

Document VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd Revision ID31052

Suggested Upload Document Name: **Risk Assesment For Updating Document ID31052**

Completed by [Derek Lamb](#) 24 Nov 2021

Reason for Risk Assesment

Amended Notification period number days

Document VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd Revision ID31052 Is linked to the Following Standards and processes

Risk Assesment Question ID31052	Does Update Risk on Update Affect	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q0 Does this Update warrant updating Any External Parties due to any Terms and Conditional Agreements E.G. Notified Body or is the update a Significate change to any ISO Certifications	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q1 VST Ltd ISO9001:2015 Section: 8.2.1 Customer communication Communication with customers shall include: a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes; c) obtaining customer feedback relating to products and services, including customer complaints; d) handling or controlling customer property; e) establishing specific requirements for contingency actions, when relevant.	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q2 VST Ltd ISO9001:2015 Section: 10.2.1	Does	Risk Frequency	Notes On Risk / Benefits statement if	Further Action Required

When a nonconformity occurs, including any arising from complaints, the organization shall:

a) react to the nonconformity and, as applicable:

- 1) take action to control and correct it;
- 2) deal with the consequences;

b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:

- 1) reviewing and analysing the nonconformity;
- 2) determining the causes of the nonconformity;
- 3) determining if similar nonconformities exist, or could potentially occur;
- c) implement any action needed;
- d) review the effectiveness of any corrective action taken;
- e) update risks and opportunities determined during planning, if necessary;
- f) make changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

Update due to Update Affect?	1.Improbable	required	on Issue
No	Risk Likly Due to Update		
	1.Negligible		
	Action Required:		
	No Action Required		

31052Q3 VST Ltd ISO9001:2015 Section: 10.2.2

The organization shall retain documented information as evidence of:

a) the nature of the nonconformities and any subsequent actions taken;

b) the results of any corrective action.

Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
No	1.Improbable		
	Risk Likly Due to Update		
	1.Negligible		
	Action Required:		
	No Action Required		

31052Q4 Process7743
Customer Complaints Paper File
Major Customer Complaints get escalated to Paper Customer Complaints file.





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

Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
No	1.Improbable		
	Risk Likly Due to Update		
	2.Minor		
	Action Required:		
	No Action Required		

31052Q5 Process6931
Customer Complaints
Review the Customer Complaints Heading

Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
	3.Occasional		

Affect?	Risk Likly Due	
No	to Update	
	1.Negligible	
	Action	
	Required:	
	No Action	
	Required	

31052Q6	 Process7070 Management Review To discuss any problems, to assess work load and staffing. To review issues.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q7	 Process7965 VST Feedback Enter Feedback from VST customer or Suppliers in the the Feedback headers Both Positive and Negative feedback to be logged	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q8	 ProcessProcess 9 Distribution Of Faxes Distribute recieved faxes Current Known Risk lost faxes Current Likly 1 Current Frequency 1	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q9	 ProcessProcess 11 Distribution Of Mail	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

Distributing incoming post to correct person
Current Known Risk Royal Mail fail to deliver post
Current Likly 3 Current Frequency 1

Affect? 1.Improbable
No Risk Likly Due
to Update
3.Serious
Action
Required:
No Action
Required

31052Q10 ProcessProcess 14
Fax Paper
Ensuring that fax reports have been generated for both sent and received faxes
and ensuring there is paper in the fax machine
Current Known Risk Phone lines go down
The paper tray is empty
Current Likly 1 Current Frequency 1

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

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31052Q11 ProcessProcess 15
Filing and Archiving
Paperwork to be filed in the correct order
Current Known Risk Paperwork is filed incorrectly
Current Likly 1 Current Frequency 1

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

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31052Q12 ProcessProcess 21
Office Sales Projects
Ensuring office job list is being updated and completed
Current Known Risk Office is short staffed or over worked
Current Likly 2 Current Frequency 1

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

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31052Q13 ProcessProcess 36

Does Risk Frequency Notes On Risk / Benefits statement if Further Action Required

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

Update due to Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
2.Minor ▼
Action
Required:
No Action
Required

required

on Issue

31052Q14 ↻ProcessProcess 5859
Review Un-shipped Parcels
audit and snap shot - this is an audit of a part of goods out, listing of the parcels
that are sat waiting on a customer response
Current Known Risk Customer forgets to come back to us and parcels stay
ready for shipping.
As the package is already pick pack and ready to leave the building all
computer traces will show as shipped.
Current Likly 2 Current Frequency 1

Does
Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
2.Minor ▼
Action
Required:
No Action
Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

31052Q15 ↻ProcessProcess 5871
Check Sale Or Returns
Review the Sale or Return list in intrastats. Ensure it is up to date.
Current Known Risk That goods could be sent to a customer or goods returned
but the list is not updated
Current Likly 2 Current Frequency 1

Does
Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
2.Minor ▼
Action
Required:
No Action
Required

Notes On Risk / Benefits statement if
required


Further Action Required
on Issue





31052Q16 ↻ProcessProcess 5872
Check Sale Or Returns Export
Review the Sale or Return list in intrastats. Ensure it is up to date.
Current Known Risk That goods could be sent to a customer or goods returned
but the list is not updated
Current Likly 2 Current Frequency 1





Does
Update
Affect? 1.Improbable ▼
No ▼ Risk Likly Due
to Update
2.Minor ▼
Action
Required:
No Action
Required

















Notes On Risk / Benefits statement if
required





Further Action Required
on Issue

31052Q17	 Process 5875 Check Paypal For Orders Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q18	 Process 5876 E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders Current Known Risk Orders go unnoticed Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q19	 Process 5882 Send Post To Humanmed Humanedmed post is received, it needs to be forwarded to Humanmed UK Sales Manager Current Known Risk Post is not sent Current Likly 4 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="4.Critical"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q20	 Process 5892 Checking EBay And Amazon For Orders And Messages Checking the eBay and Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions. Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 2	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue





31052Q21	 Process 5893 Answering Website Questions Answering any questions that are asked via the website from within Intrastats Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/>	Risk Likly Due to Update <input type="button" value="1.Negligible"/>	Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q22	 Process 5894 Checking Of Active List Check the Active Back orders ensure no orders get missed Current Known Risk List is not reviewed and orders do not get shipped Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/>	Risk Likly Due to Update <input type="button" value="1.Negligible"/>	Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q23	 Process 5895 Completing Office Job List Ensuring that the allocated tasks are being completed Current Known Risk Office staff are too busy Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/>	Risk Likly Due to Update <input type="button" value="3.Serious"/>	Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q24	 Process 5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas Current Known Risk Computer/network breakdown Not chased up. Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/>	Risk Likly Due to Update <input type="button" value="3.Serious"/>	Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>





31052Q25	 Process 5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q26	 Process 5913 Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders. Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q27	 Process 5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q28	 Process 5949 Filling Credit Card Slips Inputting the accurate data on to our pre-printed credit card slips for processing on dispatch of good. Secure storing and processing Current Known Risk incorrect information slips left unsecured Current Likly 1 Current Frequency 3	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="3.Occasional"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>





31052Q29	 Process 6898 GHX Web Pricing To review the GHX Web Pricing Current Known Risk That the prices are in correct and we may have to let them have the old price if we have not up dated them Current Likly 1 Current Frequency 2	Does Update Affect? No  Risk Frequency due to Update 2.Remote  Risk Likly Due to Update 1.Negligible  Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q30	 Process 6954 Back Orders Review - By Customer To check the back orders in the tray in goods out and check the active list back orders has been reviewed Current Known Risk goods not shipped in a timely manner Current Likly 1 Current Frequency 1	Does Update Affect? No  Risk Frequency due to Update 1.Improbable  Risk Likly Due to Update 1.Negligible  Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q31	 Process 7674 Check Repairs Ready For Invoice List Review the repairs ready For invoice List in intrastats. Current Known Risk That repairs will be missed. Current Likly 2 Current Frequency 1	Does Update Affect? No  Risk Frequency due to Update 1.Improbable  Risk Likly Due to Update 2.Minor  Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q32	 Process 7676 PDFing Of Invoices Viamed Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1	Does Update Affect? No  Risk Frequency due to Update 1.Improbable  Risk Likly Due to Update 2.Minor  Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue

31052Q33	 Process 7678 Check Catalog 360 Circle For Quotes And Orders Checking the Catalog 360 Circle website for outstanding orders or requests SYSTEM NO LONGER USED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q34	 Process 7683 Check Stock For Proforma To check that we have stock in for customer proformas. Or review if any stock needs to be ordered. Current Known Risk That a customer is told we have stock and then we are unable to ship. Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q35	 Process 7684 Repairs Ready For Quote Process Repairs Ready For Quote Current Known Risk If process does not get performed, we likly to loose customers, get complaints over not responding to customers returned goods Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q36	 Process 7685 Repairs Ready For Invoice Process Invoice for completed repairs. Current Known Risk repair has errors on it Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>





31052Q37	 Process 7686 Thorough Checking Of Awaiting Action Tray Check that outstanding orders with unresolved issues are being followed up and addressed Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q38	 Process 7691 Ship Sale Or Returns Review the sale or return shelf and ship those items. Current Known Risk Goods will be missed Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q39	 Process 7693 Collect Repair Filing From Warehouse Collect the filing form the warehouse Current Known Risk paperwork has been missed Current Likly 1 Current Frequency 1	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
31052Q40	 Process 7703 Vandagraph Pay Pal Retrieve Funds To remove money from the Pay Pal system into Vandagraph Bank account Current Known Risk No risk to the process as such as its paypal driven, Can only withdraw funds to allocated bank account Current Likly 2 Current Frequency 1	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue



31052Q41	 Process 7708 Acorn 0014904 Acorn Distribution ac 12906 - 0014904 Disposable sensor stock levels Current Known Risk That we not have stock available when needed. Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q42	 Process 7709 Delivered not Invoiced Ensure invoices are generated for shipped orders Current Known Risk Computer/network breakdown delivery is missed and remains un invoiced. Current Likly 2 Current Frequency 2	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q43	 Process 7712 Review Inward Payments Review the payments received to ensure proformas can be shipped Current Known Risk Computer network breakdown Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q44	 Process 7735 Ensure SOR's Are Followed Up Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>


31052Q45	 Process 7748 Check Repair Orders Check the orders against the customer paperwork, that we have generated, for the repair we have received in. Current Known Risk That details will be incorrect and it will affect the customer. That mistakes may be missed. Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q46	 Process 7749 Check Repair Quotes Check the quotes that we send out for the repairs we have received in. Current Known Risk That mistakes may be missed. That details will be incorrect and it will affect the customer. Current Likly 2 Current Frequency 2	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q47	 Process 7752 SRS Folder Ensure all outstanding repairs are being dealt with Current Known Risk repairs get stuck in the system Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q48	 Process 7758 Check For GHX Orders Check the emails for orders from GHX Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>




31052Q49  Process 7760 Send Service Offers Send letters to existing customers to remind them that a service is due on their equipment Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> <input type="button" value="Yes"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Major"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Major"/> Action Required: <input type="button" value="No Action Required"/> <input type="button" value="Action Required"/>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q50  Process 7761 Send VST Delivery Notifications Emailing Notifications of shipments Current Known Risk Limited risks, and if the email fails to get delivered the customer will still receive their shipment. Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> <input type="button" value="Yes"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Major"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> <input type="button" value="3.Major"/> Action Required: <input type="button" value="No Action Required"/> <input type="button" value="Action Required"/>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q51  Process 7783 PDF VST Invoices And Purchase Orders Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NOW DONE AUTOMATICALLY Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> <input type="button" value="Yes"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Major"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> <input type="button" value="3.Major"/> Action Required: <input type="button" value="No Action Required"/> <input type="button" value="Action Required"/>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q52  Process 7789 Withdraw Funds From Paypal To remove the receipts that have come into Paypal over the month. So they can be entered in to accounts sales. Current Known Risk That a payment is not entered accounts , or onto the correct sales account. Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/> <input type="button" value="Yes"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Major"/> Risk Likly Due to Update <input type="button" value="1.Negligible"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Major"/> Action Required: <input type="button" value="No Action Required"/> <input type="button" value="Action Required"/>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

31052Q53	 Process 7790 Humanmed Invoice them For Previous Month A invoice is generate at the end of each month to charges Humanmed for the admin fee, carriage charges and any special carriage charges. Current Known Risk That this invoice is not produced. Current Likly 3 Current Frequency 1	Does Update Affect? No  Risk Frequency due to Update 1.Improbable  Risk Likly Due to Update 3.Serious  Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q54	 Process 7795 Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats Current Known Risk Computer/network breakdown Current Likly 1 Current Frequency 1	Does Update Affect? No  Risk Frequency due to Update 1.Improbable  Risk Likly Due to Update 1.Negligible  Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q55	 Process 7800 Opera Nominal Ledger Close The closing down of the previous months nominal ledger for accounts purposes. Current Known Risk The system crashes. Current Likly 1 Current Frequency 2	Does Update Affect? No  Risk Frequency due to Update 2.Remote  Risk Likly Due to Update 1.Negligible  Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q56	 Process 7808 Ensure All Invoice Correctly Tagged To find and Tag any sales that are removed from commissions, as they are break even products for relationships purposes Current Known Risk Pay a Sales rep for special sales in the relevant area. and make a loss on the sale Current Likly 3 Current Frequency 1	Does Update Affect? No  Risk Frequency due to Update 1.Improbable  Risk Likly Due to Update 3.Serious  Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

31052Q57	 Process 7822 Review Oxylink Stock To check we have the stock available to supply our customer Oxylink. NOTE THIS PROCESS HAS BEEN STOPPED. Part number has been superseded Current Known Risk The we do not have the stock needed to satisfy the orders for this customer. Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q58	 Process 7830 Review Q.A. Failures Report To review the Quantities of Failed product per Stock reference Passing through the Q.A. system Current Known Risk No risk Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q59	 Process 7838 Review VIAMED Feedback - Customer Feedback Negative Review Customer Feedback Negative Current Known Risk Rolling Issues No risk to process Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q60	 Process 7839 Review VIAMED Feedback - Customer Complaints To Review Viamed Customer Complaints Current Known Risk Rolling Issue No Risk Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

31052Q61	 Process 7840 Review VST Feedback - Customer Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised Current Known Risk Rolling Issue, No Risk Current Likely 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q62	 Process 7841 Review VST Feedback - Customer Complaints To review Customer Complaints see if Non Conformance need to be raised Current Known Risk Rolling Issue, No Risk Current Likely 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q63	 Process 7842 Review VIAMED Product Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised Current Known Risk Rolling Issue, No Risk Current Likely 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
31052Q64	 Process 7843 Review VST Product Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raise Current Known Risk Rolling Issue, No Risk Current Likely 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

31052Q65  ProcessProcess 7953
Vandagraph Delivery Notifications
To Send Vandagraph Delivery notifications
Current Known Risk task not carried out
Current Likly 1 Current Frequency 1

Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
No 	1.Improbable  Risk Likly Due to Update 1.Negligible 	<div></div>	<div></div>
Action Required: No Action Required			

31052Q66 Final Notes

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

SAVE FORM