COMPANY OPERATING PROCEDURES

Post Market surveillance

VM3/COP/18

Post Market Surveillance

This is obtained and monitored by many methods and is a continuous process. will be represented and the following subjects discussed and progress monitored.

Subject	Meeting	Meeting No.	Recurring Issue
Quality	Management Meeting	23.2	
Production	Stock Meeting	2.3	
Supplier problems	Management Meeting	11.1	
Review of Stock to order	Stock Meeting	2.1	
Review of supplier orders	Stock Meeting	2.1	
Review of customers orders	Stock Meeting	2.2	
Complaints File monitoring	All Meetings		75
Repair File monitoring	Stock Meeting	11.2	
Goods returned File	Stock Meeting	8.1	69
Goods returns to customers	Stock Meeting	9.1	69
Goods returns to suppliers	Stock Meeting	8.1	69
Staff resources and requirements	Management Meeting	26.0	
Physical resources space, equipment, procedures	Stock Meeting	2.3	
Post surveillance enquiry cards	Sale Marketing Meeting	1.6	
Sales Warnings	Monthly Review Lost sales		55 / 56 / 57 / 58
Yearly Technical File PMS / Risk Review	Yearly Review Technical Files		50
	Quality Production Supplier problems Review of Stock to order Review of supplier orders Review of customers orders Complaints File monitoring Repair File monitoring Goods returned File Goods returns to customers Goods returns to suppliers Staff resources and requirements Physical resources space, equipment, procedures Post surveillance enquiry cards Sales Warnings Yearly Technical File PMS / Risk	Quality Management Meeting Production Stock Meeting Supplier problems Management Meeting Review of Stock to order Review of supplier orders Review of customers orders Complaints File monitoring Repair File monitoring Stock Meeting Goods returned File Goods returns to customers Stock Meeting Goods returns to returned Stock Meeting Goods returns to suppliers Stock Meeting Management Meeting Physical resources space, equipment, procedures Post surveillance enquiry cards Sale Marketing Meeting Sales Warnings Monthly Review Lost sales Yearly Technical File PMS / Risk Yearly Review	Quality Management Meeting 23.2 Production Stock Meeting 2.3 Supplier problems Management Meeting 11.1 Review of Stock to order Stock Meeting 2.1 Review of supplier orders Stock Meeting 2.1 Review of customers orders Stock Meeting 2.2 Complaints File monitoring All Meetings Repair File monitoring Stock Meeting 11.2 Goods returned File Stock Meeting 9.1 Goods returns to customers Stock Meeting 8.1 Staff resources and requirements Management Meeting 26.0 Physical resources space, equipment, procedures Stock Meeting 2.3 Post surveillance enquiry cards Sale Marketing Meeting 1.6 Sales Warnings Monthly Review Lost sales Yearly Technical File PMS / Risk Yearly Review