

Document Index Overview

Document Index

All Documents While Viewed Live are CURRENT, Printed versions should be for reference only

<input type="checkbox"/> Audit Documents	<input type="checkbox"/> BS EN ISO Documents	<input type="checkbox"/> Calibration Certificates	<input type="checkbox"/> CE File	<input type="checkbox"/> Certificate of Origin	<input type="checkbox"/> Certificates
<input type="checkbox"/> Charts	<input type="checkbox"/> Company COPS	<input type="checkbox"/> Company Personnel Manual	<input type="checkbox"/> Component Specification Sheets (BOM)	<input type="checkbox"/> Contact Files	<input type="checkbox"/> COSHH Data Sheets
<input type="checkbox"/> Cross Reference Charts	<input type="checkbox"/> Declaration of Conformitys	<input type="checkbox"/> Distributor / Supplier Agreements	<input type="checkbox"/> External Official Documents	<input type="checkbox"/> HSE Advice Documents	<input type="checkbox"/> Instruction Manuals
<input type="checkbox"/> Miscellaneous Documents	<input type="checkbox"/> Packaging Instructions	<input type="checkbox"/> Patents	<input type="checkbox"/> Photographs	<input type="checkbox"/> PPQ Forms	<input type="checkbox"/> Pre-ISO How 2 documents
<input type="checkbox"/> Price Lists	<input type="checkbox"/> Promotional Leaflets	<input type="checkbox"/> Published Advertisement	<input type="checkbox"/> Quality Control Documents	<input type="checkbox"/> Service Manuals	<input type="checkbox"/> Supplier ISO Certificates
<input type="checkbox"/> Technical Document	<input type="checkbox"/> Training Material	<input type="checkbox"/> Viamed Operating Procedures	<input type="checkbox"/> Warranty Files	<input checked="" type="checkbox"/> Search All Documents	

☒ Show Thumbnails

☐ Search L Drive

☐ Search PaperPort Drive

All documents (with the exception of files linked to ISSUES). Can be searched via the Document search.

While each document is broken down into type, most searches are carried out with the search all documents option selected.







Audit Documents	BS EN ISO Documents	Calibration Certificates	CE File	Certificate of Origin	Certificates
Charts	Company COPS	Company Personnel Manual	Component Specification Sheets (BOM)	Contact Files	COSHH Data Sheets
Cross Reference Charts	Declaration of Conformitys	Distributor / Supplier Agreements	External Official Documents	HSE Advice Documents	Instruction Manuals
Miscellaneous Documents	Packaging Instructions	Patents	Photographs	PPQ Forms	Pre-ISO How 2 documents
Price Lists	Promotional Leaflets	Published Advertisement	Quality Control Documents	Service Manuals	Supplier ISO Certificates
Technical Document	Training Material	Viamed Operating Procedures	Warranty Files		

Doing a search on Orders with, search all documents selected, produces:

Type	Description	Details	
CE File	CE FILE Generic CE File Attached to All Purchase specifications Suppliers & Orders	Details	Not Set
Charts	Chart 13 Sales Orders	Details	Internal use only
Contact Files	Bristol Royal Infirmary Policy Document re Purchase Orders	Details	Internal use only Bristol Royal Infirmary
Contact Files	Bristol Royal Infirmary Policy Document re. Purchase Orders	Details	Internal use only Bristol Royal Infirmary Estella Rivera
Company COPS	VM3COP03 Enquires Orders Contract Review	Details	Not Set
Company COPS	VM3COP20.05 New Orders - How to enter into Opera	Details	Not Set

Turning on Thumbnails and searching again:

Company ISO Manual Files Index

CE FILE Generic CE File Attached to All Purchase specifications Suppliers & Orders Type CE File Further Details Document Access Not Set	
Chart 13 Sales Orders Type Charts Further Details Document Access Internal use only	
Bristol Royal Infirmary Policy Document re Purchase Orders Type Contact Files Further Details Document Access Internal use only Bristol Royal Infirmary	
Bristol Royal Infirmary Policy Document re. Purchase Orders Type Contact Files Further Details Document Access Internal use only Bristol Royal Infirmary Estella Rivera	
VM3COP03 Enquires Orders Contract Review Type Company COPS Further Details Document Access Not Set	
VM3COP20.05 New Orders - How to enter into Opera Type Company COPS Further Details Document Access Not Set	

Details of a Document

Clicking a document will show its details and a link to download / view the actual document

VM3COP03 Enquires Orders Contract Review

Open Document or Right Click Save as To save a copy
Current VM3COP03 Enquires Orders Contract Review Details

Document ID 7728
Added By Derek Lamb
Added On 25/Feb/2011
Original File name 7342.pdf
Open Issue to Request Update Amending Document
Open Document Open Document

History Of Document VM3COP03 Enquires Orders Contract Review

Doc ID	Added By	Date	Actual Filename
7727 OLD Version	Derek Lamb	25/Feb/2011	7342.doc
7343 OLD Version	Derek Lamb	02/Nov/2010	5980 (1).pdf
7342 OLD Version	Derek Lamb	02/Nov/2010	5980 (1).doc
5981 OLD Version	Derek Lamb	20/May/2009	updated.pdf
5980 OLD Version	Derek Lamb	20/May/2009	updated.doc
5979 OLD Version	Derek Lamb	20/May/2009	updated.pdf
5978 OLD Version	Derek Lamb	20/May/2009	updated.doc
1703 OLD Version	Derek Lamb	23/May/2007	Contract REVIEW.doc
72 OLD Version	Derek Lamb	14/Aug/2006	VM3COP03 Enquires Ordes Contract Review.doc

ISO Manual Links

4.1.c	Quality management system
7.2.3.A	Customer communication
7.2.3.B	Customer communication
7.2.1	Customer-related processes

CE File links

COMPANY OPERATING PROCEDURES Enquires/Orders/Contract Review

Created:17 May 1997(06/0097) 03 Issues :Revised:25 February 2011 Last printed: 4/12/2006 02:10:00 PM Page: 1 of 3

CUSTOMER ENQUIRIES

1.1 Telephone Enquiries

- 1.1.1 If the telephone, fax or email received Varned order invoice the enquiry is urgent and any emergency delays could jeopardise our existing goods in and future business.
- 1.1.2 Record in your diary and/or electronic.
- 1.1.3 Complete Name, Company Address, Email, Telephone and Contact Details.
- 1.1.4 Enter into Goldmine.

1.2 Telexmail Enquiries

- 1.2.1 If the enquiry is simple, give answer - Use Data Checks for details where applicable.
- 1.2.2 Possible equipment failure, then a Warranty Check using the Stock Book Database.
- 1.2.3 If failed under warranty:
Send items e.g. sensors after replacement some delay on no change Invoice Must be signed off by a technician.
Customer to be informed that a changeable invoice will be raised if an example is fault is found. Alternatively the customer may send goods to Varned for their inspection. If a repair item, ask for it to be returned. If customer is reluctant arrange to send equipment or sales equipment as soon as possible.
If urgent Email or phone relevant person with regard to item normally accepted.

Refer Internal Issue to relevant person.

Enter into Goldmine.

- 1.2.4 For a new warranty enquiry, request the customer return items to Varned or offer a cheque for on site visit.
- 1.2.5 Obtain Order number and any special instructions.

1.2.5 Where the enquiry is potentially unacceptable -

Obtain Equipment Type and Size of function, and general details of problem. Record in Diary Database.

Pass on to Equipment or Director.

When a answer can be given take Telephone number and send an Information letter to MCHD and relevant Engineer ensuring it contains the following: Date / From / Department / Customer / Telephone / Equipment.

Serial No. / Warranty Y/N / Description of fault.

Enter into Goldmine.

- 1.2.6 Customer Returning Goods - Obtain a SRS Number from literature and fill in appropriate fields. SRS number should be quoted to the customer before its purchase.

1.3 Price Enquiries

- 1.3.1 Inform price from Internet/Opera Check using an Standard Price Codes.
- 1.3.2 Informate will be the most accurate for regularly supplied items.

1.4 Delivery Enquiries

- 1.4.1 Check Order number, outstanding orders, and estimated delivery dates. Exercise caution when giving out delivery dates.

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- 1.4.2 Where delays are involved contact supplier for current status.

1.5 Product Information Enquiries

- 1.5.1 For simple products, consult literature, literature and data sheets.

For complex products pass to relevant person.

1.6 Technical Enquiries

- 1.6.1 Depending on location offer to visit in a sales person, time and place to be arranged by the sales person, time is sensitive to relevant person.

Enter into Goldmine.

- 1.6.2 If an urgent call is required for an urgent item (e.g. John O'Connell) and the equipment will put the post office to rest for days, preferably the same day depending current stock levels.

- 1.6.3 Inform the sales person responsible.

Fill in the Minutes Sales or Return / Time of goods can be checked up.

Must be sent to a named individual.

Must be for 10 days only unless permission of Directors.

2. LETTER AND FAX AND EMAIL ENQUIRIES

- 2.1 Give COPY of letter fax to person most likely to answer.

File original in appropriate file (ORD / Sales / Purchasing Files).

- 2.2 Appropriate Copy of enquiry check customer to be sent to the sales person/ engineer and the reply to filed in the ORD / Sales / Purchasing Files.

3. QUOTATIONS

- 3.1 Where quotations can be prepared by any member of staff. Authorisation will only be by the Managing Director or Financial Controller or by designation for Office Manager.

- 3.2 Authorisation is required for quotes above a stipulated level set by financial director.

- 3.3 Quotes to be filed in the Quote File.

- 3.4 Guidelines to be filed in.

4. ORDERS

4.1 Telephone Orders

- 4.1.1 telephone orders must be recorded in literature and Goldmine. At the time of recording the order. The office staff must check form codes and descriptions against manufacturers specifications. The sales full name, address, telephone and order number are recorded and the customer is asked to confirm the order in the. The order is then entered, processed and filed.

- 4.1.2 Customers ordering New Standard or more P/Ns specific items which are not covered by ISO 9000 suppliers should be informed and give permission before order is accepted.

4.2 Written/Telex Orders

- 4.2.1 Written/Telex orders are checked by the office staff and data stamped in.

(Ref. Section 5.1)

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4.3 If the order is a confirmation:

- 4.3.1 Check if the Order has already been processed on Opera.

4.4 If the Order is not a Confirmation:

- 4.4.1 Check the quantity and which goods are required.

Any queries on the order, contact the relevant department and note the concerned person the order and Goldmine details are fully filed in and clearly legible.

4.5 Internet Orders / Enquiries

- 4.5.1 Enter Order into Opera (VM3COP03 05) and Opera order printed signed and checked by another member of staff. Use the Pageal reference on the order number.

by the Contract/Enquiries details Added / updated in Goldmine.

of Confirmation / found on closing the order to be recorded to the customer.

5. CONTRACT REVIEW

- 5.1 After an order has been checked as in section 4.4, it is stamped "Accepted and validated" and the Office Staff then:

- a) Order put into Opera (VM3COP03 05) and Opera Order Printed Signed and Checked by another member of staff.

- b) Packing is carried out by warehouse staff via literature (see procedure VM3COP06)

- c) Refer the invoice/shipment documentation.

6. ORDER AMENDMENTS

- 6.1 Where an order is amended prior to picking the original order will be endorsed with the amendment details, the full name of the customer, telephone number, date and the signature of the person making the amendment.

- 6.2 All order amendment details should be entered in Goldmine, Customers full name and Address to be checked. If possible, the customer to confirm the amendment via E-Mail.

- 6.3 Where amendment is after dispatch, a separate order will be raised and the customer will be advised accordingly and where appropriate, a Credit Note issued for unreturned items on the original order upon return of the goods.

- 6.4 When updating prices on covering a quote / and/or problems the "quoted by" field needs to be updated with the name of the customer user.

7. Review

- 7.1 A Monthly review of outstanding orders and production schedules will be held via memo.

- 7.2 Reviews will be kept.

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Document Index Behind the Scenes

Each document in the document index (D.I.) has a Unique Document ID identifier.

Only the MD/Director can upload a new document.

Each document has a LOG file of who uploaded it, when it was uploaded, name of the original file name that was uploaded, Expiry date if applicable, the owning company, type of file, security level of the file, and a time stamp for review.

When a Document is replaced by a newer document, the NEW document becomes current and takes on all the attributes of the old file (type/security/links).

The old file becomes attached to the new file as a history file.

Current Audit 03 Design Control Document

Document ID

Added By

Added On

Original File name

Expiry Date:

Upload NEW Document

Open Issue to Request Update

Remove / Archive document

Edit File Description

Last Reviewed Date (Unconfirmed)

Set Expiry Date

Link Stock Items

Change File Type

Security Level

Owning Company

Review Time

Update

View Document

4588

Derek Lamb

08/Sep/2008

DEsign 080312.doc

Not Set

Upload Document

Amending Document

Delete Document

Edit Name

Confirm Current

Expires

Currently 0 Linked

Audit

Internal use only

Viamed

0

Months

History Of Document

e.g

Document ID 4588 above, replaced Document ID 1689 on the 08 / 09 / 2008,

Document ID 1689 replaced Document ID 1688 on the 22 / May 2007,

Document ID 1688 replaced the original Document ID 194 on the 22 / may 2007,

Document ID 194 was originaly uploaded on the 15 / 08 / 2006.

Document Index LINKS

Each document in the DI can belong to different manuals / technical files / procedures / Stock Items

For Example Document ID 4588 above is linked to

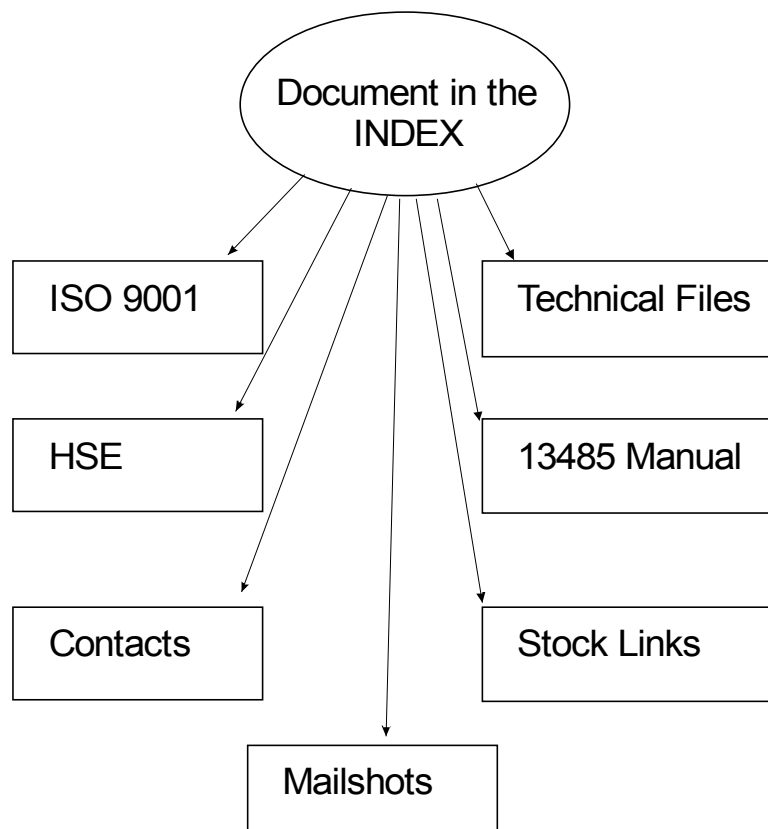
ISO Manual		
7.0	Product realization	Remove
8.2.2	Internal audit	Remove

Section 7.0 of the ISO Manual and Section 8.2.2 of the ISO Manual.

E.g. 2

Document ID 2206 is apart of the Tom Thumb Technical File, and is filed in Section F 7

Technical Files			
Tom Thumb	Section:F 7	Labels	Remove



Viewing File links:

HSE Files

HSE regulations broken down into sections, Right hand column provides a link to supporting files

Section	Description	Attached Files
01 Relevant HMG information	Official Information & Booklets	Documents (19)
02 Outline	Health and Safety framework.	Documents (1)
03 Corporate Statements		Documents (2)
04 ISO HSE Requirements		Documents (3)
05 Organisation and Responsibilities		Documents (4)
06 Distribution of Documentation to employees		Documents (5)
07 Statutory Notices		Documents (1)
08 Staff Induction		Documents (1)
09 General Inspections		Add/Show File(s)
10 Electricity		Documents (3)
11 Checklists		Documents (6)
12 COSHH		Documents (3)
13 Safe Systems of Work		Documents (6)
14 Assessments of risks		Documents (3)
15 Eyesight		Documents (2)

Viewing File links:

13485 Manual Files

13485 Manual Files broken down into sections, Right hand column provides a link to supporting files

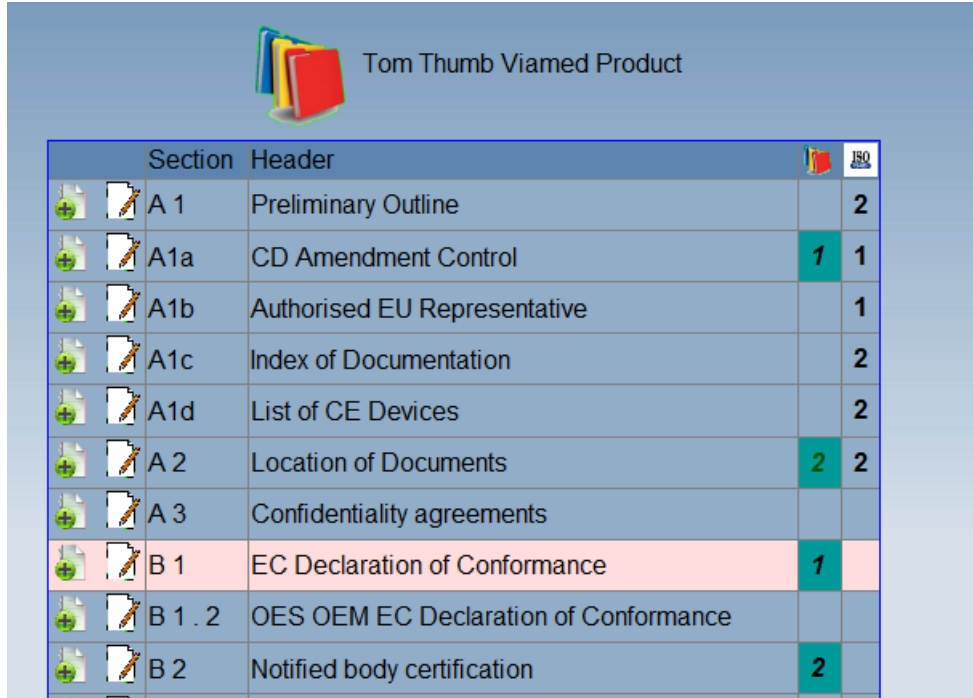
Section	Description	Attached Files
4.0 Quality management system		Documents (5)
4.1	The organization shall establish, document , implement and maintain a quality management system and maintain its effectiveness in accordance with the requirements of this International Standard.	Documents (4)
4.1.a	Identify the processes needed for the quality management system and their application throughout the organization (see 1.2),	Documents (23)
4.1.b	determine the sequence and interaction of these processes.	Documents (35)
4.1.c	determine criteria and methods needed to ensure that both the operation and control of these processes are effective,	Documents (33)
4.1.d	ensure the availability of resources and information necessary to support the operation and monitoring of these processes,	Documents (3)
4.1.e	monitor, measure and analyse these processes,	Documents (1)
4.1.f	and implement actions necessary to achieve planned results and maintain the effectiveness of these processes	Documents (1)
4.1.g	These processes shall be managed by the organization in accordance with the requirements of this International Standard. Where an organization chooses to outsource any process that affects product conformity with requirements, the organization shall ensure control over such processes. Control of such outsourced processes shall be identified within the quality management system (see 8.5.1). NOTE Processes needed for the quality management system referred to above should include processes for management activities, provision of resources, product realization and measurement.	Documents (1)
4.2 Documentation requirements		Add/Show File(s)
4.2.1	The quality management system documentation shall include	Documents (1)

Viewing File links:

Technical Files,

Each technical file is broken down into sections,

Each file has 2 type of links,



The screenshot shows a software interface titled "Tom Thumb Viamed Product". It features a table with five columns. The first column contains icons for adding new files (a green plus sign in a square) and generating issues (a pencil icon). The second column contains section identifiers (A 1, A1a, A1b, A1c, A1d, A 2, A 3, B 1, B 1 . 2, B 2). The third column contains the header descriptions (Preliminary Outline, CD Amendment Control, Authorised EU Representative, Index of Documentation, List of CE Devices, Location of Documents, Confidentiality agreements, EC Declaration of Conformance, OES OEM EC Declaration of Conformance, Notified body certification). The fourth column contains a red folder icon, and the fifth column contains an ISO 13485 logo. The last two columns contain numerical values (2, 1, 1, 2, 2, 2, 1, 1, 2). The row for "B 1" is highlighted in pink.

	Section	Header		ISO	
	A 1	Preliminary Outline			2
	A1a	CD Amendment Control		1	1
	A1b	Authorised EU Representative			1
	A1c	Index of Documentation			2
	A1d	List of CE Devices			2
	A 2	Location of Documents		2	2
	A 3	Confidentiality agreements			
	B 1	EC Declaration of Conformance		1	
	B 1 . 2	OES OEM EC Declaration of Conformance			
	B 2	Notified body certification		2	

First column Is to add new files to the section / header

Second column Is to generate Issue relating to documents in the section.

Header column is the description of the section.

Fourth column Is for files that Directly relate to the Technical File in question (in this case Tom Thumb files)

Fifth column Is for files that related to technical documentation but are relating to the Overall company, and are relevant to ALL technical files regardless of type, (e.g. VIAMED ISO 13485 certificate would apply).