

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 2 (Helen)	Helen Lamb ,	Managing Director
Director 3 (Steve)	Steve Nixon ,	Managing Director
Humanmed Controller	Derek Lamb ,	Director 1 (Derek)
QA Controller	Derek Lamb ,	Warehouse Team Leader
ISO Controller	Derek Lamb ,	Managing Director
Health And Safety Controller	Helen Lamb ,	Director 2 (Helen)
IT Controller	Derek Lamb ,	Director 2 (Helen)
Maintenance Controller	Helen Lamb ,	Director 2 (Helen)
Documentation And Records Controller	Derek Lamb ,	Director 1 (Derek)
Product Controller	Steve Nixon ,	Director 3 (Steve)
Warehouse Team Leader	Derek Lamb ,	Director 1 (Derek)
Accounts Controller	Helen Lamb ,	Director 2 (Helen)
Office Team Leader	Derek Lamb ,	Director 2 (Helen)
Marketing Controller	Steve Nixon ,	Director 3 (Steve)
Sales Controller	Steve Nixon ,	Director 3 (Steve)
EX Sales Controller	Ryan Swaine ,	Sales Controller
UK Sales Controller	Steve Hardaker ,	Sales Controller
Vet Sales Controller	Steve Nixon ,	Sales Controller
UK Sales Force	Steve Hardaker ,	UK Sales Controller
Vet Sales UK	Steve Hardaker ,	Vet Sales Controller
Vet Sales Export	Ryan Swaine ,	Vet Sales Controller
EX Sales Force	Ryan Swaine ,	EX Sales Controller
OEM Sales Controller	Steve Nixon ,	Sales Controller
OEM Sales Force	Steve Nixon ,	OEM Sales Controller
Data Protection Officer	Helen Lamb ,	Managing Director
Accounts Processes	Helen Lamb ,Emily Hanson ,Derek Lamb ,	Accounts Controller
Audits	Derek Lamb ,Helen Lamb , ,	ISO Controller
Repairs Controller	Derek Lamb ,	Warehouse Team Leader
Customer Training	Ryan Swaine ,Steve Hardaker ,	Sales Controller
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
Office Processes	Sarah Walton ,Sophie Lines ,Zoey Teal ,Kate Griffiths ,Gail Bell ,Emma Clark ,	Office Team Leader
Marketing Processes	Catrin Hird ,	Marketing Controller
Goods Out	Emma Clark ,Catherine Spence ,	Warehouse Team Leader
Goods In	Robert Connor ,Emma Clark ,Josh Leighton ,	Warehouse Team Leader
QA Goods In	Robert Connor ,Emma Clark ,Linda Shearing ,	QA Controller
QA Production	Linda Shearing ,Robert Connor ,	QA Controller
Product Development	Steve Nixon ,	Director 3 (Steve)
Production Processes	Philip Crossley ,Michael Green ,	Warehouse Team Leader
Technical Files	Derek Lamb ,Steve Nixon ,	Product Development
Design Products	Steve Nixon ,	Director 1 (Derek)
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	Rolling	No Audit
31	Notified Body Notifications Responsibility Derek Lamb	Rolling	No 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	114	561
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 Responsibility Derek Lamb	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
7838	Review VIAMED Feedback - Customer Feedback Negative	739	No Audit
7839	Review VIAMED Feedback - Customer Complaints	737	No Audit
7840	Review VST Feedback - Customer Feedback Negative	740	No Audit
7841	Review VST Feedback - Customer Complaints	738	No Audit
7842	Review VIAMED Product Feedback Negative	741	No Audit
7843	Review VST Product Feedback Negative	742	No Audit
7845	7.1.4 Environment Of Operations	745	No Audit
7846	ISO System Management Review	746	No Audit
7848	Review ISO Scopes	749	No Audit
7849	Review Product Failures New Codes	750	751
7871	Review Exclusion From Viamed 13485:2016 And VST 9001:2015	790	No Audit
7874	Review For Latest Version Med Dev 2.12.	128	No Audit
7876	Maintain Update Of ISO Route Maps	804	805

7877	Disaster Planning	806	No Audit
7878	Review Possible Upcoming Regulation Changes	807	No Audit
7890	New UPS Rates Needs Checking	42	No Audit
7895	FDA Device Establishment Registration	825	No Audit

[4] Company Secretary

Helen Lamb ,

[3] Director 1 (Derek)

Derek Lamb ,

[19] Director 2 (Helen)

Helen Lamb ,

[20] Director 3 (Steve)

Steve Nixon ,

6841	Grants Responsibility Steve Nixon	Rolling	No Audit
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[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

Derek Lamb ,

[28] ISO Controller

Derek Lamb ,

24	Compliance ISO Standards Responsibility Derek Lamb	Rolling	No 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
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

7172 CE Technical Files Responsibility Derek Lamb	50	Audit 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
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	952
7928 Fire Test Points Checking	609	953
7929 Emergency Lighting And Fire Extinguishers	954	955

[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
48 Internet Responsibility Derek Lamb	Rolling	No 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
53 Emails	Rolling	902
5903 Weather Station Responsibility Derek Lamb	413	414
5939 Email ISP Routing Responsibility Derek Lamb	Rolling	No Audit
5941 Replace Main Server Responsibility Derek Lamb	Rolling	No Audit
6813 Management Meeting Turnover Report	459	460
6838 Opera Negative Stock	461	No Audit
7121 General Computer Maintenance Responsibility Derek Lamb	Rolling	No Audit
7124 Intrastats Responsibility Derek Lamb		No

	Rolling	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	Rolling	No Audit
7132 Intrastats Goldmine Responsibility Derek Lamb	Rolling	No Audit
7133 Intrastats Contact Manager Responsibility Derek Lamb	Rolling	No Audit
7178 Systems Innovation Responsibility Derek Lamb	Rolling	No Audit
7668 Upgrading Intrastats ISO Quality system Responsibility Derek Lamb	Rolling	No 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	Rolling	No Audit
7703 Vandagraph Pay Pal Retrieve Funds	512	780
7704 Computer Failure Diagnostics Responsibility Derek Lamb	Rolling	No 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
7870 Software Validation Non Conformance Product Risk Feedback Loop	789	No Audit
7875 Software Validation Document Control	802	803
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
7916 Google Webmaster Tools	919	No Audit
7918 Backup Jeans Local Folder	923	No Audit
7934 Test Website Questions	973	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 Transfer	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
7896	Tree In Car Park	829	No Audit

[33] Documentation And Records Controller

Derek Lamb ,

41	Documentation Control Responsibility Derek Lamb	Rolling	No Audit
59	Out Of Date Documents	371	372
5851	Duplicate Documents	370	369
5852	Retention Of Records Responsibility Derek Lamb	Rolling	No Audit
5940	Thumb Nail Processor	155	No Audit
7907	Annual Review Doc Management	887	888

[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	Rolling	No Audit
6936	VIAMED Sales And Marketing NHS Supplies Future Technology Responsibility Steve Nixon	Rolling	No Audit

6941	VIAMED Sales And Marketing New Potential Products Responsibility Steve Nixon	Rolling	No Audit
6975	Projects Responsibility Steve Nixon	Rolling	No Audit
7032	Document Requirements Responsibility Steve Nixon	Rolling	No Audit
7039	Provision of Resources Responsibility Steve Nixon	Rolling	No Audit
7043	Planning of product realization Responsibility Steve Nixon	Rolling	No Audit
7045	Design and Development Responsibility Steve Nixon	50	No Audit
7047	Production and service provision Responsibility Steve Nixon	Rolling	No Audit
7072	Manufacturing Processes Responsibility Steve Nixon	Rolling	No Audit
7181	Product Catagories Responsibility Steve Nixon	Rolling	No Audit
7187	VIAMED Board Directors Meeting Profiability Responsibility Steve Nixon	Rolling	No Audit
7196	VIAMED Board Directors Meeting Stock Levels Responsibility Steve Nixon	Rolling	No 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

[8] Warehouse Team Leader

Derek Lamb ,

54	Gents Toilets Responsibility Derek Lamb	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	942
6832	Supplier Review Future orders	483	964
6845	Quarantine Production Responsibility Derek Lamb	Rolling	No Audit
6847	Quarantine Repairs Responsibility Derek Lamb	Rolling	No Audit
6850	Current Stock Levels	615	778
6862	Current Repairs	614	895
6945	Missing Stock or Adjustments	110	783
6947	VIAMED Stock Meeting Stock Queries Responsibility Derek Lamb	Rolling	No Audit
6948	VIAMED Stock Meeting Stock Processing Responsibility Derek Lamb	Rolling	No Audit
6949	VIAMED Stock Meeting QA Processing Responsibility Derek Lamb		No Audit
		Rolling	Audit

6952	Lost in Shipping Claims Responsibility Derek Lamb	Rolling	No Audit
6955	Production Requirements	907	908
6961	VIAMED Stock Meeting Purchase Order Requirements Responsibility Derek Lamb	Rolling	No Audit
6962	VIAMED Stock Meeting Returns Overview Responsibility Derek Lamb	Rolling	No Audit
6967	VIAMED Stock Meeting Repairs Review - Pulse Oximetry Sensors Responsibility Derek Lamb	Rolling	No Audit
6968	VIAMED Stock Meeting Repairs Review - General Responsibility Derek Lamb	Rolling	No Audit
6973	Stock Transfers. (QC19) Responsibility Derek Lamb	Rolling	No Audit
7046	Stock Purchasing Responsibility Derek Lamb	Rolling	No Audit
7048	Control of monitoring and measuring devices	547	No Audit
7051	Control of nonconforming product Responsibility Derek Lamb	Rolling	No Audit
7091	Calibration Index	547	80
7138	Non Conformance Issues Any New QC21 Forms	795	796
7169	Production Responsibility Derek Lamb	Rolling	No Audit
7170	Production Production Schedule Responsibility Derek Lamb	Rolling	No Audit
7171	Production Production Problems Responsibility Derek Lamb	Rolling	No 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	916
7681	Check Stock Requirements Supplier Posey	481	No Audit
7682	Check Stock Requirements Supplier Bluepoint	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
7689	Move Stock From QA Shelf To Stock Shelf Monday	545	No Audit
7692	Take Complete Repair Paperwork To Office Responsibility Derek Lamb	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 Warehouse	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 Derek Lamb	Rolling	No Audit
7826 Goods In Processes	915	734
7866 Oxygen Cylinder Check	785	No Audit
7902 Empty Depleted Sensor Bin From The Offic	876	877
7903 Empty Warehouse Depleted Sensor Bin	878	879
7904 Check Weeee Waste Pallet And Sensor Bin	880	881
7905 Generate RMA Box, Link Items And Add Faults	882	883
7914 Proofs of Delivery	917	918
7915 Reserve Stock Review	921	No Audit
7917 Human Med Purchase Order	920	No Audit
7923 Review Of Credits Received From Suppliers	935	936

[5] Accounts Controller

Helen Lamb ,

[7] Office Team Leader

Derek Lamb ,

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

[13] Marketing Controller

Steve Nixon ,

5880 Marketing Review Responsibility Steve Nixon	Rolling	No Audit
5886 Monthly Report Responsibility Steve Nixon	386	387
6827 Customer or Product Feedback Responsibility Steve Nixon	Rolling	No Audit
6890 VIAMED Sales And Marketing Results achieved Responsibility Steve Nixon	Rolling	No Audit
6891 Exhibitions Co-ordinator Responsibility Steve Nixon	Rolling	No Audit
6893 Website content administration Responsibility Steve Nixon	Rolling	No Audit
6894 Product Cross References	673	674
6896 VIAMED Sales And Marketing Medica Exhibitions post show reports Responsibility Steve Nixon	Rolling	No Audit
6902 VIAMED Sales And Marketing Promotions Responsibility Steve Nixon	Rolling	No Audit
6903 VIAMED Sales And Marketing Telesales Responsibility Steve Nixon	Rolling	No Audit
6918 Marketing CRM Databases. Responsibility Steve Nixon	Rolling	No Audit
6919 VIAMED Sales And Marketing UK Sales Catalogue - Updates needed Responsibility Steve Nixon	Rolling	No Audit
6927 VIAMED Sales And Marketing Search Engine Positions Responsibility Steve Nixon	Rolling	No Audit

6942 Co ordination of Implementation Responsibility Steve Nixon	Rolling	No Audit
7173 Material Generation Responsibility Steve Nixon	Rolling	No Audit
7664 Marketing Job Logger Responsibility Steve Nixon	Rolling	No Audit
7809 Pro-Active Marketing	671	672
7810 Research Activities	675	676

[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	Rolling	No Audit
6882 Sales And Marketing Responsibility Steve Nixon	Rolling	No Audit
6889 Post Market Surveillance Responsibility Steve Nixon	Rolling	No Audit
6910 Sales Targets Responsibility Steve Nixon	Rolling	No Audit
6915 Sales Responsibility Steve Nixon	Rolling	No Audit
6916 Service existing Responsibility Steve Nixon	Rolling	No Audit
6917 Service extension Responsibility Steve Nixon	Rolling	No Audit
6921 Customer pricing agreements Responsibility Steve Nixon	Rolling	No Audit
6959 Sales Forward Orders Review Responsibility Steve Nixon	Rolling	No Audit
7204 VIAMED Board Directors Meeting Distributor Issues Responsibility Steve Nixon	Rolling	No Audit
7801 VST Price Review	653	654
7909 EAN GTIN Online Database	893	894
7931 Competitor Pricing	960	No Audit

[11] EX Sales Controller

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

[10] UK Sales Controller

Steve Hardaker ,		
5883 Monthly Sales Report Responsibility Steve Hardaker	384	387
6884 Viamed Medical UK Responsibility Steve Hardaker	Rolling	No Audit
6888 Viamed Automotive UK	384	387

6898	GHX Web Pricing	365	No Audit
7920	Sales Warnings	57	No Audit
7927	Contract Pricing Review	944	945

[38] Vet Sales Controller

Steve Nixon ,

[15] UK Sales Force

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

[39] Vet Sales UK

Steve Hardaker ,

[40] Vet Sales Export

Ryan Swaine ,

[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
7926	Sales Forecasts Export	58	No Audit

[18] OEM Sales Controller

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

[17] OEM Sales Force

Steve Nixon ,

[48] Data Protection Officer

Helen Lamb ,			
7910	Review CCTV Warning Signs	910	No Audit
7911	Review Security Of The Special Category Personal Data	911	No Audit
7912	Review The Personel Information We Collect Or Store	912	No Audit
7913	Review Personnel Files	913	No Audit
7930	Review Flow Of Data	958	959

[42] Accounts Processes

Helen Lamb ,Emily Hanson ,Derek 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 Emily Hanson Derek Lamb	432	682
5922 Credit Cards Expenses Calculations	434	683
5923 Credits Note Processing	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 Emily Hanson Derek Lamb	438	No Audit
5927 Accounts Filing Responsibility Helen Lamb Emily Hanson Derek Lamb	439	677
5928 Filing Cabinets Responsibility Helen Lamb Emily Hanson Derek Lamb	440	No Audit
5929 HMRC Intrastats Sales Data	441	687
5930 VAT Return Viamed	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 Emily Hanson Derek Lamb	446	678
5934 Staff Training Responsibility Helen Lamb Emily Hanson Derek 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 Emily Hanson Derek Lamb	Rolling	No Audit
7195 Loans between companies Responsibility Helen Lamb Emily Hanson Derek 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	930
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
7899 Region Checker	837	838
7900 Royal Mail - Mail Retention Form	858	No Audit
7919 Send Debtors Overview To John	928	929
7921 VST Bags And Grey Sensor	931	No Audit
7922 Back Up Emily's Accounts Docs	934	No Audit
7932 Check Debtors Report	961	962
7933 Purchasing Invoice Processing	965	No Audit
7935 PCI DSS Compliance	983	No Audit
7938 VAT Return Vandagraph	995	996
7939 VAT Return VST	997	998

[43] Audits

Derek Lamb ,Helen Lamb , ,

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	Rolling	27
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 Surveillance 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	Rolling	184
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 Surveillance 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	Rolling	821

[44] Repairs Controller

Derek Lamb ,			
7811	General Area Responsibility Derek Lamb	Rolling	No Audit
7812	Vandagraph Repairs Responsibility Derek Lamb	Rolling	No Audit
7813	VST Repairs Responsibility Derek Lamb	Rolling	No Audit
7814	Viamed Repairs Responsibility Derek Lamb	Rolling	No Audit
7815	Product Types To Relevant Person Responsibility Derek Lamb	Rolling	No Audit

7816	Repairs In Process Review	Rolling	No Audit
7823	Safety Tester Data	79	711
[47] Customer Training			
Ryan Swaine ,Steve Hardaker ,			
[46] Vandagraph			
Jean Lamb ,John Lamb ,			
7791	Price List Check	636	No Audit
[35] QA Repairs			
Philip Crossley ,Michael Green ,Robert Connor ,Ryan Swaine ,			
[34] Repair Processes			
Michael Green ,Philip Crossley ,			
[12] Office Processes			
Sarah Walton ,Sophie Lines ,Zoey Teal ,Kate Griffiths ,Gail Bell ,Emma Clark ,			
2	Answering Telephones	Rolling	668
3	Meeting And Greeting Visitors To The Company Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
4	Assisting With Refreshments For Visitors Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
5	Processing Of Sales Orders Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
6	Updating Contact Management System Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
7	Checking Of Sales Orders Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	901
8	Order And Status Liaison With Customers Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No 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 Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
14	Fax Paper	367	411
15	Filing and Archiving	567	16
16	Photocopying Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No 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	225	532
5879	Customer Returning Goods On Our UPS Account Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
5882	Send Post To Humanmed Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	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	643	396
5894	Checking Of Active List	896	897
5895	Completing Office Job List Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	776	777
5896	Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
5897	Franking Mail Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	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 Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	107	No Audit
5913	Check For Humanmed Orders In Logistics Mailbox	465	466
5943	Check Cardea And Multiquote	530	279
5944	Chasing Lost Customers Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
5945	Sending Samples Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
5946	Sending Sale Or Returns Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
5947	Search For Distributors Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
5948	Adding New Accounts To Opera	Rolling	669
5949	Filling Credit Card Slips	903	904
6958	Shipped Order Queries Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
6971	Freight Courier Cost Request Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
6972	UPS Shipping Fuel Surcharge	64	467
7675	Ordering Demo Stock For Humanmed Reps Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
7676	PDFing Of Invoices Viamed	504	505
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 Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	Rolling	No Audit
7711	Import Bank CSV	526	527
7712	Review Inward Payments	528	529
7734	Humanmed Order Processing Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark	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	898
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	225	661
7806 Watering Plants	663	664
7822 Review Oxylink Stock	708	709
7901 UPS Exceptions Checkup	859	No Audit
7910 Review CCTV Warning Signs	910	No Audit
7914 Proofs of Delivery	917	918
7924 PDFing Of Invoices Vandagraph	937	938
7925 Providing Ebay Feedback	939	940
7936 B2B Router / Peppol Responsibility	990	991

[14] Marketing Processes

Catrin Hird ,

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

[21] Goods Out

Emma Clark ,Catherine Spence ,

5859 Review Un-shipped Parcels	105	364
6954 Back Orders Review - By Customer	905	906
7690 Ship Repairs	492	758
7691 Ship Sale Or Returns	491	No Audit
7748 Check Repair Orders	575	No Audit
7749 Check Repair Quotes	576	No Audit
7860 Goods Out Picking	Rolling	24
7906 Request RMA Based On The RMA Boxes	884	No Audit

[22] Goods In

Robert Connor ,Emma Clark ,Josh Leighton ,

5938 Receive Goods Responsibility Robert Connor Emma Clark Josh Leighton	Rolling	No Audit
6969 VIAMED Stock Meeting `Goods In` Review Responsibility Robert Connor Emma Clark Josh Leighton	Rolling	No Audit
7859 Check POR Files For Items Delivered But Not Removed From File	767	No Audit
7898 Stamp Deliveries	836	No Audit

[23] QA Goods In

Robert Connor ,Emma Clark ,Linda Shearing ,

[24] QA Production

Linda Shearing ,Robert Connor ,

[25] Product Development

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

[29] Technical Files

Derek Lamb ,Steve Nixon ,

[30] Design Products

Steve Nixon ,

42 Design Documentation Responsibility Steve Nixon	Rolling	No Audit
43 Product Post Market Survelance Responsibility Steve Nixon	Rolling	No Audit

[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 Responsibility Helen Lamb	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
7759 Health Declaration Sheet	606	No Audit
7847 Health And Safety Review	12	No Audit
7883 Appraisal	813	814
7884 Pay Review	815	816
7908 Private Information Data	889	890
7937 Diversity Impact Assessment	992	No Audit