



Derek Lamb 122 Issues | Imported 13 Aug 13:15:35 | [Out of Office](#): CS HL
MG SN [Future](#)



Agenda ID: 293

VIAMED Feedback - Customer Feedback Negative

Issues in VIAMED Feedback - Customer Feedback Negative

All	Expand	Issue	Created By	Created On	Currently With	Subject	
✓ Complete	⬇	114175	Ryan Swaine	09/02/18	Steve Nixon	All-11-60 - MAX-48	
✓ Complete	⬇	112501	Steve Hardaker	17/01/18	Steve Nixon	Breakages of goods received by customer - 0330120	
✓ Complete	⬇	112500	Steve Hardaker	17/01/18	Robert Connor	Breakages of goods received by customer - 0330120	
✓ Complete	⬇	112499	Steve Hardaker	17/01/18	Derek Lamb	Breakages of goods received by customer - 0330120	
✓ Complete	⬇	112498	Steve Hardaker	17/01/18	Catherine Spence	Breakages of goods received by customer - 0330120	
✓ Complete	⬇	112497	Steve Hardaker	17/01/18	Derek Lamb	Breakages of goods received by customer - 0330120	
✓ Complete	⬇	103818	Derek Lamb	26/09/17	Derek Lamb	Gemco - semi-lost automotive customer	
✓ Complete	⬇	103816	Steve Hardaker	26/09/17	Derek Lamb	Gemco - semi-lost automotive customer	
✓ Complete	⬇	103815	Steve Hardaker	26/09/17	Steve Nixon	Gemco - semi-lost automotive customer	
✓ Complete	⬇	103141	Steve Hardaker	18/09/17	Derek Lamb	Prosol automotive feedback	
✓ Complete	⬇	103140	Steve Hardaker	18/09/17	Steve Nixon	Prosol automotive feedback	
✓ Complete	⬇	102332	Steve Hardaker	06/09/17	Steve Nixon	Stock levels for R-22MEDV	
✓ Complete	⬇	102331	Steve Hardaker	06/09/17	Jonathan Connor	Stock levels for R-22MEDV	
✓ Complete	⬇	100067	Steve Hardaker	04/08/17	Jonathan Connor	Oxygen sensor heat-sealing failures	
✓ Complete	⬇	100066	Steve Hardaker	04/08/17	Derek Lamb	Oxygen sensor heat-sealing failures	
✓ Complete	⬇	100065	Steve Hardaker	04/08/17	Steve Nixon	Oxygen sensor heat-sealing failures	

✓ Complete	↓	99907	Ryan Swaine	02/08/17	Steve Nixon	Intermed - New Zealand	
✓ Complete	↓	86338	Ryan Swaine	03/01/17	Ryan Swaine	Flowsensor H Tender - Poland	
✓ Complete	↓	85282	Steve Hardaker	13/12/16	Steve Nixon	Automotive sensor shortages	
✓ Complete	↓	85281	Steve Hardaker	13/12/16	Derek Lamb	Automotive sensor shortages	
✓ Complete	↓	84736	Ryan Swaine	02/12/16	Derek Lamb	Mediq Esti - Finger Oximeters - Estonia	
✓ Complete	↓	84735	Ryan Swaine	02/12/16	Steve Nixon	Mediq Esti - Finger Oximeters - Estonia	
✓ Complete	↓	82671	Steve Nixon	01/11/16	Jonathan Connor	Ref. issue 82564	
✓ Complete	↓	82670	Steve Nixon	01/11/16	Steve Hardaker	Ref. issue 82564	
✓ Complete	↓	74915	Emily Hanson	13/07/16	Steve Nixon	Negative Feedback- Microstim DB3.	
✓ Complete	↓	74914	Emily Hanson	13/07/16	Derek Lamb	Negative Feedback- Microstim DB3.	
✓ Complete	↓	74913	Emily Hanson	13/07/16	Emily Hanson	Negative Feedback- Microstim DB3.	
✓ Complete	↓	70959	Steve Hardaker	05/05/16	Steve Nixon	R-22MEDV matched pairs	
✓ Complete	↓	70958	Steve Hardaker	05/05/16	Derek Lamb	R-22MEDV matched pairs	
✓ Complete	↓	70952	Steve Hardaker	05/05/16	Steve Nixon	Yorkshire Ambulance repair bags	
✓ Complete	↓	70951	Steve Hardaker	05/05/16	Derek Lamb	Yorkshire Ambulance repair bags	
✓ Complete	↓	70499	Steve Hardaker	26/04/16	Derek Lamb	Microstim compensation package	
✓ Complete	↓	70498	Steve Hardaker	26/04/16	Steve Nixon	Microstim compensation package	
✓ Complete	↓	69437	Steve Hardaker	04/04/16	Derek Lamb	Unhappy Microstim customers	
✓ Complete	↓	69436	Steve Hardaker	04/04/16	Steve Nixon	Unhappy Microstim customers	
✓ Complete	↓	69226	Ryan Swaine	31/03/16	Derek Lamb	Microstim - Delays in Production	
✓ Complete	↓	69225	Ryan Swaine	31/03/16	Steve Nixon	Microstim - Delays in Production	
✓ Complete	↓	69214	Sarah Walton	31/03/16	Derek Lamb	Customer Feedback	
		69213	Sarah	31/03/16	Steve	Customer Feedback	

✓ Complete	▼		Walton		Nixon		
✓ Complete	▼	67073	Steve Hardaker	03/02/16	Derek Lamb	Notifying Microstim customers of delays	
✓ Complete	▼	67072	Steve Hardaker	03/02/16	Steve Nixon	Notifying Microstim customers of delays	
✓ Complete	▼	66417	Jonathan Connor	12/01/16	Derek Lamb	Cot lids	
✓ Complete	▼	66416	Jonathan Connor	12/01/16	Steve Nixon	Cot lids	
✓ Complete	▼	66384	Katie Evans	11/01/16	Steve Nixon	Tanda Engineering	
✓ Complete	▼	65898	Ryan Swaine	22/12/15	Derek Lamb	Versastream Repironics - Pricing	
✓ Complete	▼	65897	Ryan Swaine	22/12/15	Steve Nixon	Versastream Repironics - Pricing	
✓ Complete	▼	63104	Lisa Leggoe	22/09/15	Derek Lamb	KTS GmbH - account 00006289	
✓ Complete	▼	63103	Lisa Leggoe	22/09/15	Steve Nixon	KTS GmbH - account 00006289	
✓ Complete	▼	62387	Ryan Swaine	03/09/15	Steve Nixon	Feedback in response to a mailing relating to a decline in O2 Sensors sales	
✓ Complete	▼	62386	Ryan Swaine	03/09/15	Derek Lamb	Feedback in response to a mailing relating to a decline in O2 Sensors sales	
✓ Complete	▼	61716	Katie Evans	11/08/15	Ryan Swaine	Delivery Times	
✓ Complete	▼	61715	Katie Evans	11/08/15	Katie Evans	Delivery Times	
✓ Complete	▼	61673	Katie Evans	07/08/15	Ryan Swaine	Packaging Size	
✓ Complete	▼	59896	Ryan Swaine	22/06/15	Steve Nixon	Nellcor Original Disposables - Saudi GCC Pricing	
✓ Complete	▼	59785	Steve Hardaker	16/06/15	Catherine Spence	Damaged packaging	
✓ Complete	▼	59717	John Lamb	12/06/15	Ryan Swaine	Automotive - QST Gotebrog - R-22AV / R-17AH	
✓ Complete	▼	59716	John Lamb	12/06/15	Derek Lamb	Automotive - QST Gotebrog - R-22AV / R-17AH	
✓ Complete	▼	59715	John Lamb	12/06/15	Steve Nixon	Automotive - QST Gotebrog - R-22AV / R-17AH	
✓ Complete	▼	58771	Ryan Swaine	11/05/15	Derek Lamb	Automotive - QST Gotebrog - R-22AV / R-17AH	
✓ Complete	▼	58770	Ryan Swaine	11/05/15	Steve Nixon	Automotive - QST Gotebrog - R-22AV / R-17AH	

✓ Complete	▼	57989	Keith Taylor	09/04/15	Steve Hardaker	VM2500 failure	
✓ Complete	▼	57988	Keith Taylor	09/04/15	Steve Nixon	VM2500 failure	
✓ Complete	▼	56940	Keith Taylor	24/02/15	Steve Hardaker	FYI - NeoMask	
✓ Complete	▼	56939	Keith Taylor	24/02/15	Catrin Hird	FYI - NeoMask	
✓ Complete	▼	55982	Ryan Swaine	21/01/15	Ryan Swaine	VM-2101, VM-2103, VM-2105: 0012101, 0012103, 0012105	
✓ Complete	▼	55790	Sophie Lines	12/01/15	Ryan Swaine	Finger Pulse Oximeters Feedback - MD300 - P/N: 2810011	
✓ Complete	▼	54900	Ryan Swaine	09/12/14	Ryan Swaine	VM-2160 0012160	
✓ Complete	▼	53162	Catrin Hird	06/10/14	Catrin Hird	Paramagnetic Oxygen Monitors	
✓ Complete	▼	53072	Keith Taylor	02/10/14	Steve Nixon	Paramagnetic Oxygen Monitors	
✓ Complete	▼	53071	Keith Taylor	02/10/14	Catrin Hird	Paramagnetic Oxygen Monitors	
✓ Complete	▼	53070	Keith Taylor	02/10/14	Steve Hardaker	Paramagnetic Oxygen Monitors	
✓ Complete	▼	52494	Keith Taylor	18/09/14	Steve Nixon	Oxygen head boxes/tents	
✓ Complete	▼	52493	Keith Taylor	18/09/14	Catrin Hird	Oxygen head boxes/tents	
✓ Complete	▼	52492	Keith Taylor	18/09/14	Steve Hardaker	Oxygen head boxes/tents	
✓ Complete	▼	42061	Keith Taylor	21/03/13	Steve Hardaker	Cot lids	
✓ Complete	▼	42060	Keith Taylor	21/03/13	Steve Nixon	Cot lids	
✓ Complete	▼	42058	Keith Taylor	21/03/13	Steve Hardaker	Cot lids	
✓ Complete	▼	42057	Keith Taylor	21/03/13	Steve Nixon	Cot lids	
✓ Complete	▼	40559	Keith Taylor	12/12/12	Steve Hardaker	Lost business	
✓ Complete	▼	31087	Derek Lamb	04/10/11	Steve Hardaker	Rotherhams comments re order lead times	
✓ Complete	▼	31086	Steve Hardaker	04/10/11	Derek Lamb	Rotherhams comments re order lead times	
✓ Complete	▼	31085	Steve Hardaker	04/10/11	Steve Nixon	Rotherhams comments re order lead times	
		29674	Keith	13/07/11	Steve	Huntleigh Technology	

✓ Complete	⬇		Taylor		Hardaker		
✓ Complete	⬇	28724	Steve Hardaker	24/05/11	Keith Taylor	Losing customers over flowsensor supply problems	
✓ Complete	⬇	28723	Steve Hardaker	24/05/11	Derek Lamb	Losing customers over flowsensor supply problems	
✓ Complete	⬇	28722	Steve Hardaker	24/05/11	Steve Nixon	Losing customers over flowsensor supply problems	
✓ Complete	⬇	28459	Keith Taylor	10/05/11	Steve Nixon	Flowsensor H - Product Complaint	
✓ Complete	⬇	28458	Keith Taylor	10/05/11	Steve Hardaker	Flowsensor H - Product Complaint	
✓ Complete	⬇	27404	Lisa Leggoe	22/02/11	Steve Nixon	Royal United Hospital - SOR451	
✓ Complete	⬇	27403	Lisa Leggoe	22/02/11	Steve Hardaker	Royal United Hospital - SOR451	
✓ Complete	⬇	27111	Catrin Hird	01/02/11	Catrin Hird	Vet images	
✓ Complete	⬇	26367	Steve Hardaker	14/12/10	Derek Lamb	Selling price increases	
✓ Complete	⬇	26366	Steve Hardaker	14/12/10	Steve Nixon	Selling price increases	
✓ Complete	⬇	22164	Steve Hardaker	22/12/09	General	Parts that are out of stock	
✓ Complete	⬇	21693	Sarah Wilford	16/11/09	Steve Nixon	Pulse Oximetry in Canada	
✓ Complete	⬇	20885	Steve Hardaker	17/09/09	Derek Lamb	Complaint re delayed orders	
✓ Complete	⬇	20884	Steve Hardaker	17/09/09	Steve Nixon	Complaint re delayed orders	
✓ Complete	⬇	19962	Steve Hardaker	21/07/09	Steve Nixon	Tom Thumb production delays	
✓ Complete	⬇	19961	Steve Hardaker	21/07/09	Sarah Wilford	Tom Thumb production delays	
✓ Complete	⬇	19960	Steve Hardaker	21/07/09	Catherine Spence	Tom Thumb production delays	
✓ Complete	⬇	19959	Steve Hardaker	21/07/09	Derek Lamb	Tom Thumb production delays	
✓ Complete	⬇	19711	Keith Taylor	25/06/09	Steve Hardaker	Neopeep circuit	
✓ Complete	⬇	19710	Keith Taylor	25/06/09	Sarah Wilford	Neopeep circuit	
✓ Complete	⬇	18903	Keith Taylor	17/04/09	Sarah Wilford	Product complaint	
✓ Complete	⬇	18902	Keith Taylor	17/04/09	Steve Nixon	Product complaint	

✖ Live	↓	15701	Lisa Leggoe	28/08/08		Antrim Hospital - Tommy George	
✖ Live	↓	15545	Keith Taylor	31/07/08		SpO2 sensor/cables and Oxygen Sensors.	
✖ Live	↓	15544	Keith Taylor	31/07/08		SpO2 sensor/cables and Oxygen Sensors.	
✔ Complete	↓	14953	Steve Nixon	16/06/08		Ref. issue 14937	
✔ Complete	↓	14934	Steve Hardaker	13/06/08	Steve Nixon	V1000	
✔ Complete	↓	14933	Steve Hardaker	13/06/08	Philip Crossley	V1000	
✖ Live	↓	7150	Steve Hardaker	14/11/06			
✔ Complete	↓	7017	Ryan Swaine	27/10/06	John Lamb		