

# Document VM3COP03.011 UK Postage Pricing Guide Revision ID88037

Suggested Upload Document Name: **Risk Assessment For Updating Document ID88037**

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

## Reason for Risk Assessment

Pricing update no risk

Document VM3COP03.011 UK Postage Pricing Guide Revision ID88037 Is linked to the Following Standards and processes

test block

Risk Assessment ID88037	Question	Does Update Affect?	Risk on Update	Notes On Risk / Benefits statement required
88037Q0	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
88037Q1	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
88037Q2	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
88037Q3	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 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.	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
88037Q4	Viamed Ltd ISO13485:2016 Section: 7.2.3 Communication The organization shall plan and document arrangements for communicating with customers in relation to: a) product information; b) enquiries, contracts or order handling, including amendments;	Does Update Affect? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 1.Negligible	Notes On Risk / Benefits statement required

	<p>c) customer feedback, including complaints; d) advisory notices. The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.</p>		<p>Action Required: No Action Required</p>	
88037Q5	<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: a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met; b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; c) the focus on enhancing customer satisfaction is maintained.</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 required</p>
88037Q6	<p>VST Ltd ISO9001:2015 Section: 8.2.1 Customer communication Communication with customers shall include: a) providing information relating to products and services; b) handling enquiries, contracts or orders, including changes; c) obtaining customer feedback relating to products and services, including customer complaints; d) handling or controlling customer property; e) establishing specific requirements for contingency actions, when relevant.</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 required</p>
88037Q7	<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: a) the requirements for the products and services are defined, including: 1) any applicable statutory and regulatory requirements; 2) those considered necessary by the organization; b) the organization can meet the claims for the products and services it offers.</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 required</p>
88037Q8	<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: a) requirements specified by the customer, including the requirements for delivery and postdelivery activities; b) requirements not stated by the customer, but necessary for the specified or intended use, when known; c) requirements specified by the organization; d) statutory and regulatory requirements applicable to the products and services; e) contract or order requirements differing from those previously expressed. 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 required</p>
88037Q9	<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 relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.</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 required</p>
88037Q10	<p>Process9 Distribution Of Faxes Distribute recieved faxes</p>	<p>Does Update Affect? No</p>	<p>Risk Frequency due to Update 1.Improbable Risk Likely Due to Update</p>	<p>Notes On Risk / Benefits statement required</p>

			1.Negligible ▾ Action Required: No Action Required	
88037Q11	Process11 Distribution Of Mail Distibuting incoming post to correct person	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
88037Q12	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? <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="1.Negligible"/> ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q13	Process15 Filing and Archiving Paperwork to be filed in the correct order	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="1.Negligible"/> ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q14	Process20 Processing Of Mail Shots Ensuring mail shots are printed and sent	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="1.Negligible"/> ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q15	Process21 Office Sales Projects Ensuring office job list is being updated and completed	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="2.Minor"/> ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q16	Process36 Emailing Of Invoices Invoices are emailed to customers	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="2.Minor"/> ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q17	Process37 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.	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="1.Negligible"/> ▾ Action Required: No Action Required	Notes On Risk / Benefits statement required

We can now check their stock agrees with ours.

88037Q18	<a href="#">Process5850</a> Purchase Order Log Check the 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 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q19	<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? <input type="button" value="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
88037Q20	<a href="#">Process5882</a> 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	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update 1.Improbable Risk Likely Due to Update 4.Critical Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q21	<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? <input type="button" value="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
88037Q22	<a href="#">Process5893</a> Answering Website 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 1.Improbable Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q23	<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? <input type="button" value="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 required
88037Q24	<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 Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q25	<a href="#">Process5873</a> Distributor Contract Reviews	Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement required

To check through list of export distributors

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

88037Q26 ↗Process5885  
 Monthly Reports  
 Report generate to give a idea of the current and future sales and marketing.

Does 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 required

88037Q27 ↗Process5876  
 E.Commerce Cardea And Multiquote  
 To Collect E.Commerce Cardea And Multiquote Orders

Does 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 required

88037Q28 ↗Process5857  
 Customer Service Logs  
 Ensuring customer onsite service visits are completed

Does Update 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

88037Q29 ↗Process5894  
 Checking Of Active List  
 Check the Active Back orders ensure no orders get missed

Does 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 required

88037Q30 ↗Process5895  
 Completing Office Job List  
 Ensuring that the allocated tasks are being completed

Does 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 required

88037Q31 ↗Process5897  
 Franking Mail  
 Task to Frank outgoing Mail









Does Update due to Update  
 Affect? 1.Improbable ▼  
 No ▼ Risk Likely Due to Update  
 5.Catastrophic ▼  
 Action  
 Required:  
 No Action  
 Required

Notes On Risk / Benefits statement required

88037Q32 ↗Process5899  
 Proforma And Quote Chasing  
 Chase outstanding Quotes and Proformas









Does Update 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		
88037Q33	 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 <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
88037Q34	 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 <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
88037Q35	 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 <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
88037Q36	 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 <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
88037Q37	 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 <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
88037Q38	 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 <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
88037Q39	 Process7686 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 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
88037Q40	 Process7693 Collect Repair Filing From Warehouse	Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement required

Collect the filing form the warehouse

		Affect? No	1.Improbable Risk Likly Due to Update 1.Negligible Action Required: No Action Required	
88037Q41	Process7696 Send VIAMED Delivery Notifications Emailing Notifications of shipments	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
88037Q42	Process7699 Shred Sensitive Paperwork In JL Office Shredding of sensitive information	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
88037Q43	Process7707 Send Purchase Orders To Suppliers Emailing purchase orders to suppliers	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
88037Q44	Process7709 Delivered not Invoiced Ensure invoices are generated for shipped orders	Does Update Affect? No	Risk Frequency due to Update 2.Remote Risk Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q45	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 Likly Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q46	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 Likly Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q47	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? No	Risk Frequency due to Update 1.Improbable Risk Likly Due to Update 2.Minor Action Required:	Notes On Risk / Benefits statement required

			No Action Required		
88037Q48	 Process7751 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 Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required	
88037Q49	 Process7758 Check For GHX Orders Check the emails for orders from GHX	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	
88037Q50	 Process7760 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 Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required	
88037Q51	 Process7761 Send VST 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	
88037Q52	 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? 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	
88037Q53	 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? 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	
88037Q54	 Process7795 Answering UK Web Questions Answering any questions that are asked via the website from within Intrastats	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	
88037Q55	 Process7822 Review Oxylink Stock	Does Update Affect?	Risk Frequency due to Update	Notes On Risk / Benefits statement required	











To check we have the stock available to supply our customer Oxylink.

NOTE THIS PROCESS HAS BEEN STOPPED.

Part number has been superseded

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









88037Q56	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? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Serious"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q57	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? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Serious"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q58	Process7893 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"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Serious"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q59	Process7894 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"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Serious"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q60	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? <input type="button" value="No"/> Risk Frequency due to Update <input type="button" value="1.Improbable"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Serious"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q61	Process7959 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"/> <input type="button" value="2.Minor"/> <input type="button" value="3.Serious"/> Risk Likely Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q62	Process7970 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"/> <input type="button" value="2.Minor"/> <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 required

		No Action Required	
88037Q63	 Process7971 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
88037Q64	 Process7957 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
88037Q65	 Process7872 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
88037Q66	 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 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
88037Q67	 Process7989 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
88037Q68	 Process7990 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
88037Q69	 ProcessProcess 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 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
88037Q70	 ProcessProcess 11 Distribution Of Mail	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

Distributing incoming post to correct person  
 Current Known Risk Royal Mail fail to deliver post  
 Current Likly 3 Current Frequency 1

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

88037Q71	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? 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
88037Q72	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? 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
88037Q73	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? 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
88037Q74	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? 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
88037Q75	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? 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
88037Q76	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 it ergo we do not receive the order 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 required
88037Q77	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 Frequency due to Update 1.Improbable Risk Likely Due to Update 2.Minor Action Required: No Action Required	Notes On Risk / Benefits statement required

				No Action Required
88037Q78	 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 Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q79	 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 Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q80	 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 Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q81	 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 Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q82	 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 Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q83	 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 Likly Due to Update <input type="button" value="4.Critical"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q84	 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 Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q85	 Process 5893 Answering Website Questions	Does Update Affect? <input type="button" value="No"/>	Risk Frequency due to Update <input type="button" value="2.Remote"/> Risk Likly 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  
Current Known Risk Computer/network breakdown

Current Likly 1 Current Frequency 1

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

88037Q86 ProcessProcess 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 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

88037Q87 ProcessProcess 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 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

88037Q88 ProcessProcess 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 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

88037Q89 ProcessProcess 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 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

88037Q90 ProcessProcess 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 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

88037Q91 ProcessProcess 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 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

88037Q92 ProcessProcess 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 Risk Frequency due to Update  
Affect? 3.Occasional  
No Risk Likely Due to Update  
1.Negligible  
Action  
Required:

Notes On Risk / Benefits statement required

				No Action Required
88037Q93	 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 Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q94	 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 Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q95	 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 Likly Due to Update <input type="button" value="3.Serious"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q96	 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 Likly Due to Update <input type="button" value="1.Negligible"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q97	 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 Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q98	 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 Likly Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q99	 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? <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="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q100	 Process 7683 Check Stock For Proforma	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement required

To check that we have stock in for customer proformas. Or review if any stock needs to be ordered.








Current Known Risk That a customer is told we have stock and then we are unable to ship.

Current Likly 2 Current Frequency 1

Affect?

			No Action Required	
88037Q108	<a href="#">Process</a> <a href="#">Process 7697</a> 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 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
88037Q109	<a href="#">Process</a> <a href="#">Process 7699</a> 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 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
88037Q110	<a href="#">Process</a> <a href="#">Process 7703</a> 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 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
88037Q111	<a href="#">Process</a> <a href="#">Process 7708</a> 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 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
88037Q112	<a href="#">Process</a> <a href="#">Process 7709</a> 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 Frequency due to Update <input type="button" value="2.Remote"/> Risk Likely Due to Update <input type="button" value="2.Minor"/> Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q113	<a href="#">Process</a> <a href="#">Process 7712</a> 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 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
88037Q114	<a href="#">Process</a> <a href="#">Process 7735</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 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
88037Q115	<a href="#">Process</a> <a href="#">Process 7743</a> Customer Complaints Paper File	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement required



	Major Customer Complaints get escalated to Paper Customer Complaints file.	Affect?	1.Improbable ▾	
	Check the File is being Maintained and any relevant documentation is in the File.	No ▾	Risk Likely Due to Update	
	Current Known Risk Customer Complaints could be missed or not filed correctly		2.Minor ▾	
	Current Likly 2 Current Frequency 1		Action Required:	
			No Action Required	
	88037Q116  ProcessProcess 7748	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement required
	Check Repair Orders	Affect?	2.Remote ▾	
	Check the orders against the customer paperwork, that we have generated, for the repair we have received in.	No ▾	Risk Likely Due to Update	
	Current Known Risk That details will be incorrect and it will affect the customer.		2.Minor ▾	
	That mistakes may be missed.		Action Required:	
	Current Likly 2 Current Frequency 2		No Action Required	
	88037Q117  ProcessProcess 7749	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement required
	Check Repair Quotes	Affect?	2.Remote ▾	
	Check the quotes that we send out for the repairs we have received in.	No ▾	Risk Likely Due to Update	
	Current Known Risk That mistakes may be missed.		2.Minor ▾	
	That details will be incorrect and it will affect the customer.		Action Required:	
	Current Likly 2 Current Frequency 2		No Action Required	
	88037Q118  ProcessProcess 7752	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement required
	SRS Folder	Affect?	1.Improbable ▾	
	Ensure all outstanding repairs are being dealt with	No ▾	Risk Likely Due to Update	
	Current Known Risk repairs get stuck in the system		2.Minor ▾	
	Current Likly 2 Current Frequency 1		Action Required:	
			No Action Required	
	88037Q119  ProcessProcess 7758	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement required
	Check For GHX Orders	Affect?	1.Improbable ▾	
	Check the emails for orders from GHX	No ▾	Risk Likely Due to Update	
	Current Known Risk Computer/network breakdown		2.Minor ▾	
	Current Likly 2 Current Frequency 1		Action Required:	
			No Action Required	
	88037Q120  ProcessProcess 7760	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement required
	Send Service Offers	Affect?	1.Improbable ▾	
	Send letters to existing customers to remind them that a service is due on their equipment	No ▾	Risk Likely Due to Update	
	Current Known Risk Computer/network breakdown		1.Negligible ▾	
	Current Likly 1 Current Frequency 1		Action Required:	
			No Action Required	
	88037Q121  ProcessProcess 7761	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement required
	Send VST Delivery Notifications	Affect?	1.Improbable ▾	
	Emailing Notifications of shipments	No ▾	Risk Likely Due to Update	
	Current Known Risk Limited risks, and if the email fails to get delivered the customer will still receive their shipment.		2.Minor ▾	
	Current Likly 2 Current Frequency 1		Action Required:	
			No Action Required	
	88037Q122  ProcessProcess 7782	Does Update	Risk Frequency due to Update	Notes On Risk / Benefits statement required
	Remove Started But Not Used Order Numbers	Affect?	1.Improbable ▾	
	Remove Started But Not Used Order Numbers from intrastats.	No ▾	Risk Likely Due to Update	
			2.Minor ▾	
	Current Known Risk not clear regularly, accidental usage of an old ORDER number generated by mistake		Action Required:	
	Current Likly 2 Current Frequency 1			

		No Action Required		
88037Q123	<p>ProcessProcess 7783</p> <p>PDF VST Invoices And Purchase Orders</p> <p>Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers</p> <p>NOW DONE AUTOMATICALLY</p> <p>Current Known Risk Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice.</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
88037Q124	<p>ProcessProcess 7789</p> <p>Withdraw Funds From Paypal</p> <p>To remove the receipts that have come into Paypal over the month. So they can be entered in to accounts sales.</p> <p>Current Known Risk That a payment is not entered accounts , or onto the correct sales account.</p> <p>Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>1.Negligible</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
88037Q125	<p>ProcessProcess 7790</p> <p>Humanmed Invoice them For Previous Month</p> <p>A invoice is generate at the end of each month to charges Humanmed for the admin fee, carriage charges and any special carriage charges.</p> <p>Current Known Risk That this invoice is not produced.</p> <p>Current Likly 3 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>3.Serious</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
88037Q126	<p>ProcessProcess 7791</p> <p>Price List Check</p> <p>Changing of the prices lists.</p> <p>Issue to check these are current</p> <p>*Vandagraph is not an ISO company</p> <p>Current Known Risk That people will quote the wrong price to the customer.</p> <p>Current Likly 1 Current Frequency 2</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>2.Remote</p> <p>Risk Likly Due to Update</p> <p>1.Negligible</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
88037Q127	<p>ProcessProcess 7792</p> <p>Shipped Order Success Report</p> <p>A report is generated from figures in Intrastats to display how many orders have been shipped without errors</p> <p>Current Known Risk Computer/network breakdown</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
88037Q128	<p>ProcessProcess 7795</p> <p>Answering UK Web Questions</p> <p>Answering any questions that are asked via the website from within Intrastats</p> <p>Current Known Risk Computer/network breakdown</p> <p>Current Likly 1 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>1.Negligible</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
88037Q129	<p>ProcessProcess 7796</p> <p>Review Franking Label Errors</p> <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.</p> <p>Current Known Risk That they are lost or not returned quickly enough to get a refund</p> <p>Current Likly 2 Current Frequency 1</p>	<p>Does Update Affect?</p> <p>No</p>	<p>Risk Frequency due to Update</p> <p>1.Improbable</p> <p>Risk Likly Due to Update</p> <p>2.Minor</p> <p>Action Required:</p> <p>No Action Required</p>	<p>Notes On Risk / Benefits statement required</p>
88037Q130	<p>ProcessProcess 7797</p> <p>Check Order Are Being Picked In Priority Order</p>	<p>Does Update Affect?</p>	<p>Risk Frequency due to Update</p>	<p>Notes On Risk / Benefits statement required</p>

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

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

88037Q131 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

88037Q132 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

88037Q133 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

88037Q134 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

88037Q135 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

88037Q136 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:  
No Action  
Required

Notes On Risk / Benefits statement required

88037Q137 ProcessProcess 7831  
Intrastats Debtors And Creditor Figures  
Intrastats Debtors And Creditor Figures  
  
Fill in the figure in Enter Overview details from Operas and bank.

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

Current Known Risk Not filled in often enough  
Not filled in correctly  
Current Likly 3 Current Frequency 1

No Action  
Required

88037Q138	<a href="#">Process</a> 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? No	Risk due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q139	<a href="#">Process</a> 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? No	Risk due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q140	<a href="#">Process</a> 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 ISue, No Risk Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q141	<a href="#">Process</a> Process 7841 Review VST Feedback - Customer Complaints To review Customer Complaints see if Non Conformance need to be raised Current Known Risk Rolling ISue, No Risk Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q142	<a href="#">Process</a> 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 ISue, No Risk Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q143	<a href="#">Process</a> 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 ISue, No Risk Current Likly 3 Current Frequency 1	Does Update Affect? No	Risk due to Update 1.Improbable Risk Likely Due to Update 3.Serious Action Required: No Action Required	Notes On Risk / Benefits statement required
88037Q144	<a href="#">Process</a> Process 7872 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	Does Update Affect? No	Risk due to Update 3.Occasional Risk Likely Due to Update 1.Negligible Action Required: No Action Required	Notes On Risk / Benefits statement required

88037Q145 [Process](#) Process 7953

Does Risk Frequency Notes On Risk / Benefits statement

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

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

required

88037Q146 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?  
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

88037Q147 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?  
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

88037Q148 Final Notes

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