

<b>VOP</b>			
<b>Viamed Operating sub Process</b>			
<b><u>DATA &amp; INFORMATION ANALYSIS</u></b>			
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<a href="#"><u>Charts 01, 07, 08, 09, 16, 19, 26, 27 &amp; 28</u></a>			

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## **ANALYSIS**

This procedure outlines the methods established within the company for the analysis and interpretation of relevant data and information relating to the company's products, services and systems. It is the responsibility of the Quality Engineer to collate all the relevant information, as and when required, for analysis. He, together with the Senior Management, and others, as deemed necessary, will oversee and maintain the workings of this procedure.

The data, to be captured for analysis, is to be found in various places and in various mediums. The information register is used to identify the place and medium for the retrieval of information. Once the identification of place and medium is done, the information is retrieved. This is copied for use in the analysis. Where the information is in "Lotus" format then it will be collated as graphs and / or reports.

The responsible persons, as dictated on the register, will ensure that reviews are undertaken regularly. At these reviews, all the information will be assessed for its potential impact on the product / processes / systems and any other areas as may arise. The information analysed, and the subsequent results will be brought to the attention of those persons in the relevant departments. Where resulting actions are required, then these are detailed on a non-conformance report.

Resulting actions could be in the form of possible re-training, design change, system change, marketing re-strategy procedural change etc. Whichever form it takes, any and all actions taken will be recorded and subsequently checked for compliance.

All analyses and subsequent actions, having been recorded will be collated, for presentation at the management review, and further actions if required.

## **FEEDBACK**

The five main mechanisms used, within the company, for analysing feedback from the customer are as follows:

- Complaints – analysed on an ongoing basis
- Warranties – analysed annually by accounts for Management Review
- Repeat Orders – Information is in "OPERA" and "GOLDMINE"
- Surveys – Report Cards, Mailshot responses in "GOLDMINE".
- Internal Reports – Regular meetings

Certain reviews can provide information for presentation at the annual Management Review Meeting. Other reviews can provide valuable information for further dealings with the customers. The sales team will always be cognizant of results from these reviews when dealing with customers.