

Document CPM 04 Absence Holiday Entitlement Revision ID14718

Suggested Upload Document Name: **Risk Assesment For Updating Document ID14718**

Completed by [Derek Lamb](#) 29 Dec 2021

Reason for Risk Assesment

to reflect more accuratly the GOV UK web site updates

Document CPM 04 Absence Holiday Entitlement Revision ID14718 Is linked to the Following Standards and processes

test block

Risk Assesment Question ID14718	Does Update Risk on Update Affect	Risk Frequency due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
14718Q0 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
14718Q1 Viamed Ltd ISO13485:2016 Section: 6.4.2 Contamination control 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.	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

14718Q2	<p>Viamed Ltd ISO13485:2016 Section: 7.5.4</p> <p>Servicing activities</p> <p>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.</p> <p>The organization shall analyse records of servicing activities carried out by the organization or its supplier:</p> <p>a) to determine if the information is to be handled as a complaint;</p> <p>b) as appropriate, for input to the improvement process.</p> <p>Records of servicing activities carried out by the organization or its supplier shall be maintained (see 4.2.5).</p>	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likly Due to Update <input type="button" value="1.Negligible"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
14718Q3	<p>Viamed Ltd ISO13485:2016 Section: 7.5.10</p> <p>Customer property</p> <p>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).</p>	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likly Due to Update <input type="button" value="1.Negligible"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
14718Q4	<p>Viamed Ltd ISO13485:2016 Section: 7.5.11</p> <p>Preservation of product</p> <p>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.</p> <p>The organization shall protect product from alteration, contamination or damage when exposed to expected conditions and hazards during processing, storage, handling, and distribution by:</p> <p>a) designing and constructing suitable packaging and shipping containers;</p> <p>b) documenting requirements for special conditions needed if packaging alone cannot provide preservation.</p> <p>If special conditions are required, they shall be controlled and recorded (see 4.2.5).</p>	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likly Due to Update <input type="button" value="1.Negligible"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

14718Q5	<p>Viamed Ltd ISO13485:2016 Section: 8.3.4</p> <p>Rework</p> <p>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.</p> <p>After the completion of rework, product shall be verified to ensure that it meets applicable acceptance criteria and regulatory requirements.</p> <p>Records of rework shall be maintained (see 4.2.5).</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likly Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
14718Q6	<p>VST Ltd ISO9001:2015 Section: 8.2.1</p> <p>Customer communication</p> <p>Communication with customers shall include:</p> <p>a) providing information relating to products and services;</p> <p>b) handling enquiries, contracts or orders, including changes;</p> <p>c) obtaining customer feedback relating to products and services, including customer complaints;</p> <p>d) handling or controlling customer property;</p> <p>e) establishing specific requirements for contingency actions, when relevant.</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likly Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
14718Q7	<p>VST Ltd ISO9001:2015 Section: 8.5.2</p> <p>Identification and traceability</p> <p>The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.</p> <p>The organization shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.</p> <p>The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likly Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
14718Q8	<p>VST Ltd ISO9001:2015 Section: 8.5.3</p> <p>Property belonging to customers or external providers</p> <p>The organization shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization.</p> <p>The organization shall identify, verify, protect and safeguard customers' or external providers' property</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable ▾</p> <p>Risk Likly Due to Update</p> <p>1.Negligible ▾</p> <p>Action Required:</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

provided for use or incorporation into the products and services.
When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.

NOTE A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.

No Action
Required

14718Q9	7684 Repairs Ready For Quote Process Repairs Ready For Quote	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>
14718Q10	7685 Repairs Ready For Invoice Process Invoice for completed repairs.	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>
14718Q11	6862 Current Repairs The repairs that are currently in the building. Confirm the Stage and Location of repairs	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 <div></div>	Further Action Required on Issue <div></div>

14718Q12 7048 Control of monitoring and measuring devices Control of monitoring and measuring devices	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="2.Remote"/> <input type="button" value="1.Negligible"/> 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>
14718Q13 7674 Check Repairs Ready For Invoice List Review the repairs ready For invoice List in intrastats.	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="2.Minor"/> 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>
14718Q14 7752 SRS Folder Ensure all outstanding repairs are being dealt with	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="2.Minor"/> 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>
14718Q15 7690 Ship Repairs Review the Repairs completed shelf and ship those items that are ready for return to the customer.	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="2.Minor"/> 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>

14718Q16 7942	<p>Do We Have Service Manual / QA For All Our Stock Coming In. To make sure we have a QA procedure or service manual in place for all our stock coming through Viamed and VST.</p> <p>Some may just say check packaging and barcode and other may need to go further in depth. With testing procedures. Those who do not require testing should state this in the procedure.</p>	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update <input type="button" value="3.Occasional"/></p> <p>Risk Likly Due to Update <input type="button" value="1.Negligible"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
14718Q17 7940	<p>Review The Tom Thumb Grease Date To check the date of the grease used in the production and servicing of the Tom Thumb. To see if it needs to be removed. Look at date purchased then add 4 years to the date.</p> <p>Dispose of this when it goes beyond this date.</p>	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likly Due to Update <input type="button" value="1.Negligible"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
14718Q18 Process 9	<p>Distribution Of Faxes Distribute recieved faxes Current Known Risk lost faxes Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likly Due to Update <input type="button" value="1.Negligible"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
14718Q19 Process 11	<p>Distribution Of Mail Distributing incoming post to correct person Current Known Risk Royal Mail fail to deliver post Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likly Due to Update <input type="button" value="3.Serious"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

14718Q20 Process 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 Update Affect? No <input type="button" value="v"/> Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likly Due to Update 1.Negligible <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
14718Q21 Process 15 Filing and Archiving Paperwork to be filed in the correct order Current Known Risk Paperwork is filed incorrectly Current Likly 1 Current Frequency 1	Does Update Affect? No <input type="button" value="v"/> Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likly Due to Update 1.Negligible <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
14718Q22 Process 21 Office Sales Projects Ensuring office job list is being updated and completed Current Known Risk Office is short staffed or over worked Current Likly 2 Current Frequency 1	Does Update Affect? No <input type="button" value="v"/> Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likly Due to Update 2.Minor <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
14718Q23 Process 36 Emailing Of Invoices Invoices are emailed to customers Current Known Risk Computer or network failure Current Likly 2 Current Frequency 1	Does Update Affect? No <input type="button" value="v"/> Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likly Due to Update 2.Minor <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

<p>14718Q24 Process 39</p> <p>Enviromental Policy Document Review</p> <p>Ensure our Viamed Environment and WEEE Polycys are upto date and suitable for current legislation</p> <p>Current Known Risk Potential to break the Law of the land with unsuitable polycys</p> <p>Current Likly 1 Current Frequency 2</p>	<p>Does Update Affect? <input type="button" value="No"/></p> <p>Risk Frequency due to Update <input type="button" value="2.Remote"/></p> <p>Risk Likly Due to Update <input type="button" value="1.Negligible"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
<p>14718Q25 Process 5857</p> <p>Customer Service Logs</p> <p>Ensuring customer onsite service visits are completed</p> <p>Current Known Risk Engineer or equipment is unavalliable</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? <input type="button" value="No"/></p> <p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likly Due to Update <input type="button" value="2.Minor"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
<p>14718Q26 Process 5859</p> <p>Review Un-shipped Parcels</p> <p>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</p> <p>Current Known Risk Customer forgets to come back to us and parcels stay ready for shipping.</p> <p>As the package is already pick pack and ready to leave the building all computer traces will show as shipped.</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? <input type="button" value="No"/></p> <p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likly Due to Update <input type="button" value="2.Minor"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
<p>14718Q27 Process 5871</p> <p>Check Sale Or Returns</p> <p>Review the Sale or Return list in intrastats. Ensure it is up to date.</p> <p>Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? <input type="button" value="No"/></p> <p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likly Due to Update <input type="button" value="2.Minor"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>

14718Q28 Process 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? 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
14718Q29 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? 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
14718Q30 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? 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
14718Q31 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? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 4.Critical ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue

14718Q32 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? 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
14718Q33 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? 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
14718Q34 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? 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
14718Q35 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? No Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue

14718Q36 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>
14718Q37 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>
14718Q38 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>
14718Q39 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>

14718Q40	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? No ▾	Risk Frequency due to Update 3.Occasional ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
14718Q41	Process 6862 Current Repairs The repairs that are currently in the building. Confirm the Stage and Location of repairs Current Known Risk Repairs not being worked on in a timely manor. Repairs being processed with out authorisation from customer. 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
14718Q42	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
14718Q43	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

14718Q44 Process 7673 Check Expiry Dated Stock To check that all the stock on the selves are within their use by dates. Current Known Risk Stock being dispatched that is pasts its date. Current Likly 1 Current Frequency 2	Does 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="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
14718Q45 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? <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>
14718Q46 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? <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>
14718Q47 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>

14718Q48	Process 7679 Check Stock Requirements Supplier Teledyne To check that we have stock in for customer proformas and orders. 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? 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 <div></div>	Further Action Required on Issue <div></div>
14718Q49	Process 7680 Check Stock Requirements Supplier Envitec To check that we have stock in for customer proformas and orders. 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? 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 <div></div>	Further Action Required on Issue <div></div>
14718Q50	Process 7681 Check Stock Requirements Supplier Posey To check that we have stock in for customer proformas and orders. 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? 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 <div></div>	Further Action Required on Issue <div></div>
14718Q51	Process 7682 Check Stock Requirements Supplier Bluepoint To check that we have stock in for customer proformas and orders. 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? 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 <div></div>	Further Action Required on Issue <div></div>

14718Q52 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? 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
14718Q53 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? 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
14718Q54 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? 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
14718Q55 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

14718Q56 Process 7690 Ship Repairs Review the Repairs completed shelf and ship those items that are ready for return to the customer. Current Known Risk That a repair will be missed Current Likly 2 Current Frequency 1	Does 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>
14718Q57 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? <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>
14718Q58 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? <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>
14718Q59 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? <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>

14718Q60 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"/> 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>
14718Q61 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"/> 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>
14718Q62 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"/> 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>
14718Q63 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"/> 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>

<p>14718Q64 Process 7737</p> <p>Production In Production List Review the Production List, check and list those items that were started more than 30 days ago have not been through QA.</p> <p>Audit is carried out and production is reviewed and chased at this point.</p> <p>Current Known Risk Production jobs is finished but not been QA, may get lost in the system Current Likly 2 Current Frequency 2</p>	<p>Does Update Affect? <input type="button" value="No"/></p> <p>Risk Frequency due to Update <input type="button" value="2.Remote"/></p> <p>Risk Likly Due to Update <input type="button" value="2.Minor"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
<p>14718Q65 Process 7748</p> <p>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</p>	<p>Does Update Affect? <input type="button" value="No"/></p> <p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likly Due to Update <input type="button" value="2.Minor"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
<p>14718Q66 Process 7749</p> <p>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</p>	<p>Does Update Affect? <input type="button" value="No"/></p> <p>Risk Frequency due to Update <input type="button" value="2.Remote"/></p> <p>Risk Likly Due to Update <input type="button" value="2.Minor"/></p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
<p>14718Q67 Process 7752</p> <p>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</p>	<p>Does Update Affect? <input type="button" value="No"/></p> <p>Risk Frequency due to Update <input type="button" value="1.Improbable"/></p> <p>Risk Likly Due to Update <input type="button" value="2.Minor"/></p> <p>Action Required:</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>

No Action
Required

14718Q68	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? 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
14718Q69	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? 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
14718Q70	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? 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
14718Q71	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.	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾	Notes On Risk / Benefits statement if required	Further Action Required on Issue

customer gets incorrect invoice.
Current Likly 2 Current Frequency 1

Action
Required:
No Action
Required

14718Q72	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? 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
14718Q73	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	Further Action Required on Issue
14718Q74	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	Further Action Required on Issue
14718Q75	Process 7800 Opera Nominal Ledger Close The closing down of the previous months nominal ledger for accounts purposes.	Does Update Affect? No ▾	Risk Frequency due to Update 2.Remote ▾ Risk Likly Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

Current Known Risk The system crashes.
Current Likly 1 Current Frequency 2

1.Negligible ▾

Action

Required:

No Action

Required

14718Q76 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

Further Action Required
on Issue

14718Q77 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?

No ▾

Risk Frequency
due to Update

1.Improbable ▾

Risk Likly Due
to Update

3.Serious ▾

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

14718Q78 Process 7823

Saftey Tester Data

Backup the Fluke ESA615 Safety tester CE

Copy any files to the Z Drive - safety tester backupdata

Current Known Risk That this will not be carried out.

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

14718Q79 Process 7830

Review Q.A. Failures Report

To review the Quantities of Failed product per Stock reference Passing through the Q.A. system

Does
Update
Affect?

No ▾

Risk Frequency
due to Update

1.Improbable ▾

Risk Likly Due

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

Current Known Risk No risk
Current Likly 3 Current Frequency 1

to Update

3.Serious ▼

Action

Required:

No Action

Required

14718Q80 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?

No ▼

Risk Frequency
due to Update

1.Improbable ▼

Risk Likly Due
to Update

3.Serious ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

14718Q81 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?

No ▼

Risk Frequency
due to Update

1.Improbable ▼

Risk Likly Due
to Update

3.Serious ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

14718Q82 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 Likly 3 Current Frequency 1

Does
Update
Affect?

No ▼

Risk Frequency
due to Update

1.Improbable ▼

Risk Likly Due
to Update

3.Serious ▼

Action

Required:

No Action

Required

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

14718Q83 Process 7841

Review VST Feedback - Customer Complaints
To review Customer Complaints

Does
Update

Risk Frequency
due to Update

1.Improbable ▼

Notes On Risk / Benefits statement if
required

Further Action Required
on Issue

see if Non Conformance need to be raised
Current Known Risk Rolling ISsue, No Risk
Current Likly 3 Current Frequency 1

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

14718Q84 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 Likly 3 Current Frequency 1

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

Notes On Risk / Benefits statement if required

Further Action Required
on Issue

14718Q85 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 Likly 3 Current Frequency 1

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

Notes On Risk / Benefits statement if required

Further Action Required
on Issue

14718Q86 Process 7863
Maintain Repair Codes List
To confirm the current repairs codes for various products in the system are up
to date and available to office members of staff.
Current Known Risk use of incorrect repair codes
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

14718Q87 Process 7897
Daily O2 Sensors Returns

Does Risk Frequency
Update due to Update

Notes On Risk / Benefits statement if required

Further Action Required
on Issue

To check the daily returns for any that are oxygen sensors only, so they can be fast tracked through the system
Current Known Risk worst case scenario is sensor returns goes through the system normally
Current Likly 1 Current Frequency 1

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

14718Q88 Process 7944

Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST
To check the use by date or manufacturers life span, of any Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST. To see if it needs to be disposed of.

Dispose of and where needed re order new, when it goes beyond this date.
Current Known Risk Sealant, Glues, Greases, Sprays, Gases And Tapes will go beyond the date we say it should be disposed of
Current Likly 1 Current Frequency 1

Does 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

14718Q89 Process 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? 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

14718Q90 Does Generic CE File Attached to All Technical file #2

Of type 5 require any Notificaions and/or Risk assesment updates due to this update

Does 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

14718Q91 Final Notes

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

SAVE FORM

Only saves your progress in filling in above Questions - No feed back to pressing save form button

Once Form Complete Print Page to PDF (Landscape mode prefereable), go back to document upload page and upload to risk assesment button