

# Document VM3COP20.30 UK Order Processing Revision ID93378

Suggested Upload Document Name: **Risk Assessment For Updating Document ID93378**

Completed by [Derek Lamb](#) 19 Jul 2022

## Reason for Risk Assessment

updating notes on inco terms and the setting to use

Document VM3COP20.30 UK Order Processing Revision ID93378 Is linked to the Following Standards and processes

test block

Risk Assessment ID93378	Question	Does Update Affect?	Risk on Update	Notes On Risk / Benefits statement required
93378Q0	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 Significate change to any ISO Certifications	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q1	Viamed Ltd ISO13485:2016 Section: 5.2 Customer focus Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q2	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? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q3	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? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q4	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 Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required

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.

93378Q5	<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? <input type="button" value="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 required</p>
93378Q6	<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? <input type="button" value="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 required</p>
93378Q7	<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? <input type="button" value="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 required</p>
93378Q8	<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:</li> <li>1) any applicable statutory and regulatory requirements;</li> <li>2) those considered necessary by the organization;</li> <li>b) the organization can meet the claims for the products and services it offers.</li> </ul>	<p>Does Update Affect? <input type="button" value="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 required</p>
93378Q9	<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? <input type="button" value="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 required</p>
93378Q10	<p>VST Ltd ISO9001:2015 Section: 8.2.4  Changes to requirements for products and services The organization shall ensure that relevant documented information is amended, and that</p>	<p>Does Update Affect? <input type="button" value="No"/></p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due</p>	<p>Notes On Risk / Benefits statement required</p>

relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.		to Update 1.Negligible ▾ Action Required: No Action Required	
93378Q11	Process9 Distribution Of Faxes Distribute recieved faxes	Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q12	Process11 Distribution Of Mail Distributing incoming post to correct person	Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q13	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? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q14	Process15 Filing and Archiving Paperwork to be filed in the correct order	Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q15	Process20 Processing Of Mail Shots Ensuring mail shots are printed and sent	Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q16	Process21 Office Sales Projects Ensuring office job list is being updated and completed	Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q17	Process36 Emailing Of Invoices Invoices are emailed to customers	Does Update Affect? No ▾ Risk Frequency due to Update 1.Improbable ▾ Risk Likly Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required

93378Q18	<p>Process37</p> <p>West Yorkshire Ambulance Stock</p> <p>Viamed has a consignment stock with West Yorkshire Ambulance,</p> <p>We scan stock to a shelf, then send them the consignment stock</p> <p>As and when they use stock each week we do a rational and invoice them for the used stock and replenish the consignment stock.</p> <p>WYA Stock check via the website.</p> <p>We can now check their stock agrees with ours.</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likely Due to Update</p> <p>1.Negligible</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
93378Q19	<p>Process5850</p> <p>Purchase Order Log</p> <p>Check the PO log is up to date with confirmations and expected shipping dates</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likely Due to Update</p> <p>2.Minor</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
93378Q20	<p>Process5875</p> <p>Check Paypal For Orders</p> <p>Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likely Due to Update</p> <p>2.Minor</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
93378Q21	<p>Process5882</p> <p>Send Post To Humanmed</p> <p>Humanmed post is received, it needs to be forwarded to Humanmed UK Sales Manager</p> <p>HumanMed has Gone, tasks no longer required</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likely Due to Update</p> <p>4.Critical</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
93378Q22	<p>Process5892</p> <p>Checking EBay And Amazon For Orders And Messages</p> <p>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.</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update</p> <p>2.Remote</p> <p>Risk Likely Due to Update</p> <p>2.Minor</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
93378Q23	<p>Process5893</p> <p>Answering Website Questions</p> <p>Answering any questions that are asked via the website from within Intrastats</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likely Due to Update</p> <p>1.Negligible</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
93378Q24	<p>Process5866</p> <p>UPS Shipping Fuel Surcharge</p> <p>UPS surcharges change on a monthly basis.</p> <p>The internal system requires updating so the postage rates can be calculated by anyone correctly.</p> <p>*PROCESS REPLACED WITH WORLDSHIP</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update</p> <p>2.Remote</p> <p>Risk Likely Due to Update</p> <p>1.Negligible</p> <p>Action Required: No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
93378Q25	<p>Process7796</p> <p>Review Franking Label Errors</p>	<p>Does Update Affect?</p>	<p>Risk Frequency due to Update</p>	<p>Notes On Risk / Benefits statement required</p>

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.

Affect?     
 No  Risk Likely Due to Update  
 Action Required:  
 No Action Required

93378Q26 Process5873  
 Distributor Contract Reviews  
 To check through list of export distributors

Does Update due to Update  
 Affect?     
 No  Risk Likely Due to Update  
 Action Required:  
 No Action Required

Notes On Risk / Benefits statement required

93378Q27 Process5885  
 Monthly Reports  
 Report generate to give a idea of the current and future sales and marketing.

Does Update due to Update  
 Affect?     
 No  Risk Likely Due to Update  
 Action Required:  
 No Action Required

Notes On Risk / Benefits statement required

93378Q28 Process5876  
 E.Commerce Cardea And Multiquote  
 To Collect E.Commerce Cardea And Multiquote Orders

Does Update due to Update  
 Affect?     
 No  Risk Likely Due to Update  
 Action Required:  
 No Action Required

Notes On Risk / Benefits statement required

93378Q29 Process5857  
 Customer Service Logs  
 Ensuring customer onsite service visits are completed

Does Update due to Update  
 Affect?     
 No  Risk Likely Due to Update  
 Action Required:  
 No Action Required

Notes On Risk / Benefits statement required

93378Q30 Process5894  
 Checking Of Active List  
 Check the Active Back orders ensure no orders get missed

Does Update due to Update  
 Affect?     
 No  Risk Likely Due to Update  
 Action Required:  
 No Action Required

Notes On Risk / Benefits statement required

93378Q31 Process5895  
 Completing Office Job List  
 Ensuring that the allocated tasks are being completed









Does Update due to Update  
 Affect?     
 No  Risk Likely Due to Update  
 Action Required:  
 No Action Required

Notes On Risk / Benefits statement required

93378Q32 Process5897  
 Franking Mail  
 Task to Frank outgoing Mail


Does Update due to Update  
 Affect?     
 No  Risk Likely Due to Update  
 Action Required:  
 No Action Required

Notes On Risk / Benefits statement required

		No Action Required	
93378Q33	 Process5899 Proforma And Quote Chasing Chase outstanding Quotes and Proformas	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likely Due to Update 3.Serious <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q34	 Process5901 Link Call Log Contacts To The CRM To link new calls to Contacts in the CRM	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likely Due to Update 2.Minor <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q35	 Process5913 Check For Humanmed Orders In Logistics Mailbox Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders.  NO LONGER REQUIRED HUMANEMD STOPPED	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likely Due to Update 2.Minor <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q36	 Process5943 Check Cardea And Multiquote Checking the Cardea and Multiquote websites for outstanding orders or requests	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likely Due to Update 2.Minor <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q37	 Process5949 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="button" value="No"/> Risk Frequency due to Update 3.Occasional <input type="button" value="v"/> Risk Likely Due to Update 1.Negligible <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q38	 Process7676 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="button" value="No"/> Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likely Due to Update 2.Minor <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q39	 Process7678 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="button" value="No"/> Risk Frequency due to Update 1.Improbable <input type="button" value="v"/> Risk Likely Due to Update 2.Minor <input type="button" value="v"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q40	 Process7686 Thorough Checking Of Awaiting Action Tray - Priority 8s	Does Update Risk Frequency due to Update	Notes On Risk / Benefits statement required


Check that outstanding orders with unresolved issues are being followed up and addressed

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

93378Q41  Process7693  
 Collect Repair Filing From Warehouse  
 Collect the filing form the warehouse


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 required

93378Q42  Process7696  
 Send VIAMED Delivery Notifications  
 Emailing Notifications of shipments


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 required

93378Q43  Process7699  
 Shred Sensitive Paperwork In JL Office  
 Shredding of sensitive information


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 required

93378Q44  Process7707  
 Send Purchase Orders To Suppliers  
 Emailing purchase orders to suppliers


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 required

93378Q45  Process7709  
 Delivered not Invoiced  
 Ensure invoices are generated for shipped orders


Does Update Affect? No ▼ Risk Frequency due to Update  
2.Remote ▼  
 Risk Likely Due to Update  
2.Minor ▼  
 Action  
 Required:  
 No Action  
 Required

Notes On Risk / Benefits statement required

93378Q46  Process7705  
 Checking For Uploaded Files  
 Checking if a customer has uploaded an order directly to our website









Does Update Affect? No ▼ Risk Frequency due to Update  
2.Remote ▼  
 Risk Likely Due to Update  
2.Minor ▼  
 Action  
 Required:  
 No Action  
 Required

Notes On Risk / Benefits statement required

93378Q47  Process7712  
 Review Inward Payments  
 Review the payments received to ensure proformas can be shipped

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

Notes On Risk / Benefits statement required

			No Action Required		
93378Q48	 Process7735 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? <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 required	
93378Q49	 Process7751 VST Purchase Order Log Check the VST PO log is up to date with confirmations and expected shipping dates	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 required	
93378Q50	 Process7758 Check For GHX Orders Check the emails for orders from GHX	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 required	
93378Q51	 Process7760 Send Service Offers Send letters to existing customers to remind them that a service is due on their equipment	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 required	
93378Q52	 Process7761 Send VST Delivery Notifications Emailing Notifications of shipments	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 required	
93378Q53	 Process7783 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? <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 required	
93378Q54	 Process7792 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? <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 required	
93378Q55	 Process7795 Answering UK Web Questions	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 required	



Answering any questions that are asked via the website from within Intrastats

		Affect?	1.Improbable ▾ No ▾	Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required	
93378Q56	Process7822 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?	No ▾	Risk Frequency due to Update Risk Likely Due to Update 3.Serious ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q57	Process7863 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?	No ▾	Risk Frequency due to Update Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q58	Process7890 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?	No ▾	Risk Frequency due to Update Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q59	Process7893 VST Price Lists To confirm the Document index Price Lists	Does Update Affect?	No ▾	Risk Frequency due to Update Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q60	Process7894 VST Customer Agreements To check the Current Customer Agreements are still Valid	Does Update Affect?	No ▾	Risk Frequency due to Update Risk Likely Due to Update 1.Negligible ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q61	Process7901 UPS Exceptions Checkup To check the emails that come in from UPS or other shippers, for problems delivering or clearing goods.	Does Update Affect?	No ▾	Risk Frequency due to Update Risk Likely Due to Update 2.Minor ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q62	Process7959 Audit 16 Sales And Marketing Viamed Audit to include Sales and Marketing Functions	Does Update Affect?	No ▾	Risk Frequency due to Update Risk Likely Due to Update 1.Negligible ▾ Action Required:	Notes On Risk / Benefits statement required

		No Action Required	
93378Q63	<a href="#">Process7970</a> Proforma And Quote Chasing Ryan Chase outstanding Quotes and Proformas put on by Ryan or that he is responsible for.	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 required
93378Q64	<a href="#">Process7971</a> Proforma And Quote Chasing Steve Hardaker Chase outstanding Quotes and Proformas put on by Steve H or that he is responsible for.	Does Update Affect? <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 required
93378Q65	<a href="#">Process7957</a> Warehouse Requests Warehouse requests for stock to be reviewed, any shortages to be ordered or produced with a production Job	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 required
93378Q66	<a href="#">Process7872</a> Embargo Countries NOT Allowed To Sell To To review with the banks any embargo countries	Does Update Affect? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="3.Occasional"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q67	<a href="#">Process7988</a> Verification Contact Details Internal CRM To confirm contact details are being entered into the system correctly.  Between our Invoice, Customer Paperwork and the existing CRM	Does Update Affect? <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 required
93378Q68	<a href="#">Process7989</a> Verification Contact Details Accounts Verifying the contact details on invoices match between internal system and the external accounts package	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 required
93378Q69	<a href="#">Process7990</a> Verification Invoice Details Accounts Verification of Invoice details between internal systems and external accounts	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 required
93378Q70	<a href="#">ProcessProcess 9</a> Distribution Of Faxes	Does Update <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 required

Distribute recieved faxes  
Current Known Risk lost faxes  
Current Likly 1 Current Frequency 1

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

93378Q71 ProcessProcess 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 Risk Frequency due to Update  
Affect? 1.Improbable  
No Risk Likely Due to Update  
3.Serious  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q72 ProcessProcess 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 Risk Frequency due to Update  
Affect? 1.Improbable  
No Risk Likely Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q73 ProcessProcess 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 Risk Frequency due to Update  
Affect? 1.Improbable  
No Risk Likely Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q74 ProcessProcess 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 Risk Frequency due to Update  
Affect? 1.Improbable  
No Risk Likely Due to Update  
2.Minor  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q75 ProcessProcess 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 Risk Frequency due to Update  
Affect? 1.Improbable  
No Risk Likely Due to Update  
2.Minor  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q76 ProcessProcess 36  
Emailing Of Invoices  
Invoices are emailed to customers  
Current Known Risk Computer or network failure  
Current Likly 2 Current Frequency 1






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

Notes On Risk / Benefits statement required

93378Q77 ProcessProcess 5850  
Purchase Order Log  
Check the PO log is up to date with confirmations and expected shipping dates  
Current Known Risk The order is not checked and the supplier has not received it ergo we do not receive the order  
Current Likly 2 Current Frequency 1

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

Notes On Risk / Benefits statement required

		No Action Required		
93378Q78	 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? <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 required
93378Q79	 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? <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 required
93378Q80	 Process 5871 Check Sale Or Returns Review the Sale or Return list in intrastats. Ensure it is up to date. Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q81	 Process 5872 Check Sale Or Returns Export Review the Sale or Return list in intrastats. Ensure it is up to date. Current Known Risk That goods could be sent to a customer or goods returned but the list is not updated Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q82	 Process 5875 Check Paypal For Orders Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox Current Known Risk Computer/network breakdown Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q83	 Process 5876 E.Commerce Cardea And Multiquote To Collect E.Commerce Cardea And Multiquote Orders Current Known Risk Orders go unnoticed Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q84	 Process 5882 Send Post To Humanmed Humanmed post is received, it needs to be forwarded to Humanmed UK Sales Manager HumanMed has Gone, tasks no longer required Current Known Risk Post is not sent Current Likly 4 Current Frequency 1	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="4.Critical"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q85	 Process 5892 Checking EBay And Amazon For Orders And Messages	Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement required

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?     
Risk Likly Due to Update  
2.Minor  
Action  
Required:  
No Action  
Required

93378Q86 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?     
Risk Likly Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q87 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?     
Risk Likly Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q88 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?     
Risk Likly Due to Update  
3.Serious  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q89 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?     
Risk Likly Due to Update  
3.Serious  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q90 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?     
Risk Likly Due to Update  
2.Minor  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q91 Process 5913  
Check For Humanmed Orders In Logistics Mailbox  
Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders.  
  
NO LONGER REQUIRED HUMANEMD STOPPED  
Current Known Risk Computer/network breakdown  
Current Likly 2 Current Frequency 1









Does Update Affect?     
Risk Likly Due to Update  
2.Minor  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q92 Process 5943  
Check Cardea And Multiquote  
Checking the Cardea and Multiquote websites for outstanding orders or requests  
Current Known Risk Computer/network breakdown  
Current Likly 2 Current Frequency 1

Does Update Affect?     
Risk Likly Due to Update  
2.Minor  
Action  
Required:

Notes On Risk / Benefits statement required

				No Action Required
93378Q93	 Process 5949 Filling Credit Card Slips Inputting the accurate data on to our pre-printed credit card slips for processing on dispatch of good. Secure storing and processing Current Known Risk incorrect information slips left unsecured Current Likly 1 Current Frequency 3	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="3.Occasional"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q94	 Process 6898 GHX Web Pricing To review the GHX Web Pricing Current Known Risk That the prices are in correct and we may have to let them have the old price if we have not up dated them Current Likly 1 Current Frequency 2	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q95	 Process 6954 Back Orders Review - By Customer To check the back orders in the tray in goods out and check the active list back orders has been reviewed Current Known Risk goods not shipped in a timely manner Current Likly 1 Current Frequency 1	Does Update Affect? <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 required
93378Q96	 Process 7670 Humanmed general Issues Review of Humanmed sales and orders and clear any duplicates or problems. Current Known Risk That there are duplicate orders o the system due to errors. Current Likly 3 Current Frequency 1	Does Update Affect? <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 required
93378Q97	 Process 7673 Check Expiry Dated Stock To check that all the stock on the selves are within their use by dates. Current Known Risk Stock being dispatched that is pasts its date. Current Likly 1 Current Frequency 2	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q98	 Process 7674 Check Repairs Ready For Invoice List Review the repairs ready For invoice List in intrastats. Current Known Risk That repairs will be missed. Current Likly 2 Current Frequency 1	Does Update Affect? <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 required
93378Q99	 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	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 required
93378Q100	 Process 7678 Check Catalog 360 Circle For Quotes And Orders	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 required

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

Affect? 1.Improbable ▼  
 No ▼ Risk Likly Due to Update  
 2.Minor ▼  
 Action  
 Required:  
 No Action  
 Required

93378Q101	 Process 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 Frequency due to Update Risk Likly Due to Update 1.Improbable ▼ 2.Minor ▼ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q102	 Process 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 Frequency due to Update Risk Likly Due to Update 1.Improbable ▼ 1.Negligible ▼ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q103	 Process 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 Frequency due to Update Risk Likly Due to Update 1.Improbable ▼ 1.Negligible ▼ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q104	 Process 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 Frequency due to Update Risk Likly Due to Update 1.Improbable ▼ 2.Minor ▼ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q105	 Process 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 Frequency due to Update Risk Likly Due to Update 1.Improbable ▼ 2.Minor ▼ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q106	 Process 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 Frequency due to Update Risk Likly Due to Update 1.Improbable ▼ 2.Minor ▼ Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q107	 Process 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 Frequency due to Update Risk Likly Due to Update 1.Improbable ▼ 1.Negligible ▼ Action Required: No Action Required	Notes On Risk / Benefits statement required

				No Action Required
93378Q108	 Process 7696 Send VIAMED Delivery Notifications Emailing Notifications of shipments Current Known Risk limited risks, and if email fails to get delivered the customer will still receive their shipment.  Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q109	 Process 7697 Yearly Pricing Review To review the current pricing and impact of increases Current Known Risk Getting this wrong can interfere with sales. Current Likly 1 Current Frequency 2	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency 2.Remote Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q110	 Process 7699 Shred Sensitive Paperwork In JL Office Shredding of sensitive information Current Known Risk Broken shredder Current Likly 1 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q111	 Process 7703 Vandagraph Pay Pal Retrieve Funds To remove money from the Pay Pal system into Vandagraph Bank account Current Known Risk No risk to the process as such as its paypal driven, Can only withdraw funds to allocated bank account Current Likly 2 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q112	 Process 7708 Acorn 0014904 Acorn Distribution ac 12906 - 0014904 Disposable sensor stock levels Current Known Risk That we not have stock available when needed. Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q113	 Process 7709 Delivered not Invoiced Ensure invoices are generated for shipped orders Current Known Risk Computer/network breakdown delivery is missed and remains un invoiced. Current Likly 2 Current Frequency 2	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency 2.Remote Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q114	 Process 7712 Review Inward Payments Review the payments received to ensure proformas can be shipped Current Known Risk Computer network breakdown Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q115	 Process 7735 Ensure SOR's Are Followed Up	Does Update Affect? <input type="button" value="No"/>	Risk due to Update Frequency Risk Likely Due to Update Action Required: No Action Required	Notes On Risk / Benefits statement required



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

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

93378Q116 ProcessProcess 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? 1.Improbable  
No Risk Likely Due to Update  
2.Minor  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q117 ProcessProcess 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? 2.Remote  
No Risk Likely Due to Update  
2.Minor  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q118 ProcessProcess 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? 2.Remote  
No Risk Likely Due to Update  
2.Minor  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q119 ProcessProcess 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? 1.Improbable  
No Risk Likely Due to Update  
2.Minor  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q120 ProcessProcess 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? 1.Improbable  
No Risk Likely Due to Update  
2.Minor  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q121 ProcessProcess 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? 1.Improbable  
No Risk Likely Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q122 ProcessProcess 7761  
Send VST Delivery Notifications  
Emailing Notifications of shipments  
Current Known Risk Limited risks, and if the email fails to get delivered the customer will still receive their shipment.  
Current Likly 2 Current Frequency 1

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

Notes On Risk / Benefits statement required

			No Action Required
93378Q123	 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? <input type="button" value="No"/> Risk 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 required
93378Q124	 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? <input type="button" value="No"/> Risk 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 required
93378Q125	 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? <input type="button" value="No"/> Risk 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 required
93378Q126	 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? <input type="button" value="No"/> Risk 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 required
93378Q127	 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? <input type="button" value="No"/> Risk due to Update <input type="button" value="2.Remote"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q128	 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? <input type="button" value="No"/> Risk 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 required
93378Q129	 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? <input type="button" value="No"/> Risk 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 required
93378Q130	 Process 7796 Review Franking Label Errors	Does Update Affect? <input type="button" value="No"/> Risk 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 required

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

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

93378Q131 ProcessProcess 7797

Check Order Are Being Picked In Priority Order  
Check order are being picked in order of priority and date.  
Current Known Risk Orders going at before more urgent ones  
Current Likly 2 Current Frequency 1

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

Notes On Risk / Benefits statement required

93378Q132 ProcessProcess 7798

Orders And Items Shipped Per Month  
Review the orders and items shipped per month  
Current Known Risk Problem with report  
Current Likly 3 Current Frequency 1

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

Notes On Risk / Benefits statement required

93378Q133 ProcessProcess 7800

Opera Nominal Ledger Close  
The closing down of the previous months nominal ledger for accounts purposes.  
Current Known Risk The system crashes.  
Current Likly 1 Current Frequency 2

Does Update Risk Frequency due to Update  
Affect? 2.Remote  
No Risk Likely Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q134 ProcessProcess 7801

VST Price Review  
To review the current pricing and impact of increases  
Current Known Risk Getting this wrong can interfere with sales.  
Current Likly 1 Current Frequency 2

Does Update Risk Frequency due to Update  
Affect? 2.Remote  
No Risk Likely Due to Update  
1.Negligible  
Action  
Required:  
No Action  
Required

Notes On Risk / Benefits statement required

93378Q135 ProcessProcess 7808

Ensure All Invoice Correctly Tagged  
To find and Tag any sales that are removed from commissions, as they are break even products for relationships purposes  
Current Known Risk Pay a Sales rep for special sales in the relevant area. and make a loss on the sale  
Current Likly 3 Current Frequency 1

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

Notes On Risk / Benefits statement required

93378Q136 ProcessProcess 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

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

Notes On Risk / Benefits statement required

93378Q137 ProcessProcess 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

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

Notes On Risk / Benefits statement required

				No Action Required
93378Q138	 Process 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 Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q139	 Process 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 Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q140	 Process 7839 Review VIAMED Feedback - Customer Complaints To Review Viamed Customer Complaints Current Known Risk Rolling Issue No Risk Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q141	 Process 7840 Review VST Feedback - Customer Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised Current Known Risk Rolling ISSue, No Risk Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q142	 Process 7841 Review VST Feedback - Customer Complaints To review Customer Complaints see if Non Conformance need to be raised Current Known Risk Rolling ISSue, No Risk Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q143	 Process 7842 Review VIAMED Product Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raised Current Known Risk Rolling ISSue, No Risk Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q144	 Process 7843 Review VST Product Feedback Negative To review Negative feedback form Products see if Non Conformance or customer Complaints need to be raise Current Known Risk Rolling ISSue, No Risk Current Likly 3 Current Frequency 1	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="1.Improbable"/> Risk Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
93378Q145	 Process 7872	Does	Risk Frequency	Notes On Risk / Benefits statement

Embargo Countries NOT Allowed To Sell To  
To review with the banks any embargo countries  
Current Known Risk Selling to an Embargo countries can get bank account frozen and loss of facilities  
Current Likly 1 Current Frequency 3

Update due to Update

Affect? 3.Occasional

No

Risk Likely Due to Update

1.Negligible

Action

Required:

No Action

Required

required

93378Q146 ProcessProcess 7953  
Vandagraph Delivery Notifications  
To Send Vandagraph Delivery notifications  
Current Known Risk task not carried out  
Current Likly 1 Current Frequency 1

Does Update

Affect? 1.Improbable

No

Risk Likely Due to Update

1.Negligible

Action

Required:

No Action

Required

Notes On Risk / Benefits statement required

93378Q147 ProcessProcess 7957  
Warehouse Requests  
Warehouse requests for stock to be reviewed, any shortages to be ordered or produced with a production Job  
Current Known Risk Stock requirements fulfilled  
Current Likly 1 Current Frequency 1

Does Update

Affect? 1.Improbable

No

Risk Likely Due to Update

1.Negligible

Action

Required:

No Action

Required

Notes On Risk / Benefits statement required

93378Q148 Does Generic CE File Attached to All Technical file #2  
Of type 5 require any Notificaions and/or Risk assesment updates due to this update

Does Update

Affect? 1.Improbable

No

Risk Likely Due to Update

1.Negligible

Action

Required:

No Action

Required

Notes On Risk / Benefits statement required

93378Q149 Final Notes  
No ISO Procedures or Process  
are negativly affected by updating this document with the new document proposed

SAVE FORM

Only saves your progress in filling in above Questions - No feed back to pressing save form button

Once Form Complete Print Page to PDF (Landscape mode prefereable), go back to document upload page and upload to risk assesment button