

Document VM3COP20.13 Sending SOR Sale or Return Items to Customers Revision ID72061

Suggested Upload Document Name: **Risk Assesment For Updating Document ID72061**

Completed by [Derek Lamb](#) 16 Mar 2022

Reason for Risk Assesment

Updated screenshots
Updated chase timescales before end of trial..

Document VM3COP20.13 Sending SOR Sale or Return Items to Customers Revision ID72061 Is linked to the Following Standards and processes

Risk Assesment	Question	Does Update Affect	Risk on Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue
72061Q0	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
72061Q1	Viamed Ltd ISO13485:2016 Section: 5.2 Customer focus Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	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
72061Q2	Viamed Ltd ISO13485:2016 Section: 7.2.1	Does	Risk Frequency	Notes On Risk / Benefits statement if	Further Action Required

	<p>Determination of requirements related to product</p> <p>The organization shall determine:</p> <p>a) requirements specified by the customer, including the requirements for delivery and postdelivery activities;</p> <p>b) requirements not stated by the customer but necessary for specified or intended use, as known;</p> <p>c) applicable regulatory requirements related to the product;</p> <p>d) any user training needed to ensure specified performance and safe use of the medical device;</p> <p>e) any additional requirements determined by the organization</p>	<p>Update due to Update Affect? 1.Improbable ▼ No ▼ Risk Likely Due to Update 1.Negligible ▼ Action Required: No Action Required</p>	<p>required</p>	<p>on Issue</p>
72061Q3	<p>Viamed Ltd ISO13485:2016 Section: 7.2.2</p> <p>Review of requirements related to product</p> <p>The organization shall review the requirements related to product. This review shall be conducted prior to the organization's commitment to supply product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that:</p> <p>a) product requirements are defined and documented;</p> <p>b) contract or order requirements differing from those previously expressed are resolved;</p> <p>c) applicable regulatory requirements are met;</p> <p>d) any user training identified in accordance with 7.2.1 is available or planned to be available;</p> <p>e) the organization has the ability to meet the defined requirements.</p> <p>Records of the results of the review and actions arising from the review shall be maintained (see 4.2.5).</p> <p>When the customer provides no documented statement of requirement, the customer requirements shall be confirmed by the organization before acceptance.</p> <p>When product requirements are changed, the organization shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.</p>	<p>Does Update Affect? 1.Improbable ▼ No ▼ Risk Likely Due to Update 1.Negligible ▼ Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>
72061Q4	<p>Viamed Ltd ISO13485:2016 Section: 7.2.3</p> <p>Communication</p> <p>The organization shall plan and document arrangements for communicating with customers in relation to:</p> <p>a) product information;</p> <p>b) enquiries, contracts or order handling, including amendments;</p> <p>c) customer feedback, including complaints;</p> <p>d) advisory notices.</p>	<p>Does Update Affect? 1.Improbable ▼ No ▼ Risk Likely Due to Update 1.Negligible ▼ Action Required:</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further Action Required on Issue</p>

	The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.		No Action Required		
72061Q5	<p>VST Ltd ISO9001:2015 Section: 5.1.2</p> <p>Customer focus</p> <p>5.1.2 Customer focus</p> <p>Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:</p> <p>a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;</p> <p>b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;</p> <p>c) the focus on enhancing customer satisfaction is maintained.</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>	Notes On Risk / Benefits statement if required	Further Action Required on Issue
72061Q6	<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? <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>	Notes On Risk / Benefits statement if required	Further Action Required on Issue
72061Q7	<p>VST Ltd ISO9001:2015 Section: 8.2.2</p> <p>Determining the requirements for products and services</p> <p>When determining the requirements for the products and services to be offered to customers, the organization shall ensure that:</p> <p>a) the requirements for the products and services are defined, including:</p> <p>1) any applicable statutory and regulatory requirements;</p> <p>2) those considered necessary by the organization;</p> <p>b) the organization can meet the claims for the products and services it offers.</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>	Notes On Risk / Benefits statement if required	Further Action Required on Issue
72061Q8	<p>VST Ltd ISO9001:2015 Section: 8.2.3.1</p> <p>The organization shall ensure that it has the ability to meet the requirements for products and</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</p>	Notes On Risk / Benefits statement if required	Further Action Required on Issue

services to be offered to customers. The organization shall conduct a review before committing to supply products and services to a customer, to include:

- a) requirements specified by the customer, including the requirements for delivery and postdelivery activities;
- b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) requirements specified by the organization;
- d) statutory and regulatory requirements applicable to the products and services;
- e) contract or order requirements differing from those previously expressed.

The organization shall ensure that contract or order requirements differing from those previously defined are resolved.

The customers requirements shall be confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.

NOTE In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant product information, such as catalogues.

to Update

1.Negligible ▾

Action

Required:

No Action

Required

72061Q9	VST Ltd ISO9001:2015 Section: 8.2.4	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
	Changes to requirements for products and services The organization shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.				
72061Q10	9 Distribution Of Faxes Distribute recieved faxes	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

72061Q11	11 Distribution Of Mail Distributing incoming post to correct person	Does Update Affect? <div>No ▾</div>	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>
72061Q12	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	Does Update Affect? <div>No ▾</div>	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>
72061Q13	15 Filing and Archiving Paperwork to be filed in the correct order	Does Update Affect? <div>No ▾</div>	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>
72061Q14	20 Processing Of Mail Shots Ensuring mail shots are printed and sent	Does Update Affect? <div>No ▾</div>	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>

72061Q15	21 Office Sales Projects Ensuring office job list is being updated and completed	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
72061Q16	36 Emailing Of Invoices Invoices are emailed to customers	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
72061Q17	37 West Yorkshire Ambulance Stock Viamed has a consignment stock with West Yorkshire Ambulance, We scan stock to a shelf, then send them the consignment stock As and when they use stock each week we do a rational and invoice them for the used stock and replenish the consignment stock. WYA Stock check via the website. We can now check their stock agrees with ours.	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
72061Q18	5850 Purchase Order Log Check the PO log is up to date with confirmations and expected shipping dates	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required:	Notes On Risk / Benefits statement if required	Further Action Required on Issue

No Action
Required

72061Q19	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	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q20	5882 Send Post To Humanmed Humanedmed post is received, it needs to be forwarded to Humanmed UK Sales Manager	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>4.Critical ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q21	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.	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>2.Remote ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q22	5893 Answering Website Questions Answering any questions that are asked via the website from within Intrastats	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q23	5866 UPS Shipping Fuel Surcharge UPS surcharges change on a monthly basis. The internal system requires updating so the postage rates can be calculated by anyone correctly. *PROCESS REPLACED WITH WORLDSHIP	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
72061Q24	7796 Review Franking Label Errors To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage.	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
72061Q25	5873 Distributor Contract Reviews To check through list of export distributors	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
72061Q26	5885 Monthly Reports Report generate to give a idea of the current and future sales and marketing.	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required:	Notes On Risk / Benefits statement if required	Further Action Required on Issue

No Action
Required

72061Q27	5876 E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>1.Negligible ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q28	5857 Customer Service Logs Ensuring customer onsite service visits are completed	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>2.Minor ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q29	5894 Checking Of Active List Check the Active Back orders ensure no orders get missed	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>1.Negligible ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q30	5895 Completing Office Job List Ensuring that the allocated tasks are being completed	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>3.Serious ▾</div> Action Required:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q31	5897 Franking Mail Task to Frank outgoing Mail	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update 5.Catastrophic ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q32	5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update 3.Serious ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q33	5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update 2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q34	5913 Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders.	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update 2.Minor ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q35	5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q36	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	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>3.Occasional ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q37	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	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q38	7678 Check Catalog 360 Circle For Quotes And Orders Checking the Catalog 360 Circle website for outstanding orders or requests SYSTEM NO LONGER USED	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q39	7686 Thorough Checking Of Awaiting Action Tray Check that outstanding orders with unresolved issues are being followed up and addressed	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q40	7693 Collect Repair Filing From Warehouse Collect the filing form the warehouse	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q41	7696 Send VIAMED Delivery Notifications Emailing Notifications of shipments	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q42	7699 Shred Sensitive Paperwork In JL Office Shredding of sensitive information	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q43	7707 Send Purchase Orders To Suppliers Emailing purchase orders to suppliers	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q44	7709 Delivered not Invoiced Ensure invoices are generated for shipped orders	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>2.Remote ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q45	7705 Checking For Uploaded Files Checking if a customer has uploaded an order directly to our website	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>2.Remote ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q46	7712 Review Inward Payments Review the payments received to ensure proformas can be shipped	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>3.Serious ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q47	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	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likely Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q48	7751 VST Purchase Order Log Check the VST PO log is up to date with confirmations and expected shipping dates	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likely Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q49	7758 Check For GHX Orders Check the emails for orders from GHX	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likely Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q50	7760 Send Service Offers Send letters to existing customers to remind them that a service is due on their equipment	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likely Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q51	7761 Send VST Delivery Notifications Emailing Notifications of shipments	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update 2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q52	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	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update 2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q53	7792 Shipped Order Success Report A report is generated from figures in Intrastats to display how many orders have been shipped without errors	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update 2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q54	7795 Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update 1.Negligible ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q55	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	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>3.Serious ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q56	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.	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>1.Negligible ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q57	7890 New UPS Rates Needs Checking To get the next years UPS zone and areas and Pricing Import into intrastats, No formal procedure as UPS keep changing style and layout, can be done manually	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>2.Minor ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q58	7893 VST Price Lists To confirm the Document index Price Lists	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>1.Negligible ▾</div> Action Required:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q59	7894 VST Customer Agreements To check the Current Customer Agreements are still Valid	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q60	7901 UPS Exceptions Checkup To check the emails that come in from UPS or other shippers, for problems delivering or clearing goods.	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q61	7959 Audit 16 Sales And Marketing Viamed Audit to include Sales and Marketing Functions	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q62	7970 Proforma And Quote Chasing Ryan Chase outstanding Quotes and Proformas put on by Ryan or that he is responsible for.	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>3.Serious ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q63	7971 Proforma And Quote Chasing Steve Hardaker Chase outstanding Quotes and Proformas put on by Steve H or that he is responsible for.	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>3.Serious ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q64	7957 Warehouse Requests Warehouse requests for stock to be reviewed, any shortages to be ordered or produced with a production Job	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q65	7872 Embargo Countries NOT Allowed To Sell To To review with the banks any embargo countries	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>3.Occasional ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q66	7988 Verification Contact Details Internal CRM To confirm contact details are being entered into the system correctly. Between our Invoice, Customer Paperwork and the existing CRM	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q67	7989 Verification Contact Details Accounts Verifying the contact details on invoices match between internal system and the external accounts package	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likely Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q68	7990 Verification Invoice Details Accounts Verification of Invoice details between internal systems and external accounts	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likely Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q69	Process 9 Distribution Of Faxes Distribute recieved faxes Current Known Risk lost faxes Current Likly 1 Current Frequency 1	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likely Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q70	Process 11 Distribution Of Mail Distributing incoming post to correct person Current Known Risk Royal Mail fail to deliver post Current Likly 3 Current Frequency 1	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likely Due to Update</div> <div>3.Serious ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q71	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? <div>No ▾</div>	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>
72061Q72	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? <div>No ▾</div>	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>
72061Q73	Process 19 Maintaining Leaflet Stocks Ensure required leaflets are in stock Current Known Risk Stock is not checked Current Likly 2 Current Frequency 1	Does Update Affect? <div>No ▾</div>	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>
72061Q74	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? <div>No ▾</div>	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q75	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 ▾	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>
72061Q76	Process 5850 Purchase Order Log Check the PO log is up to date with confirmations and expected shipping dates Current Known Risk The order is not checked and the supplier has not received it ergo we do not receive the order 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>
72061Q77	Process 5857 Customer Service Logs Ensuring customer onsite service visits are completed Current Known Risk Engineer or equipment is unavailable 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>
72061Q78	Process 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	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

	computer traces will show as shipped. Current Likly 2 Current Frequency 1		No Action Required		
72061Q79	Process 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? <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>
72061Q80	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? <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>
72061Q81	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 <div></div>	Further Action Required on Issue <div></div>
72061Q82	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:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q83	Process 5882 Send Post To Humanmed Humanmed 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
72061Q84	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
72061Q85	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
72061Q86	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:	Notes On Risk / Benefits statement if required	Further Action Required on Issue

No Action
Required

72061Q87	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>3.Serious ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q88	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>3.Serious ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q89	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q90	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q91	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q92	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? <div>No ▾</div>	Risk Frequency due to Update <div>3.Occasional ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q93	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? <div>No ▾</div>	Risk Frequency due to Update <div>2.Remote ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q94	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q95	Process 7670 Humanmed general Issues Review of Humanmed sales and orders and clear any duplicates or problems. Current Known Risk That there are duplicate orders o the system due to errors. 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>
72061Q96	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? 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>
72061Q97	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 <div></div>	Further Action Required on Issue <div></div>
72061Q98	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.	Does Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

customer gets incorrect invoice. Current Likly 2 Current Frequency 1		No Action Required			
72061Q99	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? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>2.Minor</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q100	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? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>2.Minor</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q101	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? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>1.Negligible</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q102	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? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likly Due to Update <div>1.Negligible</div> Action Required:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q103	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q104	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q105	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>2.Minor ▾</div> <div>Action Required: No Action Required</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q106	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> <div>Risk Likly Due to Update</div> <div>1.Negligible ▾</div> <div>Action Required:</div>	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q107	Process 7696 Send VIAMED Delivery Notifications Emailing Notifications of shipments Current Known Risk limited risks, and if 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 <div></div>	Further Action Required on Issue <div></div>
72061Q108	Process 7697 Yearly Pricing Review To review the current pricing and impact of increases Current Known Risk Getting this wrong can interfere with sales. 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>
72061Q109	Process 7699 Shred Sensitive Paperwork In JL Office Shredding of sensitive information Current Known Risk Broken shredder 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>
72061Q110	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:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q111	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>3.Serious ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q112	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? <div>No ▾</div>	Risk Frequency due to Update <div>2.Remote ▾</div> Risk Likly Due to Update <div>2.Minor ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q113	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>3.Serious ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q114	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>2.Minor ▾</div> Action Required:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q115	Process 7743 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. Current Known Risk Customer Complaints could be missed or not filed correctly 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
72061Q116	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? 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
72061Q117	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? 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
72061Q118	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? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required:	Notes On Risk / Benefits statement if required	Further Action Required on Issue

No Action
Required

72061Q119	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 <div></div>	Further Action Required on Issue <div></div>
72061Q120	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 <div></div>	Further Action Required on Issue <div></div>
72061Q121	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 <div></div>	Further Action Required on Issue <div></div>
72061Q122	Process 7782 Remove Started But Not Used Order Numbers Remove Started But Not Used Order Numbers from intrastats. Current Known Risk not clear regularly, accidental usage of an old ORDER number generated by mistake 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:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q123	<p>Process 7783</p> <p>PDF VST Invoices And Purchase Orders</p> <p>Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers</p> <p>NOW DONE AUTOMATICALLY</p> <p>Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice.</p> <p>Current Likly 2 Current Frequency 1</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>2.Minor ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72061Q124	<p>Process 7789</p> <p>Withdraw Funds From Paypal</p> <p>To remove the receipts that have come into Paypal over the month. So they can be entered in to accounts sales.</p> <p>Current Known Risk That a payment is not entered accounts , or onto the correct sales account.</p> <p>Current Likly 1 Current Frequency 1</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> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72061Q125	<p>Process 7790</p> <p>Humanmed Invoice them For Previous Month</p> <p>A invoice is generate at the end of each month to charges Humanmed for the admin fee, carriage charges and any special carriage charges.</p> <p>Current Known Risk That this invoice is not produced.</p> <p>Current Likly 3 Current Frequency 1</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>3.Serious ▾</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72061Q126	<p>Process 7791</p> <p>Price List Check</p> <p>Changing of the prices lists.</p> <p>Issue to check these are current</p> <p>*Vandagraph is not an ISO company</p> <p>Current Known Risk That people will quote the wrong price to the customer.</p>	<p>Does Update Affect? No ▾</p>	<p>Risk Frequency due to Update</p> <p>2.Remote ▾</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> <div></div>	<p>Further Action Required on Issue</p> <div></div>

Current Likly 1 Current Frequency 2		No Action Required			
72061Q127	Process 7792 Shipped Order Success Report A report is generated from figures in Intrastats to display how many orders have been shipped without errors Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likely Due to Update <div>2.Minor</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q128	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? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likely Due to Update <div>1.Negligible</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q129	Process 7796 Review Franking Label Errors To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage. Current Known Risk That they are lost or not returned quickly enough to get a refund Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likely Due to Update <div>2.Minor</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q130	Process 7797 Check Order Are Being Picked In Priority Order Check order are being picked in order of priority and date. Current Known Risk Orders going at before more urgent ones Current Likly 2 Current Frequency 1	Does Update Affect? <div>No</div>	Risk Frequency due to Update <div>1.Improbable</div> Risk Likely Due to Update <div>2.Minor</div> Action Required:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q131	Process 7798 Orders And Items Shipped Per Month Review the orders and items shipped per month Current Known Risk Problem with report Current Likly 3 Current Frequency 1	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>3.Serious ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q132	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? <div>No ▾</div>	Risk Frequency due to Update <div>2.Remote ▾</div> Risk Likly Due to Update <div>1.Negligible ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q133	Process 7801 VST Price Review To review the current pricing and impact of increases Current Known Risk Getting this wrong can interfere with sales. Current Likly 1 Current Frequency 2	Does Update Affect? <div>No ▾</div>	Risk Frequency due to Update <div>2.Remote ▾</div> Risk Likly Due to Update <div>1.Negligible ▾</div> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>
72061Q134	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? <div>No ▾</div>	Risk Frequency due to Update <div>1.Improbable ▾</div> Risk Likly Due to Update <div>3.Serious ▾</div> Action Required:	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

No Action
Required

72061Q135	<p>Process 7822</p> <p>Review Oxylink Stock</p> <p>To check we have the stock available to supply our customer Oxylink.</p> <p>NOTE THIS PROCESS HAS BEEN STOPPED.</p> <p>Part number has been superseded</p> <p>Current Known Risk The we do not have the stock needed to satisfy the orders for this customer.</p> <p>Current Likly 3 Current Frequency 1</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>3.Serious ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72061Q136	<p>Process 7830</p> <p>Review Q.A. Failures Report</p> <p>To review the Quantities of Failed product per Stock reference Passing through the Q.A. system</p> <p>Current Known Risk No risk</p> <p>Current Likly 3 Current Frequency 1</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>3.Serious ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72061Q137	<p>Process 7831</p> <p>Intrastats Debtors And Creditor Figures</p> <p>Intrastats Debtors And Creditor Figures</p> <p>Fill in the figure in Enter Overview details from Operas and bank.</p> <p>Current Known Risk Not filled in often enough</p> <p>Not filled in correctly</p> <p>Current Likly 3 Current Frequency 1</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>3.Serious ▼</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>
72061Q138	<p>Process 7838</p> <p>Review VIAMED Feedback - Customer Feedback Negative</p> <p>Review Customer Feedback Negative</p> <p>Current Known Risk Rolling Issues No risk to process</p> <p>Current Likly 3 Current Frequency 1</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>3.Serious ▼</p>	<p>Notes On Risk / Benefits statement if required</p> <div></div>	<p>Further Action Required on Issue</p> <div></div>

Action
Required:
No Action
Required

72061Q139	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 <div></div>	Further Action Required on Issue <div></div>
72061Q140	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 <div></div>	Further Action Required on Issue <div></div>
72061Q141	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 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>
72061Q142	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 Update Affect? No ▾	Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾	Notes On Risk / Benefits statement if required <div></div>	Further Action Required on Issue <div></div>

Action
Required:
No Action
Required

72061Q143 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
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

72061Q144 Process 7872
Embargo Countries NOT Allowed To Sell To
To review with the banks any embargo countries
Current Known Risk Selling to an Embargo countries can get bank account
frozen and loss of facilities
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

72061Q145 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?
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

72061Q146 Process 7957
Warehouse Requests
Warehouse requests for stock to be reviewed,
any shortages to be ordered or produced with a production Job

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 Stock requirements fulfilled
Current Likly 1 Current Frequency 1

to Update

1.Negligible

Action

Required:

No Action

Required

72061Q147 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?

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

72061Q148 Final Notes

No ISO Procedures or Process are negativly 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