

Priorities within Viamed

- 1) Open Mail
 - a) All mail should be opened before 9.am if it has arrived : not as soon as it does arrive
 - b) Mail addressed to directors
 - i) Sorted into mailshots and important mail
 - ii) Mailshots and general non important mail should be left in the Directors tray
 - iii) Important mail should be given in person to the director concerned.
 - iv) If this is not possible it should be copied
 - v) The original going to another Director
 - vi) The copy going into the Directors tray
 - vii) Vandagraph mail should be given to Jean or in her absence placed in her tray with a Copy to Ryan or Angela
 - c) Mail addressed to other staff by name
 - i) Should be treated similar to Directors
- 2) Goods in
 - a) Must be booked in the day they arrive
 - b) Should be examined and sorted for urgency
 - c) General suppliers large shipments should be evaluated against stock situation. If there is plenty of product in stock they can be judged lower priority
 - d) Small packets should be opened and distributed as they are most likely parts for repairs and urgent
 - e) No parcel or shipment should remain un-opened two days
- 3) Orders out same day
 - a) The only reason for not processing orders is lack of stock
 - b) This should be raised as an issue at the next management meeting
 - c) If the repair is urgent a Director should be informed
 - i) Verbally
 - ii) Goldmine email
 - iii) Issue marked urgent reply
- 4) Repairs same or next day take priority over projects.
 - a) Viamed.
 - b) Vandagraph For repairs Vandagraph is a customer of Viamed
- 5) Emails responded to same day
- 6) Quotations
- 7) Goods return
- 8) Filing
- 9) Clean & Tidy your work station and surrounds
- 10) Archives: Archiving should be a matter of common sense dictated by simple criteria:-
 - a) Archiving is a continuation of current filing
 - b) Only excess documentation is removed to make day-to-day filing easier.
 - c) All archived material has to be easily located.
 - d) Any documentation required regularly should not be archived.
 - e) The only problems should be those created when a director requires special archiving procedures.
 - i) The subject can
 - ii) Technical
 - iii) Customer relationships
 - iv) Legal
- f) If in doubt you approach the relevant director and submit the following.
 - i) File:Contents
 - ii) What date should archiving start
 - iii) Are there any special conditions?
 - iv) Have it completed by the director and signed.

If in doubt DO NOT ARCHIVE SEEK ADVICE