checking the logistics mailbox from
within and the main inbox for
outstanding Humanmed orders.
Current Known Risk Computer/network
breakdown
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q24 ↗Process5943
Check Cardea And Multiquote
Checking the Cardea and Multiquote
websites for outstanding orders or
requests
Current Known Risk Computer/network
breakdown
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q25 ↗Process5949
Filling Credit Card Slips
Inputting the accurate data on to our
pre-printed credit card slips for
processing on dispatch of good. Secure
storing and processing

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

Current Known Risk incorrect
information
slips left unsecured
Current Likly 1 Current Frequency 3

Action
Required:
No Action
Required

71311Q26 \Process6898
GHX Web Pricing
To review the GHX Web Pricing
Current Known Risk That the prices are
in correct and we may have to let them
have the old price if we have not up
dated them
Current Likly 1 Current Frequency 2

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q27 \Process6954
Back Orders Review - By Customer
To check the back orders in the tray in
goods out and check the active list back
orders has been reviewed
Current Known Risk goods not shipped
in a timely manner
Current Likly 1 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q28 \Process7670
Humanmed general Issues
Review of Humanmed sales and orders
and clear any duplicates or problems.
Current Known Risk That there are
duplicate orders o the system due to
errors.
Current Likly 3 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q29 \Process7673
Check Expiry Dated Stock
To check that all the stock on the selves
are within their use by dates.
Current Known Risk Stock being
dispatched that is pasts its date.
Current Likly 1 Current Frequency 2

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q30 \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 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q31 \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

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

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

Action
Required:
No Action
Required

71311Q32 ↗Process7678
Check Catalog 360 Circle For Quotes
And Orders
Checking the Catalog 360 Circle
website for outstanding orders or
requests
Current Known Risk Computer/network
breakdown
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q33 ↗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

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q34 ↗Process7685
Repairs Ready For Invoice
Process Invoice for completed repairs.
Current Known Risk repair has errors
on it

Current Likly 1 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q35 ↗Process7686
Thorough Checking Of Awaiting Action
Tray
Check that outstanding orders with
unresolved issues are being followed up
and addressed
Current Known Risk Computer/network
breakdown
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q36 ↗Process7690
Ship Repairs
Review the Repairs completed shelf and
ship those items that are ready for return
to the customer.
Current Known Risk That a repair will
be missed
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q37 ↗Process7691
Ship Sale Or Returns
Review the sale or return shelf and ship
those items.
Current Known Risk Goods will be

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

missed

Current Likly 2 Current Frequency 1

1.Negligible ▾

Action

Required:

No Action

Required

71311Q38 ↗Process7693

Collect Repair Filing From Warehouse

Collect the filing form the warehouse

Current Known Risk paperwork has been missed

Current Likly 1 Current Frequency 1

Does Risk Frequency

Update due to Update

Affect? 1.Improbable ▾

No ▾ Risk Likly Due to Update

1.Negligible ▾

Action

Required:

No Action

Required

71311Q39 ↗Process7699

Shred Sensitive Paperwork In JL Office

Shredding of sensitive information

Current Known Risk Broken shredder

Current Likly 1 Current Frequency 1

Does Risk Frequency

Update due to Update

Affect? 1.Improbable ▾

No ▾ Risk Likly Due to Update

1.Negligible ▾

Action

Required:

No Action

Required

71311Q40 ↗Process7709

Delivered not Invoiced

Ensure invoices are generated for shipped orders

Current Known Risk Computer/network breakdown

delivery is missed and remains un invoiced.

Current Likly 2 Current Frequency 2

Does Risk Frequency

Update due to Update

Affect? 1.Improbable ▾

No ▾ Risk Likly Due to Update

1.Negligible ▾

Action

Required:

No Action

Required

71311Q41 ↗Process7712

Review Inward Payments

Review the payments received to ensure proformas can be shipped

Current Known Risk Computer network breakdown

Current Likly 3 Current Frequency 1

Does Risk Frequency

Update due to Update

Affect? 1.Improbable ▾

No ▾ Risk Likly Due to Update

1.Negligible ▾

Action

Required:

No Action

Required

71311Q42 ↗Process7735

Ensure SOR's Are Followed Up

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

Current Known Risk Computer/network breakdown

Current Likly 2 Current Frequency 1

Does Risk Frequency

Update due to Update

Affect? 1.Improbable ▾

No ▾ Risk Likly Due to Update

1.Negligible ▾

Action

Required:

No Action

Required

71311Q43 ↗Process7740

Weights Per Region Needed To Submit EC Sales List

Filling in HMRC data requires Weights and dimensions per region in the EC

This process ensures all the data is in

Does Risk Frequency

Update due to Update

Affect? 1.Improbable ▾

No ▾ Risk Likly Due to Update

1.Negligible ▾

place for the report
Current Known Risk Fines for late submission
Current Likly 1 Current Frequency 1

Action
Required:
No Action
Required

71311Q44 \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 customer. That mistakes may be missed.
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q45 \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

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q46 \Process7752

SRS Folder
Ensure all outstanding repairs are being dealt with
Current Known Risk repairs get stuck in the system
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q47 \Process7758

Check For GHX Orders
Check the emails for orders from GHX
Current Known Risk Computer/network breakdown
Current Likly 2 Current Frequency 1

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q48 \Process7760

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

Does Risk Frequency
Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due to Update
1.Negligible ▼
Action
Required:
No Action
Required

71311Q49 \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

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

	shipment. Current Likly 2 Current Frequency 1		Action Required: No Action Required
71311Q50	<div>Process7783</div> <div>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</div> <div>NOW DONE AUTOMATICALLY Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1</div>	<div>Does Update Affect? No</div> <div>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible</div> <div>Action Required: No Action Required</div>	<div></div> <div></div>
71311Q51	<div>Process7792</div> <div>Shipped Order Success Report A report is generated from figures in Intrastats to display how many orders have been shipped without errors Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1</div>	<div>Does Update Affect? No</div> <div>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible</div> <div>Action Required: No Action Required</div>	<div></div> <div></div>
71311Q52	<div>Process7795</div> <div>Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1</div>	<div>Does Update Affect? No</div> <div>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible</div> <div>Action Required: No Action Required</div>	<div></div> <div></div>
71311Q53	<div>Process7837</div> <div>Review External Parties Influencing The QMS VST / Viamed To Review the External Parties Influencing The QMS VST / Viamed Checked the Scopes and Risks, Review the Underlining Processes and Tasks Current Known Risk External party has un-reviewed expectations Current Likly 1 Current Frequency 1</div>	<div>Does Update Affect? No</div> <div>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible</div> <div>Action Required: No Action Required</div>	<div></div> <div></div>
71311Q54	<div>Process7953</div> <div>Vandagraph Delivery Notifications To Send Vandagraph Delivery notifications Current Known Risk task not carried out Current Likly 1 Current Frequency 1</div>	<div>Does Update Affect? No</div> <div>Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible</div> <div>Action Required: No Action Required</div>	<div></div> <div></div>
71311Q55	Final Notes		<div>uploaded incorrect document no risks attached reuploading no system risks with this new document</div>