

Roles and Responsibilitys

Roles	Employee's	Super Visor
Share Holder	Jean Lamb ,John Lamb ,	
Managing Director	Derek Lamb ,	Share Holder
Company Secretary	Helen Lamb ,	Share Holder
Director 1 (Derek)	Derek Lamb ,	Managing Director
Director 3 (Steve)	Steve Nixon ,	Managing Director
Director 2 (Helen)	Helen Lamb ,	Managing Director
Marketing Controller	Steve Nixon ,	Director 3 (Steve)
Humanmed Controller	Derek Lamb ,	Director 1 (Derek)
QA Controller	Jonathan Connor ,	Warehouse Team Leader
ISO Controller	Derek Lamb ,	Managing Director
Health And Safety Controller	Helen Lamb ,	Director 2 (Helen)
Product Controller	Steve Nixon ,	Director 3 (Steve)
IT Controller	Derek Lamb ,	Director 2 (Helen)
Maintenance Controller	Helen Lamb ,	Director 2 (Helen)
Documentation And Records Controller	Derek Lamb ,	Director 1 (Derek)
Sales Controller	Steve Nixon ,	Director 3 (Steve)
Warehouse Team Leader	Jonathan Connor ,	Director 1 (Derek)
Office Team Leader	Derek Lamb ,	Director 2 (Helen)
Accounts Controller	Helen Lamb ,	Director 2 (Helen)
EX Sales Controller	Ryan Swaine ,	Sales Controller
UK Sales Controller	Steve Hardaker ,	Sales Controller
Vet Sales Controller	Jonathan Connor ,Steve Nixon ,	Sales Controller
OEM Sales Controller	Steve Nixon ,	Sales Controller
Vet Sales UK	Steve Hardaker ,Jonathan Connor ,	Vet Sales Controller
Vet Sales Export	Ryan Swaine ,Jonathan Connor ,	Vet Sales Controller
EX Sales Force	Ryan Swaine ,	EX Sales Controller
UK Sales Force	Steve Hardaker ,	UK Sales Controller
OEM Sales Force	Steve Nixon ,	OEM Sales Controller
Accounts Processes	Helen Lamb ,	Accounts Controller
Audits	Derek Lamb ,Helen Lamb ,Auditor ,	ISO Controller
Customer Training	Ryan Swaine ,Steve Hardaker ,	Sales Controller
Repairs Controller	Jonathan Connor ,	Warehouse Team Leader
Vandagraph	Jean Lamb ,John Lamb ,	Share Holder
QA Repairs	Philip Crossley ,Michael Green ,Robert Connor ,Ryan Swaine ,	QA Controller
Repair Processes	Michael Green ,Philip Crossley ,	Repairs Controller
Design Products	Steve Nixon ,	Director 1 (Derek)

Technical Files	Derek Lamb ,Steve Nixon ,	Product Development
Production Processes	Philip Crossley ,Michael Green ,	Warehouse Team Leader
Product Development	Steve Nixon ,	Director 3 (Steve)
QA Production	Jonathan Connor ,Linda Shearing ,Robert Connor ,	QA Controller
QA Goods In	Jonathan Connor ,Robert Connor ,Emma Clark ,Linda Shearing ,	QA Controller
Goods In	Jonathan Connor ,Robert Connor ,Emma Clark ,	Warehouse Team Leader
Goods Out	Emma Clark ,Catherine Spence ,	Warehouse Team Leader
Marketing Processes	Catrin Hird ,	Marketing Controller
Office Processes	Emily Hanson ,Katie Evans ,Sarah Walton , ,Sophie Lines ,Zoey Teal ,	Office Team Leader
Human Resources	Helen Lamb ,	Director 2 (Helen)

Tasks Per Roles

[1] Share Holder

Jean Lamb ,John Lamb ,

[2] Managing Director

Derek Lamb ,

22	Company Policys	300	No Audit
23	Company Objectives	300	No Audit
26	Company Resources	114	No Audit
27	Management Reviews And Quality Audits	290	775
30	MHRA Licences And Notifications Responsibility Derek Lamb		No Rolling Audit
31	Notified Body Notifications Responsibility Derek Lamb		No Rolling Audit
32	MDALL Listings	49	No Audit
34	Insurance Is Upto Date Responsibility Derek Lamb	33	No

			Audit
38	Audits Up to Date and Confirm next years Audit schedule	730	No Audit
39	Enviromental Policy Document Review	46	No Audit
55	Business Continuity Plan	266	No Audit
5862	Marketing Meetings Responsibility Derek Lamb	Rolling	No Audit
5863	Sales Meetings UK Responsibility Derek Lamb	267	No Audit
5864	Sales Meeting EX Responsibility Derek Lamb	268	No Audit
5869	Legal Company Car Registration Responsibility Derek Lamb	4	No Audit
5877	Review Company Data Responsibility Derek Lamb	114	561
6843	Future Reviews - Waste	Rolling	No Audit
6861	Management Meeting Review Weekly Meeting	456	No Audit
6904	Sales And Marketing Internal sales Responsibility Derek Lamb	Rolling	No Audit
6931	Customer Complaints	728	774
6944	Stock Meeting	Rolling	No Audit
7033	Management commitment to ISO Responsibility Derek Lamb	Rolling	No Audit
7037	Responsibility, authority and communication Responsibility Derek Lamb	Rolling	No Audit
7057	Complaints and Vigilance Notifications Responsibility Derek Lamb	Rolling	No Audit
7070	Management Review	83	No Audit
7713	Review Roles And Responsibility	548	No Audit
7741	Review Ethical Policy	47	No

		Audit
7830 Review Q.A. Failures Report	727	729
7837 Review External Parties Influencing The QMS VST / Viamed	743	784
		No
7838 Review VIAMED Feedback - Customer Feedback Negative	739	Audit
		No
7839 Review VIAMED Feedback - Customer Complaints	737	Audit
		No
7840 Review VST Feedback - Customer Feedback Negative	740	Audit
		No
7841 Review VST Feedback - Customer Complaints	738	Audit
		No
7842 Review VIAMED Product Feedback Negative	741	Audit
		No
7843 Review VST Product Feedback Negative	742	Audit
		No
7845 7.1.4 Environment Of Operations	745	Audit
		No
7846 ISO System Management Review	746	Audit
		No
7848 Review ISO Scopes	749	Audit
7849 Review Product Failures New Codes	750	751
		No
7871 Review Exclusion From Viamed 13485:2016 And VST 9001:2015	790	Audit
		No
7874 Review For Latest Version Med Dev 2.12.	128	Audit
7876 Maintain Update Of ISO Route Maps	804	805
		No
7877 Disaster Planning	806	Audit
		No
7878 Review Possible Upcoming Regulation Changes	807	Audit
		No
7890 New UPS Rates Needs Checking	42	Audit
		No
7895 FDA Device Establishment Registration	825	Audit

[4] Company Secretary

Helen Lamb ,

[3] Director 1 (Derek)

Derek Lamb ,

[20] Director 3 (Steve)

Steve Nixon ,

6841 Grants Responsibility Steve Nixon

No
Rolling Audit

[19] Director 2 (Helen)

Helen Lamb ,

[13] Marketing Controller

Steve Nixon ,

5880 Marketing Review Responsibility Steve Nixon

No
Rolling Audit

5886 Monthly Report Responsibility Steve Nixon

386 387

6827 Customer or Product Feedback Responsibility Steve Nixon

No
Rolling Audit

6890 VIAMED Sales And Marketing Results achieved Responsibility Steve Nixon

No
Rolling Audit

6891 Exhibitions Co-ordinator Responsibility Steve Nixon

No
Rolling Audit

6893 Website content administration Responsibility Steve Nixon

No
Rolling Audit

6894 Product Cross References

673 674

6896 VIAMED Sales And Marketing Medica Exhibitions post show reports Responsibility Steve Nixon

No
Rolling Audit

6902 VIAMED Sales And Marketing Promotions Responsibility Steve Nixon

No
Rolling Audit

6903 VIAMED Sales And Marketing Telesales Responsibility Steve Nixon

No
Rolling Audit

6918 Marketing CRM Databases. Responsibility Steve Nixon

No

Rolling Audit

6919 VIAMED Sales And Marketing UK Sales Catalogue - Updates needed Responsibility Steve Nixon No Rolling Audit

6927 VIAMED Sales And Marketing Search Engine Positions Responsibility Steve Nixon No Rolling Audit

6942 Co ordination of Implementation Responsibility Steve Nixon No Rolling Audit

7173 Material Generation Responsibility Steve Nixon No Rolling Audit

7664 Marketing Job Logger Responsibility Steve Nixon No Rolling Audit

7809 Pro-Active Marketing 671 672

7810 Research Activities 675 676

[41] Humanmed Controller

Derek Lamb ,

7670 Humanmed general Issues 611 No Audit

7671 Humanmed Non Conformances 747 No Audit

7782 Remove Started But Not Used Order Numbers 770 No Audit

[27] QA Controller

Jonathan Connor ,

[28] ISO Controller

Derek Lamb ,

24 Compliance ISO Standards 611 No Rolling Audit

28 Supplier Review 15 610

29 CMDCAS Updates And Licences Responsibility Derek Lamb 49 No Audit

5887 Review ISO/EN Documents 235 No Audit

5889 Audit And Task - Audit Responsibility Derek Lamb	290	No Audit
5890 Check Website ISO Documents	463	464
6828 Non Conformance Issues	88	284
6865 Non Conformance Effectiveness Responsibility Derek Lamb	Rolling	No Audit
6866 Internal Process Verification Complete Systems Review	55	No Audit
6871 ISO14001 Environmental management systems	748	No Audit
7069 Corrective Actions Responsibility Derek Lamb	Rolling	No Audit
7071 Post Market Surveillance	50	14
7093 BSI Audits Calander	725	No Audit
7172 CE Technical Files Responsibility Derek Lamb	50	No Audit
7199 Non Conformities Review	88	284
7200 ISO Issues Responsibility Derek Lamb	Rolling	No Audit
7743 Customer Complaints Paper File	75	No Audit
7744 FDA Device Establishment Registration And Listing	565	No Audit
7827 Review The Quality Policy VST	301	No Audit
7828 Review The Quality Policy Viamed	723	No Audit
7833 Importance Of Effective Quality Management	732	No Audit
7888 Review Processes Linked To VOPs And Audits	818	819
7895 FDA Device Establishment Registration	825	No Audit

[37] Health And Safety Controller

Helen Lamb ,

6849 First Aid	712	No Audit
6855 Risk Assessment HSE	12	No Audit
6856 Fire Alarms	52	No Audit
7092 P.A.T. Testing	127	No Audit
7867 Bandsaw Checklist	786	No Audit
7868 Pillar Drill Checklist	787	No Audit
7869 Hand Drill Checklist	788	No Audit
7891 Fire Alarm Evacuation Drill	141	No Audit

[36] Product Controller

Steve Nixon ,

5854 Stock FAQ Admin List	231	374
5905 Price Checking Responsibility Steve Nixon	418	71
6821 VIAMED Management Meeting Supplier Review Responsibility Steve Nixon	Rolling	No Audit
6831 VIAMED Management Meeting Supplier Review - Min / Max - Re-Orders Responsibility Steve Nixon	Rolling	No Audit
6833 VIAMED Management Meeting MDA Recalls Responsibility Steve Nixon	Rolling	No Audit
6834 VIAMED Management Meeting Additional Purchase Orders Responsibility Steve Nixon	Rolling	No Audit
6836 VIAMED Management Meeting Research and Development rnd Responsibility Steve Nixon	Rolling	No Audit
6920 VIAMED Sales And Marketing Price Lists UK Responsibility Steve Nixon	Rolling	No Audit
6924 VIAMED Sales And Marketing Price Lists Export Responsibility Steve Nixon	Rolling	No Audit
6935 VIAMED Sales And Marketing Products to be Marketed Responsibility Steve Nixon		No

				Rolling Audit
6936	VIAMED Sales And Marketing NHS Supplies Future Technology Responsibility Steve Nixon		No	Rolling Audit
6941	VIAMED Sales And Marketing New Potential Products Responsibility Steve Nixon		No	Rolling Audit
6950	Opera Partnumber Prices Updates		No	Rolling Audit
6975	Projects Responsibility Steve Nixon		No	Rolling Audit
7032	Document Requirements Responsibility Steve Nixon		No	Rolling Audit
7039	Provision of Resources Responsibility Steve Nixon		No	Rolling Audit
7043	Planning of product realization Responsibility Steve Nixon		No	Rolling Audit
7045	Design and Development Responsibility Steve Nixon	50	No	Audit
7047	Production and service provision Responsibility Steve Nixon		No	Rolling Audit
7072	Manufacturing Processes Responsibility Steve Nixon		No	Rolling Audit
7181	Product Catagories Responsibility Steve Nixon		No	Rolling Audit
7187	VIAMED Board Directors Meeting Profiability Responsibility Steve Nixon		No	Rolling Audit
7196	VIAMED Board Directors Meeting Stock Levels Responsibility Steve Nixon		No	Rolling Audit
7697	Yearly Pricing Review	501	502	
7863	Maintain Repair Codes List	772	773	
7873	On Site Environment Review	800	No	Audit
7893	VST Price Lists	822	No	Audit

[31] IT Controller

Derek Lamb ,

44	Secure Socket Level Certificate	412	No Audit
45	Main Server Status Responsibility Derek Lamb	139	No Audit
46	Backup Server Status Responsibility Derek Lamb	454	455 No
48	Internet Responsibility Derek Lamb	Rolling	Audit
49	Wifi Responsibility Derek Lamb	415	416
50	Guest Access Wifi Responsibility Derek Lamb	415	416
51	Printers Responsibility Derek Lamb	Rolling	No Audit
52	Software Verification Clear Down Backup Emails	368	417 No
53	Emails	Rolling	Audit
5903	Weather Station Responsibility Derek Lamb	413	414 No
5939	Email ISP Routing Responsibility Derek Lamb	Rolling	Audit
5941	Replace Main Server Responsibility Derek Lamb	Rolling	No Audit
6813	Management Meeting Turnover Report	459	460 No
6838	Opera Negative Stock	461	Audit
7121	General Computer Maintenance Responsibility Derek Lamb	Rolling	No Audit
7124	Intrastats Responsibility Derek Lamb	Rolling	No Audit
7125	Intrastats Urgent Problems Responsibility Derek Lamb	Rolling	No Audit
7126	Intrastats Requested Page updates	458	No Audit
7127	Intrastats Unfinished in progress Processes Responsibility Derek Lamb	Rolling	No Audit
7128	Intrastats Future Features needed Responsibility Derek Lamb	Rolling	No Audit
7129	Intrastats Cross Reference Database Tables Updates	462	457
7130	Intrastats Information for Intrastats and L Drive	791	No Audit

7131 Intrastats Opera Responsibility Derek Lamb		No Rolling Audit
7132 Intrastats Goldmine Responsibility Derek Lamb		No Rolling Audit
7133 Intrastats Contact Manager Responsibility Derek Lamb		No Rolling Audit
7178 Systems Innovation Responsibility Derek Lamb		No Rolling Audit
7668 Upgrading Intrastats ISO Quality system Responsibility Derek Lamb		No Rolling Audit
7672 Off Site Backup	452	453
7700 Domain Name Management	510	No Audit
7701 AWS Amazon Web Services	511	No Audit
7702 Vandagraph Pay Pay Issue Refund Responsibility Derek Lamb		No Rolling Audit
7703 Vandagraph Pay Pay Retrieve Funds	512	780
7704 Computer Failure Diagnostics Responsibility Derek Lamb		No Rolling Audit
7739 Intrastats Amendment Log	562	No Audit
7755 Fast Hosts Invoice	597	No Audit
7832 Cleardown Emailed Invoices	731	No Audit
7850 Software Validation Scan In Correct Product	752	753
7851 Software Validation Scan Un-QA Product To Order	754	755
7852 Software Validation Expired Stock	756	757
7853 Software Validation Non Sell Able Shelf	759	760
7854 Software Validation In Production List	761	762
7855 Software Validation - Production Lists	761	762
7856 Software Validation Unchecked Orders	764	765
7857 Software Validation Stock Tracking Check	763	No Audit
7858 Software Validation Attempt To QA Some Stock	766	No Audit

7861	Software Validation Of Training Documents Forced Reading	768	No Audit
7865	Software Validation Conflicting Audits	779	781 No Audit
7870	Software Validation Non Conformance Product Risk Feedback Loop	789	803 No Audit
7875	Software Validation Document Control	802	809
7879	Software Validation Scheduled Tasks And Audits	808	809
7880	Software Validation Out Of Date Documents	808	809
7881	Software Validation - Live Orders	810	No Audit

[32] Maintenance Controller

Helen Lamb ,

56	Warehouse Outside Heating Guard	85	No Audit
5919	Check Out Side Drain	431	No Audit
5921	Clearing Water Downstairs	433	No Audit
7120	General Maintenance Requirements	602	No Audit
7742	Boiler Check	7	No Audit
7756	Carbon Monoxide Alarm	117	No Audit
7820	North Yorkshire Council Waste Tranfer	702	No Audit
7821	Controlled Waste Description And Transfer	701	No Audit
7835	Electrics Need Checking	164	No Audit
7836	Central Heating For Winter	211	No Audit
7864	ESD Work Stations	94	95

[33] Documentation And Records Controller

Derek Lamb ,

41	Documentation Control Responsibility Derek Lamb	No Rolling Audit
59	Out Of Date Documents	371 372
5851	Duplicate Documents	370 369
5852	Retention Of Records Responsibility Derek Lamb	No Rolling Audit
5940	Thumb Nail Processor	No 155 Audit

[9] Sales Controller

Steve Nixon ,

57	Temporary Stock Notices	207 206
5884	Monthly Report Responsibility Steve Nixon	388 387
6816	UK Sales Responsibility Steve Nixon	No Rolling Audit
6882	Sales And Marketing Responsibility Steve Nixon	No Rolling Audit
6889	Post Market Surveillance Responsibility Steve Nixon	No Rolling Audit
6910	Sales Targets Responsibility Steve Nixon	No Rolling Audit
6915	Sales Responsibility Steve Nixon	No Rolling Audit
6916	Service exisiting Responsibility Steve Nixon	No Rolling Audit
6917	Service extension Responsibility Steve Nixon	No Rolling Audit
6921	Customer pricing agreements	No Rolling Audit
6922	Special Price Quotes to Customers	No Rolling Audit
6959	Sales Forward Orders Review	No Rolling Audit
7204	VIAMED Board Directors Meeting Distributor Issues Responsibility Steve Nixon	No Rolling Audit

7801 VST Price Review	653	654
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[8] Warehouse Team Leader

Jonathan Connor ,

54 Gents Toilets Responsibility Jonathan Connor	125	373
5855 Purchase Order Requirements Teledyne	220	375
5858 Opera Stock Adjustments	110	261
5866 UPS Shipping Fuel Surcharge	64	376
5868 Return Goods To Suppliers	66	69
5906 Empty Paper Bins	541	424
5907 Hoover Warehouse	543	424
5908 Sweep Warehouse	423	424
5909 Empty Warehouse Bins	542	424
5910 Clean Duckets	426	424
5911 Clear Cardboard	427	424
5935 Stock Allocations	447	No Audit
6829 Supplier Review - Outstanding orders	616	No Audit
6832 Supplier Review Future orders	483	No Audit
6840 Minimum Stock Report	Rolling	No Audit
6845 Quarantine Production Responsibility Jonathan Connor	Rolling	No Audit
6847 Quarantine Repairs	Rolling	No Audit
6848 Returns Stock Report	Rolling	No Audit
6850 Current Stock Levels	615	778
6862 Current Repairs	614	No Audit
6945 Missing Stock or Adjustments	110	783
6947 VIAMED Stock Meeting Stock Queries Responsibility Jonathan Connor	Rolling	No Audit
6948 VIAMED Stock Meeting Stock Processing Responsibility Jonathan Connor	Rolling	No Audit
6949 VIAMED Stock Meeting QA Processing Responsibility Jonathan Connor	Rolling	No Audit

6952	Lost in Shipping Claims Responsibility Jonathan Connor	No	Rolling Audit
6955	Production Requirements	No	Rolling Audit
6961	VIAMED Stock Meeting Purchase Order Requirements Responsibility Jonathan Connor	No	Rolling Audit
6962	VIAMED Stock Meeting Returns Overview	No	Rolling Audit
6967	VIAMED Stock Meeting Repairs Review - Pulse Oximetry Sensors Responsibility Jonathan Connor	No	Rolling Audit
6968	VIAMED Stock Meeting Repairs Review - General Responsibility Jonathan Connor	No	Rolling Audit
6973	Stock Transfers. (QC19) Responsibility Jonathan Connor	No	Rolling Audit
7046	Stock Purchasing	No	Rolling Audit
7048	Control of monitoring and measuring devices	547	No Audit
7051	Control of nonconforming product Responsibility Jonathan Connor	No	Rolling Audit
7091	Calibration Index	547	80
7138	Non Conformance Issues Any New QC21 Forms	795	796
7169	Production Responsibility Jonathan Connor	No	Rolling Audit
7170	Production Production Schedule Responsibility Jonathan Connor	No	Rolling Audit
7171	Production Production Problems Responsibility Jonathan Connor	No	Rolling Audit
7673	Check Expiry Dated Stock	294	477
7674	Check Repairs Ready For Invoice List	468	469
7679	Check Stock Requirements Supplier Teledyne	479	No Audit
7680	Check Stock Requirements Supplier Envitec	480	No Audit
7681	Check Stock Requirements Supplier Posey	481	No Audit

7682	Check Stock Requirements Supplier Blueprint	482	No Audit
7683	Check Stock For Proforma	484	No Audit
7684	Repairs Ready For Quote	486	No Audit
7685	Repairs Ready For Invoice	485	No Audit
7687	Vandagraph Duckets	488	No Audit
7688	Move Stock From QA Shelf To Stock Shelf Friday	Rolling	No Audit
7689	Move Stock From QA Shelf To Stock Shelf Monday	545	No Audit
7692	Take Complete Repair Paperwork To Office Responsibility Jonathan Connor	Rolling	No Audit
7694	Move Stock From QA Shelf To Stock Shelf Tuesday	544	782
7695	Top Up Quick Shipping Shelves	495	No Audit
7698	Clean Toilets	503	No Audit
7708	Acorn 0014904	522	No Audit
7753	Management Meeting	589	590
7784	Check Returns Supplier Envitec	622	625
7785	Check Returns Supplier Teledyne	624	625
7786	Check Returns Supplier Maxtec	623	625
7787	Check Returns All Supplier	626	625
7796	Review Franking Label Errors	645	646
7797	Check Order Are Being Picked In Priority Order	647	648
7798	Orders And Items Shipped Per Month	649	650
7825	Order Picking Responsibility Jonathan Connor	Rolling	No Audit
7826	Goods In Processes	Rolling	734
7866	Oxygen Cylinder Check	785	No Audit

[7] Office Team Leader

Derek Lamb ,

6938	Customer Database Updates	No	Rolling Audit
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6940	Customer Ongoing task List Responsibility Derek Lamb	No	Rolling Audit
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6956	Sales Order Issues Responsibility Derek Lamb	No	Rolling Audit
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7090	Office Procedures Responsibility Derek Lamb	No	Rolling Audit
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[5] Accounts Controller

Helen Lamb ,

[11] EX Sales Controller

Ryan Swaine ,

5873	Distributor Contract Reviews	204	379
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5885	Monthly Reports Responsibility Ryan Swaine	385	387
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6886	VIAMED Sales And Marketing Sales Viamed Medical Export Responsibility Ryan Swaine	No	Rolling Audit
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6887	VIAMED Sales And Marketing Sales Viamed Automotive Export Responsibility Ryan Swaine	No	Rolling Audit
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[10] UK Sales Controller

Steve Hardaker ,

5883	Monthly Sales Report Responsibility Steve Hardaker	384	387
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6884	Viamed Medical UK Responsibility Steve Hardaker	No	Rolling Audit
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6888	Viamed Automotive UK	384	387
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6898	GHX Web Pricing	No	Audit
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[38] Vet Sales Controller

Jonathan Connor ,Steve Nixon ,

[18] OEM Sales Controller

Steve Nixon ,

7808	Ensure All Invoice Correctly Tagged	670	704
7894	VST Customer Agreements	823	No Audit

[39] Vet Sales UK

Steve Hardaker ,Jonathan Connor ,

[40] Vet Sales Export

Ryan Swaine ,Jonathan Connor ,

[16] EX Sales Force

Ryan Swaine ,

5872	Check Sale Or Returns Export	291	293
6899	VIAMED Sales And Marketing Report on Export trip Responsibility Ryan Swaine	Rolling	No Audit

[15] UK Sales Force

Steve Hardaker ,

5871	Check Sale Or Returns	292	293
5876	E.Commerce Cardea And Multiquote	361	No Audit

[17] OEM Sales Force

Steve Nixon ,

[42] Accounts Processes

Helen Lamb ,

5865	Vandagraph Loan	118	559
5867	Accounts On Stop	223	377
5874	Childcare Vouchers Edenred	165	No

		Audit
5914 End Of Year Reports For Accountants	429	No Audit
5915 Opera Sales Ledger Close	445	558
5916 Bank Details Opera reports entered Intrastats	63	679
5917 Fill in Cashbook / Bank Rec for previous Month	680	681
5918 Journals for the End of Month accounts	693	694
5920 Cheques To Bank - Fill in Paying in Book Responsibility Helen Lamb	432	682
5922 Credit Cards Expenses Calculations	434	683
5923 Credits processed	435	684
5924 Export Cheques sent by Currency Lodgement	436	No Audit
5925 Customs Clearance	437	685
5926 Petty Cash Expenses receipts and cash Responsibility Helen Lamb	438	No Audit
5927 Accounts Filing Responsibility Helen Lamb	439	677
5928 xx remove Filing Cabinets Responsibility Helen Lamb	440	No Audit
5929 HMRC Intrastats Sales Data	441	687
5930 VAT Return	442	698
5931 Purchase Invoices in to Opera	443	696
5932 Remit Processing and entry into Opera	444	697
5933 Sales Accounts Reminders Responsibility Helen Lamb	446	678
5934 Staff Training Responsibility Helen Lamb	316	560
5937 Review the Delivered Not Invoiced Reports	449	686
5942 Chase the Debtors viamed	446	451
6819 Supplier Payments and Invoice processing	443	696
6876 Issues for Accountants - P11D Form re Benefits to Revenue and Customs	142	689
6946 Accounts Debtors Review - Export	446	678
6951 Accounts Debtors Review - UK	446	678
7084 Accounts Issues Responsibility Helen Lamb	Rolling	No Audit
7195 Loans between companies Responsibility Helen Lamb	118	No Audit
7740 Weights Per Region Needed To Submit EC Sales List	563	699
7745 UPS Invoices Viamed	572	No Audit
7746 UPS Invoices VST	573	No Audit
7747 UPS Invoices Vandagraph	571	No Audit

7788 Petty Cash Reconciliation	629	No Audit
7789 Withdraw Funds From Paypal	630	700
7790 Humanmed Invoice them For Previous Month	635	688
7794 V1000 Commissions Review	641	No Audit
7799 Opera Purchase Ledger Close	651	695
7800 Opera Nominal Ledger Close	652	695
7817 Issues For Accountants - Check suggested invoice report in operas	104	690
7818 Issues For Accountants - Check Purchasing Journals to see if VAT handled correctly Previous Month	422	691
7819 Issues For Accountant - Check Contra account 8000 and clear it	421	692
7824 Chase The Debtors VST	713	714
7831 Intrastats Debtors And Creditor Figures	62	No Audit
7872 Embargo Countries NOT Allowed To Sell To	794	No Audit
7882 Purchase Payments	811	812

[43] Audits

Derek Lamb ,Helen Lamb ,Auditor ,

7714 Audit 01 Picking Packing Viamed	Rolling 24
7715 Audit 02 Contract Review Viamed	Rolling 36
7716 Audit 03 Design Control Viamed	Rolling 22
7717 Audit 05 Purchasing Suppliers Viamed	Rolling 37
7718 Audit 06 Calibration Viamed	Rolling 20
7719 Audit 07 Handling And Storage Viamed	Rolling 25
7720 Audit 08 Training Viamed	Rolling 10
7721 Audit 09 Goods Inward And Product Identity Viamed	Rolling 170
7722 Audit 10 Documentation Control Viamed	27

Rolling

7723	Audit 10b Process Verification Viamed	Rolling	3
7724	Audit 11 Repairs And Service Viamed	Rolling	171
7725	Audit 12 CE Files Viamed	Rolling	16
7726	Audit 14 Complaints And Corrective Actions Viamed	Rolling	30
7727	Audit 15 Production Viamed	Rolling	28
7728	Audit 17 Internal Audits Viamed	Rolling	11
7729	Audit 19 Health And Saftey Viamed	Rolling	13
7730	Audit 20 Process Verification To Managment Viamed	Rolling	172
7731	Audit 21 Audit Of Audit Viamed	Rolling	173
7732	Audit 22 Post Market Survellance Viamed	Rolling	14
7733	Audit 23 Analysis Of Data Viamed	Rolling	43
7762	Audit 01 Picking Packing VST	Rolling	194
7763	Audit 02 Contract Review VST	Rolling	187
7764	Audit 03 Design Control VST	Rolling	193
7765	Audit 05 Purchasing Suppliers VST	Rolling	190
7766	Audit 06 Calibration VST	Rolling	182
7767	Audit 07 Handling And Storage VST	Rolling	178
7768	Audit 08 Training VST		184

Rolling

7769 Audit 09 Goods Inward And Product Identity VST Rolling 174

7770 Audit 10 Documentation Control VST Rolling 183

7771 Audit 10b Process Verification VST Rolling 177

7772 Audit 11 Repairs And Service VST Rolling 179

7773 Audit 12 CE Files VST Rolling 176

7774 Audit 14 Complaints And Corrective Actions VST Rolling 189

7775 Audit 15 Production VST Rolling 175

7776 Audit 17 Internal Audits VST Rolling 191

7777 Audit 19 Health And Saftey VST Rolling 186

7778 Audit 20 Process Verification To Managment VST Rolling 181

7779 Audit 21 Audit Of Audit VST Rolling 192

7780 Audit 22 Post Market Survellance VST Rolling 180

7781 Audit 23 Analysis Of Data VST Rolling 185

7885 Audit 04 Accounts Rolling 817

7886 Audit 18 Management Review Viamed Rolling 21

7887 Audit 18 Management Review VST Rolling 188

7889 Audit 24 Servicing Viamed Rolling 288

7892 Audit 27 Software Validation 821

Rolling

[47] Customer Training

Ryan Swaine ,Steve Hardaker ,

[44] Repairs Controller

Jonathan Connor ,

7811	General Area Responsibility Jonathan Connor	No	Rolling Audit
7812	Vandagraph Repairs Responsibility Jonathan Connor	No	Rolling Audit
7813	VST Repairs Responsibility Jonathan Connor	No	Rolling Audit
7814	Viamed Repairs Responsibility Jonathan Connor	No	Rolling Audit
7815	Product Types To Relevant Person Responsibility Jonathan Connor	No	Rolling Audit
7816	Repairs In Process Review	No	Rolling Audit
7823	Saftey Tester Data	79	711

[46] Vandagraph

Jean Lamb ,John Lamb ,

7791	Price List Check	636	No Audit
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[35] QA Repairs

Philip Crossley ,Michael Green ,Robert Connor ,Ryan Swaine ,

[34] Repair Processes

Michael Green ,Philip Crossley ,

[30] Design Products

Steve Nixon ,

42 Design Documentation Responsibility Steve Nixon No
Rolling Audit

43 Product Post Market Survelance No
Rolling Audit

[29] Technical Files

Derek Lamb ,Steve Nixon ,

[26] Production Processes

Philip Crossley ,Michael Green ,
7736 Production Start Job List 553 554
7737 Production In Production List 556 557
7738 Production Statistics 551 552

[25] Product Development

Steve Nixon ,

[24] QA Production

Jonathan Connor ,Linda Shearing ,Robert Connor ,

[23] QA Goods In

Jonathan Connor ,Robert Connor ,Emma Clark ,Linda Shearing ,

[22] Goods In

Jonathan Connor ,Robert Connor ,Emma Clark ,

5938 Receive Goods Responsibility Jonathan Connor Robert Connor Emma Clark No
Rolling Audit

6969 VIAMED Stock Meeting `Goods In` Review Responsibility Jonathan Connor Robert
Connor Emma Clark No
Rolling Audit

7859 Check POR Files For Items Delivered But Not Removed From File 767 No
Audit

[21] Goods Out

Emma Clark ,Catherine Spence ,		
5859 Review Un-shipped Parcels	105	364
		No
6954 Back Orders Review - By Customer	Rolling	Audit
7690 Ship Repairs	492	758
		No
7691 Ship Sale Or Returns	491	Audit
		No
7748 Check Repair Orders	575	Audit
		No
7749 Check Repair Quotes	576	Audit
		No
7860 Goods Out Picking	Rolling	24

[14] Marketing Processes

Catrin Hird ,		
40 Calender Responsibility Catrin Hird	41	No Audit
5870 Book Arab Health	196	No Audit

[12] Office Processes

Emily Hanson ,Katie Evans ,Sarah Walton , ,Sophie Lines ,Zoey Teal ,		
2 Answering Telephones	Rolling	668
3 Meeting And Greeting Visitors To The Company Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	Rolling	No Audit
4 Assisting With Refreshments For Visitors Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	Rolling	No Audit
5 Processing Of Sales Orders	Rolling	No Audit
6 Updating Contact Management System	Rolling	No Audit

7	Checking Of Sales Orders	No Rolling Audit
8	Order Acknowledgment And Status Liaison With Customers Regarding	No Rolling Audit
9	Distribution Of Faxes	824 No Audit
10	Distribution Of Emails	Rolling 366
11	Distribution Of Mail	599 No Audit
12	Sales And Technical Information Processing	No Rolling Audit
14	Fax Paper	367 411
15	Filing and Archiving	567 533
16	Photocopying Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	No Rolling Audit
17	Preparation Of Catalogues	No Rolling Audit
19	Maintaining Leaflet Stocks	538 539
20	Processing Of Mail Shots	402 403
21	Office Sales Projects	570 534
36	Emailing Of Invoices	430 362
37	West Yorkshire Ambulance Stock	348 349
5850	Purchase Order Log	262 263
5853	Vacuuming Of The Office, Hall And Meeting Room	243 373
5856	Cleaning The Kitchen	227 373
5857	Customer Service Logs	233 234
5875	Check Paypal For Orders	239 401
5878	Empty Office Bins	428 532
5879	Customer Returning Goods On Our UPS Account	No Rolling Audit
5882	Send Post To Humanmed Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	382 383
5891	Processing Of Repair Quotes And Orders	Rolling 536
5892	Checking EBay And Amazon For Orders And Messages	397 398
5893	Answering Website Questions	395 396
5894	Checking Of Active List Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	No Rolling Audit
5895	Completing Office Job List Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	776 777

5896	Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	Rolling	No Audit
5897	Franking Mail Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	564	568
5898	Processing Depleted Sensors	406	535
5899	Proforma And Quote Chasing	409	410
5900	Cleaning Of Office Windows	393	394
5901	Link Call Log Contacts To The CRM	404	405
5912	Main Recycle Bins Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	107	No Audit
5913	Check For Humanmed Orders In Logistics Mailbox	465	466
5943	Check Cardea And Multiquote	530	279
5944	Chasing Lost Customers	Rolling	No Audit
5945	Sending Samples Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	Rolling	No Audit
5946	Sending Sale Or Returns	Rolling	No Audit
5947	Search For Distributors Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	Rolling	No Audit
5948	Adding New Accounts To Opera	Rolling	669
5949	Filling Credit Card Slips	Rolling	No Audit
6958	Shipped Order Queries Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	Rolling	No Audit
6971	Freight Courier Cost Request	Rolling	No Audit
6972	UPS Shipping Fuel Surcharge	64	467
7675	Ordering Demo Stock For Humanmed Reps Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	Rolling	No Audit
7676	PDFing Of Invoices	504	505
7677	Follow Up SOR And Samples	Rolling	No Audit
7678	Check Catalog 360 Circle For Quotes And Orders	478	531
7686	Thorough Checking Of Awaiting Action Tray	487	569
7693	Collect Repair Filing From Warehouse	506	507
7696	Send VIAMED Delivery Notifications	496	537
7699	Shred Sensitive Paperwork In JL Office	508	509
7705	Checking For Uploaded Files	517	518

7706	Update Virus Software And Scan For Viruses	519	No Audit
7707	Send Purchase Orders To Suppliers	520	521
7709	Humanmed Invoicing	523	524
7710	Proforma And Quote Processing Responsibility Emily Hanson Katie Evans Sarah Walton Sophie Lines Zoey Teal	Rolling	No Audit
7711	Import Bank CSV	526	527
7712	Review Inward Payments	528	529
7734	Humanmed Order Processing	Rolling	No Audit
7735	Ensure SOR's Are Followed Up	549	550
7750	Meeting With Management	275	No Audit
7751	VST Purchase Order Log	584	585
7752	SRS Folder	792	793
7758	Check For GHX Orders	603	604
7760	Send Service Offers	607	No Audit
7761	Send VST Delivery Notifications	620	621
7783	PDF VST Invoices And Purchase Orders	612	613
7792	Shipped Order Success Report	637	638
7793	Team Review Meeting	639	No Audit
7795	Answering UK Web Questions	643	No Audit
7802	Clean Kitchen Sides	655	656
7803	Dishwashing	657	658
7804	Sweep Kitchen Floor	659	662
7805	Empty Kitchen Bins	660	661
7806	Watering Plants	663	664
7822	Review Oxylink Stock	708	709

[6] Human Resources

Helen Lamb ,			
5881	Training Records Review	314	380
5904	Taking On New Staff Responsibility Helen Lamb	Rolling	No Audit
5936	Wages Calculations	448	No Audit
6837	Personnel Requirements and Training	314	No

		Audit
6839 Personnel Holidays and Time Adjustments	Rolling	No Audit
6851 Review Accident Book	287	No Audit
6877 Alarm Key Holders Responsibility Helen Lamb	771	No Audit
6906 Time Working Away Responsibility Helen Lamb	Rolling	No Audit
6928 Staff Responsibility Helen Lamb	Rolling	No Audit
7042 Work Environment Responsibility Helen Lamb	Rolling	No Audit
7074 Training	Rolling	No Audit
7759 Health Declaration Sheet	606	No Audit
7847 Health And Safety Review	12	No Audit
7883 Appraisal	813	814
7884 Pay Review	815	816