

Document VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd Revision ID31040

Suggested Upload Document Name: **Risk Assesment For Updating Document ID31040**

Completed by Derek Lamb 17 Nov 2021

Reason for Risk Assesment

Minor Non Conformance from BSI
Reporting time frame had not been updated

Document VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd Revision ID31040 Is linked to the Following Standards and processes

Risk Assesment ID31040	Question	Does Update Affect	Risk on Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31040Q0	Does this Update warrant updating Any External Parties due to any Terms and Conditional Agreements E.G. Notified Body or is the update a Significate change to any ISO Certifications	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31040Q1	Viamed Ltd ISO13485:2016 Section: 5.2 Customer focus Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31040Q2	Viamed Ltd ISO13485:2016 Section: 5.6.2 Review input	Does	Risk Frequency	Notes On Risk / Benefits statement if	Further Action Required

General

The input to management review shall include, but is not limited to, information arising from:

- a) feedback;
- b) complaint handling;
- c) reporting to regulatory authorities;
- d) audits;
- e) monitoring and measurement of processes;
- f) monitoring and measurement of product;
- g) corrective action;
- h) preventive action;
- i) follow-up actions from previous management reviews;
- j) changes that could affect the quality management system;
- k) recommendations for improvement;
- l) applicable new or revised regulatory requirements.

Update due to Update required

Affect? 1.Improbable ▼

No ▼ Risk Likely Due to Update

1.Negligible ▼

Action

Required:

No Action

Required

on Issue

31040Q3 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 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.

Does Update

Affect? 1.Improbable ▼

No ▼ Risk Likely Due to Update

1.Negligible ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

31040Q4 Viamed Ltd ISO13485:2016 Section: 8.2.2

Complaint handling

The organization shall document procedures for timely complaint handling in accordance with applicable regulatory requirements.

These procedures shall include at a minimum requirements and responsibilities for:

- a) receiving and recording information;
- b) evaluating information to determine if the feedback constitutes a complaint;
- c) investigating complaints;
- d) determining the need to report the information to the appropriate regulatory authorities;
- e) handling of complaint-related product;
- f) determining the need to initiate corrections or corrective actions.

If any complaint is not investigated, justification shall be documented. Any correction or corrective

Does Update

Affect? 1.Improbable ▼

No ▼ Risk Likely Due to Update

1.Negligible ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if required

Further Action Required on Issue

action resulting from the complaint handling process shall be documented.
If an investigation determines activities outside the organization contributed to the complaint, relevant information shall be exchanged between the organization and the external party involved.
Complaint handling records shall be maintained (see 4.2.5).

31040Q5	<p>Viamed Ltd ISO13485:2016 Section: 8.2.3</p> <p>Reporting to regulatory authorities</p> <p>If applicable regulatory requirements require notification of complaints that meet specified reporting criteria of adverse events or issuance of advisory notices, the organization shall document procedures for providing notification to the appropriate regulatory authorities. Records of reporting to regulatory authorities shall be maintained (see 4.2.5).</p>	<p>Does Update Affect? <input type="button" value="Yes"/></p>	<p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likely Due to Update <input type="button" value="1.Negligible"/></p> <p>Action Required: Needs Setting</p>	<p>Notes On Risk / Benefits statement if required</p> <p>Time scale for reporting updated from 30 to 15Days, Has no negative effect on the System</p>	<p>Further Action Required on Issue</p> <input type="text"/>
31040Q6	<p>Viamed Ltd ISO13485:2016 Section: 8.3.1</p> <p>General</p> <p>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 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)</p>	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likely Due to Update <input type="button" value="1.Negligible"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p> <input type="text"/>
31040Q7	<p>Viamed Ltd ISO13485:2016 Section: 8.3.3</p> <p>Actions in response to nonconforming product detected after delivery</p> <p>When nonconforming product is detected after delivery or use has started, the organization shall take action appropriate to the effects, or potential effects, of the nonconformity. Records of actions taken shall be maintained (see 4.2.5). The organization shall document procedures for issuing advisory notices in accordance with applicable regulatory requirements. These procedures shall be capable of being put into</p>	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likely Due to Update <input type="button" value="1.Negligible"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p> <input type="text"/>

effect at any time. Records of actions relating to the issuance of advisory notices shall be maintained (see 4.2.5).

31040Q8	<p>VST Ltd ISO9001:2015 Section: 5.1.2</p> <p>Customer focus</p> <p>5.1.2 Customer focus</p> <p>Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:</p> <p>a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;</p> <p>b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;</p> <p>c) the focus on enhancing customer satisfaction is maintained.</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likly Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q9	<p>VST Ltd ISO9001:2015 Section: 10.2.2</p> <p>The organization shall retain documented information as evidence of:</p> <p>a) the nature of the nonconformities and any subsequent actions taken;</p> <p>b) the results of any corrective action.</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likly Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q10	<p>🔗Process7743</p> <p>Customer Complaints Paper File</p> <p>Major Customer Complaints get escalated to Paper Customer Complaints file.</p> <p>Check the File is being Maintained and any relevant documentation is in the File.</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likly Due to Update</p> <p>2.Minor ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q11	<p>🔗Process6931</p> <p>Customer Complaints</p> <p>Review the Customer Complaints Heading</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update</p> <p>3.Occasional ▾</p> <p>Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>

to Update	
1.Negligible	
Action	
Required:	
No Action	
Required	

31040Q12	<div>🔍Process7839</div> <div>Review VIAMED Feedback - Customer Complaints</div> <div>To Review Viamed Customer Complaints</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> <div>3.Serious</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q13	<div>🔍Process7838</div> <div>Review VIAMED Feedback - Customer Feedback Negative</div> <div>Review Customer Feedback Negative</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> <div>3.Serious</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q14	<div>🔍Process7840</div> <div>Review VST Feedback - Customer Feedback Negative</div> <div>To review Negative feedback form Products</div> <div>see if Non Conformance or customer Complaints need to be raised</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due to Update</div> <div>3.Serious</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q15	<div>🔍Process7841</div> <div>Review VST Feedback - Customer Complaints</div> <div>To review Customer Complaints</div> <div>see if Non Conformance need to be raised</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likely Due</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>

to Update	
3.Serious	
Action	
Required:	
No Action	
Required	

31040Q16	<div>🔍Process7842</div> <div>Review VIAMED Product Feedback Negative</div> <div>To review Negative feedback form Products</div> <div>see if Non Conformance or customer Complaints need to be raised</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>3.Serious</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q17	<div>🔍Process7843</div> <div>Review VST Product Feedback Negative</div> <div>To review Negative feedback form Products</div> <div>see if Non Conformance or customer Complaints need to be raise</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>3.Serious</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q18	<div>🔍Process7671</div> <div>Humanmed Non Conformances</div> <div>Humanmed Non Conformances</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>2.Remote</div> <div>Risk Likly Due to Update</div> <div>2.Minor</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q19	<div>🔍Process7070</div> <div>Management Review</div> <div>To discuss any problems, to assess work load and staffing.</div> <div>To review issues.</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>

to Update

2.Minor ▼

Action

Required:

No Action

Required

31040Q20 🔍 Process7874
Review For Latest Version Med Dev 2.12.
To Ensure we have the latest version of Med Dev 2.12.
and update management if its been updated

Does
Update
Affect?

No ▼

Risk Frequency
due to Update

1.Improbable ▼

Risk Likly Due
to Update

1.Negligible ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q21 🔍 ProcessProcess 9
Distribution Of Faxes
Distribute recieved faxes
Current Known Risk lost faxes
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

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q22 🔍 ProcessProcess 11
Distribution Of Mail
Distributing incoming post to correct person
Current Known Risk Royal Mail fail to deliver post
Current Likly 3 Current Frequency 1

Does
Update
Affect?

No ▼

Risk Frequency
due to Update

1.Improbable ▼

Risk Likly Due
to Update

3.Serious ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q23 🔍 ProcessProcess 14
Fax Paper
Ensuring that fax reports have been generated for both sent and received faxes
and ensuring there is paper in the fax machine

Does
Update
Affect?

No ▼

Risk Frequency
due to Update

1.Improbable ▼

Risk Likly Due

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

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

to Update

1.Negligible ▼

Action

Required:

No Action

Required

31040Q24 🔍 ProcessProcess 15
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
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼

Risk Likly Due
to Update
1.Negligible ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q25 🔍 ProcessProcess 19
Maintaining Leaflet Stocks
Ensure required leaflets are in stock
Current Known Risk Stock is not checked
Current Likly 2 Current Frequency 1

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼

Risk Likly Due
to Update
2.Minor ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q26 🔍 ProcessProcess 21
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
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼

Risk Likly Due
to Update
2.Minor ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q27 🔍 ProcessProcess 36
Emailing Of Invoices
Invoices are emailed to customers

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼

Risk Likly Due

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

Current Known Risk Computer or network failure Current Likly 2 Current Frequency 1		to Update 2.Minor ▾ Action Required: No Action Required		
31040Q28	🔍ProcessProcess 5850 Purchase Order Log Check the PO log is up to date with confirmations and expected shipping dates Current Known Risk The order is not checked and the supplier has not received it ergo we do not receive the order Current Likly 2 Current Frequency 1	Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31040Q29	🔍ProcessProcess 5857 Customer Service Logs Ensuring customer onsite service visits are completed Current Known Risk Engineer or equipment is unavlaillable Current Likly 2 Current Frequency 1	Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31040Q30	🔍ProcessProcess 5859 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 Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31040Q31	🔍ProcessProcess 5871 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	Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due	Notes On Risk / Benefits statement if required	Further Action Required on Issue

but the list is not updated
Current Likly 2 Current Frequency 1

to Update

2.Minor ▼

Action

Required:

No Action

Required

31040Q32	<p>🔍ProcessProcess 5872</p> <p>Check Sale Or Returns Export</p> <p>Review the Sale or Return list in intrastats. Ensure it is up to date.</p> <p>Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated</p> <p>Current Likly 2 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 Likly Due to Update</p> <p>2.Minor ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q33	<p>🔍ProcessProcess 5875</p> <p>Check Paypal For Orders</p> <p>Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox</p> <p>Current Known Risk Computer/network breakdown</p> <p>Current Likly 2 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 Likly Due to Update</p> <p>2.Minor ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q34	<p>🔍ProcessProcess 5876</p> <p>E.Commerce Cardea And Multiquote</p> <p>To Collect E.Commerce Cardea And Multiquote Orders</p> <p>Current Known Risk Orders go unnoticed</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 Likly Due to Update</p> <p>1.Negligible ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q35	<p>🔍ProcessProcess 5882</p> <p>Send Post To Humanmed</p> <p>Humanedmed post is received, it needs to be forwarded to Humanmed UK Sales Manager</p>	<p>Does Update Affect?</p> <p>No ▼</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▼</p> <p>Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

Current Known Risk Post is not sent
Current Likly 4 Current Frequency 1

to Update

4.Critical ▼





Action

Required:

No Action

Required

31040Q36	<p>🔍ProcessProcess 5892</p> <p>Checking EBay And Amazon For Orders And Messages</p> <p>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.</p> <p>Current Known Risk Computer/network breakdown</p> <p>Current Likly 2 Current Frequency 2</p>	<p>Does Update Affect?</p> <p>No ▼</p>	<p>Risk Frequency due to Update</p> <p>2.Remote ▼</p> <p>Risk Likly Due to Update</p> <p>2.Minor ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q37	<p>🔍ProcessProcess 5893</p> <p>Answering Website Questions</p> <p>Answering any questions that are asked via the website from within Intrastats</p> <p>Current Known Risk Computer/network breakdown</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 Likly Due to Update</p> <p>1.Negligible ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q38	<p>🔍ProcessProcess 5894</p> <p>Checking Of Active List</p> <p>Check the Active Back orders ensure no orders get missed</p> <p>Current Known Risk List is not reviewed and orders do not get shipped</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 Likly Due to Update</p> <p>1.Negligible ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q39	<p>🔍ProcessProcess 5895</p> <p>Completing Office Job List</p> <p>Ensuring that the allocated tasks are being completed</p>	<p>Does Update Affect?</p> <p>No ▼</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▼</p> <p>Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>

<p>Current Known Risk Office staff are too busy Current Likly 3 Current Frequency 1</p>	<p>to Update 3.Serious Action Required: No Action Required</p>		
<p>31040Q40  ProcessProcess 5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas Current Known Risk Computer/network breakdown Not chased up. Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q41  ProcessProcess 5901 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q42  ProcessProcess 5913 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q43  ProcessProcess 5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

Current Known Risk Computer/network breakdown
Current Likly 2 Current Frequency 1

to Update

2.Minor ▼

Action

Required:

No Action

Required

31040Q44	<p>🔍ProcessProcess 5949 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 Current Known Risk incorrect information slips left unsecured Current Likly 1 Current Frequency 3</p>	<p>Does Update Affect? No ▼</p>	<p>Risk Frequency due to Update 3.Occasional ▼</p> <p>Risk Likly Due to Update 1.Negligible ▼</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q45	<p>🔍ProcessProcess 6898 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</p>	<p>Does Update Affect? No ▼</p>	<p>Risk Frequency due to Update 2.Remote ▼</p> <p>Risk Likly Due to Update 1.Negligible ▼</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q46	<p>🔍ProcessProcess 6931 Customer Complaints Review the Customer Complaints Heading Current Known Risk things are not followed up in a timely manner or are missed Current Likly 1 Current Frequency 3</p>	<p>Does Update Affect? No ▼</p>	<p>Risk Frequency due to Update 3.Occasional ▼</p> <p>Risk Likly Due to Update 1.Negligible ▼</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q47	<p>🔍ProcessProcess 6954 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</p>	<p>Does Update Affect? No ▼</p>	<p>Risk Frequency due to Update 1.Improbable ▼</p> <p>Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>

		to Update 1.Negligible ▾ Action Required: No Action Required		
31040Q48 🔍 ProcessProcess 7070 Management Review To discuss any problems, to assess work load and staffing. To review issues. Current Known Risk Meetings not carried out regularly. Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required 	Further Action Required on Issue
31040Q49 🔍 ProcessProcess 7091 Calibration Index To ensure that all equipment that requires calibration is done. In the correct timescale and manor. Current Known Risk That equipment we use to may not be calibrated when we need it. Current Likly 1 Current Frequency 2	Does Update Affect? No ▾	Risk Frequency due to Update 2.Remote ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required 	Further Action Required on Issue
31040Q50 🔍 ProcessProcess 7670 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 Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required 	Further Action Required on Issue
31040Q51 🔍 ProcessProcess 7673 Check Expiry Dated Stock To check that all the stock on the selves are within their use by dates.	Does Update Affect? No ▾	Risk Frequency due to Update 2.Remote ▾ Risk Likly Due	Notes On Risk / Benefits statement if required	Further Action Required on Issue

Current Known Risk Stock being dispatched that is past its date.
Current Likly 1 Current Frequency 2

to Update

1.Negligible ▼

Action

Required:

No Action

Required

31040Q52	<p>🔍ProcessProcess 7674</p> <p>Check Repairs Ready For Invoice List</p> <p>Review the repairs ready For invoice List in intrastats.</p> <p>Current Known Risk That repairs will be missed.</p> <p>Current Likly 2 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 Likly Due to Update</p> <p>2.Minor ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q53	<p>🔍ProcessProcess 7676</p> <p>PDFing Of Invoices Viamed</p> <p>Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers</p> <p>NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY</p> <p>Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice.</p> <p>Current Likly 2 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 Likly Due to Update</p> <p>2.Minor ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q54	<p>🔍ProcessProcess 7678</p> <p>Check Catalog 360 Circle For Quotes And Orders</p> <p>Checking the Catalog 360 Circle website for outstanding orders or requests</p> <p>Current Known Risk Computer/network breakdown</p> <p>Current Likly 2 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 Likly Due to Update</p> <p>2.Minor ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q55	<p>🔍ProcessProcess 7683</p> <p>Check Stock For Proforma</p> <p>To check that we have stock in for customer proformas. Or review if any stock needs to be ordered.</p>	<p>Does Update Affect?</p> <p>No ▼</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▼</p> <p>Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

Current Known Risk That a customer is told we have stock and then we are unable to ship.
Current Likly 2 Current Frequency 1

to Update
2.Minor
Action
Required:
No Action
Required

31040Q56	<div><div></div><div>ProcessProcess 7684</div><div>Repairs Ready For Quote</div><div>Process Repairs Ready For Quote</div><div>Current Known Risk If process does not get performed, we likly to loose customers, get complaints over not responding to customers returned goods</div><div>Current Likly 1 Current Frequency 1</div></div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q57	<div><div></div><div>ProcessProcess 7685</div><div>Repairs Ready For Invoice</div><div>Process Invoice for completed repairs.</div><div>Current Known Risk repair has errors on it</div><div>Current Likly 1 Current Frequency 1</div></div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q58	<div><div></div><div>ProcessProcess 7686</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>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>2.Minor</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q59	<div><div></div><div>ProcessProcess 7690</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>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>

Current Known Risk That a repair will be missed
Current Likly 2 Current Frequency 1

to Update

2.Minor ▼

Action

Required:

No Action

Required

31040Q60 🔍 ProcessProcess 7691
Ship Sale Or Returns
Review the sale or return shelf and ship those items.
Current Known Risk Goods will be missed
Current Likly 2 Current Frequency 1

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼

Risk Likly Due
to Update
2.Minor ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q61 🔍 ProcessProcess 7693
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
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼

Risk Likly Due
to Update
1.Negligible ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q62 🔍 ProcessProcess 7696
Send VIAMED Delivery Notifications
Emailing Notifications of shipments
Current Known Risk limited risks, and if email fails to get delivered the
customer will still receive their shipment.

Current Likly 2 Current Frequency 1

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼

Risk Likly Due
to Update
2.Minor ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q63 🔍 ProcessProcess 7697
Yearly Pricing Review
To review the current pricing and impact of increases

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
2.Remote ▼

Risk Likly Due

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

Current Known Risk Getting this wrong can interfere with sales.
Current Likly 1 Current Frequency 2

to Update

1.Negligible ▾

Action

Required:

No Action

Required

31040Q64	<p>🔍ProcessProcess 7699 Shred Sensitive Paperwork In JL Office Shredding of sensitive information Current Known Risk Broken shredder Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect? <input type="button" value="No"/> ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q65	<p>🔍ProcessProcess 7709 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</p>	<p>Does Update Affect? <input type="button" value="No"/> ▾</p>	<p>Risk Frequency due to Update 2.Remote ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q66	<p>🔍ProcessProcess 7712 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</p>	<p>Does Update Affect? <input type="button" value="No"/> ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q67	<p>🔍ProcessProcess 7713 Review Roles And Responsibilities Ensure All tasks allocated to active Members of staff,</p>	<p>Does Update Affect? <input type="button" value="No"/> ▾</p>	<p>Risk Frequency due to Update 2.Remote ▾ Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>

	<p>Current Known Risk That not all jobs will be allocated to a member of staff. That we may not share out jobs in a appropriate way. Risk of being over faced. Current Likly 2 Current Frequency 2</p>	<p>to Update 2.Minor Action Required: No Action Required</p>		
31040Q68	<p>ProcessProcess 7735 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q69	<p>ProcessProcess 7741 Review Ethical Policy Review the current Ethical Policy in intrastats Current Known Risk That something is missed that we would like to include Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q70	<p>ProcessProcess 7743 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q71	<p>ProcessProcess 7748 Check Repair Orders Check the orders against the customer paperwork, that we have generated, for the repair we have received in.</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

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

to Update

2.Minor ▼

Action

Required:

No Action

Required

31040Q72	<p>🔍ProcessProcess 7749</p> <p>Check Repair Quotes</p> <p>Check the quotes that we send out for the repairs we have received in.</p> <p>Current Known Risk That mistakes may be missed.</p> <p>That details will be incorrect and it will affect the customer.</p> <p>Current Likly 2 Current Frequency 2</p>	<p>Does Update Affect?</p> <p>No ▼</p>	<p>Risk Frequency due to Update</p> <p>2.Remote ▼</p> <p>Risk Likly Due to Update</p> <p>2.Minor ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q73	<p>🔍ProcessProcess 7752</p> <p>SRS Folder</p> <p>Ensure all outstanding repairs are being dealt with</p> <p>Current Known Risk repairs get stuck in the system</p> <p>Current Likly 2 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 Likly Due to Update</p> <p>2.Minor ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q74	<p>🔍ProcessProcess 7758</p> <p>Check For GHX Orders</p> <p>Check the emails for orders from GHX</p> <p>Current Known Risk Computer/network breakdown</p> <p>Current Likly 2 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 Likly Due to Update</p> <p>2.Minor ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q75	<p>🔍ProcessProcess 7760</p> <p>Send Service Offers</p> <p>Send letters to existing customers to remind them that a service is due on their equipment</p>	<p>Does Update Affect?</p> <p>No ▼</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▼</p> <p>Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>

<p>Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1</p>	<p>to Update 1.Negligible ▾ Action Required: No Action Required</p>		
<p>31040Q76 🔍ProcessProcess 7761 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</p>	<p>Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q77 🔍ProcessProcess 7782 Remove Started But Not Used Order Numbers Remove Started But Not Used Order Numbers from intrastats. Current Known Risk not clear regularly, accidental usage of an old ORDER number generated by mistake Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q78 🔍ProcessProcess 7783 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 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</p>	<p>Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q79 🔍ProcessProcess 7791 Price List Check Changing of the prices lists. Issue to check these are current</p>	<p>Does Update Affect? No ▾ Risk Frequency due to Update 2.Remote ▾ Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

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

Current Likly 1 Current Frequency 2

to Update
1.Negligible
Action
Required:
No Action
Required


31040Q80	<p>ProcessProcess 7792</p> <p>Shipped Order Success Report</p> <p>A report is generated from figures in Intrastats to display how many orders have been shipped without errors</p> <p>Current Known Risk Computer/network breakdown</p> <p>Current Likly 2 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 Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q81	<p>ProcessProcess 7795</p> <p>Answering UK Web Questions</p> <p>Answering any questions that are asked via the website from within Intrastats</p> <p>Current Known Risk Computer/network breakdown</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 Likly Due to Update</p> <p>1.Negligible</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q82	<p>ProcessProcess 7797</p> <p>Check Order Are Being Picked In Priority Order</p> <p>Check order are being picked in order of priority and date.</p> <p>Current Known Risk Orders going at before more urgent ones</p> <p>Current Likly 2 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 Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
31040Q83	<p>ProcessProcess 7798</p> <p>Orders And Items Shipped Per Month</p> <p>Review the orders and items shipped per month</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>

<p>Current Known Risk Problem with report Current Likly 3 Current Frequency 1</p>	<p>to Update 3.Serious ▾ Action Required: No Action Required</p>		
<p>31040Q84 🔍ProcessProcess 7801 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</p>	<p>Does Update Affect? No ▾ Risk Frequency due to Update 2.Remote ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q85 🔍ProcessProcess 7822 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</p>	<p>Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q86 🔍ProcessProcess 7830 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</p>	<p>Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q87 🔍ProcessProcess 7837 Review External Parties Influencing The QMS VST / Viamed To Review the External Parties Influencing The QMS VST / Viamed Checked the Scopes and Risks,</p>	<p>Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

Review the Underlining Processes and Tasks
Current Known Risk External party has un-reviewed expectations
Current Likly 1 Current Frequency 1

to Update
1.Negligible
Action
Required:
No Action
Required

31040Q88	<div>ProcessProcess 7838</div> <div>Review VIAMED Feedback - Customer Feedback Negative</div> <div>Review Customer Feedback Negative</div> <div>Current Known Risk Rolling Issues No risk to process</div> <div>Current Likly 3 Current Frequency 1</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>3.Serious</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q89	<div>ProcessProcess 7839</div> <div>Review VIAMED Feedback - Customer Complaints</div> <div>To Review Viamed Customer Complaints</div> <div>Current Known Risk Rolling Issue No Risk</div> <div>Current Likly 3 Current Frequency 1</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>3.Serious</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q90	<div>ProcessProcess 7840</div> <div>Review VST Feedback - Customer Feedback Negative</div> <div>To review Negative feedback form Products</div> <div>see if Non Conformance or customer Complaints need to be raised</div> <div>Current Known Risk Rolling ISsue, No Risk</div> <div>Current Likly 3 Current Frequency 1</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>3.Serious</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>
31040Q91	<div>ProcessProcess 7841</div> <div>Review VST Feedback - Customer Complaints</div> <div>To review Customer Complaints</div> <div>see if Non Conformance need to be raised</div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Further Action Required on Issue</div> <div></div>

<p>Current Known Risk Rolling ISsue, No Risk Current Likly 3 Current Frequency 1</p>	<p>to Update 3.Serious Action Required: No Action Required</p>		
<p>31040Q92  ProcessProcess 7842 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q93  ProcessProcess 7843 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</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q94  ProcessProcess 7846 ISO System Management Review Viamed To Comply with Top Level Re-authorise the Current Audits for next 12 Months Cover the Agenda as Per VOP13 Current Known Risk Failure to do may cause major non conformites in QMS System Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
<p>31040Q95  ProcessProcess 7848 Review ISO Scopes To Review the Scope of the ISO 9001 / ISO 13485 Standards</p>	<p>Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

Current Known Risk No risks Rolling issue to perform task
Current Likly 1 Current Frequency 1

to Update

1.Negligible ▾

Action

Required:

No Action

Required

31040Q96	<p>🔍ProcessProcess 7849 Review Product Failures New Codes Review the Customer Returns and Review Product Failures New Codes Current Known Risk Product failures / returns do not get reviewed and a new Risk may occur Current Likly 1 Current Frequency 3</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 3.Occasional ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q97	<p>🔍ProcessProcess 7871 Review Exclusion From Viamed 13485:2016 And VST 9001:2015 To review the Exclusions / boundaries to ISO 13485:2016 for Viamed Current Known Risk Something is missed. Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q98	<p>🔍ProcessProcess 7872 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 1 Current Frequency 3</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 3.Occasional ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
31040Q99	<p>🔍ProcessProcess 7953 Vandagraph Delivery Notifications To Send Vandagraph Delivery notifications</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

Current Known Risk task not carried out
Current Likly 1 Current Frequency 1

to Update


1.Negligible ▼

Action

Required:

No Action

Required

31040Q100  ProcessProcess 7957
Warehouse Requests
Warehouse requests for stock to be reviewed,
any shortages to be ordered or produced with a production Job
Current Known Risk Stock requirements fulfilled
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

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q101 Document ID6098 QC 11 Customer Complaints Index Is Related to this
document

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼

Risk Likly Due
to Update
1.Negligible ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q102 Document ID6096 QC 12 Customer Complaints Report form QC12 Is Related
to this document

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼

Risk Likly Due
to Update
1.Negligible ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31040Q103 Does Generic CE File Attached to All Technical file #2
Of type 5 require any Notificaions and/or Risk assesment updates

Does
Update
Affect?
No ▼

Risk Frequency
due to Update
1.Improbable ▼

Risk Likly Due

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

to Update

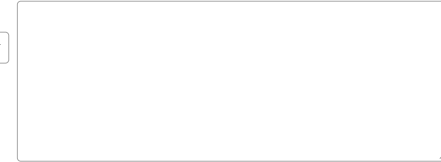
1.Negligible ▼

Action

Required:

No Action

Required



31040Q104 Final Notes

No ISO Procedures or Process
are negatively affected by updating this document with the new document proposed

SAVE FORM