

# Document VM3COP20.30 UK Order Processing Revision ID89535

Suggested Upload Document Name: **Risk Assesment For Updating Document ID89535**Completed by [Catrin Hird](#) 04 Jul 2022

## Reason for Risk Assesment

Document VM3COP20.30 UK Order Processing Revision ID89535 Is linked to the Following Standards and processes

Risk Assessment ID89535	Question	Does Update Affect	Risk on Update	Frequency due to Update	Notes On Risk / Benefits statement if required	Further on Issu
89535Q0	Does this Update warrant updating Any External Parties due to any <b>Terms and Conditional Agreements</b> E.G. Notified Body or is the update a Significant change to any ISO Certifications	Does Update Affect? No	Risk Likly Due to Update 1.Improbable 1.Negligible	Frequency due to Update 1.Improbable 1.Negligible	Notes On Risk / Benefits statement if required	Further on Issu
89535Q1	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? Yes	Risk Likly Due to Update 2.Remote 2.Minor	Frequency due to Update 2.Remote 2.Minor	Notes On Risk / Benefits statement if required Change to procedure means we no longer are providing part shipments free of charge, this may cause some upset with customers.	Further on Issu
89535Q2	Viamed Ltd ISO13485:2016 Section: 7.2.1 Determination of requirements related to product The organization shall determine: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization	Does Update Affect? Yes	Risk Likly Due to Update 2.Remote 2.Minor	Frequency due to Update 2.Remote 2.Minor	Notes On Risk / Benefits statement if required Change to procedure means we no longer are providing part shipments free of charge, this may cause some upset with customers.	Further on Issu
89535Q3	Viamed Ltd ISO13485:2016 Section: 7.2.1 Determination of requirements related to product The organization shall determine: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer but necessary for specified or intended use, as known; c) applicable regulatory requirements related to the product; d) any user training needed to ensure specified performance and safe use of the medical device; e) any additional requirements determined by the organization	Does Update Affect? Yes	Risk Likly Due to Update 2.Remote 2.Minor	Frequency due to Update 2.Remote 2.Minor	Notes On Risk / Benefits statement if required Change to procedure means we no longer are providing part shipments free of charge, this may cause some upset with customers.	Further on Issu
89535Q4	Viamed Ltd ISO13485:2016 Section: 7.2.2 Review of requirements related to product 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: a) product requirements are defined and documented; b) contract or order requirements differing from those previously expressed are resolved; c) applicable regulatory requirements are met; d) any user training identified in accordance with 7.2.1 is available or planned to be available; e) the organization has the ability to meet the defined requirements. Records of the results of the review and actions arising from the review shall be maintained (see 4.2.5). When the customer provides no documented statement of requirement, the customer requirements	Does Update Affect? No	Risk Likly Due to Update 1.Improbable 1.Negligible	Frequency due to Update 1.Improbable 1.Negligible	Notes On Risk / Benefits statement if required	Further on Issu

shall be confirmed by the organization before acceptance.  
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.

89535Q5	<p>Viamed Ltd ISO13485:2016 Section: 7.2.3 Communication The organization shall plan and document arrangements for communicating with customers in relation to:</p> <ul style="list-style-type: none"> <li>a) product information;</li> <li>b) enquiries, contracts or order handling, including amendments;</li> <li>c) customer feedback, including complaints;</li> <li>d) advisory notices.</li> </ul> <p>The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further on Issi</p>
89535Q6	<p>VST Ltd ISO9001:2015 Section: 5.1.2 Customer focus 5.1.2 Customer focus Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:</p> <ul style="list-style-type: none"> <li>a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;</li> <li>b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;</li> <li>c) the focus on enhancing customer satisfaction is maintained.</li> </ul>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further on Issi</p>
89535Q7	<p>VST Ltd ISO9001:2015 Section: 8.2.1 Customer communication Communication with customers shall include:</p> <ul style="list-style-type: none"> <li>a) providing information relating to products and services;</li> <li>b) handling enquiries, contracts or orders, including changes;</li> <li>c) obtaining customer feedback relating to products and services, including customer complaints;</li> <li>d) handling or controlling customer property;</li> <li>e) establishing specific requirements for contingency actions, when relevant.</li> </ul>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further on Issi</p>
89535Q8	<p>VST Ltd ISO9001:2015 Section: 8.2.2 Determining the requirements for products and services When determining the requirements for the products and services to be offered to customers, the organization shall ensure that:</p> <ul style="list-style-type: none"> <li>a) the requirements for the products and services are defined, including: <ul style="list-style-type: none"> <li>1) any applicable statutory and regulatory requirements;</li> <li>2) those considered necessary by the organization;</li> </ul> </li> <li>b) the organization can meet the claims for the products and services it offers.</li> </ul>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further on Issi</p>
89535Q9	<p>VST Ltd ISO9001:2015 Section: 8.2.3.1  The organization shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. The organization shall conduct a review before committing to supply products and services to a customer, to include:</p> <ul style="list-style-type: none"> <li>a) requirements specified by the customer, including the requirements for delivery and postdelivery activities;</li> <li>b) requirements not stated by the customer, but necessary for the specified or intended use, when known;</li> <li>c) requirements specified by the organization;</li> <li>d) statutory and regulatory requirements applicable to the products and services;</li> <li>e) contract or order requirements differing from those previously expressed.</li> </ul> <p>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.</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further on Issi</p>
89535Q10	<p>VST Ltd ISO9001:2015 Section: 8.2.4</p>	<p>Does Update Affect?</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement if required</p>	<p>Further on Issi</p>

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.

Affect? 1.Improbable  
No Risk Likely Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

89535Q11 Process9  
Distribution Of Faxes  
Distribute recieved faxes

Does Update Affect? 1.Improbable  
No Risk Likely Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if required

Further on Issi

89535Q12 Process11  
Distribution Of Mail  
Distributing incoming post to correct person

Does Update Affect? 1.Improbable  
No Risk Likely Due to Update  
3.Serious  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if required

Further on Issi

89535Q13 Process14  
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? 1.Improbable  
No Risk Likely Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if required

Further on Issi

89535Q14 Process15  
Filing and Archiving  
Paperwork to be filed in the correct order

Does Update Affect? 1.Improbable  
No Risk Likely Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if required

Further on Issi

89535Q15 Process20  
Processing Of Mail Shots  
Ensuring mail shots are printed and sent

Does Update Affect? 1.Improbable  
No Risk Likely Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if required

Further on Issi

89535Q16 Process21  
Office Sales Projects  
Ensuring office job list is being updated and completed

Does Update Affect? 1.Improbable  
No Risk Likely Due to Update  
2.Minor  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if required

Further on Issi

89535Q17 Process36  
Emailing Of Invoices  
Invoices are emailed to customers

Does Update Affect? 1.Improbable  
No Risk Likely Due to Update  
2.Minor  
Action  
Required:

Notes On Risk / Benefits statement if required

Further on Issi

No Action  
Required

89535Q18	<a href="#">Process37</a> 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 Likely Due to Update 1.Negligible	Frequency due to Update 1.Improbable 2.Minor	Notes On Risk / Benefits statement if required	Further on Issu
89535Q19	<a href="#">Process5850</a> Purchase Order Log Check the PO log is up to date with confirmations and expected shipping dates	Does Update Affect? No	Risk Likely Due to Update 2.Minor	Frequency due to Update 1.Improbable 2.Minor	Notes On Risk / Benefits statement if required	Further on Issu
89535Q20	<a href="#">Process5875</a> 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? No	Risk Likely Due to Update 2.Minor	Frequency due to Update 1.Improbable 2.Minor	Notes On Risk / Benefits statement if required	Further on Issu
89535Q21	<a href="#">Process5882</a> Send Post To Humanmed Humanedmed post is received, it needs to be forwarded to Humanmed UK Sales Manager	Does Update Affect? No	Risk Likely Due to Update 4.Critical	Frequency due to Update 1.Improbable 4.Critical	Notes On Risk / Benefits statement if required	Further on Issu
89535Q22	<a href="#">Process5892</a> 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? No	Risk Likely Due to Update 2.Minor	Frequency due to Update 2.Remote 2.Minor	Notes On Risk / Benefits statement if required	Further on Issu
89535Q23	<a href="#">Process5893</a> Answering Website Questions Answering any questions that are asked via the website from within Intrastats	Does Update Affect? No	Risk Likely Due to Update 1.Negligible	Frequency due to Update 1.Improbable 1.Negligible	Notes On Risk / Benefits statement if required	Further on Issu
89535Q24	<a href="#">Process5866</a> 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 Likely Due to Update 1.Negligible	Frequency due to Update 2.Remote 1.Negligible	Notes On Risk / Benefits statement if required	Further on Issu

89535Q25	<a href="#">Process7796</a> 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? <input type="button" value="No"/>	Risk due to Update Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q26	<a href="#">Process5873</a> Distributor Contract Reviews To check through list of export distributors	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q27	<a href="#">Process5885</a> Monthly Reports Report generate to give a idea of the current and future sales and marketing.	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q28	<a href="#">Process5876</a> E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q29	<a href="#">Process5857</a> Customer Service Logs Ensuring customer onsite service visits are completed	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q30	<a href="#">Process5894</a> Checking Of Active List Check the Active Back orders ensure no orders get missed	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q31	<a href="#">Process5895</a> Completing Office Job List Ensuring that the allocated tasks are being completed	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q32	<a href="#">Process5897</a> Franking Mail Task to Frank outgoing Mail	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="5.Catastrophic"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi

Action  
Required:  
No Action  
Required

89535Q33	<a href="#">Process5899</a> Proforma And Quote Chasing Chase outstanding Quotes and Proformas	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious	Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q34	<a href="#">Process5901</a> Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor	Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q35	<a href="#">Process5913</a> Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders.	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor	Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q36	<a href="#">Process5943</a> Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests	Does Update Affect? <input type="checkbox"/> No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor	Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q37	<a href="#">Process5949</a> 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? <input type="checkbox"/> No	Risk Frequency due to Update 3.Occasional Risk Likely Due to Update 1.Negligible	Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q38	<a href="#">Process7676</a> 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? <input type="checkbox"/> No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor	Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q39	<a href="#">Process7678</a> 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? <input type="checkbox"/> No	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor	Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi

89535Q40	<a href="#">Process7686</a> Thorough Checking Of Awaiting Action Tray - Priority 8s Check that outstanding orders with unresolved issues are being followed up and addressed	Does Update Affect? <input checked="" type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input checked="" type="checkbox"/> Risk Likely Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q41	<a href="#">Process7693</a> Collect Repair Filing From Warehouse Collect the filing form the warehouse	Does Update Affect? <input checked="" type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input checked="" type="checkbox"/> Risk Likely Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q42	<a href="#">Process7696</a> Send VIAMED Delivery Notifications Emailing Notifications of shipments	Does Update Affect? <input checked="" type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input checked="" type="checkbox"/> Risk Likely Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q43	<a href="#">Process7699</a> Shred Sensitive Paperwork In JL Office Shredding of sensitive information	Does Update Affect? <input checked="" type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input checked="" type="checkbox"/> Risk Likely Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q44	<a href="#">Process7707</a> Send Purchase Orders To Suppliers Emailing purchase orders to suppliers	Does Update Affect? <input checked="" type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input checked="" type="checkbox"/> Risk Likely Due to Update <input type="checkbox"/> 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q45	<a href="#">Process7709</a> Delivered not Invoiced Ensure invoices are generated for shipped orders	Does Update Affect? <input checked="" type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 2.Remote <input checked="" type="checkbox"/> Risk Likely Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q46	<a href="#">Process7705</a> Checking For Uploaded Files Checking if a customer has uploaded an order directly to our website	Does Update Affect? <input checked="" type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 2.Remote <input checked="" type="checkbox"/> Risk Likely Due to Update <input type="checkbox"/> 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q47	<a href="#">Process7712</a> Review Inward Payments Review the payments received to ensure proformas can be shipped	Does Update Affect? <input checked="" type="checkbox"/> No	Risk Frequency due to Update <input type="checkbox"/> 1.Improbable <input checked="" type="checkbox"/> Risk Likely Due to Update	Notes On Risk / Benefits statement if required	Further on Issu

3.Serious

Action  
Required:  
No Action  
Required

89535Q48	<a href="#">Process7735</a> 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? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor	Notes On Risk / Benefits statement if required	Further on Issi
89535Q49	<a href="#">Process7751</a> VST Purchase Order Log Check the VST 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	Notes On Risk / Benefits statement if required	Further on Issi
89535Q50	<a href="#">Process7758</a> Check For GHX Orders Check the emails for orders from GHX	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor	Notes On Risk / Benefits statement if required	Further on Issi
89535Q51	<a href="#">Process7760</a> Send Service Offers Send letters to existing customers to remind them that a service is due on their equipment	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible	Notes On Risk / Benefits statement if required	Further on Issi
89535Q52	<a href="#">Process7761</a> Send VST Delivery Notifications Emailing Notifications of shipments	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor	Notes On Risk / Benefits statement if required	Further on Issi
89535Q53	<a href="#">Process7783</a> 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? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor	Notes On Risk / Benefits statement if required	Further on Issi
89535Q54	<a href="#">Process7792</a> 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? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor	Notes On Risk / Benefits statement if required	Further on Issi



89535Q55	<a href="#">Process7795</a> Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further on Issu
89535Q56	<a href="#">Process7822</a> 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? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further on Issu
89535Q57	<a href="#">Process7863</a> 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? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further on Issu
89535Q58	<a href="#">Process7890</a> 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? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further on Issu
89535Q59	<a href="#">Process7893</a> VST Price Lists To confirm the Document index Price Lists	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further on Issu
89535Q60	<a href="#">Process7894</a> VST Customer Agreements To check the Current Customer Agreements are still Valid	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further on Issu
89535Q61	<a href="#">Process7901</a> UPS Exceptions Checkup To check the emails that come in from UPS or other shippers, for problems delivering or clearing goods.	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required <div></div>	Further on Issu
89535Q62	<a href="#">Process7959</a> Audit 16 Sales And Marketing Viamed Audit to include Sales and Marketing Functions	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update	Notes On Risk / Benefits statement if required <div></div>	Further on Issu

1.Negligible ▾

Action  
Required:  
No Action  
Required

89535Q63 🔍 Process7970  
Proforma And Quote Chasing Ryan  
Chase outstanding Quotes and Proformas put on by Ryan or that he is responsible for.

Does Risk Frequency  
Update due to Update  
Affect? 1.Improbable ▾  
No ▾ Risk Likely Due  
to Update  
3.Serious ▾  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if  
required

Further  
on Issu

89535Q64 🔍 Process7971  
Proforma And Quote Chasing Steve Hardaker  
Chase outstanding Quotes and Proformas put on by Steve H or that he is responsible for.

Does Risk Frequency  
Update due to Update  
Affect? 1.Improbable ▾  
No ▾ Risk Likely Due  
to Update  
3.Serious ▾  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if  
required

Further  
on Issu

89535Q65 🔍 Process7957  
Warehouse Requests  
Warehouse requests for stock to be reviewed,  
any shortages to be ordered or produced with a production Job

Does Risk Frequency  
Update due to Update  
Affect? 1.Improbable ▾  
No ▾ Risk Likely Due  
to Update  
1.Negligible ▾  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if  
required

Further  
on Issu

89535Q66 🔍 Process7872  
Embargo Countries NOT Allowed To Sell To  
To review with the banks any embargo countries

Does Risk Frequency  
Update due to Update  
Affect? 3.Occasional ▾  
No ▾ Risk Likely Due  
to Update  
1.Negligible ▾  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if  
required

Further  
on Issu

89535Q67 🔍 Process7988  
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 Risk Frequency  
Update due to Update  
Affect? 1.Improbable ▾  
No ▾ Risk Likely Due  
to Update  
1.Negligible ▾  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if  
required

Further  
on Issu

89535Q68 🔍 Process7989  
Verification Contact Details Accounts  
Verifying the contact details on invoices match between internal system and  
the external accounts package

Does Risk Frequency  
Update due to Update  
Affect? 1.Improbable ▾  
No ▾ Risk Likely Due  
to Update  
1.Negligible ▾  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if  
required

Further  
on Issu

89535Q69 🔍 Process7990  
Verification Invoice Details Accounts  
Verification of Invoice details between internal systems and external accounts

Does Risk Frequency  
Update due to Update  
Affect? 1.Improbable ▾  
No ▾ Risk Likely Due  
to Update  
1.Negligible ▾  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if  
required

Further  
on Issu

89535Q70	<a href="#">Process</a> Process 9 Distribution Of Faxes Distribute recieved faxes Current Known Risk lost faxes Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk due to Update <input type="button" value="1.Improbable"/>	Frequency Due to Update <input type="button" value="1.Negligible"/>	Notes On Risk / Benefits statement if required	Further on Issu
89535Q71	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update <input type="button" value="1.Improbable"/>	Frequency Due to Update <input type="button" value="3.Serious"/>	Notes On Risk / Benefits statement if required	Further on Issu
89535Q72	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update <input type="button" value="1.Improbable"/>	Frequency Due to Update <input type="button" value="1.Negligible"/>	Notes On Risk / Benefits statement if required	Further on Issu
89535Q73	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update <input type="button" value="1.Improbable"/>	Frequency Due to Update <input type="button" value="1.Negligible"/>	Notes On Risk / Benefits statement if required	Further on Issu
89535Q74	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update <input type="button" value="1.Improbable"/>	Frequency Due to Update <input type="button" value="2.Minor"/>	Notes On Risk / Benefits statement if required	Further on Issu
89535Q75	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update <input type="button" value="1.Improbable"/>	Frequency Due to Update <input type="button" value="2.Minor"/>	Notes On Risk / Benefits statement if required	Further on Issu
89535Q76	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update <input type="button" value="1.Improbable"/>	Frequency Due to Update <input type="button" value="2.Minor"/>	Notes On Risk / Benefits statement if required	Further on Issu
89535Q77	<a href="#">Process</a> 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	Does Update Affect? <input type="button" value="No"/>	Risk due to Update <input type="button" value="1.Improbable"/>	Frequency Due to Update	Notes On Risk / Benefits statement if required	Further on Issu

it ergo we do not receive the order  
Current Likly 2 Current Frequency 1

2.Minor  
Action  
Required:  
No Action  
Required

89535Q78	<a href="#">Process</a> 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 Likly Due to Update Frequency due to Update 1.Improbable 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q79	<a href="#">Process</a> 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	Does Update Affect? No Risk Likly Due to Update Frequency due to Update 1.Improbable 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q80	<a href="#">Process</a> 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q81	<a href="#">Process</a> 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q82	<a href="#">Process</a> 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q83	<a href="#">Process</a> 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q84	<a href="#">Process</a> 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 Likly Due to Update Frequency due to Update 1.Improbable 4.Critical Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi

89535Q85	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update 2.Remote Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q86	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q87	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q88	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q89	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q90	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q91	<a href="#">Process</a> 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? <input type="button" value="No"/>	Risk due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q92	<a href="#">Process</a> Process 5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests	Does Update Affect? <input type="button" value="No"/>	Risk due to Update 1.Improbable Risk Likely Due to Update	Notes On Risk / Benefits statement if required	Further on Issi

Current Known Risk Computer/network breakdown  
Current Likly 2 Current Frequency 1

2.Minor ▾

Action  
Required:  
No Action  
Required

89535Q93	<p>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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk due to Update Frequency 3.Occasional ▾ Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	Notes On Risk / Benefits statement if required	Further on Issi
89535Q94	<p>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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk due to Update Frequency 2.Remote ▾ Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	Notes On Risk / Benefits statement if required	Further on Issi
89535Q95	<p>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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk due to Update Frequency 1.Improbable ▾ Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	Notes On Risk / Benefits statement if required	Further on Issi
89535Q96	<p>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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk due to Update Frequency 1.Improbable ▾ Risk Likely Due to Update 3.Serious ▾ Action Required: No Action Required</p>	Notes On Risk / Benefits statement if required	Further on Issi
89535Q97	<p>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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk due to Update Frequency 2.Remote ▾ Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required</p>	Notes On Risk / Benefits statement if required	Further on Issi
89535Q98	<p>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</p>	<p>Does Update Affect? No ▾</p>	<p>Risk due to Update Frequency 1.Improbable ▾ Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required</p>	Notes On Risk / Benefits statement if required	Further on Issi
89535Q99	<p>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. customer gets incorrect invoice. Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect? No ▾</p>	<p>Risk due to Update Frequency 1.Improbable ▾ Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required</p>	Notes On Risk / Benefits statement if required	Further on Issi

89535Q100	<a href="#">Process</a> 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Furthe on Issi
89535Q101	<a href="#">Process</a> 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Furthe on Issi
89535Q102	<a href="#">Process</a> 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Furthe on Issi
89535Q103	<a href="#">Process</a> 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Furthe on Issi
89535Q104	<a href="#">Process</a> Process 7686 Thorough Checking Of Awaiting Action Tray - Priority 8s 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Furthe on Issi
89535Q105	<a href="#">Process</a> 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Furthe on Issi
89535Q106	<a href="#">Process</a> 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Furthe on Issi
89535Q107	<a href="#">Process</a> 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? No Risk Likly Due to Update Frequency due to Update 1.Improbable 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Furthe on Issi

1.Negligible ▾

Action  
Required:  
No Action  
Required

89535Q108 ↗ Process 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 Risk Frequency  
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 on Issi

89535Q109 ↗ Process 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 Risk Frequency  
Update due to Update  
Affect? 2.Remote ▾  
No ▾ Risk Likly Due  
to Update  
1.Negligible ▾  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if required

Further on Issi

89535Q110 ↗ Process Process 7699  
Shred Sensitive Paperwork In JL Office  
Shredding of sensitive information  
Current Known Risk Broken shredder  
Current Likly 1 Current Frequency 1

Does Risk Frequency  
Update due to Update  
Affect? 1.Improbable ▾  
No ▾ Risk Likly Due  
to Update  
1.Negligible ▾  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement if required

Further on Issi

89535Q111 ↗ Process 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 Risk Frequency  
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 on Issi

89535Q112 ↗ Process 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 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 on Issi

89535Q113 ↗ Process 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 on Issi

89535Q114 ↗ Process 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

Notes On Risk / Benefits statement if required

Further on Issi



89535Q115	<a href="#">Process</a> 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? <input type="checkbox"/> No Risk Likly Due to Update	Risk Frequency due to Update 1.Improbable 2.Minor	Notes On Risk / Benefits statement if required	Further on Issi
89535Q116	<a href="#">Process</a> 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? <input type="checkbox"/> No Risk Likly Due to Update	Risk Frequency due to Update 1.Improbable 2.Minor	Notes On Risk / Benefits statement if required	Further on Issi
89535Q117	<a href="#">Process</a> 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 2	Does Update Affect? <input type="checkbox"/> No Risk Likly Due to Update	Risk Frequency due to Update 2.Remote 2.Minor	Notes On Risk / Benefits statement if required	Further on Issi
89535Q118	<a href="#">Process</a> 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? <input type="checkbox"/> No Risk Likly Due to Update	Risk Frequency due to Update 2.Remote 2.Minor	Notes On Risk / Benefits statement if required	Further on Issi
89535Q119	<a href="#">Process</a> 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? <input type="checkbox"/> No Risk Likly Due to Update	Risk Frequency due to Update 1.Improbable 2.Minor	Notes On Risk / Benefits statement if required	Further on Issi
89535Q120	<a href="#">Process</a> 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? <input type="checkbox"/> No Risk Likly Due to Update	Risk Frequency due to Update 1.Improbable 2.Minor	Notes On Risk / Benefits statement if required	Further on Issi
89535Q121	<a href="#">Process</a> 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? <input type="checkbox"/> No Risk Likly Due to Update	Risk Frequency due to Update 1.Improbable 1.Negligible	Notes On Risk / Benefits statement if required	Further on Issi
89535Q122	<a href="#">Process</a> Process 7761 Send VST Delivery Notifications Emailing Notifications of shipments Current Known Risk Limited risks, and if the email fails to get delivered the	Does Update Affect? <input type="checkbox"/> No Risk Likly Due to Update	Risk Frequency due to Update 1.Improbable	Notes On Risk / Benefits statement if required	Further on Issi

customer will still receive their shipment.  
Current Likly 2 Current Frequency 1

2.Minor  
Action  
Required:  
No Action  
Required

89535Q123	<a href="#">Process</a> 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 Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q124	<a href="#">Process</a> Process 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 Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice. Current Likly 2 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q125	<a href="#">Process</a> Process 7789 Withdraw Funds From Paypal To remove the receipts that have come into Paypal over the month. So they can be entered in to accounts sales. Current Known Risk That a payment is not entered accounts , or onto the correct sales account. Current Likly 1 Current Frequency 1	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q126	<a href="#">Process</a> 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	Does Update Affect? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q127	<a href="#">Process</a> Process 7791 Price List Check Changing of the prices lists. Issue to check these are current  *Vandagraph is not an ISO company Current Known Risk That people will quote the wrong price to the customer.  Current Likly 1 Current Frequency 2	Does Update Affect? No Risk Frequency due to Update 2.Remote Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q128	<a href="#">Process</a> 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? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu
89535Q129	<a href="#">Process</a> 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? No Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issu

89535Q130	<a href="#">Process</a> <a href="#">Process 7796</a> 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? <input type="button" value="No"/> Risk due to Update <input type="button" value="1.Improbable"/> Frequency due to Update <input type="button" value="2.Minor"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q131	<a href="#">Process</a> <a href="#">Process 7797</a> 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? <input type="button" value="No"/> Risk due to Update <input type="button" value="1.Improbable"/> Frequency due to Update <input type="button" value="2.Minor"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q132	<a href="#">Process</a> <a href="#">Process 7798</a> 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? <input type="button" value="No"/> Risk due to Update <input type="button" value="1.Improbable"/> Frequency due to Update <input type="button" value="3.Serious"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q133	<a href="#">Process</a> <a href="#">Process 7800</a> 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? <input type="button" value="No"/> Risk due to Update <input type="button" value="2.Remote"/> Frequency due to Update <input type="button" value="1.Negligible"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q134	<a href="#">Process</a> <a href="#">Process 7801</a> 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? <input type="button" value="No"/> Risk due to Update <input type="button" value="2.Remote"/> Frequency due to Update <input type="button" value="1.Negligible"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q135	<a href="#">Process</a> <a href="#">Process 7808</a> 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? <input type="button" value="No"/> Risk due to Update <input type="button" value="1.Improbable"/> Frequency due to Update <input type="button" value="3.Serious"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q136	<a href="#">Process</a> <a href="#">Process 7822</a> 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	Does Update Affect? <input type="button" value="No"/> Risk due to Update <input type="button" value="1.Improbable"/> Frequency due to Update <input type="button" value="3.Serious"/> Risk Likely Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement if required	Further on Issi
89535Q137	<a href="#">Process</a> <a href="#">Process 7830</a> Review Q.A. Failures Report To review the Quantities of Failed product per Stock reference Passing through the Q.A. system	Does Update Affect? <input type="button" value="No"/> Risk due to Update <input type="button" value="1.Improbable"/> Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Improbable"/>	Notes On Risk / Benefits statement if required	Further on Issi

Current Known Risk No risk  
Current Likly 3 Current Frequency 1

3.Serious

Action  
Required:  
No Action  
Required

89535Q138 ProcessProcess 7831  
Intrastats Debtors And Creditor Figures  
Intrastats Debtors And Creditor Figures

Fill in the figure in Enter Overview details  
from Operas and bank.

Current Known Risk Not filled in often enough  
Not filled in correctly  
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

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on Issi

89535Q139 ProcessProcess 7838  
Review VIAMED Feedback - Customer Feedback Negative  
Review Customer Feedback Negative  
Current Known Risk Rolling Issues No risk to process  
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

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on Issi

89535Q140 ProcessProcess 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 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

Furthe  
on Issi

89535Q141 ProcessProcess 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

Furthe  
on Issi

89535Q142 ProcessProcess 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

Furthe  
on Issi

89535Q143 ProcessProcess 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 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

Furthe  
on Issi

89535Q144 ProcessProcess 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 Risk Frequency  
Update due to Update  
Affect? 1.Improbable  
No Risk Likly Due  
to Update  
3.Serious  
Action  
Required:

Notes On Risk / Benefits statement if  
required

Furthe  
on Issi

		No Action Required			
89535Q145	<div><div>Process</div><div>Process 7872</div><div>Embargo Countries NOT Allowed To Sell To</div><div>To review with the banks any embargo countries</div><div>Current Known Risk Selling to an Embargo countries can get bank account frozen and loss of facilities</div><div>Current Likly 1 Current Frequency 3</div></div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>3.Occasional</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Furthe on Issi</div> <div></div>
89535Q146	<div><div>Process</div><div>Process 7953</div><div>Vandagraph Delivery Notifications</div><div>To Send Vandagraph Delivery notifications</div><div>Current Known Risk task not carried out</div><div>Current Likly 1 Current Frequency 1</div></div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Furthe on Issi</div> <div></div>
89535Q147	<div><div>Process</div><div>Process 7957</div><div>Warehouse Requests</div><div>Warehouse requests for stock to be reviewed, any shortages to be ordered or produced with a production Job</div><div>Current Known Risk Stock requirements fulfilled</div><div>Current Likly 1 Current Frequency 1</div></div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Furthe on Issi</div> <div></div>
89535Q148	<div><div>Does Generic CE File Attached to All Technical file #2</div><div>Of type 5 require any Notificaions and/or Risk assesment updates due to this update</div></div>	<div>Does Update Affect?</div> <div>No</div>	<div>Risk Frequency due to Update</div> <div>1.Improbable</div> <div>Risk Likly Due to Update</div> <div>1.Negligible</div> <div>Action Required:</div> <div>No Action Required</div>	<div>Notes On Risk / Benefits statement if required</div> <div></div>	<div>Furthe on Issi</div> <div></div>
89535Q149	<div><div>Final Notes</div><div></div></div>				

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