Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016

Version Date: 22 Nov 2021

Listing of Current Sections

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4 Quality management system		
4.1 **Quality management system**	**Top Level Document: QMS Route Map Viamed Ltd ISO13485_2016** Revision Document ID74847 **Date Revision 12 Nov 2021 Reviewed 12 Nov 2021 **Top Level Document: Viamed ISO 13485:2016 Scope** Revision Document ID70776 Date Revision 27 Sep 2021 Reviewed 27 Sep 2021 **Top Level Document: VM3COP02.01 Exclusions to Viamed ISO13485:2016 boundaries of ISO** Revision Document ID74571 Date Revision 10 Nov 2021 Reviewed 10 Nov 2021 **Top Level Document: VM3COP00.00 Viamed Quality Statement policy and objectives** Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 03 Aug 2021 **BS5750 Viamed**	

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Need Risks and Expectations of External Parties Viamed

	Revision Document ID74871 **Date Revision 13 Nov 2021 Reviewed 13 Nov 2021	
4.1.1 The organization shall document a quality management system and maintain its effectiveness in accordance with the requirements of this International Standard and applicable regulatory requirements. The organization shall establish, implement and maintain any requirement, procedure, activity or arrangement required to be documented by this International Standard or applicable regulatory requirements. The organization shall document the role(s) undertaken by the organization under the applicable regulatory requirements. NOTE Roles undertaken by the organization can include manufacturer, authorized representative, importer or distributor.	**Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: Viamed ISO 13485:2016 Scope** Revision Document ID70776 Date Revision 27 Sep 2021 Reviewed 27 Sep 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016
4.1.2 The organization shall: a) determine the processes needed for the quality management system and the application of these processes throughout the organization taking into account the roles undertaken by the organization; b) apply a risk based approach to the control of the appropriate processes needed for the quality management system;	**Top Level Document: VM3COP02.02 Viamed Company Responsibilitys organisation chart structure** Revision Document ID27474 Date Revision 20 Sep 2018 Reviewed 03 Aug 2021 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Chart 00 System Model** Revision Document ID8674 Date Revision 12 Oct 2011 Reviewed 12	**Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7725** Audit 12 CE Files Viamed 24 Aug 2016

c) determine the sequence and interaction of these processes.	Oct 2011 **Chart 01 System and Documentation** Revision Document ID8675 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 02 Resource Management** Revision Document ID8676 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 03 Customer Requirements** Revision Document ID8677 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 04 Design and Development** Revision Document ID8678 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 05 Product Realisation** Revision Document ID8679 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 06 General Process Control** Revision Document ID8680 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 07 Measurement and Analysis** Revision Document ID8681 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 08 Correction and Prevention** Revision Document ID8682 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 09 Management System** Revision Document ID8683 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 10 Documentation** Revision Document ID8684		

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 11 Provision of Resources

Revision Document ID8685

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 12 Infrastructure and Environment

Revision Document ID8686

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 13 Sales Orders

Revision Document ID8687

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 15 Purchasing

Revision Document ID8688

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 16 Internal Audits

Revision Document ID8689

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 17 Design Repairs

Revision Document ID8690

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 18 Calibration

Revision Document ID8691

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 19 HSE Risk Assesments

Revision Document ID8692

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 20 Production

Revision Document ID8693

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 21 Repairs
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Chart 22 Stock Control
Revision Document ID8695
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
Chart 23 Picking and Packing
Revision Document ID8696
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
Chart 24 Goods Inwards
Revision Document ID8697
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
Chart 25 Inspection and Test
Revision Document ID8698
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
Chart 26 Data Analysis
Revision Document ID8699
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
Chart 27 Customer Complaints Chart 27
Revision Document ID8700
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
Chart 28 Quarantine and Hold
Revision Document ID8701
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
Chart 29 Sales Acquisition
Revision Document ID8702
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
Chart 30 System Design Plan
Revision Document ID8703

	Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 31 Chart Interfaces** Revision Document ID8704 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 32 Generic Sales Process** Revision Document ID8705 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 33 Launch of a new product** Revision Document ID8706 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 34 Process Teams Org Chart** Revision Document ID8707 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	
4.1.3 For each quality management system process, the organization shall: a) determine criteria and methods needed to ensure that both the operation and control of these processes are effective; b) ensure the availability of resources and information necessary to support the operation and monitoring of these processes; c) implement actions necessary to achieve planned results and maintain the effectiveness of these processes; d) monitor, measure as appropriate, and	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews and Analysis Data** Revision Document ID75461 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **VM3COP27.01 Searching Intrastats Issues** Revision Document ID6657 Date Revision 02 Nov 2009 Reviewed 02 Nov 2009	**Process: 27** **Management Reviews And Quality Audits 15 Nov 2021 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016 **Process: 5889** Responsibility Allocation : Audit And Task - Audit 24 Feb 2016 **Process: 7714** Audit 01 Picking Packing Viamed 24 Aug 2016 **Process: 7715** Audit 02 Contract Review Viamed 24 Aug 2016 **Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016

analyse these processes; e) establish and maintain records needed to demonstrate conformance to this International Standard and compliance with applicable regulatory requirements (see 4.2.5).	**VM3COP27.17 Complete Auto_calender Issues** Revision Document ID16995 Date Revision 26 May 2016 Reviewed 26 May 2016 **Issues Overview** Revision Document ID23112 Date Revision 22 Oct 2017 Reviewed 22 Oct 2017 **Intrastats overview** Revision Document ID23567 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **Employee Roles** Revision Document ID20125 Date Revision 16 May 2017 Reviewed 16 May 2017 **Employee roles Example Process** Revision Document ID20129 Date Revision 16 May 2017 Reviewed 16 May 2017 **VM3COP27.02 Collecting Emails and Distributing** Revision Document ID20131 Date Revision 16 May 2017 Reviewed 16 May 2017 **Employee Roles Individual Processes** Revision Document ID20127 Date Revision 16 May 2017 Reviewed 16 May 2017 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	**Process: 7718** Audit 06 Calibration Viamed 24 Aug 2016 **Process: 7719** Audit 07 Handling And Storage Viamed 24 Aug 2016 **Process: 7720** Audit 08 Training Viamed 24 Aug 2016 **Process: 7721** Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016 **Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016 **Process: 7724** Audit 11 Repairs And Service Viamed 24 Aug 2016 **Process: 7725** Audit 12 CE Files Viamed 24 Aug 2016 **Process: 7726** Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016 **Process: 7727** Audit 15 Production Viamed 24 Aug 2016 **Process: 7728** Audit 17 Internal Audits Viamed 24 Aug 2016 **Process: 7729** Audit 19 Health And Saftey Viamed 24 Aug 2016 **Process: 7731** Audit 21 Audit Of Audit Viamed 24 Aug 2016 **Process: 7732** Audit 22 Post Market Survellance Viamed 24 Aug 2016 **Process: 7733** Audit 23 Analysis Of Data Viamed 24 Aug 2016 **Process: 26** Company Resources 16 Feb 2016

4.1.4 For each quality management system process, the organization shall: The organization shall manage these quality management system processes in accordance with the requirements of this International Standard and applicable regulatory requirements. Changes to be made to these processes shall be: a) evaluated for their impact on the quality management system; b) evaluated for their impact on the medical devices produced under this quality management system c) controlled in accordance with the requirements of this International Standard and applicable regulatory requirements.	**Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Issues Overview** Revision Document ID23112 Date Revision 22 Oct 2017 Reviewed 22 Oct 2017 **Employee Roles** Revision Document ID20125 Date Revision 16 May 2017 Reviewed 16 May 2017 **Employee roles Example Process** Revision Document ID20129 Date Revision 16 May 2017 Reviewed 16 May 2017 **Employee Roles Individual Processes** Revision Document ID20127 Date Revision 16 May 2017 Reviewed 16 May 2017 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Explanation Employee Roles Titles Responsibilitys Processes and Repeating Tasks Monitoring**	**Process: 7725** Audit 12 CE Files Viamed 24 Aug 2016 **Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016 **Process: 7878** Review Possible Upcoming Regulation Changes 22 Oct 2017

	Revision Document ID22287 Date Revision 27 Sep 2017 Reviewed 27 Sep 2017 **Chart 43 Processes and Intrastats** Revision Document ID23561 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **Chart 42 Processes, Tasks and Audits Review** Revision Document ID23559 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **Chart 40 Management review plan Issues followup** Revision Document ID22458 Date Revision 05 Oct 2017 Reviewed 05 Oct 2017 **VM3COP24.02 Document Change Performing a Risk Assessment** Revision Document ID75310 **Date Revision 17 Nov 2021 Reviewed 17 Nov 2021 **VM3COP24.01 Definitions of Risk** Revision Document ID75525 **Date Revision 19 Nov 2021 Reviewed 19 Nov 2021 **VM3COP24.00 Viamed Overall Risk Analysis Program** Revision Document ID47771 **Date Revision 12 Nov 2020 Reviewed 12 Nov 2020	
4.1.5 For each quality management system process, the organization shall: When the organization chooses to outsource any process that affects product conformity to requirements, it shall monitor and ensure control over such processes. The	**Top Level Document: VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns** Revision Document ID70881 Date Revision 28 Sep 2021 Reviewed 28 Sep 2021 **Audit 05 Purchasing suppliers** Revision Document ID69314	**Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 **Process: 7199** Non Conformities Review Viamed 09 Mar 2016

organization shall retain responsibility of conformity to this International Standard and to customer and applicable regulatory requirements for outsourced processes. The controls shall be proportionate to the risk involved and the ability of the external party to meet the requirements in accordance with 7.4. The controls shall include written quality agreements.	Date Revision 09 Sep 2021 Reviewed 09 Sep 2021	
4.1.6 For each quality management system process, the organization shall: The organization shall document procedures for the validation of the application of computer software used in the quality management system. Such software applications shall be validated prior to initial use and, as appropriate, after changes to such software or its application. The specific approach and activities associated with software validation and revalidation shall be proportionate to the risk associated with the use of the software. Records of such activities shall be maintained (see 4.2.5).	**Top Level Document: Audit 27 Software Validation** Revision Document ID53611 Date Revision 11 Feb 2021 Reviewed 11 Feb 2021 **Top Level Document: VOP 27 Software Validation** Revision Document ID31064 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Intrastats Amendment Log** Revision Document ID20136 Date Revision 16 May 2017 Reviewed 16 May 2017 **Validation of Intrastats** Revision Document ID20140 Date Revision 16 May 2017 Reviewed 16 May 2017	**Process: 7850** **Software Validation Scan In Correct Product 13 Nov 2021 **Process: 7851** **Software Validation Scan Un-QA Product To Order 13 Nov 2021 **Process: 7852** **Software Validation Expired Stock 13 Nov 2021 **Process: 7853** Software Validation Non Sell Able Shelf 01 Oct 2017 **Process: 7854** Software Validation In Production List 01 Oct 2017 **Process: 7855** Software Validation - Production Lists 01 Oct 2017 **Process: 7856** Software Validation Unchecked Orders 01 Oct 2017 **Process: 7857** Software Validation Stock Tracking Check 01 Oct 2017 **Process: 7858** Software Validation Attempt To QA Some Stock 01 Oct 2017 **Process: 7861** Software Validation Of Training Documents Forced Reading 03 Oct 2017 **Process: 7865** Software Validation Conflicting Audits 07 Oct 2017 **Process: 7870** Software Validation Non Conformance Product Risk Feedback Loop 15 Oct 2017
4.2	**Top Level Document: VOP 01**	

Documentation requirements	**Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
4.2.1 General The quality management system documentation (see 4.2.4) shall include: a) documented statements of a quality policy and quality objectives; b) a quality manual; c) documented procedures and records required by this International Standard; d) documents, including records, determined by the organization to be necessary to ensure the effective planning, operation, and control of its processes; e) other documentation specified by applicable regulatory requirements.	**Top Level Document: VM3COP00.00 Viamed Quality Statement policy and objectives** Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 03 Aug 2021 **Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Explaination Quality Objectives** Revision Document ID18483 Date Revision 18 Jan 2017 Reviewed 18 Jan 2017 **VM3COP00.00 VST Quality Statement policy and objectives** Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 24 Aug 2021 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Audit 20 Process verification to Managment** Revision Document ID73324	**Process: 23** Company Objectives 16 Feb 2016 **Process: 22** Company Policys 16 Feb 2016 **Process: 23** Company Objectives 16 Feb 2016 **Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7834** Financial Review 20 Sep 2017 **Process: 7862** Review The Audit Calender Screen 04 Oct 2017 **Process: 27** **Management Reviews And Quality Audits 15 Nov 2021 **Process: 5877** Review Company Data 17 Feb 2016 **Process: 6861** **Management Meeting Review Weekly Meeting 13 Nov 2021 **Process: 7037** Responsibility Allocation : Responsibility, authority and communication 09 Mar 2016 **Process: 7057** Responsibility Allocation : Complaints and Vigilance Notifications 09 Mar 2016 **Process: 7070** Management Review 09 Mar 2016 **Process: 7713**

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Review Roles And Responsibilitys 17 Aug 2016
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Review Q.A. Failures Report 18 Sep 2017
Process: 7837
Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017
Process: 7838
Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017
Process: 7839
Review VIAMED Feedback - Customer Complaints 23 Sep 2017
Process: 7842
Review VIAMED Product Feedback Negative 23 Sep 2017
Process: 7845
7.1.4 Environment Of Operations 25 Sep 2017
Process: 7848
Review ISO Scopes 27 Sep 2017
Process: 7849
Review Product Failures New Codes 28 Sep 2017
Process: 7120
General Maintenance Requirements 09 Mar 2016
Process: 28
Supplier Review 16 Feb 2016
Process: 5887
Review ISO/EN Documents 24 Feb 2016
Process: 5889
Responsibility Allocation : Audit And Task - Audit 24 Feb 2016
Process: 6866
Internal Process Verification Complete Systems Review 09 Mar 2016
Process: 7199
Non Conformities Review Viamed 09 Mar 2016
Process: 7828
Review The Quality Policy Viamed 16 Sep 2017
Process: 6821
Responsibility Allocation : VIAMED Management Meeting Supplier Review 09 Mar 2016
Process: 7697
Yearly Pricing Review 09 May 2016

		Process: 57 **Temporary Stock Notices 13 Nov 2021
4.2.2 Quality manual The organization shall document a quality manual that includes: a) the scope of the quality management system, including details of and justification for any exclusion or non-application; b) the documented procedures for the quality management system, or reference to them; c) a description of the interaction between the processes of the quality management system. The quality manual shall outline the structure of the documentation used in the quality management system.	**Top Level Document: VM3COP02.01 Exclusions to Viamed ISO13485:2016 boundaries of ISO** Revision Document ID74571 Date Revision 10 Nov 2021 Reviewed 10 Nov 2021 **Top Level Document: VM3COP02.02 Viamed Company Responsibilitys organisation chart structure** Revision Document ID27474 Date Revision 20 Sep 2018 Reviewed 03 Aug 2021 **Top Level Document: Viamed ISO 13485:2016 Scope** Revision Document ID70776 Date Revision 27 Sep 2021 Reviewed 27 Sep 2021 **Structure of the documentation used in the quality management system** Revision Document ID18487 Date Revision 18 Jan 2017 Reviewed 18 Jan 2017 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016
4.2.3 Medical device file For each medical device type or medical device family, the organization shall establish and maintain one or more files either containing or	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018	**Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016

referencing documents generated to demonstrate conformity with the requirement of this International Standard and compliance with applicable regulatory requirements. The content of the file(s) shall include, but is not limited to: a) general description of the medical device, intended use/purpose, and labelling, including any instructions for use; b) specifications for product; c) specifications or procedures for manufacturing, packaging, storage, handling and distribution; d) procedures for measuring and monitoring; e) as appropriate, requirements for installation; f) as appropriate, procedures for servicing.	**Route to Medical device files** Revision Document ID18495 Date Revision 18 Jan 2017 Reviewed 18 Jan 2017 **Audit 03 Design Control** Revision Document ID51631 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021	
4.2.4 Control of documents 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 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	**Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Explanation Control of documents** Revision Document ID21322 Date Revision 06 Aug 2017 Reviewed 06 Aug 2017 **DO NOT USE VM3COP01 Document Updates / Amendment control** Revision Document ID22201 Date Revision 23 Sep 2017 Reviewed 23 Sep 2017 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30	**Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016

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	Jun 2021 **DO NOT USE VM3COP14 Documentation** Revision Document ID9276 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **VM3COP10.02 Product Recall locate products out in the Field** Revision Document ID74788 Date Revision 12 Nov 2021 Reviewed 12 Nov 2021	
4.2.5 Control of records Records shall be maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system.	**Top Level Document: VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** Revision Document ID75407 **Date Revision 18 Nov 2021 Reviewed	**Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016 **Process: 7725** Audit 12 CE Files Viamed 24 Aug 2016

The organization shall document procedures to define the controls needed for the identification, storage, security and integrity, retrieval, retention time and disposition of records. The organization shall define and implement methods for protecting confidential health information contained in records in accordance with the applicable regulatory requirements. Records shall remain legible, readily identifiable and retrievable. Changes to a record shall remain identifiable. The organization shall retain the records for at least the lifetime of the medical device as defined by the organization, or as specified by applicable regulatory requirements, but not less than two years from the medical device release by the organization.	18 Nov 2021 **DO NOT USE VM3COP01 Document Updates / Amendment control** Revision Document ID22201 Date Revision 23 Sep 2017 Reviewed 23 Sep 2017 **VM3COP14.01 Disposition of Documents / Records.** Revision Document ID15464 Date Revision 14 Aug 2015 Reviewed 14 Aug 2015 **Guide to Intrastats** Revision Document ID24779 Date Revision 22 Dec 2017 Reviewed 22 Dec 2017 **Intrastats overview** Revision Document ID23567 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **DO NOT USE VM3COP14 Documentation** Revision Document ID9276 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	

5 Management commitment

5.1 Top management shall provide evidence of its commitment to the development and implementation of the quality management system and maintenance of its effectiveness by: a) communicating to the organization the	**Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID73529 Date Revision 29 Oct 2021 Reviewed 29 Oct 2021 **Top Level Document: VOP 18**	**Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016 **Process: 7715** Audit 02 Contract Review Viamed 24 Aug 2016 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017 **Process: 27**

importance of meeting customer as well as applicable regulatory requirements; b) establishing the quality policy; c) ensuring that quality objectives are established; d) conducting management reviews; e) ensuring the availability of resources. **Management commitment**	**Maintenance Building, Fabric and Infrastructure** Revision Document ID31036 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VM3COP00.00 Viamed Quality Statement policy and objectives** Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 03 Aug 2021 **VM3COP02 Organisation Responsibilities Viamed** Revision Document ID17423 Date Revision 07 Sep 2016 Reviewed 07 Sep 2016 **Chart 01 System and Documentation** Revision Document ID8675 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 02 Resource Management** Revision Document ID8676 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **VM3COP19 Health and Safety** Revision Document ID21800 Date Revision 05 Sep 2017 Reviewed 05 Sep 2017 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Explaination Quality Objectives** Revision Document ID18483 Date Revision 18 Jan 2017 Reviewed 18 Jan 2017 **Explanation Employee Roles and Titles** Revision Document ID22144	**Management Reviews And Quality Audits 15 Nov 2021 **Process: 7070** Management Review 09 Mar 2016 **Process: 7848** Review ISO Scopes 27 Sep 2017 **Process: 23** Company Objectives 16 Feb 2016 **Process: 7686** Thorough Checking Of Awaiting Action Tray 21 Apr 2016

	Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Explanation Control of documents** Revision Document ID21322 Date Revision 06 Aug 2017 Reviewed 06 Aug 2017 **How to Hold Intrastat Meetings** Revision Document ID8928 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011 **Chart 40 Management review plan Issues followup** Revision Document ID22458 Date Revision 05 Oct 2017 Reviewed 05 Oct 2017 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Viamed Top Level Quality Objectives** Revision Document ID22429 Date Revision 04 Oct 2017 Reviewed 04 Oct 2017	
5.2 Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met. **Customer focus**	**Top Level Document: VOP 03 Contract Review, Enquires, Office Processes** Revision Document ID33748 Date Revision 18 Mar 2020 Reviewed 18 Mar 2020 **Top Level Document: VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** Revision Document ID75475 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** Revision Document ID31076 Date Revision 30 Sep 2019 Reviewed 30	**Process: 7** Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016 **Process: 11** Distribution Of Mail 16 Feb 2016 **Process: 5882** Responsibility Allocation : Send Post To Humanmed 24 Feb 2016 **Process: 2** Answering Telephones 16 Feb 2016 **Process: 7715** Audit 02 Contract Review Viamed 24 Aug 2016 **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7696** Send VIAMED Delivery Notifications 28 Apr 2016

	Sep 2019 **Audit 02 Contract Review and Sales Order Processing** Revision Document ID69328 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **Audit 16 Sales and Marketing** Revision Document ID69457 Date Revision 10 Sep 2021 Reviewed 10 Sep 2021	**Process: 6898** **GHX Web Pricing 13 Nov 2021 **Process: 19** **Maintaining Leaflet Stocks 13 Nov 2021 **Process: 14** **Fax Paper 13 Nov 2021 **Process: 15** **Filing and Archiving 13 Nov 2021 **Process: 10** Distribution Of Emails 16 Feb 2016 **Process: 9** Distribution Of Faxes 16 Feb 2016
5.3 Top management shall ensure that the quality policy: a) is applicable to the purpose of the organization; b) includes a commitment to comply with requirements and to maintain the effectiveness of the quality management system; c) provides a framework for establishing and reviewing quality objectives; d) is communicated and understood within the organization; e) is reviewed for continuing suitability. **Quality policy**	**Top Level Document: VM3COP00.00 Viamed Quality Statement policy and objectives** Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 03 Aug 2021 **VM3COP00.00 VST Quality Statement policy and objectives** Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 24 Aug 2021 **VM3COP00.01 Company objectives** Revision Document ID22842 Date Revision 17 Oct 2017 Reviewed 17 Oct 2017 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	**Process: 23** Company Objectives 16 Feb 2016 **Process: 22** Company Policys 16 Feb 2016 **Process: 23** Company Objectives 16 Feb 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017 **Process: 7828** Review The Quality Policy Viamed 16 Sep 2017 **Process: 7827** Review The Quality Policy VST 16 Sep 2017
5.4 **Planning**		

5.4.1 Top management shall ensure that quality objectives, including those needed to meet applicable regulatory requirements and requirements for product, are established at relevant functions and levels within the organization. The quality objectives shall be measurable and consistent with the quality policy. **Quality objectives**	**Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** Revision Document ID31076 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** Revision Document ID75297 **Date Revision 17 Nov 2021 Reviewed 17 Nov 2021 **VM3COP18 Post Market Surveilance** Revision Document ID75541 **Date Revision 19 Nov 2021 Reviewed 19 Nov 2021 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Explaination Quality Objectives** Revision Document ID18483 Date Revision 18 Jan 2017 Reviewed 18 Jan 2017 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Viamed Top Level Quality Objectives** Revision Document ID22429 Date Revision 04 Oct 2017 Reviewed 04 Oct 2017	**Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016 **Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 26** Company Resources 16 Feb 2016 **Process: 5877** Review Company Data 17 Feb 2016
5.4.2 Top management shall ensure that: a) the planning of the quality management system is carried out in order to meet the requirements given in 4.1, as well as the quality	**Top Level Document: VM3COP02.02 Viamed Company Responsibilitys organisation chart structure** Revision Document ID27474 Date Revision 20 Sep 2018 Reviewed 03 Aug 2021	**Process: 11** Distribution Of Mail 16 Feb 2016 **Process: 5882** Responsibility Allocation : Send Post To Humanmed 24 Feb 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016

objectives; b) the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. **Quality management system planning**	**Top Level Document: VM3COP00.00 Viamed Quality Statement policy and objectives** Revision Document ID22684 Date Revision 16 Oct 2017 Reviewed 03 Aug 2021 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Explaination Quality Objectives** Revision Document ID18483 Date Revision 18 Jan 2017 Reviewed 18 Jan 2017 **Explanation Control of documents** Revision Document ID21322 Date Revision 06 Aug 2017 Reviewed 06 Aug 2017 **Route to Medical device files** Revision Document ID18495 Date Revision 18 Jan 2017 Reviewed 18 Jan 2017 **VM3COP20.01 Post In Distributing the Post** Revision Document ID18641 Date Revision 10 Feb 2017 Reviewed 10 Feb 2017 **VM3COP00.00 VST Quality Statement policy and objectives** Revision Document ID22062 Date Revision 16 Sep 2017 Reviewed 24 Aug 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Viamed Top Level Quality Objectives** Revision Document ID22429	**Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016

	Date Revision 04 Oct 2017 Reviewed 04 Oct 2017 **VM3COP00.01 Company objectives** Revision Document ID22842 Date Revision 17 Oct 2017 Reviewed 17 Oct 2017	
5.5 **Responsibility, authority and communication**	**Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID73529 Date Revision 29 Oct 2021 Reviewed 29 Oct 2021 **Top Level Document: QC 44 MHRA / CMDCAS Risk Assessment Initial Assessment form** Revision Document ID75549 **Date Revision 19 Nov 2021 Reviewed 19 Nov 2021 **Top Level Document: VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** Revision Document ID75475 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021	
5.5.1 Top management shall ensure that responsibilities and authorities are defined, documented and communicated within the organization. Top management shall document the interrelation of all personnel who manage, perform and verify work affecting quality and shall ensure the independence and authority necessary to perform these tasks. **Responsibility and authority**	**Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID73529 Date Revision 29 Oct 2021 Reviewed 29 Oct 2021 **Top Level Document: VM3COP02.02 Viamed Company Responsibilitys organisation chart structure** Revision Document ID27474 Date Revision 20 Sep 2018 Reviewed 03 Aug 2021 **Explanation Employee Roles and Titles** Revision Document ID22144	**Process: 7720** Audit 08 Training Viamed 24 Aug 2016 **Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016 **Process: 7713** Review Roles And Responsibilitys 17 Aug 2016 **Process: 6837** Personnel Requirements and Training 09 Mar 2016

Date Revision 20 Sep 2017 Reviewed 20 Sep 2017

VM3COP02 Organisation Responsibilities Viamed

Revision Document ID17423

Date Revision 07 Sep 2016 Reviewed 07 Sep 2016

Chart 01 System and Documentation

Revision Document ID8675

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Chart 02 Resource Management

Revision Document ID8676

Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Viamed Company Format Company format 1

Revision Document ID9039

Date Revision 18 Oct 2011 Reviewed 18 Oct 2011

Viamed Company Format Company format 2

Revision Document ID9040

Date Revision 18 Oct 2011 Reviewed 18 Oct 2011

Viamed Company Format Company format 3

Revision Document ID9041

Date Revision 18 Oct 2011 Reviewed 18 Oct 2011

Viamed Company Format Company format 4

Revision Document ID9042

Date Revision 18 Oct 2011 Reviewed 18 Oct 2011

Audit 08 Training, Competence and Human Resources

Revision Document ID70147

Date Revision 20 Sep 2021 Reviewed 20

	Sep 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 19 Health and Safety, Working Conditions and Building Fabric Issues** Revision Document ID68045 Date Revision 24 Aug 2021 Reviewed 24 Aug 2021	
5.5.2 Top management shall appoint a member of management who, irrespective of other responsibilities, has responsibility and authority that includes: a) ensuring that processes needed for the quality management system are documented; b) reporting to top management on the effectiveness of the quality management system and any need for improvement; c) ensuring the promotion of awareness of applicable regulatory requirements and quality management system requirements throughout the organization. **Management representative**	**Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID73529 Date Revision 29 Oct 2021 Reviewed 29 Oct 2021 **Top Level Document: VM3COP02.02 Viamed Company Responsibilitys organisation chart structure** Revision Document ID27474 Date Revision 20 Sep 2018 Reviewed 03 Aug 2021 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **VM3COP02 Organisation Responsibilities Viamed** Revision Document ID17423 Date Revision 07 Sep 2016 Reviewed 07 Sep 2016 **VM3COP02 Organisation VST** Revision Document ID13954	**Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017

	Date Revision 19 May 2014 Reviewed 19 May 2014 **VM3COP02.02 VST Company Responsibilitys organisation chart structure** Revision Document ID29373 Date Revision 23 Apr 2019 Reviewed 23 Apr 2019	
5.5.3 Top management shall ensure that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system. **Internal communication**	**VM3COP27.01 Searching Intrastats Issues** Revision Document ID6657 Date Revision 02 Nov 2009 Reviewed 02 Nov 2009 **Intrastats overview** Revision Document ID23567 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **Issues Overview** Revision Document ID23112 Date Revision 22 Oct 2017 Reviewed 22 Oct 2017 **Overview Issues Meeting Headers List** Revision Document ID22169 Date Revision 22 Sep 2017 Reviewed 22 Sep 2017 **Chart 42 Processes, Tasks and Audits Review** Revision Document ID23559 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **Chart 43 Processes and Intrastats** Revision Document ID23561 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **Chart 37 New Processes** Revision Document ID23563 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017	

5.6 Management review		
5.6.1 The organization shall document procedures for management review. Top management shall review the organization's quality management system at documented planned intervals to ensure its continuing suitability, adequacy, and effectiveness. The review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. Records from management reviews shall be maintained **General**	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews and Analysis Data** Revision Document ID75461 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **How to Hold Intrastat Meetings** Revision Document ID8928 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Management Review** Revision Document ID30851 Date Revision 18 Sep 2019 Reviewed 18 Sep 2019 **Management reviews** Revision Document ID19801 Date Revision 05 May 2017 Reviewed 05 May 2017	**Process: 7846** ISO System Management Review Viamed 26 Sep 2017 **Process: 27** **Management Reviews And Quality Audits 15 Nov 2021 **Process: 7070** Management Review 09 Mar 2016
5.6.2 Review input 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;	**Top Level Document: VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** Revision Document ID75475 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd** Revision Document ID31052	**Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7838** Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7839**

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.

Date Revision 30 Sep 2019 Reviewed 30 Sep 2019
Top Level Document: VM3COP02.02 Viamed Company Responsibilitys organisation chart structure
Revision Document ID27474
Date Revision 20 Sep 2018 Reviewed 03 Aug 2021
Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews and Analysis Data
Revision Document ID75461
**Date Revision 18 Nov 2021 Reviewed 18 Nov 2021
Chart 27 Customer Complaints Chart 27
Revision Document ID8700
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
VM3COP18 Post Market Surveilance
Revision Document ID75541
**Date Revision 19 Nov 2021 Reviewed 19 Nov 2021
How to Hold Intrastat Meetings
Revision Document ID8928
Date Revision 18 Oct 2011 Reviewed 18 Oct 2011
Audit 18 Management Review
Revision Document ID73320
Date Revision 26 Oct 2021 Reviewed 26 Oct 2021
Audit 21 Audit of Audit
Revision Document ID41422
Date Revision 06 Aug 2020 Reviewed 06 Aug 2020
Audit 22 Post Market Surveillance
Revision Document ID63052
Date Revision 22 Jun 2021 Reviewed 22

Review VIAMED Feedback - Customer Complaints 23 Sep 2017
Process: 7842
Review VIAMED Product Feedback Negative 23 Sep 2017
Process: 7846
ISO System Management Review Viamed 26 Sep 2017
Process: 7848
Review ISO Scopes 27 Sep 2017
Process: 7849
Review Product Failures New Codes 28 Sep 2017
Process: 7871
Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017
Process: 7837
Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017
Process: 7830
Review Q.A. Failures Report 18 Sep 2017
Process: 7741
Review Ethical Policy 14 Sep 2016
Process: 7713
Review Roles And Responsibilitys 17 Aug 2016
Process: 7070
Management Review 09 Mar 2016
Process: 6931
**Customer Complaints 13 Nov 2021
Process: 7091
**Calibration Index 13 Nov 2021

	Jun 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **Management Review Blank Minutes 20xx** Revision Document ID45125 Date Revision 06 Oct 2020 Reviewed 06 Oct 2020 **QC 21 Non Conformance Form** Revision Document ID74728 Date Revision 11 Nov 2021 Reviewed 11 Nov 2021	
5.6.3 The output from management review shall be recorded (see 4.2.5) and include the input reviewed and any decisions and actions related to: a) improvement needed to maintain the suitability, adequacy, and effectiveness of the quality management system and its processes; b) improvement of product related to customer requirements; c) changes needed to respond to applicable new or revised regulatory requirements; d) resource needs. **Review output**	**Top Level Document: QC 44 MHRA / CMDCAS Risk Assessment Initial Assessment form** Revision Document ID75549 **Date Revision 19 Nov 2021 Reviewed 19 Nov 2021 **Issues Overview** Revision Document ID23112 Date Revision 22 Oct 2017 Reviewed 22 Oct 2017 **VM3COP27.01 Searching Intrastats Issues** Revision Document ID6657 Date Revision 02 Nov 2009 Reviewed 02 Nov 2009 **Management Review** Revision Document ID30851 Date Revision 18 Sep 2019 Reviewed 18 Sep 2019 **Management reviews** Revision Document ID19801 Date Revision 05 May 2017 Reviewed 05 May 2017 **Management reviews minutes** Revision Document ID19803	**Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016

	Date Revision 05 May 2017 Reviewed 05 May 2017 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	

6 Resource management

6 Resource management **Resource management**		
6.1 The organization shall determine and provide the resources needed to: a) implement the quality management system and to maintain its effectiveness; b) meet applicable regulatory and customer requirements. **Provision of resources**	**Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID73529 Date Revision 29 Oct 2021 Reviewed 29 Oct 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021	**Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016
6.2 Personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience. The organization shall document the process(es) for establishing competence, providing needed training, and ensuring awareness of personnel.	**Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID73529 Date Revision 29 Oct 2021 Reviewed 29 Oct 2021 **Top Level Document: VOP 12 Training** Revision Document ID31024 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019	**Process: 7720** Audit 08 Training Viamed 24 Aug 2016

The organization shall: a) determine the necessary competence for personnel performing work affecting product quality; b) provide training or take other actions to achieve or maintain the necessary competence; c) evaluate the effectiveness of the actions taken; d) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives; e) maintain appropriate records of education, training, skills and experience (see 4.2.5). NOTE The methodology used to check effectiveness is proportionate to the risk associated with the work for which the training or other action is being provided. **Human resources**	**Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021 **Audit 19 Health and Safety, Working Conditions and Building Fabric Issues** Revision Document ID68045 Date Revision 24 Aug 2021 Reviewed 24 Aug 2021	
6.3 The organization shall document the requirements for the infrastructure needed to achieve conformity to product requirements, prevent product mix-up and ensure orderly handling of product. Infrastructure includes, as appropriate: a) buildings, workspace and associated utilities; b) process equipment (both hardware and software); c) supporting services (such as transport, communication, or information systems). The organization shall document requirements for the maintenance activities, including the interval	**Top Level Document: VOP 16 Health and Safety, Company Personnel Manual** Revision Document ID31032 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 18 Maintenance Building, Fabric and Infrastructure** Revision Document ID31036 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock** Revision Document ID53615 Date Revision 11 Feb 2021 Reviewed 11 Feb 2021	**Process: 7719** Audit 07 Handling And Storage Viamed 24 Aug 2016 **Process: 7721** Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016 **Process: 6855** Risk Assessment HSE 09 Mar 2016 **Process: 6856** Fire Alarms 09 Mar 2016 **Process: 54** Responsibility Allocation : Gents Toilets 17 Feb 2016 **Process: 5907** **Hoover Warehouse 13 Nov 2021 **Process: 5908** **Sweep Warehouse 13 Nov 2021 **Process: 5909** **Empty Warehouse Bins 13 Nov 2021 **Process: 5911**

of performing the maintenance activities, when such maintenance activities, or lack thereof, can affect
product quality. As appropriate, the requirements shall apply to equipment used in production, the
control of the work environment and monitoring and measurement.
Records of such maintenance shall be maintained **Infrastructure**

Top Level Document: VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment
Revision Document ID31008
Date Revision 30 Sep 2019 Reviewed 30 Sep 2019
DO NOT USE VM3COP11 Calibration
Revision Document ID8713
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
HSE Fire appliances HSE Fire Exit / Escape Route Ground Floor plans
Revision Document ID27944
Date Revision 29 Oct 2018 Reviewed 29 Oct 2018
HSE Fire Exit / Escape Route Ground Floor plans Document
Revision Document ID2558
Date Revision 01 Aug 2007 Reviewed 01 Aug 2007
HSE Fire Risk Assessment
Revision Document ID21790
Date Revision 04 Sep 2017 Reviewed 04 Sep 2017
HSE Fire Safety Risk Assessment
Revision Document ID892
Date Revision 25 Oct 2006 Reviewed 25 Oct 2006
HSE Fire / Exit Escape route Basement floor plans
Revision Document ID15401
Date Revision 07 Aug 2015 Reviewed 28 Sep 2020
HSE Fire / Exit Escape route Ghyll House floor plans
Revision Document ID27948
Date Revision 29 Oct 2018 Reviewed 29 Oct 2018
Ghyll House Fire Certificate

**Clear Cardboard 13 Nov 2021
Process: 5856
**Cleaning The Kitchen 13 Nov 2021
Process: 7802
Clean Kitchen Sides 22 May 2017
Process: 7803
Dishwashing 22 May 2017
Process: 7804
**Sweep Kitchen Floor 13 Nov 2021
Process: 7805
**Empty Kitchen Bins 13 Nov 2021
Process: 7806
**Watering Plants 13 Nov 2021
Process: 56
Warehouse Outside Heating Guard 17 Feb 2016
Process: 5919
**Check Out Side Drain 13 Nov 2021
Process: 5921
**Clearing Water Downstairs 13 Nov 2021
Process: 7120
General Maintenance Requirements 09 Mar 2016
Process: 7742
Boiler Check 26 Sep 2016
Process: 7756
Carbon Monoxide Alarm 05 Jan 2017
Process: 7820
North Yorkshire Council Waste Tranfer 15 Jun 2017
Process: 7821
Controlled Waste Description And Transfer 15 Jun 2017
Process: 7835
Electrics Need Checking 20 Sep 2017
Process: 7836
Central Heating For Winter 20 Sep 2017
Process: 7713
Review Roles And Responsibilitys 17 Aug 2016
Process: 7845
7.1.4 Environment Of Operations 25 Sep 2017
Process: 45
Responsibility Allocation : Main Server Status 16 Feb 2016

Revision Document ID12303
Date Revision 15 Mar 2013 Reviewed 15 Mar 2013
CPM 21 Fire Exit / Escape Route Procedures
Revision Document ID21892
Date Revision 07 Sep 2017 Reviewed 07 Sep 2017
FIRE Report Premisis
Revision Document ID61402
Date Revision 02 Jun 2021 Reviewed 02 Jun 2021
VM3COP20.35 Ups Calculator
Revision Document ID17149
Date Revision 05 Jul 2016 Reviewed 05 Jul 2016
VM3COP20.07 UPS Procedures
Revision Document ID8722
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
VM3COP03.05 Procedures for customer returning goods on our UPS account number
Revision Document ID17155
Date Revision 05 Jul 2016 Reviewed 05 Jul 2016
Explanation Employee Roles and Titles
Revision Document ID22144
Date Revision 20 Sep 2017 Reviewed 20 Sep 2017
Audit 07 Handling and Storage
Revision Document ID58347
Date Revision 23 Apr 2021 Reviewed 23 Apr 2021
Audit 19 Health and Safety, Working Conditions and Building Fabric Issues
Revision Document ID68045
Date Revision 24 Aug 2021 Reviewed 24 Aug 2021

Process: 48
Responsibility Allocation : Internet 16 Feb 2016
Process: 52
**Software Verification Clear Down Backup Emails 13 Nov 2021
Process: 5903
Responsibility Allocation : Weather Station 02 Mar 2016
Process: 5939
Responsibility Allocation : Email ISP Routing 05 Mar 2016
Process: 7121
Responsibility Allocation : General Computer Maintenance 09 Mar 2016
Process: 7129
Intrastats Cross Reference Database Tables Updates 09 Mar 2016
Process: 7672
Off Site Backup 09 Mar 2016
Process: 7704
Responsibility Allocation : Computer Failure Diagnostics 24 May 2016
Process: 7850
**Software Validation Scan In Correct Product 13 Nov 2021
Process: 7851
**Software Validation Scan Un-QA Product To Order 13 Nov 2021
Process: 7852
**Software Validation Expired Stock 13 Nov 2021
Process: 7853
Software Validation Non Sell Able Shelf 01 Oct 2017
Process: 7854
Software Validation In Production List 01 Oct 2017
Process: 7855
Software Validation - Production Lists 01 Oct 2017
Process: 7856
Software Validation Unchecked Orders 01 Oct 2017
Process: 7857
Software Validation Stock Tracking Check 01 Oct 2017
Process: 7858
Software Validation Attempt To QA Some Stock 01 Oct 2017
Process: 7861
Software Validation Of Training Documents Forced Reading 03 Oct 2017

	Audit 15 Production Revision Document ID59614 Date Revision 11 May 2021 Reviewed 11 May 2021	**Process: 7832** **Cleardown Emailed Invoices 13 Nov 2021 **Process: 7755** Fast Hosts Invoice 08 Dec 2016 **Process: 7739** **Intrastats Amendment Log 13 Nov 2021 **Process: 5853** **Vacuuming Of The Office, Hall And Meeting Room 13 Nov 2021 **Process: 5878** **Empty Office Bins 13 Nov 2021 **Process: 5906** **Empty Paper Bins 13 Nov 2021 **Process: 5910** **Clean Duckets 13 Nov 2021 **Process: 7961** R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply 05 Oct 2020 **Process: 7896** **Tree In Car Park 13 Nov 2021 **Process: 7864** ESD Work Stations 07 Oct 2017 **Process: 46** Responsibility Allocation : Backup Server Status 16 Feb 2016 **Process: 44** Secure Socket Level Certificate 16 Feb 2016 **Process: 49** Responsibility Allocation : Wifi 16 Feb 2016 **Process: 50** Responsibility Allocation : Guest Access Wifi 16 Feb 2016 **Process: 51** Responsibility Allocation : Printers 16 Feb 2016 **Process: 53** Emails 16 Feb 2016
6.4 Work environment and contamination control **Work environment and contamination control**	**Top Level Document: VM3COP27.51 Incoming / Goods in Contamination Control** Revision Document ID74855 **Date Revision 12 Nov 2021 Reviewed 12 Nov 2021	

6.4.1 The organization shall document the requirements for the work environment needed to achieve conformity to product requirements. If the conditions for the work environment can have an adverse effect on product quality, the organization shall document the requirements for the work environment and the procedures to monitor and control the work environment. The organization shall: a) document requirements for health, cleanliness and clothing of personnel if contact between such personnel and the product or work environment could affect medical device safety or performance; b) ensure that all personnel who are required to work temporarily under special environmental conditions within the work environment are competent or supervised by a competent person. NOTE Further information can be found in ISO 14644 and ISO 14698 **Work environment**	**Top Level Document: VOP 16 Health and Safety, Company Personnel Manual** Revision Document ID31032 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 18 Maintenance Building, Fabric and Infrastructure** Revision Document ID31036 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **CPM 15 Disciplinary Procedures** Revision Document ID25502 Date Revision 05 Mar 2018 Reviewed 05 Mar 2018 **CPM 16 Dress Code** Revision Document ID7055 Date Revision 26 Apr 2010 Reviewed 22 Jul 2014 **CPM 25 Health and Safety Policy Viamed** Revision Document ID14332 Date Revision 25 Sep 2014 Reviewed 04 Sep 2017 **CPM 39 Smoking Policy** Revision Document ID6782 Date Revision 15 Feb 2010 Reviewed 15 Feb 2010 **Audit 07 Handling and Storage** Revision Document ID58347 Date Revision 23 Apr 2021 Reviewed 23 Apr 2021 **Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021 **Audit 19 Health and Safety, Working Conditions and Building Fabric Issues**	**Process: 7719** Audit 07 Handling And Storage Viamed 24 Aug 2016 **Process: 7720** Audit 08 Training Viamed 24 Aug 2016 **Process: 7729** Audit 19 Health And Saftey Viamed 24 Aug 2016 **Process: 56** Warehouse Outside Heating Guard 17 Feb 2016 **Process: 5919** **Check Out Side Drain 13 Nov 2021 **Process: 5921** **Clearing Water Downstairs 13 Nov 2021 **Process: 7120** General Maintenance Requirements 09 Mar 2016 **Process: 7742** Boiler Check 26 Sep 2016 **Process: 7756** Carbon Monoxide Alarm 05 Jan 2017 **Process: 7820** North Yorkshire Council Waste Tranfer 15 Jun 2017 **Process: 7821** Controlled Waste Description And Transfer 15 Jun 2017 **Process: 7835** Electrics Need Checking 20 Sep 2017 **Process: 7836** Central Heating For Winter 20 Sep 2017 **Process: 7864** ESD Work Stations 07 Oct 2017 **Process: 7873** On Site Environment Review 18 Oct 2017 **Process: 54** Responsibility Allocation : Gents Toilets 17 Feb 2016 **Process: 5906** **Empty Paper Bins 13 Nov 2021 **Process: 5907** **Hoover Warehouse 13 Nov 2021 **Process: 5908** **Sweep Warehouse 13 Nov 2021 **Process: 5909**

	Revision Document ID68045 Date Revision 24 Aug 2021 Reviewed 24 Aug 2021	**Empty Warehouse Bins 13 Nov 2021 **Process: 5910** **Clean Duckets 13 Nov 2021 **Process: 5911** **Clear Cardboard 13 Nov 2021 **Process: 7698** **Clean Toilets 13 Nov 2021
6.4.2 As appropriate, the organization shall plan and document arrangements for the control of contaminated or potentially contaminated product in order to prevent contamination of the work environment, personnel, or product. For sterile medical devices, the organization shall document requirements for control of contamination with microorganisms or particulate matter and maintain the required cleanliness during assembly or packaging processes. **Contamination control**	**Top Level Document: VM3COP02.01 Exclusions to Viamed ISO13485:2016 boundaries of ISO** Revision Document ID74571 Date Revision 10 Nov 2021 Reviewed 10 Nov 2021 **Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** Revision Document ID75297 **Date Revision 17 Nov 2021 Reviewed 17 Nov 2021 **Top Level Document: VOP 09 Repairs and Servicing** Revision Document ID68239 Date Revision 26 Aug 2021 Reviewed 26 Aug 2021	**Process: 39** Enviromental Policy Document Review 16 Feb 2016 **Process: 7719** Audit 07 Handling And Storage Viamed 24 Aug 2016 **Process: 7714** Audit 01 Picking Packing Viamed 24 Aug 2016 **Process: 7721** Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016

7 Product realization

7 **Product realization**		
7.1 The organization shall plan and develop the processes needed for product realization. Planning of product realization shall be consistent with the requirements of the other processes of the quality management system.	**Top Level Document: VOP 08 Production, Reworks, New Production** Revision Document ID31072 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VM3COP27.11 Performing a Technical File PMS and risk assessment**	**Process: 7732** Audit 22 Post Market Survellance Viamed 24 Aug 2016 **Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016

The organization shall document one or more processes for risk management in product realization. Records of risk management activities shall be maintained (see 4.2.5). In planning product realization, the organization shall determine the following, as appropriate: a) quality objectives and requirements for the product; b) the need to establish processes and documents (see 4.2.4) and to provide resources specific to the product, including infrastructure and work environment; c) required verification, validation, monitoring, measurement, inspection and test, handling, storage, distribution and traceability activities specific to the product together with the criteria for product acceptance; d) records needed to provide evidence that the realization processes and resulting product meet requirements (see 4.2.5). The output of this planning shall be documented in a form suitable for the organization's method of operations. NOTE Further information can be found in ISO 14971. **Planning of product realization**	Revision Document ID75465 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **VM3COP24.00 Viamed Overall Risk Analysis Program** Revision Document ID47771 **Date Revision 12 Nov 2020 Reviewed 12 Nov 2020 **VM3COP27.12 Clinical Evaluation Risk assessment Technical Files** Revision Document ID15453 Date Revision 11 Aug 2015 Reviewed 11 Aug 2015 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **Audit 03 Design Control** Revision Document ID51631 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 07 Handling and Storage** Revision Document ID58347 Date Revision 23 Apr 2021 Reviewed 23 Apr 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
7.2		

Customer-related processes		
7.2.1 The organization shall determine: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization **Determination of requirements related to product**	**Top Level Document: VOP 03 Contract Review, Enquires, Office Processes** Revision Document ID33748 Date Revision 18 Mar 2020 Reviewed 18 Mar 2020 **Audit 22 Post Market Survellance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **Audit 02 Contract Review and Sales Order Processing** Revision Document ID69328 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **VM3COP20.31 Export Order Processing** Revision Document ID22016 Date Revision 15 Sep 2017 Reviewed 15 Sep 2017 **VM3COP03.01 Order Processing Priorities** Revision Document ID20049 Date Revision 15 May 2017 Reviewed 15 May 2017 **VM3COP20.30 UK Order Processing** Revision Document ID47862 Date Revision 13 Nov 2020 Reviewed 13 Nov 2020 **VM3COP03.07 Humanmed Order Checking** Revision Document ID22266 Date Revision 27 Sep 2017 Reviewed 27 Sep 2017 **VM3COP03.08 Humanmed Order Processing** Revision Document ID24775 Date Revision 22 Dec 2017 Reviewed 22 Dec 2017	**Process: 7732** Audit 22 Post Market Survellance Viamed 24 Aug 2016 **Process: 7715** Audit 02 Contract Review Viamed 24 Aug 2016 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 5** Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 7** Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016 **Process: 7734** Responsibility Allocation : Humanmed Order Processing 25 Aug 2016 **Process: 5** Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016 **Process: 7734** Responsibility Allocation : Humanmed Order Processing 25 Aug 2016 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017

VM3COP20.32 Order Checking
Revision Document ID34889
Date Revision 01 Apr 2020 Reviewed 01 Apr 2020
Infant Resuscitation Cabinet - Training Assessment Form
Revision Document ID14334
Date Revision 25 Sep 2014 Reviewed 25 Sep 2014
Oxygen Sensor Training Powerpoint
Revision Document ID15736
Date Revision 24 Sep 2015 Reviewed 25 Oct 2016
Oxygen Sensor Training Video
Revision Document ID15737
Date Revision 24 Sep 2015 Reviewed 24 Sep 2015
Resuscitation Unit and TC400 Training Information Resuscitation Cabinet Training
Revision Document ID4111
Date Revision 09 Jul 2008 Reviewed 09 Jul 2008
Resuscitation Unit Maintenance Therapy Equipment Suction Controller Unit and TC400 Training Information Therapy Workshop Inst.
Revision Document ID4122
Date Revision 09 Jul 2008 Reviewed 09 Jul 2008
Single Use Surgical Training Information certificates
Revision Document ID20220
Date Revision 19 May 2017 Reviewed 19 May 2017
SpO2 800 series Training Information
Revision Document ID12687
Date Revision 02 Jul 2013 Reviewed 02 Jul 2013

TECcare Training Material
Revision Document ID11826
Date Revision 11 Jun 2012 Reviewed 11 Jun 2012
Temperature Probe Training Material
Revision Document ID18169
Date Revision 05 Dec 2016 Reviewed 05 Dec 2016
Tom Thumb Training Information
Revision Document ID7880
Date Revision 07 Mar 2011 Reviewed 07 Mar 2011
Tom Thumb Training Information 2009
Revision Document ID15644
Date Revision 16 Sep 2015 Reviewed 16 Sep 2015
Tom Thumb Training Information Training Manual Training Information
Revision Document ID2973
Date Revision 31 Jan 2008 Reviewed 31 Jan 2008
Tom Thumb Training Information Training V1.1
Revision Document ID15641
Date Revision 16 Sep 2015 Reviewed 16 Sep 2015
Training information Infant Resusitation Unit
Revision Document ID8665
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011
VM-2500 Product Training Materials - Frequently Asked Questions
Revision Document ID6967
Date Revision 17 Mar 2010 Reviewed 17 Mar 2010
VM-2500 Product Training Materials Capnography Product Application Notes

	Revision Document ID6749 Date Revision 08 Feb 2010 Reviewed 08 Feb 2010 **VM-2500 Product Training Materials Capnography Product Presentation MASTER** Revision Document ID6750 Date Revision 08 Feb 2010 Reviewed 08 Feb 2010 **VM-2500 Product Training Materials Mainstream or Sidestream Capnography** Revision Document ID6753 Date Revision 08 Feb 2010 Reviewed 08 Feb 2010 **VM3COP12.01 Viamed Policy on End User Training UK** Revision Document ID23571 Date Revision 28 Oct 2017 Reviewed 28 Oct 2017 **Audit 01 Picking packing** Revision Document ID51629 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 16 Sales and Marketing** Revision Document ID69457 Date Revision 10 Sep 2021 Reviewed 10 Sep 2021	
7.2.2 The organization shall review the requirements related to product. This review shall be conducted prior to the organization's commitment to supply product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that: a) product requirements are defined and	**Top Level Document: VOP 03 Contract Review, Enquires, Office Processes** Revision Document ID33748 Date Revision 18 Mar 2020 Reviewed 18 Mar 2020 **Audit 02 Contract Review and Sales Order Processing** Revision Document ID69328 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **Audit 11 Repairs, Servicing and Returns**	**Process: 7715** Audit 02 Contract Review Viamed 24 Aug 2016 **Process: 7724** Audit 11 Repairs And Service Viamed 24 Aug 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016 **Process: 5871** **Check Sale Or Returns 13 Nov 2021

documented; b) contract or order requirements differing from those previously expressed are resolved; c) applicable regulatory requirements are met; d) any user training identified in accordance with 7.2.1 is available or planned to be available; e) the organization has the ability to meet the defined requirements. Records of the results of the review and actions arising from the review shall be maintained (see 4.2.5). When the customer provides no documented statement of requirement, the customer requirements shall be confirmed by the organization before acceptance. When product requirements are changed, the organization shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements. **Review of requirements related to product**	Revision Document ID64142 Date Revision 02 Jul 2021 Reviewed 02 Jul 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 5872** **Check Sale Or Returns Export 13 Nov 2021
7.2.3 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	**Top Level Document: VOP 03 Contract Review, Enquires, Office Processes** Revision Document ID33748 Date Revision 18 Mar 2020 Reviewed 18 Mar 2020 **Top Level Document: VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** Revision Document ID75475 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **VM3COP27.31 Processing Proforma Invoices and Quotations**	**Process: 2** Answering Telephones 16 Feb 2016 **Process: 7710** Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7726** Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016

applicable regulatory requirements. **Communication**	Revision Document ID69812 Date Revision 15 Sep 2021 Reviewed 15 Sep 2021 **VM3COP20.05 New Orders - How to enter into Opera Viamed** Revision Document ID13695 Date Revision 12 May 2014 Reviewed 12 May 2014 **VM3COP20.32 Order Checking** Revision Document ID34889 Date Revision 01 Apr 2020 Reviewed 01 Apr 2020 **VM3COP20.49 Informing Customers of Price Amends** Revision Document ID18357 Date Revision 05 Jan 2017 Reviewed 05 Jan 2017 **VM3COP20.031 Viamed Repair Procedures Invoicing / customer paperwork** Revision Document ID24753 Date Revision 21 Dec 2017 Reviewed 21 Dec 2017 **VM3COP20.22 Quoting Customer Special prices.** Revision Document ID15613 Date Revision 09 Sep 2015 Reviewed 09 Sep 2015 **VM3COP10.02 Product Recall locate products out in the Field** Revision Document ID74788 Date Revision 12 Nov 2021 Reviewed 12 Nov 2021 **Audit 14 Complaints and Corrective Actions** Revision Document ID41228 Date Revision 03 Aug 2020 Reviewed 03 Aug 2020 **Audit 02 Contract Review and Sales**	**Process: 7715** Audit 02 Contract Review Viamed 24 Aug 2016 **Process: 5943** **Check Cardea And Multiquote 13 Nov 2021 **Process: 7678** **Check Catalog 360 Circle For Quotes And Orders 19 Nov 2021 **Process: 7758** **Check For GHX Orders 13 Nov 2021 **Process: 7760** Send Service Offers 31 Jan 2017 **Process: 7670** Humanmed general Issues 09 Mar 2016 **Process: 7782** Remove Started But Not Used Order Numbers 08 Feb 2017 **Process: 7797** **Check Order Are Being Picked In Priority Order 13 Nov 2021 **Process: 7798** Orders And Items Shipped Per Month 10 May 2017 **Process: 7957** Warehouse Requests 29 May 2020 **Process: 6959** Responsibility Allocation : Sales Forward Orders Review 09 Mar 2016 **Process: 6921** Responsibility Allocation : Customer pricing agreements 09 Mar 2016 **Process: 5876** E.Commerce Cardea And Multiquote 17 Feb 2016 **Process: 7748** **Check Repair Orders 13 Nov 2021 **Process: 7860** Goods Out Picking 03 Oct 2017 **Process: 5** Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016 **Process: 6** Responsibility Allocation : Updating Contact Management System 16 Feb 2016 **Process: 7** Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016

Order Processing
Revision Document ID69328
Date Revision 09 Sep 2021 Reviewed 09 Sep 2021
Audit 16 Sales and Marketing
Revision Document ID69457
Date Revision 10 Sep 2021 Reviewed 10 Sep 2021
Audit 22 Post Market Survellance
Revision Document ID63052
Date Revision 22 Jun 2021 Reviewed 22 Jun 2021
Audit 01 Picking packing
Revision Document ID51629
Date Revision 13 Jan 2021 Reviewed 13 Jan 2021
Audit 04 Accounts and Finance
Revision Document ID63821
Date Revision 30 Jun 2021 Reviewed 30 Jun 2021

Process: 8
Responsibility Allocation : Order And Status Liaison With Customers 16 Feb 2016
Process: 9
Distribution Of Faxes 16 Feb 2016
Process: 10
Distribution Of Emails 16 Feb 2016
Process: 11
Distribution Of Mail 16 Feb 2016
Process: 12
Responsibility Allocation : Sales And Technical Information Processing 16 Feb 2016
Process: 36
**Emailing Of Invoices 13 Nov 2021
Process: 5850
**Purchase Order Log 13 Nov 2021
Process: 5875
**Check Paypal For Orders 13 Nov 2021
Process: 5857
**Customer Service Logs 13 Nov 2021
Process: 5891
Processing Of Repair Quotes And Orders 25 Feb 2016
Process: 5892
Checking EBay And Amazon For Orders And Messages 25 Feb 2016
Process: 5893
Answering Website Questions 25 Feb 2016
Process: 5899
Proforma And Quote Chasing 25 Feb 2016
Process: 5901
**Link Call Log Contacts To The CRM 13 Nov 2021
Process: 5913
**Check For Humanmed Orders In Logistics Mailbox 13 Nov 2021
Process: 6958
Responsibility Allocation : Shipped Order Queries 09 Mar 2016
Process: 7686
Thorough Checking Of Awaiting Action Tray 21 Apr 2016
Process: 7734
Responsibility Allocation : Humanmed Order Processing 25 Aug 2016

		Process: 7735 **Ensure SOR`s Are Followed Up 13 Nov 2021 **Process: 7792** Shipped Order Success Report 13 Mar 2017
7.3 **Design and development**		
7.3.1 The organization shall document procedures for design and development **General**	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control** Revision Document ID51631 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **BSI Technical File Design File Requirements Dosier** Revision Document ID4959 Date Revision 29 Dec 2008 Reviewed 29 Dec 2008 **CE & Design files re-organisation** Revision Document ID9085 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011 **Chart 04 Design and Development** Revision Document ID8678 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 17 Design Repairs** Revision Document ID8690 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Chart 30 System Design Plan**	**Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016

	Revision Document ID8703 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **New Project Design File Content** Revision Document ID9093 Date Revision 18 Oct 2011 Reviewed 18 Oct 2011 **VM3COP16 Design and Design Changes Design requirements** Revision Document ID7396 Date Revision 10 Jan 2011 Reviewed 10 Jan 2011 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
7.3.2 The organization shall plan and control the design and development of product. As appropriate, design and development planning documents shall be maintained and updated as the design and development progresses. During design and development planning, the organization shall document: a) the design and development stages; b) the review(s) needed at each design and development stage; c) the verification, validation, and design transfer activities that are appropriate at each design and development stage; d) the responsibilities and authorities for design and development; e) the methods to ensure traceability of design and development outputs to design and development inputs;	**Top Level Document: VM3COP27.11 Performing a Technical File PMS and risk assessment** Revision Document ID75465 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Top Level Document: VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** Revision Document ID73529 Date Revision 29 Oct 2021 Reviewed 29 Oct 2021 **VM3COP16 Design and Design Changes Design requirements** Revision Document ID7396 Date Revision 10 Jan 2011 Reviewed 10 Jan 2011 **VM3COP27.07 Project Manager**	**Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7720** Audit 08 Training Viamed 24 Aug 2016

f) the resources needed including necessary competence of personnel **Design and development planning**	Revision Document ID12734 Date Revision 11 Jul 2013 Reviewed 11 Jul 2013 **VM3COP27.12 Clinical Evaluation Risk assessment Technical Files** Revision Document ID15453 Date Revision 11 Aug 2015 Reviewed 11 Aug 2015 **Audit 03 Design Control** Revision Document ID51631 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 08 Training, Competence and Human Resources** Revision Document ID70147 Date Revision 20 Sep 2021 Reviewed 20 Sep 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **QC 28B Design Changes** Revision Document ID25508 Date Revision 05 Mar 2018 Reviewed 05 Mar 2018 **Generic CE File Attached to All Assignment of responsibility Risk Management** Revision Document ID7742 Date Revision 02 Mar 2011 Reviewed 02 Mar 2011	
7.3.3 Inputs relating to product requirements shall be determined and records	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632	**Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7722**

maintained (see 4.2.5). These inputs shall include: a) functional, performance, usability and safety requirements, according to the intended use; b) applicable regulatory requirements and standards; c) applicable output(s) of risk management; d) as appropriate, information derived from previous similar designs; e) other requirements essential for design and development of the product and processes. These inputs shall be reviewed for adequacy and approved. Requirements shall be complete, unambiguous, able to be verified or validated, and not in conflict with each other. NOTE Further information can be found in IEC 62366 1. **Design and development inputs**	Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control** Revision Document ID51631 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021	Audit 10 Documentation Control Viamed 24 Aug 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016
7.3.4 Design and development outputs shall: a) meet the input requirements for design and development; b) provide appropriate information for purchasing, production and service provision; c) contain or reference product acceptance criteria; d) specify the characteristics of the product that are essential for its safe and proper use. The outputs of design and development shall be in a form suitable for verification against the design	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control** Revision Document ID51631 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **Audit 12 CE Files** Revision Document ID63815	**Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016

and development inputs and shall be approved prior to release. Records of the design and development outputs shall be maintained (see 4.2.5). **Design and development outputs**	Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
7.3.5 **Design and development review**	**Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
7.3.5 At suitable stages, systematic reviews of design and development shall be performed in accordance with planned and documented arrangements to: a) evaluate the ability of the results of design and development to meet requirements; b) identify and propose necessary actions. Participants in such reviews shall include representatives of functions concerned with the design and development stage being reviewed, as well as other specialist personnel. Records of the results of the reviews and any necessary actions shall be maintained and include the identification of the design under review, the participants involved and the date of the review (see 4.2.5).	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control** Revision Document ID51631 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016
7.3.6 Design and development verification shall be performed in accordance with planned and documented arrangements to ensure that the design and development outputs have met the design and development input requirements.	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Top Level Document: VOP 15 Data and Information Analysis** Revision Document ID31056	

The organization shall document verification plans that include methods, acceptance criteria and, as appropriate, statistical techniques with rationale for sample size. If the intended use requires that the medical device be connected to, or have an interface with, other medical device(s), verification shall include confirmation that the design outputs meet design inputs when so connected or interfaced. Records of the results and conclusions of the verification and necessary actions shall be maintained (see 4.2.4 and 4.2.5). **Design and development verification**	Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Audit 03 Design Control** Revision Document ID51631 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
7.3.7 **Design and development validation**	**Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **QC 30b Project Verification & Validation Summary Master** Revision Document ID25482 Date Revision 01 Mar 2018 Reviewed 01 Mar 2018	
7.3.7 Design and development validation shall be performed in accordance with planned and documented arrangements to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use. The organization shall document validation plans that include methods, acceptance criteria, and, as appropriate, statistical techniques with	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Top Level Document: VOP 15 Data and Information Analysis** Revision Document ID31056 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Audit 03 Design Control** Revision Document ID51631	**Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016

rationale for sample size. Design validation shall be conducted on representative product. Representative product includes initial production units, batches or their equivalents. The rationale for the choice of product used for validation shall be recorded (see 4.2.5). As part of design and development validation, the organization shall perform clinical evaluations or performance evaluations of the medical device in accordance with applicable regulatory requirements. A medical device used for clinical evaluation or performance evaluation is not considered to be released for use to the customer. If the intended use requires that the medical device be connected to, or have an interface with, other medical device(s), validation shall include confirmation that the requirements for the specified application or intended use have been met when so connected or interfaced. Validation shall be completed prior to release for use of the product to the customer. Records of the results and conclusion of validation and necessary actions shall be maintained (see 4.2.4 and 4.2.5).	Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
7.3.8 The organization shall document procedures for transfer of design and development outputs to manufacturing. These procedures shall ensure that design and development	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control**	**Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016

outputs are verified as suitable for manufacturing before becoming final production specifications and that production capability can meet product requirements. Results and conclusions of the transfer shall be recorded (see 4.2.5). **Design and development transfer**	Revision Document ID51631 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
7.3.9 The organization shall document procedures to control design and development changes. The organization shall determine the significance of the change to function, performance, usability, safety and applicable regulatory requirements for the medical device and its intended use. Design and development changes shall be identified. Before implementation, the changes shall be: a) reviewed; b) verified; c) validated, as appropriate; d) approved. The review of design and development changes shall include evaluation of the effect of the changes on constituent parts and product in process or already delivered, inputs or outputs of risk management and product realization processes. Records of changes, their review and any necessary actions shall be maintained (see 4.2.5). **Control of design and development changes**	**Top Level Document: VOP 17 Design Research and Development** Revision Document ID25632 Date Revision 19 Mar 2018 Reviewed 19 Mar 2018 **Audit 03 Design Control** Revision Document ID51631 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **QC 28B Design Changes** Revision Document ID25508 Date Revision 05 Mar 2018 Reviewed 05 Mar 2018	**Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7726** Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016
7.3.10 The organization shall maintain a design and development file for each medical	**Audit 03 Design Control** Revision Document ID51631 Date Revision 13 Jan 2021 Reviewed 13	**Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016

device type or medical device family. This file shall include or reference records generated to demonstrate conformity to the requirements for design and development and records for design and development changes. **Design and development files**	Jan 2021 **Audit 12 CE Files** Revision Document ID63815 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016
7.4 **Purchasing**	**DO NOT USE VM3COP04 Purchasing / suppliers** Revision Document ID15473 Date Revision 14 Aug 2015 Reviewed 14 Aug 2015 **VM3COP20.29 Checking the Purchase Order Log** Revision Document ID73132 Date Revision 25 Oct 2021 Reviewed 25 Oct 2021 **VM3COP27.34 Sending Purchase Orders to Suppliers** Revision Document ID17070 Date Revision 22 Jun 2016 Reviewed 22 Jun 2016 **VM3COP04.01 QC06 Supplier Questionnaire ISO Questionnaire Viamed Blank** Revision Document ID21304 Date Revision 06 Aug 2017 Reviewed 06 Aug 2017	**Process: 5850** **Purchase Order Log 13 Nov 2021 **Process: 7707** Send Purchase Orders To Suppliers 13 Jun 2016
7.4.1 The organization shall document procedures (see 4.2.4) to ensure that purchased product conforms to specified purchasing information. The organization shall establish criteria for the evaluation and selection of suppliers. The criteria shall be: a) based on the supplier's ability to provide product that meets the	**Top Level Document: VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns** Revision Document ID70881 Date Revision 28 Sep 2021 Reviewed 28 Sep 2021 **Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** Revision Document ID75297	**Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 **Process: 7725** Audit 12 CE Files Viamed 24 Aug 2016 **Process: 5855** **Purchase Order Requirements Teledyne 13 Nov 2021

organizations' requirements; b) based on the performance of the supplier; c) based on the effect of the purchased product on the quality of the medical device; d) proportionate to the risk associated with the medical device. The organization shall plan the monitoring and re-evaluation of suppliers. Supplier performance in meeting requirements for the purchased product shall be monitored. The results of the monitoring shall provide an input into the supplier re-evaluation process. Non-fulfilment of purchasing requirements shall be addressed with the supplier proportionate to the risk associated with the purchased product and compliance with applicable regulatory requirements. Records of the results of evaluation, selection, monitoring and re-evaluation of supplier capability or performance and any necessary actions arising from these activities shall be maintained (see 4.2.5). **Purchasing process**	**Date Revision 17 Nov 2021 Reviewed 17 Nov 2021 **Audit 05 Purchasing suppliers** Revision Document ID69314 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021	
7.4.2 Purchasing information shall describe or reference the product to be purchased, including as appropriate: a) product specifications; b) requirements for product acceptance, procedures, processes and equipment; c) requirements for qualification of supplier personnel; d) quality management system	**Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** Revision Document ID75297 **Date Revision 17 Nov 2021 Reviewed 17 Nov 2021 **Top Level Document: VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns** Revision Document ID70881	**Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 **Process: 6821** Responsibility Allocation : VIAMED Management Meeting Supplier Review 09 Mar 2016 **Process: 6831** Responsibility Allocation : VIAMED Management Meeting Supplier Review - Min / Max - Re-Orders 09 Mar 2016 **Process: 28** Supplier Review 16 Feb 2016

requirements. The organization shall ensure the adequacy of specified purchasing requirements prior to their communication to the supplier. Purchasing information shall include, as applicable, a written agreement that the supplier notify the organization of changes in the purchased product prior to implementation of any changes that affect the ability of the purchased product to meet specified purchase requirements. To the extent required for traceability given in 7.5.9, the organization shall maintain relevant purchasing information in the form of documents (see 4.2.4) and records (see 4.2.5). **Purchasing information**	Date Revision 28 Sep 2021 Reviewed 28 Sep 2021 **Audit 05 Purchasing suppliers** Revision Document ID69314 Date Revision 09 Sep 2021 Reviewed 09 Sep 2021 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021	**Process: 5868** **Return Goods To Suppliers 13 Nov 2021 **Process: 6829** **Supplier Review - Outstanding orders 13 Nov 2021 **Process: 6832** **Supplier Review Future orders 13 Nov 2021 **Process: 7679** **Check Stock Requirements Supplier Teledyne 13 Nov 2021 **Process: 7680** **Check Stock Requirements Supplier Envitec 13 Nov 2021 **Process: 7681** **Check Stock Requirements Supplier Posey 13 Nov 2021 **Process: 7682** **Check Stock Requirements Supplier Bluepoint 13 Nov 2021 **Process: 7683** **Check Stock For Proforma 13 Nov 2021 **Process: 7784** **Check Returns Supplier Envitec 13 Nov 2021 **Process: 7785** **Check Returns Supplier Teledyne 13 Nov 2021 **Process: 7786** **Check Returns Supplier Maxtec 13 Nov 2021 **Process: 7787** Check Returns All Supplier 15 Feb 2017 **Process: 7826** Goods In Processes 06 Sep 2017 **Process: 7923** Review Of Credits Received From Suppliers 08 Jan 2019 **Process: 6819** **Supplier Payments and Invoice processing 13 Nov 2021 **Process: 7882** Purchase Payments 23 Oct 2017 **Process: 7933** Purchasing Invoice Processing 22 Mar 2019
7.4.3 The organization shall establish and implement the inspection or other activities necessary for ensuring that purchased product meets specified	**Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** Revision Document ID31076 Date Revision 30 Sep 2019 Reviewed 30	**Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 **Process: 7721** Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016

purchasing requirements. The extent of verification activities shall be based on the supplier evaluation results and proportionate to the risks associated with the purchased product. When the organization becomes aware of any changes to the purchased product, the organization shall determine whether these changes affect the product realization process or the medical device. When the organization or its customer intends to perform verification at the supplier's premises, the organization shall state the intended verification activities and method of product release in the purchasing information. Records of the verification shall be maintained (see 4.2.5). **Verification of purchased product**	Sep 2019 **Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock** Revision Document ID53615 Date Revision 11 Feb 2021 Reviewed 11 Feb 2021 **Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** Revision Document ID75297 **Date Revision 17 Nov 2021 Reviewed 17 Nov 2021 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021	
7.5 **Production and service provision**		
7.5.1 Production and service provision shall be planned, carried out, monitored and controlled to ensure that product conforms to specification. As appropriate, production controls shall include but are not limited to: a) documentation of procedures and methods for the control of production (see 4.2.4); b) qualification of infrastructure; c) implementation of monitoring and measurement of process parameters and product characteristics;	**Top Level Document: VOP 22 Picking and Packing Dispatch and Goods Out** Revision Document ID31048 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** Revision Document ID31076 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock**	**Process: 7714** Audit 01 Picking Packing Viamed 24 Aug 2016 **Process: 7719** Audit 07 Handling And Storage Viamed 24 Aug 2016 **Process: 7725** Audit 12 CE Files Viamed 24 Aug 2016 **Process: 7727** Audit 15 Production Viamed 24 Aug 2016 **Process: 7673** **Check Expiry Dated Stock 13 Nov 2021 **Process: 6850** **Current Stock Levels 13 Nov 2021 **Process: 6838** Opera Negative Stock 09 Mar 2016

d) availability and use of monitoring and measuring equipment; e) implementation of defined operations for labelling and packaging; f) implementation of product release, delivery and post-delivery activities. The organization shall establish and maintain a record (see 4.2.5) for each medical device or batch of medical devices that provides traceability to the extent specified in 7.5.9 and identifies the amount manufactured and amount approved for distribution. The record shall be verified and approved. **Control of production and service provision**	Revision Document ID53615 Date Revision 11 Feb 2021 Reviewed 11 Feb 2021 **Top Level Document: VOP 08 Production, Reworks, New Production** Revision Document ID31072 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** Revision Document ID75297 **Date Revision 17 Nov 2021 Reviewed 17 Nov 2021 **VM3COP20.37 Generating a New Service Visit** Revision Document ID17116 Date Revision 28 Jun 2016 Reviewed 28 Jun 2016 **Audit 06 Calibration** Revision Document ID63048 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **Audit 01 Picking packing** Revision Document ID51629 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 07 Handling and Storage** Revision Document ID58347 Date Revision 23 Apr 2021 Reviewed 23 Apr 2021 **Audit 15 Production** Revision Document ID59614 Date Revision 11 May 2021 Reviewed 11 May 2021 **Audit 24 Service Logs** Revision Document ID68263 Date Revision 26 Aug 2021 Reviewed 26 Aug 2021	**Process: 5858** **Opera Stock Adjustments 13 Nov 2021 **Process: 5935** **Stock Allocations 13 Nov 2021 **Process: 6945** Missing Stock or Adjustments 09 Mar 2016 **Process: 6955** Production Requirements 09 Mar 2016 **Process: 7689** **Move Stock From QA Shelf To Stock Shelf Monday 13 Nov 2021 **Process: 7694** **Move Stock From QA Shelf To Stock Shelf Tuesday 13 Nov 2021 **Process: 7695** **Top Up Quick Shipping Shelves 13 Nov 2021

	Audit 09 Goods Inward and Product Identity Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021	
7.5.2 The organization shall document requirements for cleanliness of product or contamination control of product if: a) product is cleaned by the organization prior to sterilization or its use; b) product is supplied non-sterile and is to be subjected to a cleaning process prior to sterilization or its use; c) product cannot be cleaned prior to sterilization or its use, and its cleanliness is of significance in use; d) product is supplied to be used non-sterile, and its cleanliness is of significance in use; e) process agents are to be removed from product during manufacture. If product is cleaned in accordance with a) or b) above, the requirements contained in 6.4.1 do not apply prior to the cleaning process. **Cleanliness of product**	**Top Level Document: VM3COP02.01 Exclusions to Viamed ISO13485:2016 boundaries of ISO** Revision Document ID74571 Date Revision 10 Nov 2021 Reviewed 10 Nov 2021 **Audit 07 Handling and Storage** Revision Document ID58347 Date Revision 23 Apr 2021 Reviewed 23 Apr 2021	**Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 **Process: 7719** Audit 07 Handling And Storage Viamed 24 Aug 2016
7.5.3 The organization shall document requirements for medical device installation and acceptance criteria for verification of installation, as appropriate. If the agreed customer requirements allow installation of the medical device to be performed by an	**Resuscitation Unit and TC400 Maintenance TC400 Installation Instructions** Revision Document ID8155 Date Revision 24 Mar 2011 Reviewed 24 Mar 2011 **Resuscitation Unit Instructions for Use / Installation Ceratherm v3.01 Resuscitation Unit and TC400**	**Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016

external party other than the organization or its supplier, the organization shall provide documented requirements for medical device installation and verification of installation. Records of medical device installation and verification of installation performed by the organization or its supplier shall be maintained (see 4.2.5). **Installation activities**	**Maintenance** Revision Document ID8178 Date Revision 24 Mar 2011 Reviewed 24 Mar 2011 **Resuscitation Unit Instructions for Use / User Manual Nufer Wall Mount Installation** Revision Document ID1312 Date Revision 19 Mar 2007 Reviewed 19 Mar 2007 **VM3COP51.20 Resuscitation Cabinet Installation Instructions** Revision Document ID18221 Date Revision 12 Dec 2016 Reviewed 12 Dec 2016 **Audit 24 Service Logs** Revision Document ID68263 Date Revision 26 Aug 2021 Reviewed 26 Aug 2021	
7.5.4 If servicing of the medical device is a specified requirement, the organization shall document servicing procedures, reference materials, and reference measurements, as necessary, for performing servicing activities and verifying that product requirements are met. The organization shall analyse records of servicing activities carried out by the organization or its supplier: a) to determine if the information is to be handled as a complaint; b) as appropriate, for input to the improvement process. Records of servicing activities carried out by the organization or its supplier shall be	**Top Level Document: VM3COP50.13 Quality Control Tom Thumb** Revision Document ID31154 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 09 Repairs and Servicing** Revision Document ID68239 Date Revision 26 Aug 2021 Reviewed 26 Aug 2021 **VM3COP20.27 Annual Services for Resuscitation Cabinets** Revision Document ID24509 Date Revision 06 Dec 2017 Reviewed 06 Dec 2017 **VM3COP20.37 Generating a New Service Visit** Revision Document ID17116 Date Revision 28 Jun 2016 Reviewed 28 Jun 2016	**Process: 5857** **Customer Service Logs 13 Nov 2021 **Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016

maintained (see 4.2.5). **Servicing activities**	**VM3COP50.12 Quality Control / Service Checks Tom Thumb** Revision Document ID15367 Date Revision 05 Aug 2015 Reviewed 05 Aug 2015 **Audit 24 Service Logs** Revision Document ID68263 Date Revision 26 Aug 2021 Reviewed 26 Aug 2021 **Audit 11 Repairs, Servicing and Returns** Revision Document ID64142 Date Revision 02 Jul 2021 Reviewed 02 Jul 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **Audit 14 Complaints and Corrective Actions** Revision Document ID41228 Date Revision 03 Aug 2020 Reviewed 03 Aug 2020	
7.5.5 The organization shall maintain records of the sterilization process parameters used for each sterilization batch (see 4.2.5). Sterilization records shall be traceable to each production batch of medical devices. **Particular requirements for sterile medical devices**	**Top Level Document: VM3COP02.01 Exclusions to Viamed ISO13485:2016 boundaries of ISO** Revision Document ID74571 Date Revision 10 Nov 2021 Reviewed 10 Nov 2021	**Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016 **Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016
7.5.6 The organization shall validate any processes for production and service provision where the resulting output cannot be or is not verified by subsequent monitoring or measurement and, as a consequence,	**Top Level Document: VOP 27 Software Validation** Revision Document ID31064 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 15 Data and Information Analysis**	**Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 7870** Software Validation Non Conformance Product Risk Feedback Loop 15 Oct 2017 **Process: 7879** **Software Validation Scheduled Tasks And Audits 13 Nov 2021

deficiencies become apparent only after the product is in use or the service has been delivered.
Validation shall demonstrate the ability of these processes to achieve planned results consistently.
The organization shall document procedures for validation of processes including:
a) defined criteria for review and approval of the processes;
b) equipment qualification and qualification of personnel;
c) use of specific methods, procedures and acceptance criteria;
d) as appropriate, statistical techniques with rationale for sample sizes
e) requirements for records (see 4.2.5);
f) revalidation, including criteria for revalidation;
g) approval of changes to the processes.
The organization shall document procedures for the validation of the application of computer software used in production and service provision. Such software applications shall be validated prior to initial use and, as appropriate, after changes to such software or its application. The specific approach and activities associated with software validation and revalidation shall be proportionate to the risk associated with the use of the software including the effect on the ability of the product to conform to specifications.
Records of the results and conclusion of validation and necessary actions from the

Revision Document ID31056
Date Revision 30 Sep 2019 Reviewed 30 Sep 2019
VM3COP18 Post Market Surveilance
Revision Document ID75541
**Date Revision 19 Nov 2021 Reviewed 19 Nov 2021
Audit 03 Design Control
Revision Document ID51631
Date Revision 13 Jan 2021 Reviewed 13 Jan 2021
Audit 24 Service Logs
Revision Document ID68263
Date Revision 26 Aug 2021 Reviewed 26 Aug 2021
Audit 11 Repairs, Servicing and Returns
Revision Document ID64142
Date Revision 02 Jul 2021 Reviewed 02 Jul 2021
Audit 10 Documentation Control
Revision Document ID63807
Date Revision 30 Jun 2021 Reviewed 30 Jun 2021

Process: 7850
**Software Validation Scan In Correct Product 13 Nov 2021
Process: 7851
**Software Validation Scan Un-QA Product To Order 13 Nov 2021
Process: 7852
**Software Validation Expired Stock 13 Nov 2021
Process: 7853
Software Validation Non Sell Able Shelf 01 Oct 2017
Process: 7854
Software Validation In Production List 01 Oct 2017
Process: 7855
Software Validation - Production Lists 01 Oct 2017
Process: 7856
Software Validation Unchecked Orders 01 Oct 2017
Process: 7857
Software Validation Stock Tracking Check 01 Oct 2017
Process: 7858
Software Validation Attempt To QA Some Stock 01 Oct 2017
Process: 7861
Software Validation Of Training Documents Forced Reading 03 Oct 2017
Process: 7865
Software Validation Conflicting Audits 07 Oct 2017
Process: 7875
Software Validation Document Control 20 Oct 2017
Process: 7880
Software Validation Out Of Date Documents 22 Oct 2017
Process: 7881
**Software Validation - Live Orders 13 Nov 2021

validation shall be maintained (see 4.2.4 and 4.2.5). **Validation of processes for production and service provision**		
7.5.7 The organization shall document procedures (see 4.2.4) for the validation of processes for sterilization and sterile barrier systems. Processes for sterilization and sterile barrier systems shall be validated prior to implementation and following product or process changes, as appropriate. Records of the results and, conclusion of validation and necessary actions from the validation shall be maintained (see 4.2.4 and 4.2.5). NOTE Further information can be found in ISO 11607-1 and ISO 11607-2. **Particular requirements for validation of processes for sterilization and sterile barrier systems**	**Top Level Document: VM3COP02.01 Exclusions to Viamed ISO13485:2016 boundaries of ISO** Revision Document ID74571 Date Revision 10 Nov 2021 Reviewed 10 Nov 2021	
7.5.8 The organization shall document procedures for product identification and identify product by suitable means throughout product realization. The organization shall identify product status with respect to monitoring and measurement requirements throughout product realization. Identification of product status shall be maintained throughout production, storage, installation and servicing of product to ensure that only product that has passed the required inspections and	**Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** Revision Document ID31076 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** Revision Document ID75297 **Date Revision 17 Nov 2021 Reviewed 17 Nov 2021 **Audit 07 Handling and Storage** Revision Document ID58347 Date Revision 23 Apr 2021 Reviewed 23	

tests or released under an authorized concession is dispatched, used or installed. If required by applicable regulatory requirements, the organization shall document a system to assign unique device identification to the medical device. The organization shall document procedures to ensure that medical devices returned to the organization are identified and distinguished from conforming product. **Identification**	Apr 2021 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021 **Audit 11 Repairs, Servicing and Returns** Revision Document ID64142 Date Revision 02 Jul 2021 Reviewed 02 Jul 2021	
7.5.9 **Traceability**	**VM3COP14.01 Disposition of Documents / Records.** Revision Document ID15464 Date Revision 14 Aug 2015 Reviewed 14 Aug 2015	
7.5.9.1 The organization shall document procedures for traceability. These procedures shall define the extent of traceability in accordance with applicable regulatory requirements and the records to be maintained (see 4.2.5). **General**	**VM3COP14.01 Disposition of Documents / Records.** Revision Document ID15464 Date Revision 14 Aug 2015 Reviewed 14 Aug 2015 **VM3COP23.00 EAN13 Barcodes to Stock and the Online Databases** Revision Document ID69580 Date Revision 13 Sep 2021 Reviewed 13 Sep 2021 **Audit 07 Handling and Storage** Revision Document ID58347 Date Revision 23 Apr 2021 Reviewed 23 Apr 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	
7.5.9.2	**Top Level Document: VM3COP02.01**	

The records required for traceability shall include records of components, materials, and conditions for the work environment used, if these could cause the medical device not to satisfy its specified safety and performance requirements. The organization shall require that suppliers of distribution services or distributors maintain records of the distribution of medical devices to allow traceability and that these records are available for inspection. Records of the name and address of the shipping package consignee shall be maintained (see 4.2.5). **Particular requirements for implantable medical devices**	**Exclusions to Viamed ISO13485:2016 boundaries of ISO** Revision Document ID74571 Date Revision 10 Nov 2021 Reviewed 10 Nov 2021	
7.5.10 The organization shall identify, verify, protect, and safeguard customer property provided for use or incorporation into the product while it is under the organization**?**s control or being used by the organization. If any customer property is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer and maintain records (see 4.2.5). **Customer property**	**Top Level Document: VOP 09 Repairs and Servicing** Revision Document ID68239 Date Revision 26 Aug 2021 Reviewed 26 Aug 2021 **DO NOT USE VM3COP09 Repairs** Revision Document ID8712 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **VM3COP20.03 Repair Procedures Goods in** Revision Document ID13703 Date Revision 13 May 2014 Reviewed 13 May 2014 **VM3COP20.031 Viamed Repair Procedures Invoicing / customer paperwork** Revision Document ID24753 Date Revision 21 Dec 2017 Reviewed 21 Dec 2017 **VM3COP20.47 Collecting Repair**	**Process: 7684** Repairs Ready For Quote 18 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 5891** Processing Of Repair Quotes And Orders 25 Feb 2016 **Process: 7693** **Collect Repair Filing From Warehouse 13 Nov 2021 **Process: 7863** Maintain Repair Codes List 05 Oct 2017 **Process: 6847** Responsibility Allocation : Quarantine Repairs 09 Mar 2016 **Process: 6862** **Current Repairs 13 Nov 2021 **Process: 7674** **Check Repairs Ready For Invoice List 13 Nov 2021 **Process: 7897** Daily O2 Sensors Returns 04 Jan 2018 **Process: 7944** Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST 09 Oct 2019

	Paperwork Revision Document ID17485 Date Revision 15 Sep 2016 Reviewed 15 Sep 2016 **Audit 07 Handling and Storage** Revision Document ID58347 Date Revision 23 Apr 2021 Reviewed 23 Apr 2021 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021 **Audit 11 Repairs, Servicing and Returns** Revision Document ID64142 Date Revision 02 Jul 2021 Reviewed 02 Jul 2021	**Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7748** **Check Repair Orders 13 Nov 2021 **Process: 7749** Check Repair Quotes 10 Oct 2016 **Process: 7752** **SRS Folder 13 Nov 2021
7.5.11 The organization shall document procedures for preserving the conformity of product to requirements during processing, storage, handling, and distribution. Preservation shall apply to the constituent parts of a medical device. The organization shall protect product from alteration, contamination or damage when exposed to expected conditions and hazards during processing, storage, handling, and distribution by: a) designing and constructing suitable packaging and shipping containers; b) documenting requirements for special conditions needed if packaging alone cannot provide preservation. If special conditions are required, they	**Top Level Document: VOP 09 Repairs and Servicing** Revision Document ID68239 Date Revision 26 Aug 2021 Reviewed 26 Aug 2021 **Top Level Document: VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** Revision Document ID31076 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** Revision Document ID75297 **Date Revision 17 Nov 2021 Reviewed 17 Nov 2021 **VM3COP20.03 Repair Procedures Goods in** Revision Document ID13703 Date Revision 13 May 2014 Reviewed 13 May 2014	**Process: 7684** Repairs Ready For Quote 18 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 5891** Processing Of Repair Quotes And Orders 25 Feb 2016 **Process: 7673** **Check Expiry Dated Stock 13 Nov 2021

shall be controlled and recorded (see 4.2.5). **Preservation of product**	**VM3COP20.031 Viamed Repair Procedures Invoicing / customer paperwork** Revision Document ID24753 Date Revision 21 Dec 2017 Reviewed 21 Dec 2017 **Audit 01 Picking packing** Revision Document ID51629 Date Revision 13 Jan 2021 Reviewed 13 Jan 2021 **Audit 07 Handling and Storage** Revision Document ID58347 Date Revision 23 Apr 2021 Reviewed 23 Apr 2021	
7.6 The organization shall determine the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements. The organization shall document procedures to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements. As necessary to ensure valid results, measuring equipment shall: a) be calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards: when no such standards exist, the basis used for calibration or verification shall be recorded (see 4.2.5);	**Top Level Document: VOP 06 Measurement Control Viamed VST, Calibration, QA Stock** Revision Document ID53615 Date Revision 11 Feb 2021 Reviewed 11 Feb 2021 **DO NOT USE VM3COP11 Calibration** Revision Document ID8713 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Explanation Control of documents** Revision Document ID21322 Date Revision 06 Aug 2017 Reviewed 06 Aug 2017 **Audit 06 Calibration** Revision Document ID63048 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021	**Process: 7048** ** Control of monitoring and measuring devices 13 Nov 2021

b) be adjusted or re-adjusted as necessary: such adjustments or re-adjustments shall be recorded (see 4.2.5);
c) have identification in order to determine its calibration status;
d) be safeguarded from adjustments that would invalidate the measurement result;
e) be protected from damage and deterioration during handling, maintenance and storage.
The organization shall perform calibration or verification in accordance with documented procedures.
In addition, the organization shall assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. The organization shall take appropriate action in regard to the equipment and any product affected.
Records of the results of calibration and verification shall be maintained (see 4.2.5).
The organization shall document procedures for the validation of the application of computer software used for the monitoring and measurement of requirements. Such software applications shall be validated prior to initial use and, as appropriate, after changes to such software or its application.
The specific approach and activities associated with software validation and revalidation shall be proportionate to the risk associated with the use of the software including the effect on the ability of

the product to conform to specifications. Records of the results and conclusion of validation and necessary actions from the validation shall be maintained (see 4.2.4 and 4.2.5). NOTE Further information can be found in ISO 10012. **Control of monitoring and measuring equipment**		

8 Measurement, analysis and improvement

8 **Measurement, analysis and improvement**		
8.1 The organization shall plan and implement the monitoring, measurement, analysis and improvement processes needed to: a) demonstrate conformity of product; b) ensure conformity of the quality management system; c) maintain the effectiveness of the quality management system. This shall include determination of appropriate methods, including statistical techniques, and the extent of their use. **General**	**Top Level Document: VM3COP27.11 Performing a Technical File PMS and risk assessment** Revision Document ID75465 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews and Analysis Data** Revision Document ID75461 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 15 Data and Information Analysis** Revision Document ID31056 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **Audit 22 Post Market Surveillance** Revision Document ID63052	**Process: 7714** Audit 01 Picking Packing Viamed 24 Aug 2016 **Process: 7715** Audit 02 Contract Review Viamed 24 Aug 2016 **Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 **Process: 7718** Audit 06 Calibration Viamed 24 Aug 2016 **Process: 7720** Audit 08 Training Viamed 24 Aug 2016 **Process: 7719** Audit 07 Handling And Storage Viamed 24 Aug 2016 **Process: 7721** Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016 **Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016 **Process: 7724** Audit 11 Repairs And Service Viamed 24 Aug 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7725** Audit 12 CE Files Viamed 24 Aug 2016

Date Revision 22 Jun 2021 Reviewed 22 Jun 2021
Audit 23 Analysis of Data
Revision Document ID67997
Date Revision 23 Aug 2021 Reviewed 23 Aug 2021
DO NOT USE VM3COP13 Audits
Revision Document ID8715
Date Revision 12 Oct 2011 Reviewed 12 Oct 2011

Process: 7726
Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016
Process: 7727
Audit 15 Production Viamed 24 Aug 2016
Process: 7728
Audit 17 Internal Audits Viamed 24 Aug 2016
Process: 7729
Audit 19 Health And Saftey Viamed 24 Aug 2016
Process: 7730
Audit 20 Process Verification To Managment Viamed 24 Aug 2016
Process: 7731
Audit 21 Audit Of Audit Viamed 24 Aug 2016
Process: 7732
Audit 22 Post Market Survellance Viamed 24 Aug 2016
Process: 7733
Audit 23 Analysis Of Data Viamed 24 Aug 2016
Process: 7834
Financial Review 20 Sep 2017
Process: 7862
Review The Audit Calender Screen 04 Oct 2017
Process: 27
**Management Reviews And Quality Audits 15 Nov 2021
Process: 5877
Review Company Data 17 Feb 2016
Process: 7070
Management Review 09 Mar 2016
Process: 7830
Review Q.A. Failures Report 18 Sep 2017
Process: 7837
Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017
Process: 7838
Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017
Process: 7839
Review VIAMED Feedback - Customer Complaints 23 Sep 2017
Process: 7840
Review VST Feedback - Customer Feedback Negative 23 Sep 2017
Process: 7841

		Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7842** Review VIAMED Product Feedback Negative 23 Sep 2017 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7848** Review ISO Scopes 27 Sep 2017 **Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 7871** Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017 **Process: 7874** Review For Latest Version Med Dev 2.12. 18 Oct 2017 **Process: 7876** Maintain Update Of ISO Route Maps 21 Oct 2017 **Process: 7878** Review Possible Upcoming Regulation Changes 22 Oct 2017
8.2 **Monitoring and measurement**		
8.2.1 As one of the measurements of the effectiveness of the quality management system, the organization shall gather and monitor information relating to whether the organization has met customer requirements. The methods for obtaining and using this information shall be documented. The organization shall document procedures for the feedback process. This feedback process shall include provisions to gather data from production as well as post-production activities. The information gathered in the feedback process shall serve as potential input into	**Top Level Document: VM3COP27.11 Performing a Technical File PMS and risk assessment** Revision Document ID75465 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews and Analysis Data** Revision Document ID75461 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Management Review** Revision Document ID30851 Date Revision 18 Sep 2019 Reviewed 18 Sep 2019 **Management reviews**	**Process: 7877** **Disaster Planning 13 Nov 2021 **Process: 5877** Review Company Data 17 Feb 2016

risk management for monitoring and maintaining the product requirements as well as the product realization or improvement processes. If applicable regulatory requirements require the organization to gain specific experience from postproduction activities, the review of this experience shall form part of the feedback process. **Feedback**	Revision Document ID19801 Date Revision 05 May 2017 Reviewed 05 May 2017 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **Audit 14 Complaints and Corrective Actions** Revision Document ID41228 Date Revision 03 Aug 2020 Reviewed 03 Aug 2020	
8.2.2 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 action resulting from the complaint handling process shall be documented.	**Top Level Document: VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** Revision Document ID75475 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd** Revision Document ID31052 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Audit 14 Complaints and Corrective Actions** Revision Document ID41228 Date Revision 03 Aug 2020 Reviewed 03 Aug 2020	**Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7743** Customer Complaints Paper File 26 Sep 2016

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). **Complaint handling**		
8.2.3 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). **Reporting to regulatory authorities**	**Top Level Document: VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** Revision Document ID75475 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 14 Complaints and Corrective Actions** Revision Document ID41228 Date Revision 03 Aug 2020 Reviewed 03 Aug 2020 **MHRA Correspondence / RG2 Devices list** Revision Document ID14763 Date Revision 12 Feb 2015 Reviewed 12 Feb 2015 **MHRA Appendix A / Appendix B Class 1 Device Codes** Revision Document ID4798 Date Revision 24 Oct 2008 Reviewed 24 Oct 2008 **CE Guidance 19 Own Brand MHRA position obl** Revision Document ID3656 Date Revision 29 Apr 2008 Reviewed 29 Apr 2008	**Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7743** Customer Complaints Paper File 26 Sep 2016
8.2.4 The organization shall conduct internal audits at planned intervals to determine	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews and Analysis**	**Process: 7714** Audit 01 Picking Packing Viamed 24 Aug 2016 **Process: 7715**

whether the quality
management system:
a) conforms to planned and documented
arrangements, requirements of this
International Standard,
quality management system requirements
established by the organization, and
applicable
regulatory requirements;
b) is effectively implemented and
maintained.
The organization shall document a
procedure to describe the responsibilities
and requirements for
planning and conducting audits and
recording and reporting audit results.
An audit program shall be planned, taking
into consideration the status and
importance of the processes
and area to be audited, as well as the
results of previous audits. The audit
criteria, scope, interval and
methods shall be defined and recorded (see
4.2.5). The selection of auditors and
conduct of audits shall
ensure objectivity and impartiality of the
audit process. Auditors shall not audit their
own work.
Records of the audits and their results,
including identification of the processes
and areas audited and
the conclusions, shall be maintained (see
4.2.5).
The management responsible for the area
being audited shall ensure that any
necessary corrections
and corrective actions are taken without
undue delay to eliminate detected
nonconformities and their

Data
Revision Document ID75461
**Date Revision 18 Nov 2021 Reviewed 18 Nov 2021
Audit 01 Picking packing
Revision Document ID51629
Date Revision 13 Jan 2021 Reviewed 13 Jan 2021
Audit 02 Contract Review and Sales Order Processing
Revision Document ID69328
Date Revision 09 Sep 2021 Reviewed 09 Sep 2021
Audit 06 Calibration
Revision Document ID63048
Date Revision 22 Jun 2021 Reviewed 22 Jun 2021
Audit 08 Training, Competence and Human Resources
Revision Document ID70147
Date Revision 20 Sep 2021 Reviewed 20 Sep 2021
Audit 09 Goods Inward and Product Identity
Revision Document ID55437
Date Revision 12 Mar 2021 Reviewed 12 Mar 2021
Audit 10 Documentation Control
Revision Document ID63807
Date Revision 30 Jun 2021 Reviewed 30 Jun 2021
Audit 20 Process verification to Managment
Revision Document ID73324
Date Revision 26 Oct 2021 Reviewed 26 Oct 2021
Audit 11 Repairs, Servicing and Returns
Revision Document ID64142
Date Revision 02 Jul 2021 Reviewed 02

Audit 02 Contract Review Viamed 24 Aug 2016
Process: 7716
Audit 03 Design Control Viamed 24 Aug 2016
Process: 7717
Audit 05 Purchasing Suppliers Viamed 24 Aug 2016
Process: 7718
Audit 06 Calibration Viamed 24 Aug 2016
Process: 7719
Audit 07 Handling And Storage Viamed 24 Aug 2016
Process: 7720
Audit 08 Training Viamed 24 Aug 2016
Process: 7721
Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016
Process: 7722
Audit 10 Documentation Control Viamed 24 Aug 2016
Process: 7723
Audit 10b Process Verification Viamed 24 Aug 2016
Process: 7725
Audit 12 CE Files Viamed 24 Aug 2016
Process: 7724
Audit 11 Repairs And Service Viamed 24 Aug 2016
Process: 7726
Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016
Process: 7727
Audit 15 Production Viamed 24 Aug 2016
Process: 7728
Audit 17 Internal Audits Viamed 24 Aug 2016
Process: 7729
Audit 19 Health And Saftey Viamed 24 Aug 2016
Process: 7730
Audit 20 Process Verification To Managment Viamed 24 Aug 2016
Process: 7731
Audit 21 Audit Of Audit Viamed 24 Aug 2016
Process: 7732
Audit 22 Post Market Surveillance Viamed 24 Aug 2016
Process: 7733
Audit 23 Analysis Of Data Viamed 24 Aug 2016

causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results. NOTE Further information can be found in ISO 19011. **Internal audit**	Jul 2021 **Audit 15 Production** Revision Document ID59614 Date Revision 11 May 2021 Reviewed 11 May 2021 **Audit 17 Internal Audits** Revision Document ID41240 Date Revision 03 Aug 2020 Reviewed 03 Aug 2020 **Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 19 Health and Safety, Working Conditions and Building Fabric Issues** Revision Document ID68045 Date Revision 24 Aug 2021 Reviewed 24 Aug 2021 **Audit 21 Audit of Audit** Revision Document ID41422 Date Revision 06 Aug 2020 Reviewed 06 Aug 2020 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **Audit 24 Service Logs** Revision Document ID68263 Date Revision 26 Aug 2021 Reviewed 26 Aug 2021 **Explanation Employee Roles and Titles** Revision Document ID22144 Date Revision 20 Sep 2017 Reviewed 20 Sep 2017 **DO NOT USE VM3COP13 Audits**		

	Revision Document ID8715 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Audit Schedule** Revision Document ID23221 Date Revision 24 Oct 2017 Reviewed 24 Oct 2017	
8.2.5 The organization shall apply suitable methods for monitoring and, as appropriate, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate. **Monitoring and measurement of processes**	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews and Analysis Data** Revision Document ID75461 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021	**Process: 27** **Management Reviews And Quality Audits 15 Nov 2021
8.2.6 The organization shall monitor and measure the characteristics of the product to verify that product requirements have been met. This shall be carried out at applicable stages of the product realization process in accordance with the planned and documented arrangements and documented procedures. Evidence of conformity with the acceptance criteria shall be maintained. The identity of the person authorizing release of product shall be recorded (see 4.2.5). As appropriate, records shall identify the	**DO NOT USE VM3COP11 Calibration** Revision Document ID8713 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **OLD DO NOT USE VM3COP29 Production** Revision Document ID8727 Date Revision 12 Oct 2011 Reviewed 12 Oct 2011 **Audit 07 Handling and Storage** Revision Document ID58347 Date Revision 23 Apr 2021 Reviewed 23 Apr 2021 **Audit 15 Production** Revision Document ID59614	

test equipment used to perform measurement activities. Product release and service delivery shall not proceed until the planned and documented arrangements have been satisfactorily completed. For implantable medical devices, the organization shall record the identity of personnel performing any inspection or testing. **Monitoring and measurement of product**	Date Revision 11 May 2021 Reviewed 11 May 2021	
8.3 **Control of nonconforming product**		
8.3.1 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) **General**	**Top Level Document: VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** Revision Document ID75475 **Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd** Revision Document ID31052 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions** Revision Document ID46915 Date Revision 02 Nov 2020 Reviewed 02 Nov 2020 **VM3COP10.02 Product Recall locate products out in the Field** Revision Document ID74788 Date Revision 12 Nov 2021 Reviewed 12 Nov 2021 **Audit 07 Handling and Storage** Revision Document ID58347	**Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7743** Customer Complaints Paper File 26 Sep 2016

	Date Revision 23 Apr 2021 Reviewed 23 Apr 2021 **Audit 09 Goods Inward and Product Identity** Revision Document ID55437 Date Revision 12 Mar 2021 Reviewed 12 Mar 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021	
8.3.2 The organization shall deal with nonconforming product by one or more of the following ways: a) taking action to eliminate the detected nonconformity; b) taking action to preclude its original intended use or application; c) authorizing its use, release or acceptance under concession. The organization shall ensure that nonconforming product is accepted by concession only if the justification is provided, approval is obtained, and applicable regulatory requirements are met. Records of the acceptance by concession and the identity of the person authorizing the concession shall be maintained (see 4.2.5). **Actions in response to nonconforming product detected before delivery**	**Audit 07 Handling and Storage** Revision Document ID58347 Date Revision 23 Apr 2021 Reviewed 23 Apr 2021	
8.3.3 When nonconforming product is detected after delivery or use has started, the organization shall take action appropriate to the effects, or	**Top Level Document: VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** Revision Document ID75475 **Date Revision 18 Nov 2021 Reviewed	

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 effect at any time. Records of actions relating to the issuance of advisory notices shall be maintained (see 4.2.5). **Actions in response to nonconforming product detected after delivery**	18 Nov 2021 **Audit 14 Complaints and Corrective Actions** Revision Document ID41228 Date Revision 03 Aug 2020 Reviewed 03 Aug 2020	
8.3.4 The organization shall perform rework in accordance with documented procedures that takes into account the potential adverse effect of the rework on the product. These procedures shall undergo the same review and approval as the original procedure. After the completion of rework, product shall be verified to ensure that it meets applicable acceptance criteria and regulatory requirements. Records of rework shall be maintained (see 4.2.5). **Rework**	**Top Level Document: VOP 08 Production, Reworks, New Production** Revision Document ID31072 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Top Level Document: VOP 09 Repairs and Servicing** Revision Document ID68239 Date Revision 26 Aug 2021 Reviewed 26 Aug 2021 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 11 Repairs, Servicing and Returns** Revision Document ID64142 Date Revision 02 Jul 2021 Reviewed 02 Jul 2021	
8.4 The organization shall document procedures to determine, collect and analyse appropriate data to demonstrate the suitability, adequacy	**Top Level Document: VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews and Analysis Data** Revision Document ID75461	

and effectiveness of the quality management system. The procedures shall include determination of appropriate methods, including statistical techniques and the extent of their use. The analysis of data shall include data generated as a result of monitoring and measurement and from other relevant sources and include, at a minimum, input from: a) feedback; b) conformity to product requirements; c) characteristics and trends of processes and product including opportunities for improvement; d) suppliers; e) audits; f) service reports, as appropriate. If the analysis of data shows that the quality management system is not suitable, adequate or effective, the organization shall use this analysis as input for improvement as required in 8.5. Records of the results of analyses shall be maintained (see 4.2.5). **Analysis of data**	**Date Revision 18 Nov 2021 Reviewed 18 Nov 2021 **Top Level Document: VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns** Revision Document ID70881 Date Revision 28 Sep 2021 Reviewed 28 Sep 2021 **Top Level Document: VOP 15 Data and Information Analysis** Revision Document ID31056 Date Revision 30 Sep 2019 Reviewed 30 Sep 2019 **Audit 22 Post Market Surveillance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021	
8.5 **Improvement**		
8.5.1 The organization shall identify and implement any changes necessary to ensure and maintain the continued suitability, adequacy and effectiveness of the quality management system as well as medical device safety and performance through the use of the quality policy, quality objectives, audit results, postmarket	**Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions** Revision Document ID46915 Date Revision 02 Nov 2020 Reviewed 02 Nov 2020 **Audit 06 Calibration** Revision Document ID63048 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021	

surveillance, analysis of data, corrective actions, preventive actions and management review. **General**	**Audit 18 Management Review** Revision Document ID73320 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 22 Post Market Survellance** Revision Document ID63052 Date Revision 22 Jun 2021 Reviewed 22 Jun 2021 **Audit 23 Analysis of Data** Revision Document ID67997 Date Revision 23 Aug 2021 Reviewed 23 Aug 2021 **Audit 21 Audit of Audit** Revision Document ID41422 Date Revision 06 Aug 2020 Reviewed 06 Aug 2020	
8.5.2 The organization shall take action to eliminate the cause of nonconformities in order to prevent recurrence. Any necessary corrective actions shall be taken without undue delay. Corrective actions shall be proportionate to the effects of the nonconformities encountered. The organization shall document a procedure to define requirements for: a) reviewing nonconformities (including complaints); b) determining the causes of nonconformities; c) evaluating the need for action to ensure that nonconformities do not recur; d) planning and documenting action needed and implementing such action, including, as appropriate, updating documentation; e) verifying that the corrective action does not adversely affect the ability to meet	**Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions** Revision Document ID46915 Date Revision 02 Nov 2020 Reviewed 02 Nov 2020 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 10 Documentation Control** Revision Document ID63807 Date Revision 30 Jun 2021 Reviewed 30 Jun 2021 **Audit 14 Complaints and Corrective Actions** Revision Document ID41228 Date Revision 03 Aug 2020 Reviewed 03 Aug 2020	

applicable regulatory requirements or the safety and performance of the medical device; f) reviewing the effectiveness of corrective action taken Records of the results of any investigation and action taken shall be maintained (see 4.2.5). **Corrective action**		
8.5.3 The organization shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions shall be proportionate to the effects of the potential problems. The organization shall document a procedure to describe requirements for: a) determining potential nonconformities and their causes; b) evaluating the need for action to prevent occurrence of nonconformities; c) planning and documenting action needed and implementing such action, including, as appropriate, updating documentation; d) verifying that the action does not adversely affect the ability to meet applicable regulatory requirements or the safety and performance of the medical device; e) reviewing the effectiveness of the preventive action taken, as appropriate. Records of the results of any investigations and of action taken shall be maintained (see 4.2.5). **Preventive action**	**Top Level Document: VOP 10 Non Conformance, Corrective and Preventive Actions** Revision Document ID46915 Date Revision 02 Nov 2020 Reviewed 02 Nov 2020 **Audit 20 Process verification to Managment** Revision Document ID73324 Date Revision 26 Oct 2021 Reviewed 26 Oct 2021 **Audit 14 Complaints and Corrective Actions** Revision Document ID41228 Date Revision 03 Aug 2020 Reviewed 03 Aug 2020	**Process: 7839** Review VIAMED Feedback - Customer Complaints 23 Sep 2017 **Process: 7838** Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7842** Review VIAMED Product Feedback Negative 23 Sep 2017 **Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 6866** Internal Process Verification Complete Systems Review 09 Mar 2016 **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7199** Non Conformities Review Viamed 09 Mar 2016 **Process: 7671** **Humanmed Non Conformances 13 Nov 2021 **Process: 7091** **Calibration Index 13 Nov 2021 **Process: 7138** Non Conformance Issues Any New QC21 Forms 09 Mar 2016

Document	Sub Processes

ID	
ID70776	**Viamed ISO 13485:2016 Scope** **Process: 7848** Review ISO Scopes 27 Sep 2017
ID74571	**VM3COP02.01 Exclusions to Viamed ISO13485:2016 boundaries of ISO** **Process: 7871** Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017
ID22684	**VM3COP00.00 Viamed Quality Statement policy and objectives** **Process: 23** Company Objectives 16 Feb 2016 **Process: 22** Company Policys 16 Feb 2016 **Process: 7828** Review The Quality Policy Viamed 16 Sep 2017 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017
ID63807	**Audit 10 Documentation Control** **Process: 10** Distribution Of Emails 16 Feb 2016 **Process: 5939** Responsibility Allocation : Email ISP Routing 05 Mar 2016 **Process: 5940** **Thumb Nail Processor 13 Nov 2021 **Process: 11** Distribution Of Mail 16 Feb 2016 **Process: 6** Responsibility Allocation : Updating Contact Management System 16 Feb 2016 **Process: 52** **Software Verification Clear Down Backup Emails 13 Nov 2021 **Process: 53** Emails 16 Feb 2016 **Process: 7672** Off Site Backup 09 Mar 2016 **Process: 7700** Domain Name Management 19 May 2016 **Process: 9** Distribution Of Faxes 16 Feb 2016 **Process: 15** **Filing and Archiving 13 Nov 2021 **Process: 7711** Import Bank CSV 01 Jul 2016 **Process: 7722** Audit 10 Documentation Control Viamed 24 Aug 2016 **Process: 7693** **Collect Repair Filing From Warehouse 13 Nov 2021 **Process: 12** Responsibility Allocation : Sales And Technical Information Processing 16 Feb 2016 **Process: 16** Responsibility Allocation : Photocopying 16 Feb 2016 **Process: 5901** **Link Call Log Contacts To The CRM 13 Nov 2021 **Process: 7699** Shred Sensitive Paperwork In JL Office 19 May 2016 **Process: 7705** Checking For Uploaded Files 08 Jun 2016 **Process: 7754** **Process: 7770** Audit 10 Documentation Control VST 08 Feb 2017 **Process: 6938** Responsibility Allocation : Customer Database Updates 09 Mar 2016 **Process: 6940** Responsibility Allocation : Customer Ongoing task List 09 Mar 2016 **Process: 7090** Responsibility Allocation : Office Procedures 09 Mar 2016 **Process: 7032** Responsibility Allocation : Document Requirements 09 Mar 2016 **Process: 41** Responsibility Allocation : Documentation Control 16 Feb 2016 **Process: 59** Out Of Date Documents 17 Feb 2016

	Process: 5851 Duplicate Documents 17 Feb 2016 **Process: 5852** Responsibility Allocation : Retention Of Records 17 Feb 2016 **Process: 7124** Responsibility Allocation : Intrastats 09 Mar 2016 **Process: 7125** Responsibility Allocation : Intrastats Urgent Problems 09 Mar 2016 **Process: 7126** Intrastats Requested Page updates 09 Mar 2016 **Process: 7127** Responsibility Allocation : Intrastats Unfinished in progress Processes 09 Mar 2016 **Process: 7128** Responsibility Allocation : Intrastats Future Features needed 09 Mar 2016 **Process: 7129** Intrastats Cross Reference Database Tables Updates 09 Mar 2016 **Process: 7130** Intrastats Information for Intrastats and L Drive 09 Mar 2016 **Process: 7131** Responsibility Allocation : Intrastats Opera 09 Mar 2016 **Process: 7133** Responsibility Allocation : Intrastats Contact Manager 09 Mar 2016 **Process: 7739** **Intrastats Amendment Log 13 Nov 2021 **Process: 5877** Review Company Data 17 Feb 2016 **Process: 44** Secure Socket Level Certificate 16 Feb 2016 **Process: 5890** Check Website ISO Documents 24 Feb 2016 **Process: 7863** Maintain Repair Codes List 05 Oct 2017 **Process: 7922** Back Up Emily`s Accounts Docs 04 Jan 2019
ID75407	**VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records** **Process: 5940** **Thumb Nail Processor 13 Nov 2021 **Process: 7827** Review The Quality Policy VST 16 Sep 2017 **Process: 7828** Review The Quality Policy Viamed 16 Sep 2017 **Process: 5934** Responsibility Allocation : Staff Training 05 Mar 2016 **Process: 7032** Responsibility Allocation : Document Requirements 09 Mar 2016 **Process: 41** Responsibility Allocation : Documentation Control 16 Feb 2016 **Process: 59** Out Of Date Documents 17 Feb 2016 **Process: 5851** Duplicate Documents 17 Feb 2016 **Process: 5852** Responsibility Allocation : Retention Of Records 17 Feb 2016 **Process: 7130** Intrastats Information for Intrastats and L Drive 09 Mar 2016 **Process: 5890** Check Website ISO Documents 24 Feb 2016 **Process: 7200** Responsibility Allocation : ISO Issues 09 Mar 2016 **Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7941** **Check Leaflets, Letterhead And Other Paperwork To See If The Correct BSI Logo Is In Use. Remove All Old If Found. 13 Nov 2021
ID8700	**Chart 27 Customer Complaints Chart 27** **Process: 7743** Customer Complaints Paper File 26 Sep 2016
ID27474	**VM3COP02.02 Viamed Company Responsibilitys organisation chart structure** **Process: 5877** Review Company Data 17 Feb 2016
ID73324	**Audit 20 Process verification to Managment**

	Process: 7701 AWS Amazon Web Services 23 May 2016 **Process: 7723** Audit 10b Process Verification Viamed 24 Aug 2016 **Process: 7730** Audit 20 Process Verification To Managment Viamed 24 Aug 2016 **Process: 7827** Review The Quality Policy VST 16 Sep 2017 **Process: 7828** Review The Quality Policy Viamed 16 Sep 2017 **Process: 7771** Audit 10b Process Verification VST 08 Feb 2017 **Process: 7778** Audit 20 Process Verification To Managment VST 08 Feb 2017 **Process: 6866** Internal Process Verification Complete Systems Review 09 Mar 2016 **Process: 7755** Fast Hosts Invoice 08 Dec 2016 **Process: 7845** 7.1.4 Environment Of Operations 25 Sep 2017 **Process: 7846** ISO System Management Review Viamed 26 Sep 2017 **Process: 7837** Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 **Process: 7832** **Cleardown Emailed Invoices 13 Nov 2021 **Process: 7848** Review ISO Scopes 27 Sep 2017 **Process: 7851** **Software Validation Scan Un-QA Product To Order 13 Nov 2021 **Process: 7852** **Software Validation Expired Stock 13 Nov 2021 **Process: 7853** Software Validation Non Sell Able Shelf 01 Oct 2017 **Process: 7854** Software Validation In Production List 01 Oct 2017 **Process: 7855** Software Validation - Production Lists 01 Oct 2017 **Process: 7856** Software Validation Unchecked Orders 01 Oct 2017 **Process: 7857** Software Validation Stock Tracking Check 01 Oct 2017 **Process: 7858** Software Validation Attempt To QA Some Stock 01 Oct 2017 **Process: 7861** Software Validation Of Training Documents Forced Reading 03 Oct 2017 **Process: 7850** **Software Validation Scan In Correct Product 13 Nov 2021 **Process: 7871** Review Exclusion From Viamed 13485:2016 And VST 9001:2015 15 Oct 2017 **Process: 7865** Software Validation Conflicting Audits 07 Oct 2017 **Process: 7870** Software Validation Non Conformance Product Risk Feedback Loop 15 Oct 2017 **Process: 7879** **Software Validation Scheduled Tasks And Audits 13 Nov 2021 **Process: 7875** Software Validation Document Control 20 Oct 2017 **Process: 7880** Software Validation Out Of Date Documents 22 Oct 2017 **Process: 7881** **Software Validation - Live Orders 13 Nov 2021
ID16995	**VM3COP27.17 Complete Auto_calender Issues** **Process: 27** **Management Reviews And Quality Audits 15 Nov 2021
ID20131	**VM3COP27.02 Collecting Emails and Distributing** **Process: 10** Distribution Of Emails 16 Feb 2016
ID75461	**VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews and Analysis Data** **Process: 55** Business Continuity Plan 17 Feb 2016 **Process: 23** Company Objectives 16 Feb 2016

Process: 27 **Management Reviews And Quality Audits 15 Nov 2021
Process: 7714 Audit 01 Picking Packing Viamed 24 Aug 2016
Process: 7715 Audit 02 Contract Review Viamed 24 Aug 2016
Process: 7716 Audit 03 Design Control Viamed 24 Aug 2016
Process: 7717 Audit 05 Purchasing Suppliers Viamed 24 Aug 2016
Process: 7718 Audit 06 Calibration Viamed 24 Aug 2016
Process: 7719 Audit 07 Handling And Storage Viamed 24 Aug 2016
Process: 7720 Audit 08 Training Viamed 24 Aug 2016
Process: 7721 Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016
Process: 7722 Audit 10 Documentation Control Viamed 24 Aug 2016
Process: 7723 Audit 10b Process Verification Viamed 24 Aug 2016
Process: 7724 Audit 11 Repairs And Service Viamed 24 Aug 2016
Process: 7725 Audit 12 CE Files Viamed 24 Aug 2016
Process: 7726 Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016
Process: 7727 Audit 15 Production Viamed 24 Aug 2016
Process: 7728 Audit 17 Internal Audits Viamed 24 Aug 2016
Process: 7729 Audit 19 Health And Saftey Viamed 24 Aug 2016
Process: 7730 Audit 20 Process Verification To Managment Viamed 24 Aug 2016
Process: 7731 Audit 21 Audit Of Audit Viamed 24 Aug 2016
Process: 7732 Audit 22 Post Market Survellance Viamed 24 Aug 2016
Process: 7733 Audit 23 Analysis Of Data Viamed 24 Aug 2016
Process: 6828
Process: 22 Company Policys 16 Feb 2016
Process: 7754
Process: 7762 Audit 01 Picking Packing VST 08 Feb 2017
Process: 7763 Audit 02 Contract Review VST 08 Feb 2017
Process: 7764 Audit 03 Design Control VST 08 Feb 2017
Process: 7765 Audit 05 Purchasing Suppliers VST 08 Feb 2017
Process: 7766 Audit 06 Calibration VST 08 Feb 2017
Process: 7767 Audit 07 Handling And Storage VST 08 Feb 2017
Process: 7768 Audit 08 Training VST 08 Feb 2017
Process: 7769 Audit 09 Goods Inward And Product Identity VST 08 Feb 2017
Process: 7770 Audit 10 Documentation Control VST 08 Feb 2017
Process: 7771 Audit 10b Process Verification VST 08 Feb 2017
Process: 7772 Audit 11 Repairs And Service VST 08 Feb 2017
Process: 7773 Audit 12 CE Files VST 08 Feb 2017
Process: 7774 Audit 14 Complaints And Corrective Actions VST 08 Feb 2017
Process: 7775 Audit 15 Production VST 08 Feb 2017
Process: 7776 Audit 17 Internal Audits VST 08 Feb 2017

Process: 7777 Audit 19 Health And Saftey VST 08 Feb 2017
Process: 7778 Audit 20 Process Verification To Managment VST 08 Feb 2017
Process: 7779 Audit 21 Audit Of Audit VST 08 Feb 2017
Process: 7780 Audit 22 Post Market Survellance VST 08 Feb 2017
Process: 7781 Audit 23 Analysis Of Data VST 08 Feb 2017
Process: 7808 Ensure All Invoice Correctly Tagged 02 Jun 2017
Process: 6886 Responsibility Allocation : VIAMED Sales And Marketing Sales Viamed Medical Export 09 Mar 2016
Process: 6887 Responsibility Allocation : VIAMED Sales And Marketing Sales Viamed Automotive Export 09 Mar 2016
Process: 7204 Responsibility Allocation : VIAMED Board Directors Meeting Distributor Issues 09 Mar 2016
Process: 24 Responsibility Allocation : Compliance ISO Standards 16 Feb 2016
Process: 28 Supplier Review 16 Feb 2016
Process: 6865 Responsibility Allocation : Non Conformance Effectiveness 09 Mar 2016
Process: 6866 Internal Process Verification Complete Systems Review 09 Mar 2016
Process: 7172 Responsibility Allocation : CE Technical Files 09 Mar 2016
Process: 7782 Remove Started But Not Used Order Numbers 08 Feb 2017
Process: 7090 Responsibility Allocation : Office Procedures 09 Mar 2016
Process: 7138 Non Conformance Issues Any New QC21 Forms 09 Mar 2016
Process: 57 **Temporary Stock Notices 13 Nov 2021
Process: 5854 **Stock FAQ Admin List 13 Nov 2021
Process: 7043 Responsibility Allocation : Planning of product realization 09 Mar 2016
Process: 38 Audits Up to Date and Confirm next years Audit schedule 16 Feb 2016
Process: 5877 Review Company Data 17 Feb 2016
Process: 6904 Responsibility Allocation : Sales And Marketing Internal sales 09 Mar 2016
Process: 6944 Responsibility Allocation : Stock Meeting 09 Mar 2016
Process: 7846 ISO System Management Review Viamed 26 Sep 2017
Process: 7834 Financial Review 20 Sep 2017
Process: 26 Company Resources 16 Feb 2016
Process: 7070 Management Review 09 Mar 2016
Process: 7837 Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017
Process: 5887 Review ISO/EN Documents 24 Feb 2016
Process: 5889 Responsibility Allocation : Audit And Task - Audit 24 Feb 2016
Process: 7071 **Post Market Surveillance 13 Nov 2021
Process: 7093 BSI Audits Calander 09 Mar 2016
Process: 7829
Process: 7670 Humanmed general Issues 09 Mar 2016
Process: 6821 Responsibility Allocation : VIAMED Management Meeting Supplier Review 09 Mar 2016
Process: 6831 Responsibility Allocation : VIAMED Management Meeting Supplier Review - Min / Max - Re-Orders 09 Mar 2016
Process: 6833 Responsibility Allocation : VIAMED Management Meeting MDA Recalls 09 Mar 2016
Process: 6834 Responsibility Allocation : VIAMED Management Meeting Additional Purchase Orders 09 Mar 2016

	Process: 6836 Responsibility Allocation : VIAMED Management Meeting Research and Development rnd 09 Mar 2016 **Process: 6920** Responsibility Allocation : VIAMED Sales And Marketing Price Lists UK 09 Mar 2016 **Process: 6924** Responsibility Allocation : VIAMED Sales And Marketing Price Lists Export 09 Mar 2016 **Process: 6935** Responsibility Allocation : VIAMED Sales And Marketing Products to be Marketed 09 Mar 2016 **Process: 6936** Responsibility Allocation : VIAMED Sales And Marketing NHS Supplies Future Technology 09 Mar 2016 **Process: 6941** Responsibility Allocation : VIAMED Sales And Marketing New Potential Products 09 Mar 2016 **Process: 7039** Responsibility Allocation : Provision of Resources 09 Mar 2016 **Process: 7187** Responsibility Allocation : VIAMED Board Directors Meeting Profiability 09 Mar 2016 **Process: 7196** Responsibility Allocation : VIAMED Board Directors Meeting Stock Levels 09 Mar 2016 **Process: 6871** ISO14001 Environmental management systems 09 Mar 2016 **Process: 7848** Review ISO Scopes 27 Sep 2017 **Process: 7862** Review The Audit Calender Screen 04 Oct 2017 **Process: 7877** **Disaster Planning 13 Nov 2021 **Process: 7879** **Software Validation Scheduled Tasks And Audits 13 Nov 2021 **Process: 7876** Maintain Update Of ISO Route Maps 21 Oct 2017 **Process: 7878** Review Possible Upcoming Regulation Changes 22 Oct 2017 **Process: 7885** Audit 04 Accounts and Finance 23 Oct 2017 **Process: 7886** Audit 18 Management Review Viamed 24 Oct 2017 **Process: 7887** Audit 18 Management Review VST 24 Oct 2017 **Process: 7889** Audit 24 Servicing Viamed 24 Oct 2017 **Process: 7888** Review Processes Linked To VOPs And Audits 24 Oct 2017 **Process: 7965** **VST Feedback 13 Nov 2021 **Process: 7964** Check Roles And Tasks For Incomplete Data 29 Oct 2020 **Process: 7980** **Review Gov Website For Applicable Required Standards ISO9001 15 Nov 2021
ID73320	**Audit 18 Management Review** **Process: 55** Business Continuity Plan 17 Feb 2016 **Process: 23** Company Objectives 16 Feb 2016 **Process: 6813** Management Meeting Turnover Report 09 Mar 2016 **Process: 27** **Management Reviews And Quality Audits 15 Nov 2021 **Process: 22** Company Policys 16 Feb 2016 **Process: 7750** Meeting With Management 14 Oct 2016 **Process: 7793** **Team Review Meeting 13 Nov 2021 **Process: 7753** Management Meeting Warehouse 22 Nov 2016 **Process: 6861** **Management Meeting Review Weekly Meeting 13 Nov 2021 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017 **Process: 7834** Financial Review 20 Sep 2017 **Process: 26** Company Resources 16 Feb 2016 **Process: 30** Responsibility Allocation : MHRA Licences And Notifications 16 Feb 2016 **Process: 31** Responsibility Allocation : Notified Body Notifications 16 Feb 2016

	Process: 32 MDALL Listings 16 Feb 2016 **Process: 7057** Responsibility Allocation : Complaints and Vigilance Notifications 09 Mar 2016 **Process: 7070** Management Review 09 Mar 2016 **Process: 29** Responsibility Allocation : CMDCAS Updates And Licences 16 Feb 2016 **Process: 5889** Responsibility Allocation : Audit And Task - Audit 24 Feb 2016 **Process: 7744** FDA Device Establishment Registration And Listing 28 Sep 2016 **Process: 7829** **Process: 6871** ISO14001 Environmental management systems 09 Mar 2016 **Process: 7874** Review For Latest Version Med Dev 2.12. 18 Oct 2017 **Process: 7877** **Disaster Planning 13 Nov 2021 **Process: 7876** Maintain Update Of ISO Route Maps 21 Oct 2017 **Process: 7878** Review Possible Upcoming Regulation Changes 22 Oct 2017 **Process: 7886** Audit 18 Management Review Viamed 24 Oct 2017 **Process: 7887** Audit 18 Management Review VST 24 Oct 2017 **Process: 7890** New UPS Rates Needs Checking 24 Oct 2017 **Process: 7888** Review Processes Linked To VOPs And Audits 24 Oct 2017 **Process: 7895** FDA Device Establishment Registration 29 Oct 2017 **Process: 7912** Review The Personel Information We Collect Or Store 20 Sep 2018 **Process: 7913** Review Personnel Files 20 Sep 2018 **Process: 7918** **Backup Jeans Local Folder 19 Nov 2021 **Process: 7964** Check Roles And Tasks For Incomplete Data 29 Oct 2020
ID70881	**VOP 05 Supplier Control Supplier Review Purchase Orders Supplier Returns** **Process: 6972** **UPS Shipping Fuel Surcharge 13 Nov 2021 **Process: 28** Supplier Review 16 Feb 2016 **Process: 6960** **Process: 7784** **Check Returns Supplier Envitec 13 Nov 2021 **Process: 7785** **Check Returns Supplier Teledyne 13 Nov 2021 **Process: 7786** **Check Returns Supplier Maxtec 13 Nov 2021 **Process: 7787** Check Returns All Supplier 15 Feb 2017
ID69314	**Audit 05 Purchasing suppliers** **Process: 7707** Send Purchase Orders To Suppliers 13 Jun 2016 **Process: 6972** **UPS Shipping Fuel Surcharge 13 Nov 2021 **Process: 7717** Audit 05 Purchasing Suppliers Viamed 24 Aug 2016 **Process: 5850** **Purchase Order Log 13 Nov 2021 **Process: 7751** **VST Purchase Order Log 13 Nov 2021 **Process: 7765** Audit 05 Purchasing Suppliers VST 08 Feb 2017 **Process: 7794** V1000 Commissions Review 30 Mar 2017 **Process: 7745** **UPS Invoices Viamed 13 Nov 2021 **Process: 7746** **UPS Invoices VST 13 Nov 2021

	Process: 7747 **UPS Invoices Vandagraph 13 Nov 2021 **Process: 7790** Humanmed Invoice them For Previous Month 10 Mar 2017 **Process: 28** Supplier Review 16 Feb 2016 **Process: 6960** **Process: 5855** **Purchase Order Requirements Teledyne 13 Nov 2021 **Process: 5866** **UPS Shipping Fuel Surcharge 13 Nov 2021 **Process: 5868** **Return Goods To Suppliers 13 Nov 2021 **Process: 6829** **Supplier Review - Outstanding orders 13 Nov 2021 **Process: 6832** **Supplier Review Future orders 13 Nov 2021 **Process: 6848** **Process: 6952** Responsibility Allocation : Lost in Shipping Claims 09 Mar 2016 **Process: 6971** Responsibility Allocation : Freight Courier Cost Request 09 Mar 2016 **Process: 7679** **Check Stock Requirements Supplier Teledyne 13 Nov 2021 **Process: 7680** **Check Stock Requirements Supplier Envitec 13 Nov 2021 **Process: 7681** **Check Stock Requirements Supplier Posey 13 Nov 2021 **Process: 7682** **Check Stock Requirements Supplier Bluepoint 13 Nov 2021 **Process: 7784** **Check Returns Supplier Envitec 13 Nov 2021 **Process: 7785** **Check Returns Supplier Teledyne 13 Nov 2021 **Process: 7786** **Check Returns Supplier Maxtec 13 Nov 2021 **Process: 7787** Check Returns All Supplier 15 Feb 2017 **Process: 34** Responsibility Allocation : Insurance Is Upto Date 16 Feb 2016 **Process: 7683** **Check Stock For Proforma 13 Nov 2021 **Process: 7882** Purchase Payments 23 Oct 2017 **Process: 7956** Teledyne Stock For Vandagraph 27 May 2020
ID53611	**Audit 27 Software Validation** **Process: 52** **Software Verification Clear Down Backup Emails 13 Nov 2021 **Process: 7668** Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 **Process: 7132** Responsibility Allocation : Intrastats Goldmine 09 Mar 2016 **Process: 7851** **Software Validation Scan Un-QA Product To Order 13 Nov 2021 **Process: 7852** **Software Validation Expired Stock 13 Nov 2021 **Process: 7853** Software Validation Non Sell Able Shelf 01 Oct 2017 **Process: 7854** Software Validation In Production List 01 Oct 2017 **Process: 7855** Software Validation - Production Lists 01 Oct 2017 **Process: 7856** Software Validation Unchecked Orders 01 Oct 2017 **Process: 7857** Software Validation Stock Tracking Check 01 Oct 2017 **Process: 7858** Software Validation Attempt To QA Some Stock 01 Oct 2017 **Process: 7861** Software Validation Of Training Documents Forced Reading 03 Oct 2017 **Process: 7850** **Software Validation Scan In Correct Product 13 Nov 2021 **Process: 7865** Software Validation Conflicting Audits 07 Oct 2017

	Process: 7870 Software Validation Non Conformance Product Risk Feedback Loop 15 Oct 2017 **Process: 7879** **Software Validation Scheduled Tasks And Audits 13 Nov 2021 **Process: 7875** Software Validation Document Control 20 Oct 2017 **Process: 7880** Software Validation Out Of Date Documents 22 Oct 2017 **Process: 7881** **Software Validation - Live Orders 13 Nov 2021 **Process: 7892** Audit 27 Software Validation 26 Oct 2017 **Process: 7951** **Server Review 13 Nov 2021
ID31064	**VOP 27 Software Validation** **Process: 52** **Software Verification Clear Down Backup Emails 13 Nov 2021 **Process: 7851** **Software Validation Scan Un-QA Product To Order 13 Nov 2021 **Process: 7852** **Software Validation Expired Stock 13 Nov 2021 **Process: 7853** Software Validation Non Sell Able Shelf 01 Oct 2017 **Process: 7854** Software Validation In Production List 01 Oct 2017 **Process: 7855** Software Validation - Production Lists 01 Oct 2017 **Process: 7856** Software Validation Unchecked Orders 01 Oct 2017 **Process: 7857** Software Validation Stock Tracking Check 01 Oct 2017 **Process: 7858** Software Validation Attempt To QA Some Stock 01 Oct 2017 **Process: 7861** Software Validation Of Training Documents Forced Reading 03 Oct 2017 **Process: 7850** **Software Validation Scan In Correct Product 13 Nov 2021 **Process: 7865** Software Validation Conflicting Audits 07 Oct 2017 **Process: 7870** Software Validation Non Conformance Product Risk Feedback Loop 15 Oct 2017 **Process: 7879** **Software Validation Scheduled Tasks And Audits 13 Nov 2021 **Process: 7875** Software Validation Document Control 20 Oct 2017 **Process: 7880** Software Validation Out Of Date Documents 22 Oct 2017 **Process: 7881** **Software Validation - Live Orders 13 Nov 2021 **Process: 7892** Audit 27 Software Validation 26 Oct 2017
ID22062	**VM3COP00.00 VST Quality Statement policy and objectives** **Process: 23** Company Objectives 16 Feb 2016 **Process: 7827** Review The Quality Policy VST 16 Sep 2017 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017
ID25632	**VOP 17 Design Research and Development** **Process: 42** Responsibility Allocation : Design Documentation 16 Feb 2016 **Process: 43** Responsibility Allocation : Product Post Market Survelance 16 Feb 2016 **Process: 6975** Responsibility Allocation : Projects 09 Mar 2016 **Process: 7045** Responsibility Allocation : Design and Development 09 Mar 2016
ID51631	**Audit 03 Design Control** **Process: 7716** Audit 03 Design Control Viamed 24 Aug 2016 **Process: 42** Responsibility Allocation : Design Documentation 16 Feb 2016

	Process: 7764 Audit 03 Design Control VST 08 Feb 2017 **Process: 7043** Responsibility Allocation : Planning of product realization 09 Mar 2016 **Process: 7045** Responsibility Allocation : Design and Development 09 Mar 2016 **Process: 7047** Responsibility Allocation : Production and service provision 09 Mar 2016 **Process: 6942** Responsibility Allocation : Co ordination of Implementation 09 Mar 2016 **Process: 7173** Responsibility Allocation : Material Generation 09 Mar 2016 **Process: 5887** Review ISO/EN Documents 24 Feb 2016 **Process: 7919** Send Debtors Overview To Derek 06 Dec 2018
ID67997	**Audit 23 Analysis of Data** **Process: 27** **Management Reviews And Quality Audits 15 Nov 2021 **Process: 7733** Audit 23 Analysis Of Data Viamed 24 Aug 2016 **Process: 7781** Audit 23 Analysis Of Data VST 08 Feb 2017 **Process: 5877** Review Company Data 17 Feb 2016 **Process: 6931** **Customer Complaints 13 Nov 2021 **Process: 7839** Review VIAMED Feedback - Customer Complaints 23 Sep 2017 **Process: 7838** Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 26** Company Resources 16 Feb 2016 **Process: 7070** Management Review 09 Mar 2016 **Process: 7713** Review Roles And Responsibilitys 17 Aug 2016 **Process: 7837** Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7842** Review VIAMED Product Feedback Negative 23 Sep 2017 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7071** **Post Market Surveillance 13 Nov 2021 **Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 7930** Review Flow Of Data 12 Mar 2019 **Process: 7969** **Weee Waste Reporting 13 Nov 2021
ID73529	**VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks** **Process: 39** Enviromental Policy Document Review 16 Feb 2016 **Process: 7741** Review Ethical Policy 14 Sep 2016 **Process: 6839** Responsibility Allocation : Personnel Holidays and Time Adjustments 09 Mar 2016 **Process: 5881** Training Records Review 18 Feb 2016 **Process: 5904** Responsibility Allocation : Taking On New Staff 02 Mar 2016 **Process: 6837** Personnel Requirements and Training 09 Mar 2016 **Process: 6877** Responsibility Allocation : Alarm Key Holders 09 Mar 2016 **Process: 6906** Responsibility Allocation : Time Working Away 09 Mar 2016 **Process: 6928** Responsibility Allocation : Staff 09 Mar 2016

	Process: 7074 **Process: 7042** Responsibility Allocation : Work Environment 09 Mar 2016 **Process: 5934** Responsibility Allocation : Staff Training 05 Mar 2016 **Process: 5874** Childcare Vouchers Edenred 17 Feb 2016 **Process: 7753** Management Meeting Warehouse 22 Nov 2016 **Process: 34** Responsibility Allocation : Insurance Is Upto Date 16 Feb 2016 **Process: 5869** Responsibility Allocation : Legal Company Car Registration 17 Feb 2016 **Process: 6841** Responsibility Allocation : Grants 09 Mar 2016 **Process: 6843** **Process: 6861** **Management Meeting Review Weekly Meeting 13 Nov 2021 **Process: 30** Responsibility Allocation : MHRA Licences And Notifications 16 Feb 2016 **Process: 31** Responsibility Allocation : Notified Body Notifications 16 Feb 2016 **Process: 32** MDALL Listings 16 Feb 2016 **Process: 7033** Responsibility Allocation : Management commitment to ISO 09 Mar 2016 **Process: 7037** Responsibility Allocation : Responsibility, authority and communication 09 Mar 2016 **Process: 7057** Responsibility Allocation : Complaints and Vigilance Notifications 09 Mar 2016 **Process: 7713** Review Roles And Responsibilitys 17 Aug 2016 **Process: 7837** Review External Parties Influencing The QMS VST / Viamed 23 Sep 2017 **Process: 29** Responsibility Allocation : CMDCAS Updates And Licences 16 Feb 2016 **Process: 7848** Review ISO Scopes 27 Sep 2017 **Process: 7891** **Fire Alarm Evacuation Drill 13 Nov 2021 **Process: 7908** Private Information Data 27 Jul 2018 **Process: 7907** Annual Review Doc Management 27 Jul 2018 **Process: 7937** Diversity Impact Assessment 27 Jun 2019 **Process: 7961** R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply 05 Oct 2020
ID17423	**VM3COP02 Organisation Responsibilities Viamed** **Process: 6967** Responsibility Allocation : VIAMED Stock Meeting Repairs Review - Pulse Oximetry Sensors 09 Mar 2016 **Process: 7900** Royal Mail - Mail Retention Form 29 Mar 2018
ID31036	**VOP 18 Maintenance Building, Fabric and Infrastructure** **Process: 5856** **Cleaning The Kitchen 13 Nov 2021 **Process: 5853** **Vacuuming Of The Office, Hall And Meeting Room 13 Nov 2021 **Process: 5900** Cleaning Of Office Windows 25 Feb 2016 **Process: 5878** **Empty Office Bins 13 Nov 2021 **Process: 5912** Responsibility Allocation : Main Recycle Bins 03 Mar 2016 **Process: 5906** **Empty Paper Bins 13 Nov 2021 **Process: 7805** **Empty Kitchen Bins 13 Nov 2021 **Process: 5909** **Empty Warehouse Bins 13 Nov 2021 **Process: 7706** **Update Virus Software And Scan For Viruses 13 Nov 2021 **Process: 7802** Clean Kitchen Sides 22 May 2017

	Process: 7803 Dishwashing 22 May 2017 **Process: 7804** **Sweep Kitchen Floor 13 Nov 2021 **Process: 7806** **Watering Plants 13 Nov 2021 **Process: 7807** **Process: 54** Responsibility Allocation : Gents Toilets 17 Feb 2016 **Process: 5907** **Hoover Warehouse 13 Nov 2021 **Process: 5908** **Sweep Warehouse 13 Nov 2021 **Process: 5910** **Clean Duckets 13 Nov 2021 **Process: 5911** **Clear Cardboard 13 Nov 2021 **Process: 7698** **Clean Toilets 13 Nov 2021 **Process: 7131** Responsibility Allocation : Intrastats Opera 09 Mar 2016 **Process: 7133** Responsibility Allocation : Intrastats Contact Manager 09 Mar 2016 **Process: 7132** Responsibility Allocation : Intrastats Goldmine 09 Mar 2016 **Process: 7896** **Tree In Car Park 13 Nov 2021
ID21800	**VM3COP19 Health and Safety** **Process: 6855** Risk Assessment HSE 09 Mar 2016
ID22429	**Viamed Top Level Quality Objectives** **Process: 23** Company Objectives 16 Feb 2016
ID33748	**VOP 03 Contract Review, Enquires, Office Processes** **Process: 5** Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016 **Process: 10** Distribution Of Emails 16 Feb 2016 **Process: 36** **Emailing Of Invoices 13 Nov 2021 **Process: 5892** Checking EBay And Amazon For Orders And Messages 25 Feb 2016 **Process: 5894** Checking Of Active List 25 Feb 2016 **Process: 7** Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016 **Process: 5943** **Check Cardea And Multiquote 13 Nov 2021 **Process: 5891** Processing Of Repair Quotes And Orders 25 Feb 2016 **Process: 11** Distribution Of Mail 16 Feb 2016 **Process: 2** Answering Telephones 16 Feb 2016 **Process: 37** **West Yorkshire Ambulance Stock 13 Nov 2021 **Process: 5948** Adding New Accounts To Opera 08 Mar 2016 **Process: 5949** Filling Credit Card Slips 08 Mar 2016 **Process: 6** Responsibility Allocation : Updating Contact Management System 16 Feb 2016 **Process: 5895** Responsibility Allocation : Completing Office Job List 25 Feb 2016 **Process: 5875** **Check Paypal For Orders 13 Nov 2021 **Process: 5944** Responsibility Allocation : Chasing Lost Customers 08 Mar 2016 **Process: 3** Responsibility Allocation : Meeting And Greeting Visitors To The Company 16 Feb 2016 **Process: 4** Responsibility Allocation : Assisting With Refreshments For Visitors 16 Feb 2016

Process: 7676 PDFing Of Invoices Viamed 17 Mar 2016
Process: 9 Distribution Of Faxes 16 Feb 2016
Process: 7696 Send VIAMED Delivery Notifications 28 Apr 2016
Process: 5857 **Customer Service Logs 13 Nov 2021
Process: 5893 Answering Website Questions 25 Feb 2016
Process: 7678 **Check Catalog 360 Circle For Quotes And Orders 19 Nov 2021
Process: 15 **Filing and Archiving 13 Nov 2021
Process: 5899 Proforma And Quote Chasing 25 Feb 2016
Process: 7710 Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016
Process: 7707 Send Purchase Orders To Suppliers 13 Jun 2016
Process: 14 **Fax Paper 13 Nov 2021
Process: 5882 Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
Process: 7734 Responsibility Allocation : Humanmed Order Processing 25 Aug 2016
Process: 5850 **Purchase Order Log 13 Nov 2021
Process: 7693 **Collect Repair Filing From Warehouse 13 Nov 2021
Process: 7677
Process: 5897 Responsibility Allocation : Franking Mail 25 Feb 2016
Process: 21 **Office Sales Projects 13 Nov 2021
Process: 7709 Delivered not Invoiced 28 Jun 2016
Process: 8 Responsibility Allocation : Order And Status Liaison With Customers 16 Feb 2016
Process: 12 Responsibility Allocation : Sales And Technical Information Processing 16 Feb 2016
Process: 16 Responsibility Allocation : Photocopying 16 Feb 2016
Process: 17
Process: 20 **Processing Of Mail Shots 13 Nov 2021
Process: 5896 Responsibility Allocation : Ensuring ORD`s Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016
Process: 5901 **Link Call Log Contacts To The CRM 13 Nov 2021
Process: 5913 **Check For Humanmed Orders In Logistics Mailbox 13 Nov 2021
Process: 5947 Responsibility Allocation : Search For Distributors 08 Mar 2016
Process: 6958 Responsibility Allocation : Shipped Order Queries 09 Mar 2016
Process: 7686 Thorough Checking Of Awaiting Action Tray 21 Apr 2016
Process: 7699 Shred Sensitive Paperwork In JL Office 19 May 2016
Process: 7705 Checking For Uploaded Files 08 Jun 2016
Process: 7712 Review Inward Payments 01 Jul 2016
Process: 7735 **Ensure SOR`s Are Followed Up 13 Nov 2021
Process: 7751 **VST Purchase Order Log 13 Nov 2021
Process: 7758 **Check For GHX Orders 13 Nov 2021
Process: 7760 Send Service Offers 31 Jan 2017
Process: 7761 Send VST Delivery Notifications 01 Feb 2017
Process: 7783 **PDF VST Invoices And Purchase Orders 13 Nov 2021

	Process: 7792 Shipped Order Success Report 13 Mar 2017 **Process: 7795** Answering UK Web Questions 27 Apr 2017 **Process: 7822** Review Oxylink Stock 26 Jul 2017 **Process: 5876** E.Commerce Cardea And Multiquote 17 Feb 2016 **Process: 5873** Distributor Contract Reviews 17 Feb 2016 **Process: 5885** Responsibility Allocation : Monthly Reports 24 Feb 2016 **Process: 6938** Responsibility Allocation : Customer Database Updates 09 Mar 2016 **Process: 6940** Responsibility Allocation : Customer Ongoing task List 09 Mar 2016 **Process: 6956** Responsibility Allocation : Sales Order Issues 09 Mar 2016 **Process: 5866** **UPS Shipping Fuel Surcharge 13 Nov 2021 **Process: 6952** Responsibility Allocation : Lost in Shipping Claims 09 Mar 2016 **Process: 6971** Responsibility Allocation : Freight Courier Cost Request 09 Mar 2016 **Process: 7692** Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 **Process: 7796** Review Franking Label Errors 08 May 2017 **Process: 6916** Responsibility Allocation : Service exisiting 09 Mar 2016 **Process: 6917** Responsibility Allocation : Service extension 09 Mar 2016 **Process: 7863** Maintain Repair Codes List 05 Oct 2017 **Process: 7872** **Embargo Countries NOT Allowed To Sell To 13 Nov 2021 **Process: 7890** New UPS Rates Needs Checking 24 Oct 2017 **Process: 7893** VST Price Lists 28 Oct 2017 **Process: 7894** VST Customer Agreements 28 Oct 2017 **Process: 7901** UPS Exceptions Checkup 20 Apr 2018 **Process: 7957** Warehouse Requests 29 May 2020 **Process: 7959** Audit 16 Sales And Marketing Viamed 28 Sep 2020 **Process: 7970** Proforma And Quote Chasing Ryan 31 Aug 2021 **Process: 7971** Proforma And Quote Chasing Steve Hardaker 31 Aug 2021
ID69328	**Audit 02 Contract Review and Sales Order Processing** **Process: 5** Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016 **Process: 36** **Emailing Of Invoices 13 Nov 2021 **Process: 5892** Checking EBay And Amazon For Orders And Messages 25 Feb 2016 **Process: 5894** Checking Of Active List 25 Feb 2016 **Process: 7** Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016 **Process: 5943** **Check Cardea And Multiquote 13 Nov 2021 **Process: 5891** Processing Of Repair Quotes And Orders 25 Feb 2016 **Process: 2** Answering Telephones 16 Feb 2016 **Process: 37** **West Yorkshire Ambulance Stock 13 Nov 2021 **Process: 5945** Responsibility Allocation : Sending Samples 08 Mar 2016 **Process: 5946** Responsibility Allocation : Sending Sale Or Returns 08 Mar 2016 **Process: 5948** Adding New Accounts To Opera 08 Mar 2016

Process: 5949 Filling Credit Card Slips 08 Mar 2016
Process: 5895 Responsibility Allocation : Completing Office Job List 25 Feb 2016
Process: 5875 **Check Paypal For Orders 13 Nov 2021
Process: 7675 Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016
Process: 5944 Responsibility Allocation : Chasing Lost Customers 08 Mar 2016
Process: 3 Responsibility Allocation : Meeting And Greeting Visitors To The Company 16 Feb 2016
Process: 4 Responsibility Allocation : Assisting With Refreshments For Visitors 16 Feb 2016
Process: 7676 PDFing Of Invoices Viamed 17 Mar 2016
Process: 7696 Send VIAMED Delivery Notifications 28 Apr 2016
Process: 5893 Answering Website Questions 25 Feb 2016
Process: 7678 **Check Catalog 360 Circle For Quotes And Orders 19 Nov 2021
Process: 5899 Proforma And Quote Chasing 25 Feb 2016
Process: 7710 Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016
Process: 14 **Fax Paper 13 Nov 2021
Process: 5882 Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
Process: 7715 Audit 02 Contract Review Viamed 24 Aug 2016
Process: 7734 Responsibility Allocation : Humanmed Order Processing 25 Aug 2016
Process: 7677
Process: 5897 Responsibility Allocation : Franking Mail 25 Feb 2016
Process: 7709 Delivered not Invoiced 28 Jun 2016
Process: 6954 Back Orders Review - By Customer 09 Mar 2016
Process: 8 Responsibility Allocation : Order And Status Liaison With Customers 16 Feb 2016
Process: 5896 Responsibility Allocation : Ensuring ORD`s Are Taken To Goods Out And Invoices Are Retrieved 25 Feb 2016
Process: 5913 **Check For Humanmed Orders In Logistics Mailbox 13 Nov 2021
Process: 5947 Responsibility Allocation : Search For Distributors 08 Mar 2016
Process: 6958 Responsibility Allocation : Shipped Order Queries 09 Mar 2016
Process: 7686 Thorough Checking Of Awaiting Action Tray 21 Apr 2016
Process: 7712 Review Inward Payments 01 Jul 2016
Process: 7735 **Ensure SOR`s Are Followed Up 13 Nov 2021
Process: 7758 **Check For GHX Orders 13 Nov 2021
Process: 7761 Send VST Delivery Notifications 01 Feb 2017
Process: 7783 **PDF VST Invoices And Purchase Orders 13 Nov 2021
Process: 7795 Answering UK Web Questions 27 Apr 2017
Process: 7822 Review Oxylink Stock 26 Jul 2017
Process: 7791 **Price List Check 13 Nov 2021
Process: 7763 Audit 02 Contract Review VST 08 Feb 2017
Process: 7808 Ensure All Invoice Correctly Tagged 02 Jun 2017
Process: 5872 **Check Sale Or Returns Export 13 Nov 2021
Process: 5871 **Check Sale Or Returns 13 Nov 2021

	Process: 5876 E.Commerce Cardea And Multiquote 17 Feb 2016 **Process: 7782** Remove Started But Not Used Order Numbers 08 Feb 2017 **Process: 6956** Responsibility Allocation : Sales Order Issues 09 Mar 2016 **Process: 6921** Responsibility Allocation : Customer pricing agreements 09 Mar 2016 **Process: 6922** **Process: 6959** Responsibility Allocation : Sales Forward Orders Review 09 Mar 2016 **Process: 7801** VST Price Review 17 May 2017 **Process: 5905** Responsibility Allocation : Price Checking 02 Mar 2016 **Process: 6950** **Process: 7697** Yearly Pricing Review 09 May 2016 **Process: 7670** Humanmed general Issues 09 Mar 2016 **Process: 7872** **Embargo Countries NOT Allowed To Sell To 13 Nov 2021 **Process: 7893** VST Price Lists 28 Oct 2017 **Process: 7894** VST Customer Agreements 28 Oct 2017 **Process: 7936** B2B Router / Peppol Responsibilitys 19 Jun 2019 **Process: 7941** **Check Leaflets, Letterhead And Other Paperwork To See If The Correct BSI Logo Is In Use. Remove All Old If Found. 13 Nov 2021 **Process: 7953** Vandagraph Delivery Notifications 26 May 2020 **Process: 7954** **Vandagraph Email Of Invoices 13 Nov 2021 **Process: 7955** Vandagraph Shipper SignOff Collection 26 May 2020 **Process: 7970** Proforma And Quote Chasing Ryan 31 Aug 2021 **Process: 7971** Proforma And Quote Chasing Steve Hardaker 31 Aug 2021
ID75475	**VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd** **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7671** **Humanmed Non Conformances 13 Nov 2021 **Process: 6931** **Customer Complaints 13 Nov 2021 **Process: 7839** Review VIAMED Feedback - Customer Complaints 23 Sep 2017 **Process: 7838** Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7070** Management Review 09 Mar 2016 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7842** Review VIAMED Product Feedback Negative 23 Sep 2017 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7174** **Process: 7175** **Process: 7179** **Process: 7874** Review For Latest Version Med Dev 2.12. 18 Oct 2017
ID69457	**Audit 16 Sales and Marketing** **Process: 21** **Office Sales Projects 13 Nov 2021

	Process: 17 **Process: 40** Responsibility Allocation : Calender 16 Feb 2016 **Process: 5870** Book Arab Health 17 Feb 2016 **Process: 19** **Maintaining Leaflet Stocks 13 Nov 2021 **Process: 20** **Processing Of Mail Shots 13 Nov 2021 **Process: 5873** Distributor Contract Reviews 17 Feb 2016 **Process: 5885** Responsibility Allocation : Monthly Reports 24 Feb 2016 **Process: 5883** Responsibility Allocation : Monthly Sales Report 24 Feb 2016 **Process: 6888** **Viamed Automotive UK 13 Nov 2021 **Process: 6898** **GHX Web Pricing 13 Nov 2021 **Process: 5884** Responsibility Allocation : Monthly Report 24 Feb 2016 **Process: 5886** Responsibility Allocation : Monthly Report 24 Feb 2016 **Process: 6891** Responsibility Allocation : Exhibitions Co-ordinator 09 Mar 2016 **Process: 7909** EAN GTIN Online Database 06 Aug 2018 **Process: 7920** Sales Warnings 20 Dec 2018 **Process: 7927** Contract Pricing Review 14 Feb 2019 **Process: 7926** Sales Forecasts Export 22 Jan 2019 **Process: 7921** VST Bags And Grey Sensor 03 Jan 2019 **Process: 7925** Providing Ebay Feedback 16 Jan 2019 **Process: 7916** Google Webmaster Tools 16 Oct 2018 **Process: 7931** Competitor Pricing 14 Mar 2019 **Process: 7949** Sales Projects Send To Sales Team 04 Mar 2020 **Process: 7947** 8010004 - JJ-CCR Oxygen Sensor Orders 04 Mar 2020 **Process: 7948** 8010006 - REVo Oxygen Sensor Orders 04 Mar 2020 **Process: 7950** Envitec Oxygen Sensor Parts Stock Check 05 Mar 2020 **Process: 7959** Audit 16 Sales And Marketing Viamed 28 Sep 2020 **Process: 7960** Audit 16 Sales And Marketing VST 28 Sep 2020
ID31076	**VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement** **Process: 6973** Responsibility Allocation : Stock Transfers. (QC19) 09 Mar 2016 **Process: 7675** Responsibility Allocation : Ordering Demo Stock For Humanmed Reps 11 Mar 2016 **Process: 5872** **Check Sale Or Returns Export 13 Nov 2021 **Process: 5871** **Check Sale Or Returns 13 Nov 2021 **Process: 5855** **Purchase Order Requirements Teledyne 13 Nov 2021 **Process: 5858** **Opera Stock Adjustments 13 Nov 2021 **Process: 5868** **Return Goods To Suppliers 13 Nov 2021 **Process: 5935** **Stock Allocations 13 Nov 2021 **Process: 6829** **Supplier Review - Outstanding orders 13 Nov 2021 **Process: 6832** **Supplier Review Future orders 13 Nov 2021 **Process: 6840**

	Process: 6848 **Process: 6850** **Current Stock Levels 13 Nov 2021 **Process: 6945** Missing Stock or Adjustments 09 Mar 2016 **Process: 6955** Production Requirements 09 Mar 2016 **Process: 7046** Responsibility Allocation : Stock Purchasing 09 Mar 2016 **Process: 7051** Responsibility Allocation : Control of nonconforming product 09 Mar 2016 **Process: 7673** **Check Expiry Dated Stock 13 Nov 2021 **Process: 7679** **Check Stock Requirements Supplier Teledyne 13 Nov 2021 **Process: 7680** **Check Stock Requirements Supplier Envitec 13 Nov 2021 **Process: 7681** **Check Stock Requirements Supplier Posey 13 Nov 2021 **Process: 7682** **Check Stock Requirements Supplier Bluepoint 13 Nov 2021 **Process: 7687** **Vandagraph Duckets 13 Nov 2021 **Process: 7688** **Process: 7689** **Move Stock From QA Shelf To Stock Shelf Monday 13 Nov 2021 **Process: 7694** **Move Stock From QA Shelf To Stock Shelf Tuesday 13 Nov 2021 **Process: 7695** **Top Up Quick Shipping Shelves 13 Nov 2021 **Process: 7708** Acorn 0014904 17 Jun 2016 **Process: 7798** Orders And Items Shipped Per Month 10 May 2017 **Process: 6961** Responsibility Allocation : VIAMED Stock Meeting Purchase Order Requirements 09 Mar 2016 **Process: 7683** **Check Stock For Proforma 13 Nov 2021 **Process: 6968** Responsibility Allocation : VIAMED Stock Meeting Repairs Review - General 09 Mar 2016 **Process: 6949** Responsibility Allocation : VIAMED Stock Meeting QA Processing 09 Mar 2016 **Process: 6948** Responsibility Allocation : VIAMED Stock Meeting Stock Processing 09 Mar 2016 **Process: 6947** Responsibility Allocation : VIAMED Stock Meeting Stock Queries 09 Mar 2016 **Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7864** ESD Work Stations 07 Oct 2017 **Process: 7873** On Site Environment Review 18 Oct 2017 **Process: 7866** Oxygen Cylinder Check 13 Oct 2017 **Process: 7897** Daily O2 Sensors Returns 04 Jan 2018 **Process: 7909** EAN GTIN Online Database 06 Aug 2018 **Process: 7943** Review Stocks Of 8000004 01 Oct 2019 **Process: 7944** Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST 09 Oct 2019 **Process: 7962** VST Supplier QA Results 28 Oct 2020 **Process: 7967** **VST Stock Count For End April 13 Nov 2021 **Process: 7969** **Weee Waste Reporting 13 Nov 2021
ID75297	**VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection** **Process: 5938** Responsibility Allocation : Receive Goods 05 Mar 2016 **Process: 5898** **Processing Depleted Sensors 13 Nov 2021

	Process: 5879 Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016 **Process: 7826** Goods In Processes 06 Sep 2017 **Process: 7859** Check POR Files For Items Delivered But Not Removed From File 02 Oct 2017 **Process: 7976** **Decontamination Of Incomming Products And Repairs 13 Nov 2021
ID18641	**VM3COP20.01 Post In Distributing the Post** **Process: 11** Distribution Of Mail 16 Feb 2016 **Process: 5882** Responsibility Allocation : Send Post To Humanmed 24 Feb 2016
ID70147	**Audit 08 Training, Competence and Human Resources** **Process: 7720** Audit 08 Training Viamed 24 Aug 2016 **Process: 6839** Responsibility Allocation : Personnel Holidays and Time Adjustments 09 Mar 2016 **Process: 5881** Training Records Review 18 Feb 2016 **Process: 5904** Responsibility Allocation : Taking On New Staff 02 Mar 2016 **Process: 5936** **Wages Calculations 13 Nov 2021 **Process: 6837** Personnel Requirements and Training 09 Mar 2016 **Process: 6851** Review Accident Book 09 Mar 2016 **Process: 6877** Responsibility Allocation : Alarm Key Holders 09 Mar 2016 **Process: 6906** Responsibility Allocation : Time Working Away 09 Mar 2016 **Process: 6928** Responsibility Allocation : Staff 09 Mar 2016 **Process: 7074** **Process: 7759** Health Declaration Sheet 23 Jan 2017 **Process: 7768** Audit 08 Training VST 08 Feb 2017 **Process: 5934** Responsibility Allocation : Staff Training 05 Mar 2016 **Process: 6841** Responsibility Allocation : Grants 09 Mar 2016 **Process: 7070** Management Review 09 Mar 2016 **Process: 7713** Review Roles And Responsibilitys 17 Aug 2016 **Process: 7883** Appraisal 23 Oct 2017 **Process: 7884** Pay Review 23 Oct 2017 **Process: 7908** Private Information Data 27 Jul 2018 **Process: 7907** Annual Review Doc Management 27 Jul 2018 **Process: 7937** Diversity Impact Assessment 27 Jun 2019 **Process: 7951** **Server Review 13 Nov 2021
ID68045	**Audit 19 Health and Safety, Working Conditions and Building Fabric Issues** **Process: 5941** Responsibility Allocation : Replace Main Server 07 Mar 2016 **Process: 45** Responsibility Allocation : Main Server Status 16 Feb 2016 **Process: 46** Responsibility Allocation : Backup Server Status 16 Feb 2016 **Process: 7704** Responsibility Allocation : Computer Failure Diagnostics 24 May 2016 **Process: 5856** **Cleaning The Kitchen 13 Nov 2021 **Process: 7729** Audit 19 Health And Saftey Viamed 24 Aug 2016

Process: 5853 **Vacuuming Of The Office, Hall And Meeting Room 13 Nov 2021
Process: 5900 Cleaning Of Office Windows 25 Feb 2016
Process: 39 Enviromental Policy Document Review 16 Feb 2016
Process: 7741 Review Ethical Policy 14 Sep 2016
Process: 5878 **Empty Office Bins 13 Nov 2021
Process: 5912 Responsibility Allocation : Main Recycle Bins 03 Mar 2016
Process: 7821 Controlled Waste Description And Transfer 15 Jun 2017
Process: 7820 North Yorkshire Council Waste Tranfer 15 Jun 2017
Process: 5906 **Empty Paper Bins 13 Nov 2021
Process: 7805 **Empty Kitchen Bins 13 Nov 2021
Process: 5909 **Empty Warehouse Bins 13 Nov 2021
Process: 7042 Responsibility Allocation : Work Environment 09 Mar 2016
Process: 7706 **Update Virus Software And Scan For Viruses 13 Nov 2021
Process: 7802 Clean Kitchen Sides 22 May 2017
Process: 7803 Dishwashing 22 May 2017
Process: 7804 **Sweep Kitchen Floor 13 Nov 2021
Process: 7806 **Watering Plants 13 Nov 2021
Process: 7807
Process: 7777 Audit 19 Health And Saftey VST 08 Feb 2017
Process: 54 Responsibility Allocation : Gents Toilets 17 Feb 2016
Process: 5907 **Hoover Warehouse 13 Nov 2021
Process: 5908 **Sweep Warehouse 13 Nov 2021
Process: 5910 **Clean Duckets 13 Nov 2021
Process: 5911 **Clear Cardboard 13 Nov 2021
Process: 7687 **Vandagraph Duckets 13 Nov 2021
Process: 7698 **Clean Toilets 13 Nov 2021
Process: 6849 First Aid 09 Mar 2016
Process: 6855 Risk Assessment HSE 09 Mar 2016
Process: 6856 Fire Alarms 09 Mar 2016
Process: 7092
Process: 56 Warehouse Outside Heating Guard 17 Feb 2016
Process: 5919 **Check Out Side Drain 13 Nov 2021
Process: 5921 **Clearing Water Downstairs 13 Nov 2021
Process: 7120 General Maintenance Requirements 09 Mar 2016
Process: 7742 Boiler Check 26 Sep 2016
Process: 7756 Carbon Monoxide Alarm 05 Jan 2017
Process: 48 Responsibility Allocation : Internet 16 Feb 2016
Process: 49 Responsibility Allocation : Wifi 16 Feb 2016
Process: 50 Responsibility Allocation : Guest Access Wifi 16 Feb 2016

	Process: 51 Responsibility Allocation : Printers 16 Feb 2016 **Process: 5903** Responsibility Allocation : Weather Station 02 Mar 2016 **Process: 7121** Responsibility Allocation : General Computer Maintenance 09 Mar 2016 **Process: 7178** Responsibility Allocation : Systems Innovation 09 Mar 2016 **Process: 6843** **Process: 7835** Electrics Need Checking 20 Sep 2017 **Process: 7836** Central Heating For Winter 20 Sep 2017 **Process: 7847** Health And Safety Review 26 Sep 2017 **Process: 7864** ESD Work Stations 07 Oct 2017 **Process: 7867** Bandsaw Checklist 13 Oct 2017 **Process: 7868** **Pillar Drill Checklist 13 Nov 2021 **Process: 7869** Hand Drill Checklist 13 Oct 2017 **Process: 7891** **Fire Alarm Evacuation Drill 13 Nov 2021 **Process: 7896** **Tree In Car Park 13 Nov 2021 **Process: 7910** Review CCTV Warning Signs 20 Sep 2018 **Process: 7928** Fire Test Points Checking 21 Feb 2019 **Process: 7929** Emergency Lighting And Fire Extinguishers 21 Feb 2019 **Process: 7911** Review Security Of The Special Category Personal Data 20 Sep 2018 **Process: 7961** R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply 05 Oct 2020
ID29373	**VM3COP02.02 VST Company Responsibilitys organisation chart structure** **Process: 5877** Review Company Data 17 Feb 2016
ID31052	**VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd** **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 6931** **Customer Complaints 13 Nov 2021 **Process: 7070** Management Review 09 Mar 2016 **Process: 7965** **VST Feedback 13 Nov 2021
ID41422	**Audit 21 Audit of Audit** **Process: 7731** Audit 21 Audit Of Audit Viamed 24 Aug 2016 **Process: 7779** Audit 21 Audit Of Audit VST 08 Feb 2017 **Process: 38** Audits Up to Date and Confirm next years Audit schedule 16 Feb 2016 **Process: 7093** BSI Audits Calander 09 Mar 2016 **Process: 7670** Humanmed general Issues 09 Mar 2016 **Process: 7862** Review The Audit Calender Screen 04 Oct 2017
ID63052	**Audit 22 Post Market Survellance** **Process: 7732** Audit 22 Post Market Survellance Viamed 24 Aug 2016 **Process: 43** Responsibility Allocation : Product Post Market Survelance 16 Feb 2016 **Process: 7780** Audit 22 Post Market Survellance VST 08 Feb 2017 **Process: 6889** Responsibility Allocation : Post Market Surveilance 09 Mar 2016

	Process: 7809 Pro-Active Marketing 06 Jun 2017 **Process: 7810** Research Activities 06 Jun 2017 **Process: 5863** Responsibility Allocation : Sales Meetings UK 17 Feb 2016 **Process: 5864** Responsibility Allocation : Sales Meeting EX 17 Feb 2016
ID45125	**Management Review Blank Minutes 20xx** **Process: 7846** ISO System Management Review Viamed 26 Sep 2017
ID74728	**QC 21 Non Conformance Form** **Process: 7138** Non Conformance Issues Any New QC21 Forms 09 Mar 2016
ID31024	**VOP 12 Training** **Process: 7750** Meeting With Management 14 Oct 2016 **Process: 7793** **Team Review Meeting 13 Nov 2021 **Process: 5934** Responsibility Allocation : Staff Training 05 Mar 2016 **Process: 7833** Importance Of Effective Quality Management 20 Sep 2017 **Process: 7845** 7.1.4 Environment Of Operations 25 Sep 2017 **Process: 7883** Appraisal 23 Oct 2017
ID14696	 **Process: 6972** **UPS Shipping Fuel Surcharge 13 Nov 2021
ID17155	**VM3COP03.05 Procedures for customer returning goods on our UPS account number** **Process: 5879** Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016
ID31032	**VOP 16 Health and Safety, Company Personnel Manual** **Process: 7821** Controlled Waste Description And Transfer 15 Jun 2017 **Process: 7820** North Yorkshire Council Waste Tranfer 15 Jun 2017 **Process: 6851** Review Accident Book 09 Mar 2016 **Process: 7759** Health Declaration Sheet 23 Jan 2017 **Process: 6849** First Aid 09 Mar 2016 **Process: 6855** Risk Assessment HSE 09 Mar 2016 **Process: 6856** Fire Alarms 09 Mar 2016 **Process: 7092** **Process: 56** Warehouse Outside Heating Guard 17 Feb 2016 **Process: 5919** **Check Out Side Drain 13 Nov 2021 **Process: 5921** **Clearing Water Downstairs 13 Nov 2021 **Process: 7120** General Maintenance Requirements 09 Mar 2016 **Process: 7742** Boiler Check 26 Sep 2016 **Process: 7756** Carbon Monoxide Alarm 05 Jan 2017 **Process: 7835** Electrics Need Checking 20 Sep 2017 **Process: 7836** Central Heating For Winter 20 Sep 2017 **Process: 7847** Health And Safety Review 26 Sep 2017

	Process: 7867 Bandsaw Checklist 13 Oct 2017 **Process: 7868** **Pillar Drill Checklist 13 Nov 2021 **Process: 7869** Hand Drill Checklist 13 Oct 2017 **Process: 7928** Fire Test Points Checking 21 Feb 2019
ID58347	**Audit 07 Handling and Storage** **Process: 6973** Responsibility Allocation : Stock Transfers. (QC19) 09 Mar 2016 **Process: 7719** Audit 07 Handling And Storage Viamed 24 Aug 2016 **Process: 7767** Audit 07 Handling And Storage VST 08 Feb 2017 **Process: 5858** **Opera Stock Adjustments 13 Nov 2021 **Process: 5935** **Stock Allocations 13 Nov 2021 **Process: 6840** **Process: 6850** **Current Stock Levels 13 Nov 2021 **Process: 6945** Missing Stock or Adjustments 09 Mar 2016 **Process: 7046** Responsibility Allocation : Stock Purchasing 09 Mar 2016 **Process: 7051** Responsibility Allocation : Control of nonconforming product 09 Mar 2016 **Process: 7673** **Check Expiry Dated Stock 13 Nov 2021 **Process: 7688** **Process: 7689** **Move Stock From QA Shelf To Stock Shelf Monday 13 Nov 2021 **Process: 7694** **Move Stock From QA Shelf To Stock Shelf Tuesday 13 Nov 2021 **Process: 7695** **Top Up Quick Shipping Shelves 13 Nov 2021 **Process: 7873** On Site Environment Review 18 Oct 2017 **Process: 7866** Oxygen Cylinder Check 13 Oct 2017 **Process: 7903** Empty Warehouse Depleted Sensor Bin 17 Jul 2018 **Process: 7904** Check Weeee Waste Pallet And Sensor Bin 17 Jul 2018 **Process: 7902** Empty Depleted Sensor Bin From The Offic 17 Jul 2018 **Process: 7942** Do We Have Service Manual / QA For All Our Stock Coming In. 23 Sep 2019 **Process: 7940** Review The Tom Thumb Grease Date 18 Sep 2019 **Process: 7944** Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST 09 Oct 2019
ID53615	**VOP 06 Measurement Control Viamed VST, Calibration, QA Stock** **Process: 7718** Audit 06 Calibration Viamed 24 Aug 2016 **Process: 7091** **Calibration Index 13 Nov 2021
ID59614	**Audit 15 Production** **Process: 7727** Audit 15 Production Viamed 24 Aug 2016 **Process: 7736** Production Start Job List 03 Sep 2016 **Process: 7737** **Production In Production List 13 Nov 2021 **Process: 7738** Production Statistics 03 Sep 2016 **Process: 7775** Audit 15 Production VST 08 Feb 2017

	Process: 6845 Responsibility Allocation : Quarantine Production 09 Mar 2016 **Process: 6955** Production Requirements 09 Mar 2016 **Process: 7169** Responsibility Allocation : Production 09 Mar 2016 **Process: 7170** Responsibility Allocation : Production Production Schedule 09 Mar 2016 **Process: 7171** Responsibility Allocation : Production Production Problems 09 Mar 2016 **Process: 7072** Responsibility Allocation : Manufacturing Processes 09 Mar 2016
ID31008	**VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment** **Process: 5939** Responsibility Allocation : Email ISP Routing 05 Mar 2016 **Process: 5941** Responsibility Allocation : Replace Main Server 07 Mar 2016 **Process: 45** Responsibility Allocation : Main Server Status 16 Feb 2016 **Process: 46** Responsibility Allocation : Backup Server Status 16 Feb 2016 **Process: 52** **Software Verification Clear Down Backup Emails 13 Nov 2021 **Process: 53** Emails 16 Feb 2016 **Process: 7672** Off Site Backup 09 Mar 2016 **Process: 6813** Management Meeting Turnover Report 09 Mar 2016 **Process: 7700** Domain Name Management 19 May 2016 **Process: 7701** AWS Amazon Web Services 23 May 2016 **Process: 7704** Responsibility Allocation : Computer Failure Diagnostics 24 May 2016 **Process: 48** Responsibility Allocation : Internet 16 Feb 2016 **Process: 49** Responsibility Allocation : Wifi 16 Feb 2016 **Process: 50** Responsibility Allocation : Guest Access Wifi 16 Feb 2016 **Process: 51** Responsibility Allocation : Printers 16 Feb 2016 **Process: 5903** Responsibility Allocation : Weather Station 02 Mar 2016 **Process: 6838** Opera Negative Stock 09 Mar 2016 **Process: 7121** Responsibility Allocation : General Computer Maintenance 09 Mar 2016 **Process: 7124** Responsibility Allocation : Intrastats 09 Mar 2016 **Process: 7125** Responsibility Allocation : Intrastats Urgent Problems 09 Mar 2016 **Process: 7126** Intrastats Requested Page updates 09 Mar 2016 **Process: 7127** Responsibility Allocation : Intrastats Unfinished in progress Processes 09 Mar 2016 **Process: 7128** Responsibility Allocation : Intrastats Future Features needed 09 Mar 2016 **Process: 7129** Intrastats Cross Reference Database Tables Updates 09 Mar 2016 **Process: 7178** Responsibility Allocation : Systems Innovation 09 Mar 2016 **Process: 7739** **Intrastats Amendment Log 13 Nov 2021 **Process: 7755** Fast Hosts Invoice 08 Dec 2016 **Process: 44** Secure Socket Level Certificate 16 Feb 2016 **Process: 7668** Responsibility Allocation : Upgrading Intrastats ISO Quality system 09 Mar 2016 **Process: 7832** **Cleardown Emailed Invoices 13 Nov 2021 **Process: 7823** Saftey Tester Data 02 Aug 2017
ID68239	**VOP 09 Repairs and Servicing**

	Process: 7684 Repairs Ready For Quote 18 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7752** **SRS Folder 13 Nov 2021 **Process: 6847** Responsibility Allocation : Quarantine Repairs 09 Mar 2016 **Process: 6862** **Current Repairs 13 Nov 2021 **Process: 7048** ** Control of monitoring and measuring devices 13 Nov 2021 **Process: 7674** **Check Repairs Ready For Invoice List 13 Nov 2021 **Process: 7814** Responsibility Allocation : Viamed Repairs 06 Jun 2017 **Process: 7811** Responsibility Allocation : General Area 06 Jun 2017 **Process: 7812** Responsibility Allocation : Vandagraph Repairs 06 Jun 2017 **Process: 7813** Responsibility Allocation : VST Repairs 06 Jun 2017 **Process: 7815** Responsibility Allocation : Product Types To Relevant Person 06 Jun 2017 **Process: 7942** Do We Have Service Manual / QA For All Our Stock Coming In. 23 Sep 2019 **Process: 7940** Review The Tom Thumb Grease Date 18 Sep 2019
ID31072	**VOP 08 Production, Reworks, New Production** **Process: 7736** Production Start Job List 03 Sep 2016 **Process: 7737** **Production In Production List 13 Nov 2021 **Process: 7738** Production Statistics 03 Sep 2016 **Process: 6845** Responsibility Allocation : Quarantine Production 09 Mar 2016 **Process: 7169** Responsibility Allocation : Production 09 Mar 2016 **Process: 7170** Responsibility Allocation : Production Production Schedule 09 Mar 2016 **Process: 7171** Responsibility Allocation : Production Production Problems 09 Mar 2016 **Process: 7072** Responsibility Allocation : Manufacturing Processes 09 Mar 2016 **Process: 6962** Responsibility Allocation : VIAMED Stock Meeting Returns Overview 09 Mar 2016
ID55437	**Audit 09 Goods Inward and Product Identity** **Process: 5938** Responsibility Allocation : Receive Goods 05 Mar 2016 **Process: 7721** Audit 09 Goods Inward And Product Identity Viamed 24 Aug 2016 **Process: 7826** Goods In Processes 06 Sep 2017 **Process: 7792** Shipped Order Success Report 13 Mar 2017 **Process: 7769** Audit 09 Goods Inward And Product Identity VST 08 Feb 2017 **Process: 6969** Responsibility Allocation : VIAMED Stock Meeting `Goods In` Review 09 Mar 2016 **Process: 57** **Temporary Stock Notices 13 Nov 2021 **Process: 5854** **Stock FAQ Admin List 13 Nov 2021 **Process: 7181** Responsibility Allocation : Product Catagories 09 Mar 2016 **Process: 6894** Product Cross References 09 Mar 2016 **Process: 6838** Opera Negative Stock 09 Mar 2016 **Process: 7830** Review Q.A. Failures Report 18 Sep 2017 **Process: 7859** Check POR Files For Items Delivered But Not Removed From File 02 Oct 2017

	Process: 7897 Daily O2 Sensors Returns 04 Jan 2018 **Process: 7898** Stamp Deliveries 30 Jan 2018 **Process: 7903** Empty Warehouse Depleted Sensor Bin 17 Jul 2018 **Process: 7914** Proofs of Delivery 02 Oct 2018 **Process: 7915** Reserve Stock Review 02 Oct 2018 **Process: 7917** Human Med Purchase Order 18 Oct 2018 **Process: 7923** Review Of Credits Received From Suppliers 08 Jan 2019 **Process: 7943** Review Stocks Of 8000004 01 Oct 2019 **Process: 7957** Warehouse Requests 29 May 2020 **Process: 7962** VST Supplier QA Results 28 Oct 2020 **Process: 7967** **VST Stock Count For End April 13 Nov 2021 **Process: 7976** **Decontamination Of Incomming Products And Repairs 13 Nov 2021
ID22016	**VM3COP20.31 Export Order Processing** **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017
ID20049	**VM3COP03.01 Order Processing Priorities** **Process: 5** Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017
ID47862	**VM3COP20.30 UK Order Processing** **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017
ID22266	**VM3COP03.07 Humanmed Order Checking** **Process: 7** Responsibility Allocation : Checking Of Sales Orders 16 Feb 2016 **Process: 7734** Responsibility Allocation : Humanmed Order Processing 25 Aug 2016 **Process: 7709** Delivered not Invoiced 28 Jun 2016
ID24775	**VM3COP03.08 Humanmed Order Processing** **Process: 5** Responsibility Allocation : Processing Of Sales Orders 16 Feb 2016 **Process: 7734** Responsibility Allocation : Humanmed Order Processing 25 Aug 2016 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017
ID34889	**VM3COP20.32 Order Checking** **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017
ID51629	**Audit 01 Picking packing** **Process: 7714** Audit 01 Picking Packing Viamed 24 Aug 2016 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 5859** **Review Un-shipped Parcels 13 Nov 2021 **Process: 6970** **Process: 7691** **Ship Sale Or Returns 13 Nov 2021 **Process: 7762** Audit 01 Picking Packing VST 08 Feb 2017 **Process: 7796** Review Franking Label Errors 08 May 2017

	Process: 7797 **Check Order Are Being Picked In Priority Order 13 Nov 2021 **Process: 7798** Orders And Items Shipped Per Month 10 May 2017 **Process: 7860** Goods Out Picking 03 Oct 2017
ID64142	**Audit 11 Repairs, Servicing and Returns** **Process: 5898** **Processing Depleted Sensors 13 Nov 2021 **Process: 5879** Responsibility Allocation : Customer Returning Goods On Our UPS Account 18 Feb 2016 **Process: 5857** **Customer Service Logs 13 Nov 2021 **Process: 7724** Audit 11 Repairs And Service Viamed 24 Aug 2016 **Process: 7684** Repairs Ready For Quote 18 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 7690** Ship Repairs 21 Apr 2016 **Process: 7748** **Check Repair Orders 13 Nov 2021 **Process: 7749** Check Repair Quotes 10 Oct 2016 **Process: 7752** **SRS Folder 13 Nov 2021 **Process: 7760** Send Service Offers 31 Jan 2017 **Process: 7772** Audit 11 Repairs And Service VST 08 Feb 2017 **Process: 6847** Responsibility Allocation : Quarantine Repairs 09 Mar 2016 **Process: 6862** **Current Repairs 13 Nov 2021 **Process: 7138** Non Conformance Issues Any New QC21 Forms 09 Mar 2016 **Process: 7674** **Check Repairs Ready For Invoice List 13 Nov 2021 **Process: 7692** Responsibility Allocation : Take Complete Repair Paperwork To Office 22 Apr 2016 **Process: 6916** Responsibility Allocation : Service exisiting 09 Mar 2016 **Process: 6917** Responsibility Allocation : Service extension 09 Mar 2016 **Process: 7823** Saftey Tester Data 02 Aug 2017 **Process: 7905** Generate RMA Box, Link Items And Add Faults 17 Jul 2018 **Process: 7906** Request RMA Based On The RMA Boxes 17 Jul 2018
ID69812	**VM3COP27.31 Processing Proforma Invoices and Quotations** **Process: 7710** Responsibility Allocation : Proforma And Quote Processing 29 Jun 2016
ID13695	**VM3COP20.05 New Orders - How to enter into Opera Viamed** **Process: 7936** B2B Router / Peppol Responsibilitys 19 Jun 2019
ID21314	 **Process: 6828**
ID41228	**Audit 14 Complaints and Corrective Actions** **Process: 7726** Audit 14 Complaints And Corrective Actions Viamed 24 Aug 2016 **Process: 6828** **Process: 7743** Customer Complaints Paper File 26 Sep 2016 **Process: 7774** Audit 14 Complaints And Corrective Actions VST 08 Feb 2017 **Process: 6865** Responsibility Allocation : Non Conformance Effectiveness 09 Mar 2016

	Process: 7199 Non Conformities Review Viamed 09 Mar 2016 **Process: 7671** **Humanmed Non Conformances 13 Nov 2021 **Process: 6931** **Customer Complaints 13 Nov 2021 **Process: 7839** Review VIAMED Feedback - Customer Complaints 23 Sep 2017 **Process: 7838** Review VIAMED Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7840** Review VST Feedback - Customer Feedback Negative 23 Sep 2017 **Process: 7841** Review VST Feedback - Customer Complaints 23 Sep 2017 **Process: 7842** Review VIAMED Product Feedback Negative 23 Sep 2017 **Process: 7843** Review VST Product Feedback Negative 23 Sep 2017 **Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 7934** Test Website Questions 02 May 2019 **Process: 7965** **VST Feedback 13 Nov 2021 **Process: 7264** Responsibility Allocation : VST Management Meeting Non Conformance Issues 09 Mar 2016
ID63821	**Audit 04 Accounts and Finance** **Process: 7702** Responsibility Allocation : Vandagraph Pay Pay Issue Refund 23 May 2016 **Process: 7703** **Vandagraph Pay Pal Retrieve Funds 13 Nov 2021 **Process: 5915** Opera Sales Ledger Close 05 Mar 2016 **Process: 7740** **Weights Per Region Needed To Submit EC Sales List 13 Nov 2021 **Process: 5929** **HMRC Intrastats Sales Data 13 Nov 2021 **Process: 7799** **Opera Purchase Ledger Close 13 Nov 2021 **Process: 7800** **Opera Nominal Ledger Close 13 Nov 2021 **Process: 5937** Review the Delivered Not Invoiced Reports 05 Mar 2016 **Process: 5865** Vandagraph Loan 17 Feb 2016 **Process: 5867** **Accounts On Stop 13 Nov 2021 **Process: 5874** Childcare Vouchers Edenred 17 Feb 2016 **Process: 5914** End Of Year Reports For Accountants 04 Mar 2016 **Process: 5916** Bank Details Opera reports entered Intrastats 05 Mar 2016 **Process: 5917** Fill in Cashbook / Bank Rec for previous Month 05 Mar 2016 **Process: 5918** Journals for the End of Month accounts 05 Mar 2016 **Process: 5920** Responsibility Allocation : Cheques To Bank - Fill in Paying in Book 05 Mar 2016 **Process: 5922** Credit Cards Expenses Calculations 05 Mar 2016 **Process: 5923** Credits Note Processing 05 Mar 2016 **Process: 5924** Export Cheques sent by Currency Lodgement 05 Mar 2016 **Process: 5925** **Customs Clearance 13 Nov 2021 **Process: 5926** Responsibility Allocation : Petty Cash Expenses receipts and cash 05 Mar 2016 **Process: 5927** Responsibility Allocation : Accounts Filing 05 Mar 2016 **Process: 5928** Responsibility Allocation : Filing Cabinets 05 Mar 2016 **Process: 5930** **VAT Return Viamed 13 Nov 2021 **Process: 5931** **Purchase Invoices in to Opera 13 Nov 2021

Process: 5932 Remit Processing and entry into Opera 05 Mar 2016
Process: 5933 Responsibility Allocation : Sales Accounts Reminders 05 Mar 2016
Process: 5942 Chase the Debtors viamed 08 Mar 2016
Process: 6819 **Supplier Payments and Invoice processing 13 Nov 2021
Process: 6822
Process: 6876 Issues for Accountants - P11D Form re Benefits to Revenue and Customs 09 Mar 2016
Process: 6946 **Accounts Debtors Review - Export 13 Nov 2021
Process: 6951 Accounts Debtors Review - UK 09 Mar 2016
Process: 7192
Process: 7084 Responsibility Allocation : Accounts Issues 09 Mar 2016
Process: 7195 Responsibility Allocation : Loans between companies 09 Mar 2016
Process: 7788 Petty Cash Reconciliation 02 Mar 2017
Process: 7789 **Withdraw Funds From Paypal 13 Nov 2021
Process: 7817 Issues For Accountants - Check suggested invoice report in operas 13 Jun 2017
Process: 7818 Issues For Accountants - Check Purchasing Journals to see if VAT handled correctly Previous Month 13 Jun 2017
Process: 7819 Issues For Accountant - Check Contra account 8000 and clear it 13 Jun 2017
Process: 7824 **Chase The Debtors VST 13 Nov 2021
Process: 7708 Acorn 0014904 17 Jun 2016
Process: 5869 Responsibility Allocation : Legal Company Car Registration 17 Feb 2016
Process: 7831 Intrastats Debtors And Creditor Figures 18 Sep 2017
Process: 7885 Audit 04 Accounts and Finance 23 Oct 2017
Process: 7899 Region Checker 06 Feb 2018
Process: 7900 Royal Mail - Mail Retention Form 29 Mar 2018
Process: 7901 UPS Exceptions Checkup 20 Apr 2018
Process: 7920 Sales Warnings 20 Dec 2018
Process: 7927 Contract Pricing Review 14 Feb 2019
Process: 7919 Send Debtors Overview To Derek 06 Dec 2018
Process: 7924 PDFing Of Invoices Vandagraph 11 Jan 2019
Process: 7932 Check Debtors Report 15 Mar 2019
Process: 7933 Purchasing Invoice Processing 22 Mar 2019
Process: 7935 PCI DSS Compliance 03 Jun 2019
Process: 7938 **VAT Return Vandagraph 13 Nov 2021
Process: 7939 **VAT Return VST 13 Nov 2021
Process: 7945 Xero Review Sales Contacts 05 Feb 2020
Process: 7946 Xero Merge Customers That Are Duplicates 05 Feb 2020
Process: 7952 Check Xero To Barclays Bank Statements End On Month GBP, USD And Euro Viamed 06 Mar 2020
Process: 7958 Exchange Rate In To Intrastats 03 Sep 2020
Process: 7966 Xero Sync 10 Mar 2021
Process: 7968 Shred CC Slips 06 Aug 2021

ID63815	**Audit 12 CE Files** **Process: 7725** Audit 12 CE Files Viamed 24 Aug 2016 **Process: 7773** Audit 12 CE Files VST 08 Feb 2017 **Process: 24** Responsibility Allocation : Compliance ISO Standards 16 Feb 2016 **Process: 7172** Responsibility Allocation : CE Technical Files 09 Mar 2016 **Process: 7071** **Post Market Surveillance 13 Nov 2021
ID73132	**VM3COP20.29 Checking the Purchase Order Log** **Process: 5850** **Purchase Order Log 13 Nov 2021
ID17070	**VM3COP27.34 Sending Purchase Orders to Suppliers** **Process: 7707** Send Purchase Orders To Suppliers 13 Jun 2016
ID63048	**Audit 06 Calibration** **Process: 7718** Audit 06 Calibration Viamed 24 Aug 2016 **Process: 7766** Audit 06 Calibration VST 08 Feb 2017 **Process: 7048** ** Control of monitoring and measuring devices 13 Nov 2021 **Process: 7091** **Calibration Index 13 Nov 2021
ID68263	**Audit 24 Service Logs** **Process: 5857** **Customer Service Logs 13 Nov 2021 **Process: 7760** Send Service Offers 31 Jan 2017 **Process: 7889** Audit 24 Servicing Viamed 24 Oct 2017
ID31048	**VOP 22 Picking and Packing Dispatch and Goods Out** **Process: 5945** Responsibility Allocation : Sending Samples 08 Mar 2016 **Process: 5946** Responsibility Allocation : Sending Sale Or Returns 08 Mar 2016 **Process: 7825** Responsibility Allocation : Order Picking 06 Sep 2017 **Process: 5859** **Review Un-shipped Parcels 13 Nov 2021 **Process: 6954** Back Orders Review - By Customer 09 Mar 2016 **Process: 6970** **Process: 7691** **Ship Sale Or Returns 13 Nov 2021 **Process: 7748** **Check Repair Orders 13 Nov 2021 **Process: 7749** Check Repair Quotes 10 Oct 2016 **Process: 7797** **Check Order Are Being Picked In Priority Order 13 Nov 2021 **Process: 6969** Responsibility Allocation : VIAMED Stock Meeting `Goods In` Review 09 Mar 2016 **Process: 7860** Goods Out Picking 03 Oct 2017
ID24509	**VM3COP20.27 Annual Services for Resuscitation Cabinets** **Process: 5857** **Customer Service Logs 13 Nov 2021
ID69580	**VM3COP23.00 EAN13 Barcodes to Stock and the Online Databases** **Process: 7909** EAN GTIN Online Database 06 Aug 2018
ID8712	**DO NOT USE VM3COP09 Repairs**

	Process: 7684 Repairs Ready For Quote 18 Apr 2016 **Process: 7685** Repairs Ready For Invoice 18 Apr 2016 **Process: 7814** Responsibility Allocation : Viamed Repairs 06 Jun 2017
ID13703	**VM3COP20.03 Repair Procedures Goods in** **Process: 5891** Processing Of Repair Quotes And Orders 25 Feb 2016
ID17485	**VM3COP20.47 Collecting Repair Paperwork** **Process: 7693** **Collect Repair Filing From Warehouse 13 Nov 2021
ID41240	**Audit 17 Internal Audits** **Process: 7728** Audit 17 Internal Audits Viamed 24 Aug 2016 **Process: 7776** Audit 17 Internal Audits VST 08 Feb 2017
ID46915	**VOP 10 Non Conformance, Corrective and Preventive Actions** **Process: 7199** Non Conformities Review Viamed 09 Mar 2016 **Process: 7069** Responsibility Allocation : Corrective Actions 09 Mar 2016 **Process: 7849** Review Product Failures New Codes 28 Sep 2017 **Process: 7874** Review For Latest Version Med Dev 2.12. 18 Oct 2017 **Process: 7264** Responsibility Allocation : VST Management Meeting Non Conformance Issues 09 Mar 2016