## **Document CPM 46 Training Revision ID14736**

Suggested Upload Document Name: Risk Assesment For Updating Document ID14736 Completed by Derek Lamb 15 Jun 2022 Reason for Risk Assesment Updated to include ref to induction check list and remote working Document CPM 46 Training Revision ID14736 Is linked to the Following Standards and processes Risk Does Notes On Risk / Benefits statement if Further Action Required **Assesment Question** Update Risk on Update required on Issue ID14736 Affect Notes On Risk / Benefits statement if 14736Q0 Does this Update warrant updating Any External Parties due to any **Terms and** Does Risk Frequency Further Action Required Conditional Agreements E.G. Notified Body or is the update a Significate Update due to Update required on Issue change to any ISO Certifications Affect? 1.Improbable ➤ No V Risk Likly Due to Update 1.Negligible V Action Required: No Action Required Further Action Required 14736Q1 Viamed Ltd ISO13485:2016 Section: 6.4.2 Risk Fregency Notes On Risk / Benefits statement if Update due to Update Contamination control required on Issue As appropriate, the organization shall plan and document arrangements for the Affect? 1. Improbable • control of contaminated No **→** Risk Likly Due or potentially contaminated product in order to prevent contamination of the to Update work environment, 1.Negligible ✓ personnel, or product. Action For sterile medical devices, the organization shall document requirements for Required: control of contamination No Action with microorganisms or particulate matter and maintain the required cleanliness Required during assembly or packaging processes.

14736Q2 Viamed Ltd ISO13485:2016 Section: 7.5.4

If servicing of the medical device is a specified requirement, the organization Affect? 1.Improbable > shall document servicing No V Risk Likly Due procedures, reference materials, and reference measurements, as necessary, for to Update performing servicing 1.Negligible V activities and verifying that product requirements are met. Action The organization shall analyse records of servicing activities carried out by the Required: organization or its No Action supplier: Required a) to determine if the information is to be handled as a complaint: b) as appropriate, for input to the improvement process. Records of servicing activities carried out by the organization or its supplier shall be maintained (see 4.2.5). 14736O3 Viamed Ltd ISO13485:2016 Section: 7.5.10 Does Risk Fregency Notes On Risk / Benefits statement if Further Action Required Update due to Update Customer property required on Issue The organization shall identify, verify, protect, and safeguard customer property Affect? 1. Improbable > No V Risk Likly Due provided for use to Update or incorporation into the product while it is under the organization s control or being used by the 1.Negligible ✓ organization. If any customer property is lost, damaged or otherwise found to Action be unsuitable for use, the Required: organization shall report this to the customer and maintain records (see 4.2.5). No Action Required 14736Q4 Viamed Ltd ISO13485:2016 Section: 7.5.11 Does Risk Fregency Notes On Risk / Benefits statement if Further Action Required Update due to Update Preservation of product required on Issue The organization shall document procedures for preserving the conformity of Affect? 1.Improbable ➤ product to requirements No V Risk Likly Due during processing, storage, handling, and distribution. Preservation shall apply to Update to the constituent parts 1.Negligible ✓ of a medical device. Action The organization shall protect product from alteration, contamination or Required: damage when exposed to No Action expected conditions and hazards during processing, storage, handling, and Required distribution by: a) designing and constructing suitable packaging and shipping containers; b) documenting requirements for special conditions needed if packaging alone cannot provide preservation. If special conditions are required, they shall be controlled and recorded (see 4.2.5).

Update due to Update

required

on Issue

Servicing activities

14736Q5	Viamed Ltd ISO13485:2016 Section: 8.3.4 Rework The organization shall perform rework in accordance with documented procedures that takes into account the potential adverse effect of the rework on the product. These procedures shall undergo the same review and approval as the original procedure.  After the completion of rework, product shall be verified to ensure that it meets applicable acceptance criteria and regulatory requirements.  Records of rework shall be maintained (see 4.2.5).	Update Affect?	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
14736Q6	VST Ltd ISO9001:2015 Section: 8.2.1 Customer communication Communication with customers shall include: a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes; c) obtaining customer feedback relating to products and services, including customer complaints; d) handling or controlling customer property; e) establishing specific requirements for contingency actions, when relevant.	Update Affect?	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
14736Q7	VST Ltd ISO9001:2015 Section: 8.5.2 Identification and traceability The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services. The organization shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision. The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.	Update Affect?	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
14736Q8	VST Ltd ISO9001:2015 Section: 8.5.3  Property belonging to customers or external providers  The organization shall exercise care with property belonging to customers or external providers while  it is under the organization shall identify, verify, protect and safeguard customers or external providers property  provided for use or incorporation into the products and services.	Update Affect?	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

Required otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred. NOTE A customer s or external provider s property can include materials. components, tools and equipment, premises, intellectual property and personal data. Further Action Required 1473609 7684 Does Risk Fregency Notes On Risk / Benefits statement if Repairs Ready For Quote Update due to Update required on Issue Process Repairs Ready For Quote Affect? 1.Improbable ➤ No V Risk Likly Due to Update 1.Negligible V Action Required: No Action Required 14736Q10 7685 Risk Fregency Further Action Required Notes On Risk / Benefits statement if Repairs Ready For Invoice Update due to Update on Issue required Process Invoice for completed repairs. Affect? 1.Improbable ➤ No **▼** Risk Likly Due to Update 1.Negligible Action Required: No Action Required 14736Q11 6862 Risk Fregency Further Action Required Does Notes On Risk / Benefits statement if **Current Repairs** Update due to Update required on Issue The repairs that are currently in the building. Confirm the Stage and Location Affect? 1.Improbable ➤ of repairs No V Risk Likly Due to Update 2.Minor ~ Action Required: No Action Required 14736Q12 7048 Risk Frequency Notes On Risk / Benefits statement if Further Action Required Does

No Action

When the property of a customer or external provider is lost, damaged or

	Control of monitoring and measuring devices Control of monitoring and measuring devices	Affect?	due to Update  2.Remote  Risk Likly Due to Update  1.Negligible  Action Required: No Action Required	required	on Issue
14736Q13	7674 Check Repairs Ready For Invoice List Review the repairs ready For invoice List in intrastats.	Update Affect?	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
14736Q14	7752 SRS Folder Ensure all outstanding repairs are being dealt with	Update Affect?	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
14736Q15	7690 Ship Repairs Review the Repairs completed shelf and ship those items that are ready for return to the customer.	Affect?	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

14736Q16	Do We Have Service Manual / QA For All Our Stock Coming In. To make sure we have a QA procedure or service manual in place for all our stock coming through Viamed and VST.  Some may just say check packaging and barcode and other may need to go further in depth. With testing procedures. Those who do not require testing should state this in the procedure.	Update Affect?	Risk Frequency due to Update 3.0ccasional  Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
14736Q17	7940 Review The Tom Thumb Grease Date To check the date of the grease used in the production and servicing of the Tom Thumb. To see if it needs to be removed. Look at date purchased then add 4 years to the date.  Dispose of this when it goes beyond this date.	Affect?	Risk Freqency 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
14736Q18	7985 OverDue Servicing To ensure we do not have any overdue service requirements to our customers. Have any overdue visits not got any action notes.	Update Affect?	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
14736Q19	7993 Verification Warranty Repairs Customer Approval Verification Warranty Repairs Customer Approval check the previous months non warranty repairs for customer approval prior to any work being done.	Update Affect?	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

14736Q20	7994 Verification Repairs Paperwork Completed Verification Completed Repairs Paperwork. Check 5 Invoiced Repairs, check the paperwork Invoice matches the customer Order.	Update Affect:	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
14736Q21	7995 Verification Visual Check Repair Shelf Verification Visual Check Repair Shelf	Affect	Risk Freqency 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
14736Q22	7996 Verification Repairs Older Repairs Verification Repairs Older Repairs Find all repairs older than 60 Days. review why not been invoice / completed.	Affect	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
14736Q23	7997 Verification Repair Qa Reports Verification Repair Qa Reports Find 5 Completed repairs. Check the ID has a QA record	Update Affect:	Risk Freqency 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

14736Q24	Verification Of SRS Information added Check relevant information is being fully entered correctly on SRS system. Check 5 SRS in the system, make sure, there is customer contact details, including email address, serial numbers, part numbers.	Update Affect:	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
14736Q25	Process 9 Distribution Of Faxes Distribute recieved faxs Current Known Risk lost faxes Current Likly 1 Current Frequency 1	Affect	Risk Frequency edue 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
14736Q26	Process 11 Distribution Of Mail Distibuting incoming post to correct person Current Known Risk Royal Mail fail to deliver post Current Likly 3 Current Frequency 1	Affect	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
14736Q27	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	Affect	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

14736Q28	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	Update Affect:	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
14736Q29	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	Affect	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
14736Q30	Process 36 Emailing Of Invoices Invoices are emailed to customers Current Known Risk Computer or network failure Current Likly 2 Current Frequency 1	Update Affect:	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
14736Q31	Process 39 Environmental Policy Document Review Ensure our Viamed Environment and WEEE Policys are upto date and suitable for current legislation Current Known Risk Potential to break the Law of the land with unsuitable policys  Current Likly 1 Current Frequency 2	Affect	Risk Frequency due to Update 2 (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

14736Q32	Process 5857 Customer Service Logs Ensuring customer onsite service visits are completed Current Known Risk Engineer or equipment is unavlailable Current Likly 2 Current Frequency 1	Update Affect:	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
14736Q33	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 computer traces will show as shipped. Current Likly 2 Current Frequency 1	Affect	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
14736Q34	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	Affect	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
14736Q35	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	Affect	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

14736Q36	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	Update Affect?	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
14736Q37	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	Affect?	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
14736Q38	Process 5882 Send Post To Humanmed Humanedmed 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	Affect?	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
14736Q39	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	Affect?		Notes On Risk / Benefits statement if required	Further Action Required on Issue

14736Q40 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 Risk Frequency Update due to Update Affect? 1.Improbable Volume Now Risk Likly Due to Update 1.Negligible Volume Action Required: No Action Required: No Action Required
14736Q41 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 Risk Frequency Update due to Update Affect? 1.Improbable Volume to Update 1.Negligible Action Required:  No Action Required:  No Action Required:  No Action Required
14736Q42 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 Risk Frequency Update due to Update Affect? 1.Improbable Volume to Update 3.Serious Action Required:  No Action Required:  No Action Required:  No Action Required  Notes On Risk / Benefits statement if required on Issue  Further Action Required on Issue
14736Q43 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 Risk Frequency Update due to Update Affect?  Notes On Risk / Benefits statement if required on Issue  Notes On Risk / Benefits statement if required on Issue  Further Action Required on Issue  Solution Required:  No Action Required:  No Action Required

14736Q44	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		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
14736Q45	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			Notes On Risk / Benefits statement if required	Further Action Required on Issue
14736Q46	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		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
14736Q47	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	Affect	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

14736Q48	Process 6862 Current Repairs The repairs that are currently in the building. Confirm the Stage and Location of repairs Current Known Risk Repairs not being worked on in a timely manor. Repairs being processed with out authorisation from customer.  Current Likly 2 Current Frequency 1	Affect?	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
14736Q49	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	Affect?	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
14736Q50	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	Affect?	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
14736Q51	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	Affect?	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

14736Q52 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 Risk Frequency Update due to Update Affect? 1.Improbable   No Risk Likly Due to Update 2.Minor Action Required: No Action Required		Further Action Required on Issue
14736Q53 Process 7676 PDFing Of Invoices Viamed Process of PDF ing Invoices into the system for easy of use in the furthe 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 customer gets incorrect invoice. Current Likly 2 Current Frequency 1	No V Risk Likly Due to Update  2.Minor Action		Further Action Required on Issue
14736Q54 Process 7678 Check Catalog 360 Circle For Quotes And Orders Checking the Catalog 360 Circle website for outstanding orders or re SYSTEM NO LONGER USED Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	No V Risk Likly Due to Update		Further Action Required on Issue
14736Q55 Process 7679 Check Stock Requirements Supplier Teledyne To check that we have stock in for customer proformas and orders. Cany stock needs to be ordered. Current Known Risk That a customer is told we have stock and then unable to ship. Current Likly 2 Current Frequency 1	we are Risk Likly Due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

14736Q56	Process 7680 Check Stock Requirements Supplier Envitec To check that we have stock in for customer proformas and orders. 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			Notes On Risk / Benefits statement if required	Further Action Required on Issue
14736Q57	Process 7681 Check Stock Requirements Supplier Posey To check that we have stock in for customer proformas and orders. 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		,	Notes On Risk / Benefits statement if required	Further Action Required on Issue
14736Q58	Process 7682 Check Stock Requirements Supplier Bluepoint To check that we have stock in for customer proformas and orders. 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	Affect	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
14736Q59	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	Affect	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

14736Q60	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	Update Affect:	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
14736Q61	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	Affect	Risk Freqency 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
14736Q62	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	Affect	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
14736Q63	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	Affect	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

Current Know		Affect	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
Collect the fi Current Know	ir Filing From Warehouse ling form the warehouse wn Risk paperwork has been missed 7 1 Current Frequency 1	Affect	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
To remove m Current Knov Can only wit	Pay Pal Retrieve Funds coney from the Pay Pal system into Vandagraph Bank account wn Risk No risk to the process as such as its paypal driven, hdraw funds to allocated bank account of 2 Current Frequency 1		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
Current Know		Affect	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

I F C	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 Risk Frequency Update due to Update Affect? 2.Remote  No Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
F F	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 Risk Frequency Update due to Update Affect? 1.Improbable  No Risk Likly Due to Update 3.Serious Action Required: No Action Required		Further Action Required on Issue
I I f	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 Risk Frequency Update due to Update Affect? 1.Improbable  No Risk Likly Due to Update 2.Minor Action Required: No Action Required		Further Action Required on Issue
F F t	Process 7737 Production In Production List Review the Production List, check and list those items that were started more than 30 days ago have not been through QA.  Audit is carried out and production is reviewed and chased at this point.  Current Known Risk Production jobs is finished but not been QA, may get lost	Does Risk Frequency Update due to Update Affect? 2.Remote  No Risk Likly Due to Update 2.Minor Action Required: No Action		Further Action Required on Issue

14736Q72 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 Risk Frequecy Update due to Update Affect? 1.Improbable  No Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
14736Q73 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 Risk Frequency Update due to Update Affect? 2.Remote  No Risk Likly Due to Update 2.Minor  Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
14736Q74 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 Risk Frequecy Update due to Update Affect? 1.Improbable  No Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
14736Q75 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 Risk Frequency Update due to Update Affect? 1.Improbable  No Risk Likly Due to Update 2.Minor	Notes On Risk / Benefits statement if required	Further Action Required on Issue

Action Required: No Action Required 14736O76 Process 7760 Risk Fregency Notes On Risk / Benefits statement if Further Action Required Does Update due to Update Send Service Offers required on Issue Affect? 1.Improbable ➤ Send letters to existing customers to remind them that a service is due on their equipment No ➤ Risk Likly Due Current Known Risk Computer/network breakdown to Update Current Likly 1 Current Frequency 1 1.Negligible Action Required: No Action Required Further Action Required 14736O77 Process 7761 Risk Fregency Notes On Risk / Benefits statement if Does Send VST Delivery Notifications Update due to Update on Issue required **Emailing Notifications of shipments** Affect? 1.Improbable > Current Known Risk Limited risks, and if the email fails to get delivered the No **∨** Risk Likly Due customer will still receive their shipment. to Update Current Likly 2 Current Frequency 1 2.Minor Action Required: No Action Required Does Risk Fregency Notes On Risk / Benefits statement if 14736Q78 Process 7783 Further Action Required Update due to Update PDF VST Invoices And Purchase Orders required on Issue Process of PDF ing Invoices into the system for easy of use in the future and Affect? 1.Improbable ➤ the Emailing of Invoices to customers No V Risk Likly Due to Update NOW DONE AUTOMATICALLY 2.Minor Current Known Risk Incorrect name given to Invoice when saving the PDF. Action customer gets incorrect invoice. Required: Current Likly 2 Current Frequency 1 No Action Required 14736Q79 Process 7789 Does Risk Frequency Notes On Risk / Benefits statement if Further Action Required Withdraw Funds From Paypal Update due to Update required on Issue To remove the receipts that have come into Paypal over the month. So they can Affect? 1.Improbable • be entered in to accounts sales. No Risk Likly Due Current Known Risk That a payment is not entered accounts, or onto the to Update

	correct sales account. Current Likly 1 Current Frequency 1		1.Negligible Action Required: No Action Required		
14736Q80	Process 7790 Humanmed Invoice them For Previous Month A invoice is generate at the end of each month to charges Humanmed for the admin fee, carriage charges and any special carriage charges. Current Known Risk That this invoice is not produced. Current Likly 3 Current Frequency 1	Update Affect?	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
14736Q81	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	Update Affect?	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
14736Q82	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	Affect?	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
14736Q83	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	Update Affect?	Risk Frequency due to Update 1.Improbable V Risk Likly Due	Notes On Risk / Benefits statement if required	Further Action Required on Issue

	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		to Update 3.Serious Action Required: No Action Required		
14736Q84	Process 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 Current Known Risk The we do not have the stock needed to satisfy the orders for this customer. Current Likly 3 Current Frequency 1	Affect?	Risk Freqency 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
14736Q85	Process 7823 Saftey Tester Data Backup the Fluke ESA615 Safety tester CE  Copy any files to the Z Drive - safety tester backupdata Current Known Risk That this will not be carried out. Current Likly 1 Current Frequency 1	Affect?	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
14736Q86	Process 7830 Review Q.A. Failures Report To review the Quantities of Failed product per Stock reference Passing through the Q.A. system Current Known Risk No risk Current Likly 3 Current Frequency 1	Affect?	Risk Freqency 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
14736Q87	Process 7838 Review VIAMED Feedback - Customer Feedback Negative Review Customer Feedback Negative	Does Update	Risk Frequency due to Update  1.Improbable	Notes On Risk / Benefits statement if required	Further Action Required on Issue

	Current Known Risk Rolling Issues No risk to process Current Likly 3 Current Frequency 1	Affect? Risk Likly Due  No v to Update  3.Serious v  Action  Required:  No Action  Required		
14736Q88	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 Risk Freqency Update due to Update Affect? 1.Improbable   No Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
14736Q89	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 Risk Frequency Update due to Update Affect? 1.Improbable   No Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
14736Q90	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 Risk Frequency Update due to Update Affect? 1.Improbable   No Risk Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further Action Required on Issue
14736Q91	Process 7842 Review VIAMED Product Feedback Negative	Does Risk Frequency Update due to Update	Notes On Risk / Benefits statement if required	Further Action Required on Issue

To review Negative feedback form Products Affect? 1.Improbable ➤ see if Non Conformance or customer Complaints need to be raised No **V** Risk Likly Due Current Known Risk Rolling ISsue, No Risk to Update Current Likly 3 Current Frequency 1 3.Serious ~ Action Required: No Action Required Risk Fregency Further Action Required 14736O92 Process 7843 Notes On Risk / Benefits statement if Does Update due to Update required Review VST Product Feedback Negative on Issue To review Negative feedback form Products Affect? 1.Improbable ➤ see if Non Conformance or customer Complaints need to be raise No **Y** Risk Likly Due Current Known Risk Rolling ISsue, No Risk to Update Current Likly 3 Current Frequency 1 3.Serious Action Required: No Action Required 14736Q93 Process 7863 Risk Fregency Further Action Required Does Notes On Risk / Benefits statement if Maintain Repair Codes List Update due to Update required on Issue To confirm the current repairs codes for various products in the system are up Affect? 1.Improbable > to date and available to office members of staff. No **∨** Risk Likly Due Current Known Risk use of incorrect repair codes to Update Current Likly 1 Current Frequency 1 1.Negligible Action Required: No Action Required 14736Q94 Process 7897 Risk Fregency Further Action Required Does Notes On Risk / Benefits statement if Daily O2 Sensors Returns Update due to Update on Issue required To check the daily returns for any that are oxygen sensors only, so they can be Affect? 1.Improbable > fast tracked through the system No V Risk Likly Due Current Known Risk worst case scenario is sensor returns goes through the to Update system normally 1.Negligible Current Likly 1 Current Frequency 1 Action Required: No Action Required Notes On Risk / Benefits statement if Further Action Required 14736O95 Process 7944 Does Risk Fregency

	Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST To check the use by date or manufacturers life span, of any Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST. To see if it needs to be disposed of.  Dispose of and where needed re order new, when it goes beyond this date. Current Known Risk Sealant, Glues, Greases, Sprays, Gases And Tapes will go beyond the date we say it should be disposed of Current Likly 1 Current Frequency 1	Affect?	due to Update  1.Improbable  Risk Likly Due to Update  1.Negligible  Action Required: No Action Required	required	on Issue
	Process 7953 Vandagraph Delivery Notifications To Send Vandagraph Delivery notifications Current Known Risk task not carried out Current Likly 1 Current Frequency 1	Update Affect?	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
	Does Generic CE File Attached to All Technical file #2 Of type 5 require any Notificaions and/or Risk assessment updates due to this update	Update Affect?	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
14736Q98	Final Notes		1		
	No ISO Procedures or Process				
	are negativly affected by updating this document with the new document	r brobos	seu		

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 assessment button