

**Viamed Top Level Objectives****VIAMED Management Meeting Back Order Report  
Target To full fill all customer orders**

Objective Target To full fill all customer orders

03 May 2019 Derek Lamb

REviewed the completed orders

Objective Target To full fill all customer orders

02 May 2019 Derek Lamb

currently customer orders are being done on schedual

Objective Target To full fill all customer orders

22 Feb 2019 Derek Lamb

Lots of product changes and product removal, mainly due to ISO changes

fullfilling orders where possible

Objective Target To full fill all customer orders

03 Aug 2018 Derek Lamb

customer orders have been going out on time, with no delays reported recently

Objective Target To full fill all customer orders

02 Aug 2018 Derek Lamb

where possible we are full filling the daily orders,

Objective Target To full fill all customer orders

14 Nov 2017 Derek Lamb

Back Orders Active List - 208 Orders Outstanding

Objective Target To full fill all customer orders

18 Oct 2017 Derek Lamb

no curreent back orders

Objective Target To full fill all customer orders

14 Feb 2017 Derek Lamb

We appear to be keeping ontop of customer orders with no major out of the ordinary backlogs

Objective Target To full fill all customer orders

16 Nov 2016 Derek Lamb

we are currently fulling the orders on time

Objective Target To full fill all customer orders

05 Oct 2016 Derek Lamb

numbers are consistant,

Target To full fill all customer orders

20 Sep 2016 Derek Lamb

Until recent Microstims started to arrive, the can be shipped numbers are less than 5 or 6,  
this is in line with orders coming in after ship times.

**VIAMED Management Meeting Any Changes in Agenda  
Ensure the Agenda on the right is Suitable for purpose**

Objective Ensure the Agenda on the right is Suitable for purpose

03 May 2019 Derek Lamb

agameda is uptodate

Objective Ensure the Agenda on the right is Suitable for purpose

02 May 2019 Derek Lamb

agenda still ok

Objective Ensure the Agenda on the right is Suitable for purpose

22 Feb 2019 Derek Lamb

no reason to change

Objective Ensure the Agenda on the right is Suitable for purpose

18 Oct 2017 Derek Lamb

agenda suitable - possibly over kill for vst

Objective Ensure the Agenda on the right is Suitable for purpose

04 May 2017 Derek Lamb

no changes to the agenda required

Objective Ensure the Agenda on the right is Suitable for purpose

14 Feb 2017 Derek Lamb

No Changes required

Objective Ensure the Agenda on the right is Suitable for purpose

16 Nov 2016 Derek Lamb

Objective Ensure the Agenda on the right is Suitable for purpose

05 Oct 2016 Derek Lamb

agenda still suitable

Ensure the Agenda on the right is Suitable for purpose

20 Sep 2016 Derek Lamb

Agenda is still valid

**VIAMED Management Meeting Production  
All Jobs Completed within 1 Week of being Started**

**Objective All Jobs Completed within 1 Week of being Started**

02 May 2019 Derek Lamb

cable take longer than a week,

believe this objective is a derivative of viamed

**Objective All Jobs Completed within 1 Week of being Started**

03 Aug 2018 Derek Lamb

not quite there yet, but we are ahead of schedual for the cables, and the orders put on were fillers for mg when he got spare time , so trying to measure this against 1 week is not fair on mg

**Objective Target All Jobs Completed within 1 Week of being Started**

02 Aug 2018 Derek Lamb

most are completed within the week with the exceptinon of tom thumbs which take 2-3 weeks to complete

**Objective Target All Jobs Completed within 1 Week of being Started**

14 Feb 2017 Derek Lamb

Tom Thumbs taking longer than a week,

however most production jobs are completed withing 7 days

**Objective Target All Jobs Completed within 1 Week of being Started**

20 Sep 2016 Derek Lamb

most production jobs are being completed within 1 week with the exception of cabينات and pump boxes

## **VIAMED Management Meeting Customer Complaints**

### **no outstanding Customer Complaints lasting longer than 30Days**

**Objective No outstanding Customer Complaints lasting longer than 30Days**

02 Aug 2018 Derek Lamb

no complaints over 30 days foiund

**Objective No outstanding Customer Complaints lasting longer than 30Days**

14 Nov 2017 Derek Lamb

nothing new in the customer complaints,

will close off the existing ones early next week

**Objective No outstanding Customer Complaints lasting longer than 30Days**

26 Sep 2016 Derek Lamb

Nothing outstanding

**Objective No outstanding Customer Complaints lasting longer than 30Days**

20 Sep 2016 Derek Lamb

currently no outstanding customer complaints

## **VIAMED Management Meeting MDA Recalls**

### **Any Recalls to inform customer within 3 Working days**

**Objective Any Recalls to inform customer within 3 Working days**

22 Feb 2019 Derek Lamb

no recalls

**Objective Any Recalls to inform customer within 3 Working days**

02 Aug 2018 Derek Lamb

no recalls

**Objective Any Recalls to inform customer within 3 Working days**

14 Nov 2017 Derek Lamb

no recalls

**Objective Any Recalls to inform customer within 3 Working days**

04 May 2017 Derek Lamb

non

**Objective Any Recalls to inform customer within 3 Working days**

05 Oct 2016 Derek Lamb

no recalls

**Objective Any Recalls to inform customer within 3 Working days**

20 Sep 2016 Derek Lamb

No recalls

## **VIAMED Management Meeting Future Reviews - First Aid**

### **Target to always have at least 1 member of staff with upto date first aid training**

**Objective Target to always have at least 1 member of staff with upto date first aid training**

03 May 2019 Derek Lamb

cathy

**Objective Target to always have at least 1 member of staff with upto date first aid training**

02 May 2019 Derek Lamb

cathy

**Objective Target to always have at least 1 member of staff with upto date first aid training**

02 May 2019 Derek Lamb

cathy

**Objective Target to always have at least 1 member of staff with upto date first aid training**

03 Aug 2018 Derek Lamb

See Viamed

**Objective Target to always have at least 1 member of staff with upto date first aid training**

18 Oct 2017 Derek Lamb

Viamed cathy

**Objective Target to always have at least 1 member of staff with upto date first aid training**

18 Oct 2017 Derek Lamb

viamed has cathy

**Objective Target to always have at least 1 member of staff with upto date first aid training**

14 Feb 2017 Derek Lamb

Cathy Green

**Objective Target to always have at least 1 member of staff with upto date first aid training**

05 Oct 2016 Derek Lamb

Cathy Green

**Objective Target to always have at least 1 member of staff with upto date first aid training**

20 Sep 2016 Derek Lamb

Cathy Green

trained in first aid september 2014,

do we need to review this?

## **VIAMED Management Meeting Future Reviews - Internal Audits To have no outstanding Audits over 90 days**

**Objective To have no outstanding Audits over 90 days**

02 Aug 2018 Derek Lamb

completed audit waiting on derek to sign off, but they are done and in time.

**Objective To have no outstanding Audits over 90 days**

14 Nov 2017 Derek Lamb

audits have been rebuilt from the ground up to meet newer iso section numbers.

will see how the newer actual audit go

## **VIAMED Management Meeting Review Weekly Meeting Hold weekly review at least once per month**

**Objective Hold weekly review at least once per month**

14 Feb 2017 Derek Lamb

we have held catch-up meetings but not been able to sit round a table and have a formal meeting.

however the meetings with staff controlles (office / warehouse) are going well now control of the meeting has been handed over to the controllers - with them coming forward to request the meeting

**Objective Hold weekly review at least once per month**

05 Oct 2016 Derek Lamb

last held 3rd oct

**Objective Hold weekly review at least once per month**

20 Sep 2016 Derek Lamb

having trouble holding weekly review due to SN being off ill

however was last held 22nd August

**Objective Hold weekly review at least once per month**

03 May 2019 Derek Lamb

objective does not make sense

17 Jun 2019 Derek Lamb

its from the weekly rolling issue regarding monday monrning management review, an informal meet between directors, understand what i ment by hold at least once per month, any longer and the directors obviously not been in the building at the same time for quite a while and a proper meeting should be held

17 Jun 2019 Derek Lamb

its from the weekly rolling issue regarding monday monrning management review, an informal meet between directors, understand what i ment by hold at least once per month, any longer and the directors obviously not been in the building at the same time for quite a while and a proper meeting should be held

## **VIAMED Management Meeting Turnover Report Target : 2.5 Million in Sales**

**Objective Target : 2.5 Million in Sales**

03 May 2019 Derek Lamb

2,613,743

**Objective Target : 2.5 Million in Sales**

22 Feb 2019 Derek Lamb

missed the target by quite a margin last year, however this year projecting 2.8

unsure if we can maintain the momentum but has been a good start to this year

**Objective Target : 2.5 Million in Sales**

04 Jan 2019 Derek Lamb

2,326,555

**Objective Target : 2.5 Million in Sales**

**02 Aug 2018 Derek Lamb**

Currently projected 2.3 so slightly down on objective

**Objective Target : 2.5 Million in Sales**

**31 Jan 2018 Derek Lamb**

only in the first month, prediction has wild swings, proper report next month

**Objective Target : 2.5 Million in Sales**

**14 Nov 2017 Derek Lamb**

on target 2,508,000

**Objective Target : 2.5 Million in Sales**

**04 May 2017 Derek Lamb**

Current estimate 2.4M

considering the loss of WYA which would be 100k per year we would have been on target.

however also in the figures is the research grant currently around 50k

so taking all out of the equation were still 100-150k behind target

**Objective Target : 2.5 Million in Sales**

**14 Feb 2017 Derek Lamb**

way under target,

with the loss of WYA we will have a drop of 10 percent sales in the beginning of this year, which is being reflected in the turnover

we're pushing extra marketing out of the door to try to plug the gap.

currently looking at hitting 2 mil turnover which is below the profit line.

**Objective Target : 2.5 Million in Sales**

**05 Oct 2016 Derek Lamb**

2.4 projected

**Target : 2.5 Million in Sales**

**20 Sep 2016 Derek Lamb**

Currently projecting 2.344

improvement on 2015 but not quite up to 2014 levels

## **VIAMED Management Meeting CE Files Review**

### **Keep the Files upto date at least once per year**

**Objective Keep the Files upto date at least once per year**

**03 May 2019 Derek Lamb**

due for review next couple weeks

## **VIAMED Management Meeting EN Standards up to date**

### **check Applied Standards are upto date**

**Objective check Applied Standards are upto date**

**03 May 2019 Derek Lamb**

no longer require this certificate

**Objective check Applied Standards are upto date**

**03 May 2019 Derek Lamb**

update as much as we need to be now we are ceasing all our products

**Objective check Applied Standards are upto date**

**02 Aug 2018 Derek Lamb**

no longer a standard we are maintaining

**Objective check Applied Standards are upto date**

**14 Nov 2017 Derek Lamb**

cancelling cmdcas

**Objective check Applied Standards are upto date**

**14 Nov 2017 Derek Lamb**

in progress

## **VIAMED Management Meeting Standards up to date**

### **check Applied Standards are upto date**

**Objective check Applied Standards are upto date**

**03 May 2019 Derek Lamb**

no longer require this certificate

**Objective check Applied Standards are upto date**

**03 May 2019 Derek Lamb**

update as much as we need to be now we are ceasing all our products

**Objective check Applied Standards are upto date**

**02 Aug 2018 Derek Lamb**

no longer a standard we are maintaining

**Objective check Applied Standards are upto date**

**14 Nov 2017 Derek Lamb**

cancelling cmdcas

**Objective check Applied Standards are upto date**

**14 Nov 2017 Derek Lamb**

in progress

## **VIAMED Management Meeting Supplier Review**

**All Supplier reviewed at least once per year**

**All Supplier certification(s) to be kept up-to date**

**Objective All Supplier reviewed at least once per year**

**All Supplier certification(s) to be kept up-to date**

**03 May 2019 Derek Lamb**

mostly upto date,

man suppliers waiting on iso certificates

**Objective All Supplier reviewed at least once per year**

**All Supplier certification(s) to be kept up-to date**

**02 May 2019 Derek Lamb**

all upto date,

however review is due in 2 weeks

**Objective All Supplier reviewed at least once per year**

**All Supplier certification(s) to be kept up-to date**

**22 Feb 2019 Derek Lamb**

mostly uptodate,

rolling issue 2 monthly, and is about a week from due

**Objective All Supplier reviewed at least once per year**

**All Supplier certification(s) to be kept up-to date**

**03 Aug 2018 Derek Lamb**

via the viamed system the supplier review is upto date

**Objective All Supplier reviewed at least once per year**

**All Supplier certification(s) to be kept up-to date**

**18 Oct 2017 Derek Lamb**

Envitec is upto date

also regular meetings at the supplier

**Objective All Supplier reviewed at least once per year**

**All Supplier certification(s) to be kept up-to date**

**14 Feb 2017 Derek Lamb**

All Supplier reviews are up to date

**Objective All Supplier reviewed at least once per year**

**All Supplier certification(s) to be kept up-to date**

**16 Nov 2016 Derek Lamb**

supplier review upto date

done with the viamed suppliers

**Objective All Supplier reviewed at least once per year**

**All Supplier certification(s) to be kept up-to date**

**05 Oct 2016 Derek Lamb**

was done september, a few on the list need aproaching, however the auto issue is due to fire so will leave until then

**Objective All Supplier reviewed at least once per year**

**All Supplier certification(s) to be kept up-to date**

**20 Sep 2016 Derek Lamb**

Marshall certificate is out of date however new versions have been requested

## **VIAMED Management Meeting Review Accident Book**

**Target to have No employee accidents**

**Objective Target to have No employee accidents**

**03 May 2019 Derek Lamb**

Catherine Spence 25/07/18 UPS Driver Not on our site Dog Bite First Aid Box Used saline, and wound cover and micropore UPS Driver was bitten by a dog on one of his previous jobs

**Objective Target to have No employee accidents**

**02 May 2019 Derek Lamb**

Catherine Spence 25/07/18 UPS Driver Not on our site Dog Bite First Aid Box Used saline, and wound cover and micropore UPS Driver was bitten by a dog on one of his previous jobs No

Catherine Spence 25/07/18 Sarah Walton Ghyll House - Garden slipping/tripping hazards First Aid Box Ice Pack Fell off step, and jarred hand and finger, painful, gave ice pack to reduce any swelling. Patient had full use of hand and fingers

**Objective Target to have No employee accidents**

**03 Aug 2018 Derek Lamb**

See Viamed Accedent Book,

but no staff injurys due to VST

**Objective Target to have No employee accidents**

**02 Aug 2018 Derek Lamb**

tended to ups driver bitten by a dog at his previous delivery,

Sarah fell of the step where the seats are. in the new area

**Objective Target to have No employee accidents**

**18 Oct 2017 Derek Lamb**

as per Viamed

Catherine Spence 15/09/17 Jonathan Connor Main Warehouse Goods Inward Large Boxes Minor None Getting large cut down boxes off racking with the help of Ryan Swaine. As Ryan was about to take the weight of the boxes below Jonathan, the strapping holding the cut downs snapped causing Jonathan's hand to hit him in the nose, Internal light nose bleed for a few seconds, in shock, nose looked at, jonathan confirmed that there was no damage to his nose, and needed no treatment, sat sill for a few mins to let the shock wear off and had a sip of water, and has gone back to work, i have advised that he does no heavy lifting for the rest of the day.

**Objective Target to have No employee accidents**

14 Feb 2017 Derek Lamb

Helen Lamb 30/09/16 Sarah Walton Ghyll House - Hall External Hazards First Aid Box One plaster Sarah bumped in to the door on her way in to work this morning, 30th Sept 16. She got a scratched tummy, which was catching on her top so a plaster was given.

**Objective Target to have No employee accidents**

16 Nov 2016 Derek Lamb

Helen Lamb 30/09/16 Sarah Walton Ghyll House - Hall External Hazards First Aid Box One plaster Sarah bumped in to the door on her way in to work this morning, 30th Sept 16. She got a scratched tummy, which was catching on her top so a plaster was given.

**Objective Target to have No employee accidents**

05 Oct 2016 Derek Lamb

Sarah bumped in to the door on her way in to work this morning, 30th Sept 16. She got a scratched tummy, which was catching on her top so a plaster was given.

**Objective Target to have No employee accidents**

20 Sep 2016 Derek Lamb

Cardboard cut june 2016

no other accidents

## **VIAMED Management Meeting Internal Process Verification**

### **To review all processes once per year**

**Objective To review all processes once per year**

03 May 2019 Derek Lamb

internal verification just been done,

looks like its issue we may have duplicated a few times

did last in novemeber,

need to take over view look next january to sort out the duplicates

## **VIAMED Management Meeting Personnel Requirements and Training**

### **Ensure all personnel are adequately trained**

**Objective Ensure all personnel are adequately trained**

03 May 2019 Derek Lamb

training records upto date.

intrastats controlling trained staff working as intended

**Objective Ensure all personnel are adequately trained**

02 May 2019 Derek Lamb

training upto date

**Objective Ensure all personnel are adequately trained**

22 Feb 2019 Derek Lamb

yes,

new intrastats training log going live this week

**Objective Ensure all personnel are adequately trained**

03 Aug 2018 Derek Lamb

training upto date

**Objective Ensure all personnel are adequately trained**

14 Nov 2017 Derek Lamb

newer training for actual procedures, qa and production are in and working correctly.

still got to tag the basic sales over view on products training

**Objective Ensure all personnel are adequately trained**

19 Sep 2017 Derek Lamb

Currently we only received orders and repackage and ship to end customers.

**Objective Ensure all personnel are adequately trained**

05 Oct 2016 Derek Lamb

training records appear to be up to date

**Objective Ensure all personnel are adequately trained**

20 Sep 2016 Derek Lamb

As per bsi minor non conformance ,

the computer training records have been extended to include stock references to the training.

## **VIAMED Management Meeting Requested Supplier Payments**

### **All payments to supplier to be done within Terms**

**Objective All payments to supplier to be done within Terms**

03 May 2019 Derek Lamb

upto date

**Objective All payments to supplier to be done within Terms**

02 May 2019 Derek Lamb

upto date with suppliers

**Objective All payments to supplier to be done within Terms**

22 Feb 2019 Derek Lamb

supplier payments are upto date

**Objective All payments to supplier to be done within Terms**

22 Feb 2019 Derek Lamb

supplier payments are upto date

**Objective All payments to supplier to be done within Terms**

22 Feb 2019 Derek Lamb

supplier payments are upto date

**Objective All payments to supplier to be done within Terms**

03 Aug 2018 Derek Lamb

payments kept upto date,

only have a couple suppliers, and envitec have commented about our prompt payment and not needing chasing for payment.

as a result we get very good service from envitec

**Objective All payments to supplier to be done within Terms**

02 Aug 2018 Derek Lamb

90% of the time we pay within terms,

**Objective All payments to supplier to be done within Terms**

14 Nov 2017 Derek Lamb

supplier payments upto date

**Objective All payments to supplier to be done within Terms**

14 Feb 2017 Derek Lamb

No supplier payments are over terms

**Objective All payments to supplier to be done within Terms**

16 Nov 2016 Derek Lamb

all payments made within terms

**Objective All payments to supplier to be done within Terms**

05 Oct 2016 Derek Lamb

New report build

Opera button

Creditors

Creditors

lots in the list that the payment have not been allocated against the Invoice so the aged of credit looks long.

might be a reporting error on my side, but first glance looks like an opera matching issue

**Objective All payments to supplier to be done within Terms**

20 Sep 2016 Derek Lamb

No report for this yet

will add a next action when this next pops up as meeting will be due before i can look at importing this data

## **VIAMED Management Meeting CMDCAS Standards up to date check Applied Standards are upto date**

**Objective check Applied Standards are upto date**

03 May 2019 Derek Lamb

no longer require this certificate

**Objective check Applied Standards are upto date**

03 May 2019 Derek Lamb

update as much as we need to be now we are ceasing all our products

**Objective check Applied Standards are upto date**

02 Aug 2018 Derek Lamb

no longer a standard we are maintaining

**Objective check Applied Standards are upto date**

14 Nov 2017 Derek Lamb

cancelling cmdcas

**Objective check Applied Standards are upto date**

14 Nov 2017 Derek Lamb

in progress

## **VIAMED Management Meeting Personnel Holidays and Time Adjustments Target to always have enough staff on site to deal with customer requests**

**Objective Target to always have enough staff on site to deal with customer requests**

02 May 2019 Derek Lamb

viamed covers staff

**Objective Target to always have enough staff on site to deal with customer requests**

22 Feb 2019 Derek Lamb

we have mostly hit this objective

the odd friday we have been down to 1 member of staff in the office

mainly due to unexpected illness

but its not often enough to be a major concern

**Objective Target to always have enough staff on site to deal with customer requests**

03 Aug 2018 Derek Lamb

VST have no staff - See Viamed

**Objective Target to always have enough staff on site to deal with customer requests**

02 Aug 2018 Derek Lamb

full office currently

**Objective Target to always have enough staff on site to deal with customer requests**

14 Feb 2017 Derek Lamb

We are currently taking on extra staff in the main office, a to help with pushing out more marketing, and to deal with the response.

while the office is currently busy, it is covering the customer requests

Objective Target to always have enough staff on site to deal with customer requests

16 Nov 2016 Derek Lamb

currently dealing with the customer requests however some of the background jobs are not getting completed

Objective Target to always have enough staff on site to deal with customer requests

05 Oct 2016 Derek Lamb

not been short staffed recently

Objective Target to always have enough staff on site to deal with customer requests

20 Sep 2016 Derek Lamb

Currently SN is long term ill

we also have 2 people pregnant

currently we have staff coverage

## **VIAMED Management Meeting Fire Alarms and Keybury Alarms fire alarm Should be tested once every 6 Months**

## **VIAMED Management Meeting UK Sales 1.2Million**

Objective 1.2Million

03 May 2019 Derek Lamb

1,223,743

Objective Target : 1.2Million

24 Apr 2019 Derek Lamb

1,188,774

pretty much on target

Objective 1.2Million

22 Feb 2019 Derek Lamb

current estimate 1.3

however this category is going to need updating as peeling away scotland and nothern ireland into export figures,

Objective Target : 1.2Million

04 Jan 2019 Derek Lamb

1,128,555

Objective 1.2Million

14 Nov 2017 Derek Lamb

Current year Estimate £1,228,171

Objective Target : 1.2Million

06 Sep 2017 Derek Lamb

Current year Estimate £1,209,259

Objective 1.2Million

04 May 2017 Derek Lamb

current projected 1.3 however include the grant funding, so effective would be approx 1.2

Objective 1.2Million

14 Feb 2017 Derek Lamb

With loss wya we are down in the UK

currently looking to his 900k

we're pushing extra marketing to pluf the shortfall

will be a few months to see if the current strategy is working

Objective 1.2Million

05 Oct 2016 Derek Lamb

projecting 1.2

1.2Million

20 Sep 2016 Derek Lamb

Currently estimateing 1.3

## **VIAMED Management Meeting Export Sales 1 Million**

Objective 1 Million

03 May 2019 Derek Lamb

1,278,070

Objective Target 1 Million

24 Apr 2019 Derek Lamb

1,272,294

ahead of target making up fo rthe uk slight under target

Objective 1 Million

22 Feb 2019 Derek Lamb

projecting 1.4

as per uk sales this may need adjusting as norther ireland and scotland going ot be brought into these figures



Objective Target 1 Million  
04 Jan 2019 Derek Lamb  
1,036,526  
Objective 1 Million  
02 Aug 2018 Derek Lamb  
15K short on target  
Objective 1 Million  
02 Aug 2018 Derek Lamb  
15K short on target  
Objective 1 Million  
14 Nov 2017 Derek Lamb  
£1,072,647  
Objective Target 1 Million  
06 Sep 2017 Derek Lamb  
Current year Estimate £911,661  
Objective 1 Million  
14 Feb 2017 Derek Lamb  
Export figures are way down.

Objective 1 Million  
05 Oct 2016 Derek Lamb  
Projecting 943K  
Objective 1 Million  
20 Sep 2016 Derek Lamb  
Currently estimating 950k  
Meeting and meal out Thursday 18th June 09 for reaching the 1 Million target  
Copy Issue Main Issue #19533  
Added by helen lamb sent to Derek Lamb

Hi all we would like you to come to a brief meeting after work on Thursday 18th June and then join us afterwards at Tams Restaurant in Cross Hills.

Any questions or if you can't make it please come see me

Helen

---

10 Jun 2009 laura carter

Yum Yum - I'll be there!

---

22 Jun 2009 laura carter

---

22 Jun 2009 helen lamb  
Meeting and meal out Thursday 18th June 09 for reaching the 1 Million target  
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Helen

---

22 Jun 2009 Linda Shearing

---

22 Jun 2009 helen lamb  
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Helen

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18 Jun 2009 helen lamb  
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Helen

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**18 Jun 2009 helen lamb**  
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Any questions or if you can't make it please come see me

Helen

---

**12 Jun 2009 John Lamb**

ok

---

**12 Jun 2009 helen lamb**  
Meeting and meal out Thursday 18th June 09 for reaching the 1 Million target  
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Hi all we would like you to come to a brief meeting after work on Thursday 18th June and then join us afterwards at Tams Restaurant in Cross Hills.

Any questions or if you can't make it please come see me

Helen

---

**10 Jun 2009 lisa leggoe**  
Next Action Changed From Lisa Leggoe To Helen Lamb

The 18th June is OK with us, the deal is I have to take a take away back with me!!

---

**12 Jun 2009 helen lamb**  
Meeting and meal out Thursday 18th June 09 for reaching the 1 Million target  
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Any questions or if you can't make it please come see me

Helen

---

**11 Jun 2009 Philip Crossley**  
Next Action Changed From Philip Crossley To Helen Lamb

---

**12 Jun 2009 helen lamb**

---

**12 Jun 2009 helen lamb**  
Meeting and meal out Thursday 18th June 09 for reaching the 1 Million target  
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Added by helen lamb sent to Derek Lamb

Hi all we would like you to come to a brief meeting after work on Thursday 18th June and then join us afterwards at Tams Restaurant in Cross Hills.

Any questions or if you can't make it please come see me

Helen

**11 Jun 2009 catherine spence**

---

**12 Jun 2009 helen lamb**  
Meeting and meal out Thursday 18th June 09 for reaching the 1 Million target  
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Hi all we would like you to come to a brief meeting after work on Thursday 18th June and then join us afterwards at Tams Restaurant in Cross Hills.

Any questions or if you can't make it please come see me

**Helen**

---

**10 Jun 2009 Ryan Swaine** I will be there

---

**10 Jun 2009 Ryan Swaine**

---

**12 Jun 2009 helen lamb**  
Meeting and meal out Thursday 18th June 09 for reaching the 1 Million target  
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Added by helen lamb sent to Derek Lamb

Hi all we would like you to come to a brief meeting after work on Thursday 18th June and then join us afterwards at Tams Restaurant in Cross Hills.

Any questions or if you can't make it please come see me

**Helen**

---

**10 Jun 2009 Sarah Wilford**

---

I shall be there and Ryan will also I believe, thanks.

---

**12 Jun 2009 helen lamb**  
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Any questions or if you can't make it please come see me

**Helen**

---

**11 Jun 2009 Steve Hardaker**

---

I'm pretty sure I can make it.

---

**12 Jun 2009 helen lamb**  
Meeting and meal out Thursday 18th June 09 for reaching the 1 Million target  
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Any questions or if you can't make it please come see me

**Helen**

---

**11 Jun 2009 steve nixon**

---

OK as discussed.

---

**12 Jun 2009 helen lamb**  
Meeting and meal out Thursday 18th June 09 for reaching the 1 Million target  
Added by helen lamb sent to Derek Lamb

Hi all we would like you to come to a brief meeting after work on Thursday 18th June and then join us afterwards at Tams Restaurant in Cross Hills.

Any questions or if you can't make it please come see me

Helen

10 Jun 2009 Derek Lamb

ok

12 Jun 2009 helen lamb

£1 million sales turnover

Added by Sarah Wilford

We have achieved £1 million sales turnover on 22 July 2008. We have achieved it earlier than we did last year - my calculations show in 2007 we will have achieved £1 million sales turnover at some point in October.

23 Jul 2008 Sarah Wilford

Reached this earlier than every year since 2003. Next year this is to be reached before June. Some good sales pending for August and September. Need to continue this for the last quarter.

25 Jul 2008 John Lamb

Next target should be 1.8M before Christmas

25 Jul 2008 Sarah Wilford

## VIAMED Management Meeting Company Objectives Are Objectives suitable for purpose

Objective Are Objectives suitable for purpose

22 Feb 2019 Derek Lamb

main top level objective ok,

usually updated as and when required, not once a qtr when this meeting held,

sub process objectives, still slowly being added,

Objective Are Objectives suitable for purpose

04 May 2017 Derek Lamb

new objectives coming in for the various sections of the company - see open issues below)

Objective Are Objectives suitable for purpose

14 Feb 2017 Derek Lamb

maybe this Company section should be at the end of the meeting?

Objective are currently a new feature and are fit for purpose

Objective Are Objectives suitable for purpose

05 Oct 2016 Derek Lamb

only just applied the objective in the last month to the meetings, objectives will be added as the meetings continue

Are Objectives suitable for purpose

20 Sep 2016 Derek Lamb

Currently updating the objectives to set valid targets

## VIAMED Management Meeting Debtors Target debtors to be less 15% of Turnover

Objective Target debtors to be less 15% of Turnover

02 May 2019 Derek Lamb

Current at 7.5 %

way ahead of target

Objective Target debtors to be less 15% of Turnover

22 Feb 2019 Derek Lamb

as per board meeting report, running at 15% currently

Objective Target debtors to be less 15% of Turnover

02 Aug 2018 Derek Lamb

Currently running at approximately 10%

Objective Target debtors to be less 15% of Turnover

14 Nov 2017 Derek Lamb

not reading the last reviewed trigger point correctly - may be down to imported bank data.

already on issue to fix

Objective Target debtors to be less 15% of Turnover

18 Oct 2017 Derek Lamb

7.5%

Objective Target debtors to be less 15% of Turnover

19 Sep 2017 Derek Lamb

Currently 7.8%

Objective Target debtors to be less 15% of Turnover

04 May 2017 Derek Lamb

Approx 12%

Objective Target debtors to be less 15% of Turnover

14 Feb 2017 Derek Lamb

Debtors Currently running at approximatly 11%

Objective Target debtors to be less 15% of Turnover

16 Nov 2016 Derek Lamb

currently approximatly 14.8%

Objective Target debtors to be less 15% of Turnover

05 Oct 2016 Derek Lamb

currently 15.9 but debtors have not been updated in a week so will be just short 15%

## **VIAMED Management Meeting Software Validation**

### **Ensure Intrastats Main functions are Validated at Least once Per year**

Objective Ensure Intrastats Main functions are Validated at Least once Per year

03 May 2019 Derek Lamb

no issues with software

## **VIAMED Sales And Marketing Calendar Progress**

### **Started September**

### **Calenders Shipped between Xmas and New year**

Objective Started September

Calenders Shipped between Xmas and New year

24 Apr 2019 Derek Lamb

was done on time

## **VIAMED Sales And Marketing Sales Viamed Medical UK**

### **Target : 1.2Million**

Objective Target : 1.2Million

24 Apr 2019 Derek Lamb

1,188,774

pretty much on target

Objective Target : 1.2Million

04 Jan 2019 Derek Lamb

1,128,555

Objective Target : 1.2Million

06 Sep 2017 Derek Lamb

Current year Estimate £1,209,259

## **VIAMED Sales And Marketing Sales Viamed Medical Export**

### **Target 1 Million**

Objective Target 1 Million

24 Apr 2019 Derek Lamb

1,272,294

ahead of target making up for the UK slight under target

Objective Target 1 Million

04 Jan 2019 Derek Lamb

1,036,526

Objective Target 1 Million

06 Sep 2017 Derek Lamb

Current year Estimate £911,661

## **VIAMED Sales And Marketing Viamed Turnover**

### **Target : 2.5 Million in Sales**

Objective Target : 2.5 Million in Sales

03 May 2019 Derek Lamb

2,613,743

Objective Target : 2.5 Million in Sales

22 Feb 2019 Derek Lamb

missed the target by quite a margin last year, however this year projecting 2.8

unsure if we can maintain the momentum but has been a good start to this year

Objective Target : 2.5 Million in Sales

04 Jan 2019 Derek Lamb

2,326,555

Objective Target : 2.5 Million in Sales

02 Aug 2018 Derek Lamb

Currently projected 2.3 so slightly down on objective

Objective Target : 2.5 Million in Sales

31 Jan 2018 Derek Lamb

only in the first month, prediction has wild swings, proper report next month

Objective Target : 2.5 Million in Sales

14 Nov 2017 Derek Lamb

on target 2,508,000

Objective Target : 2.5 Million in Sales

04 May 2017 Derek Lamb

Current estimate 2.4M

considering the loss of WYA which would be 100k per year we would have been on target.

however also in the figures is the research grant currently around 50k

so taking all out of the equation were still 100-150k behind target

Objective Target : 2.5 Million in Sales

14 Feb 2017 Derek Lamb

way under target,

with the loss of WYA we will have a drop of 10 percent sales in the beginning of this year, which is being reflected in the turnover

were push extra marketing out of the door to try to plug the gap.

currently looking at hitting 2 mil turnover which is below the profit line.

Objective Target : 2.5 Million in Sales

05 Oct 2016 Derek Lamb

2.4 projected

Target : 2.5 Million in Sales

20 Sep 2016 Derek Lamb

Currently projecting 2.344

improvement on 2015 but not quite up to 2014 levels

## **VIAMED Sales And Marketing Sales Viamed Automotive Export Target 110,000 Combined UK/Export**

Objective Target 110,000 Combined UK/Export

24 Apr 2019 Derek Lamb

£110,169

Objective Target 110,000 Combined UK/Export

04 Jan 2019 Derek Lamb

130,547

Objective Target 110,000 Combined UK/Export

06 Sep 2017 Derek Lamb

Current year Estimate £113,930

Objective Target 110,000 Combined UK/Export

06 Sep 2017 Derek Lamb

Current year Estimate £113,930

## **VIAMED Sales And Marketing Mailshots UK 1 Mailshot Per Month**

Objective 1 Mailshot Per Month

24 Apr 2019 Derek Lamb

way ahead see marketing scheduled

Objective 1 Mailshot Per Month

31 Jan 2018 Derek Lamb

versastream this month,

catrin back in schedule will be set up next monday

Objective 1 Mailshot Per Month

06 Sep 2017 Derek Lamb

Catrin currently on maternity,

still hitting some mailshots out the door,

and mailing with orders still going as planned.

but not really hitting 1 global mailshot per month

## **VIAMED Sales And Marketing Sales Viamed Automotive UK Target 110,000 Combined UK/Export**

Objective Target 110,000 Combined UK/Export

24 Apr 2019 Derek Lamb

£110,169

Objective Target 110,000 Combined UK/Export

04 Jan 2019 Derek Lamb

130,547

Objective Target 110,000 Combined UK/Export

06 Sep 2017 Derek Lamb

Current year Estimate £113,930

Objective Target 110,000 Combined UK/Export  
 06 Sep 2017 Derek Lamb  
 Current year Estimate £113,930

## **VIAMED Sales And Marketing Price Lists UK**

### **To be reviewed once per year before the End June**

## **VIAMED Sales And Marketing Monthly Sales Activities and Reports**

### **To have Sales reports updated monthly from Sales people**

Objective To have Sales reports updated monthly from Sales people  
 14 Feb 2017 Derek Lamb  
 monthly reports are happening , at lesat back from august till now

## **VIAMED Stock Meeting Production Requirements**

### **To be able to satisfy customer requirements on time**

## **VIAMED Stock Meeting Missing Stock or Adjustments**

### **To have Zero Missing Stock**

Objective To have Zero Missing Stock  
 04 Jan 2019 Derek Lamb  
 stock check seems to be ok this year,  
 not many missing items, aside from miscans bringin items back to life  
 Objective To have Zero Missing Stock  
 05 Apr 2018 Derek Lamb  
 no reports of missing stock at this time  
 Objective To have Zero Missing Stock  
 14 Nov 2017 Derek Lamb  
 no missing stock

## **VIAMED Calibration VIAMED Calibration**

### **Target to have no out of calibration test equipment**

Objective Target to have no out of calibration test equipment  
 16 Aug 2018 Derek Lamb  
 bunch of equipement is now due for calibration,  
 all still in date only flagged up iun the last week  
 Objective Target to have no out of calibration test equipment  
 05 Apr 2018 Derek Lamb  
 just Aprils which have flagged up this week  
 Objective Target to have no out of calibration test equipment  
 14 Nov 2017 Derek Lamb  
 all up to date  
 Objective Target to have no out of calibration test equipment  
 20 Sep 2016 Derek Lamb  
 Index upto date

## **VIAMED Customer Complaints VIAMED Customer Complaints**

### **No outstanding Customer Complaints lasting longer than 30Days**

Objective No outstanding Customer Complaints lasting longer than 30Days  
 02 Aug 2018 Derek Lamb  
 no complaints over 30 days foiund  
 Objective No outstanding Customer Complaints lasting longer than 30Days  
 14 Nov 2017 Derek Lamb  
 nothing new in the customer complaints,  
 will close off the existing ones early next week  
 Objective No outstanding Customer Complaints lasting longer than 30Days  
 26 Sep 2016 Derek Lamb  
 Nothing outstanding  
 Objective No outstanding Customer Complaints lasting longer than 30Days  
 20 Sep 2016 Derek Lamb  
 currently no outstanding customer complaints

## **Non Conformance Issues Any New QC21 Forms**

### **Non conformance issues to be addressed within 90 Days**

**Objective Non conformance issues to be addressed within 90 Days**

14 Feb 2017 Derek Lamb

Only official BSI non conformance outstanding as not had official notice of its completion

## **Non Conformance Issues BSI Minor Non conformances**

### **Target to address any Minor BSI non conformances within 30 Days**

**Objective Target to address any Minor BSI non conformances within 30 Days**

20 Sep 2016 Derek Lamb

all bar 1 waiting sign off

Envitec discussions on Date usage See technical file for response

## **Non Conformance Issues BSI Major Non Conformances**

### **Target to have Zero Major Non Conformances**

**Objective Target to have Zero Major Non Conformances**

02 Aug 2018 Derek Lamb

Not MET

Closing all linked issues to the primary initial investigations,

as we have no response from BSI in any shape or form, I am unable to close the non conformances,

however i can close the related issues as they are linked to the main issue

**Objective Target to have Zero Major Non Conformances**

20 Sep 2016 Derek Lamb

2 outstanding, both the same non conformance relating to the changes in auditing of OBL certificates

## **Production Production**

### **Target All Jobs Completed within 1 Week of being Started**

**Objective Target All Jobs Completed within 1 Week of being Started**

02 Aug 2018 Derek Lamb

most are completed within the week with the exception of tom thumbs which take 2-3 weeks to complete

**Objective Target All Jobs Completed within 1 Week of being Started**

14 Feb 2017 Derek Lamb

Tom Thumbs taking longer than a week,

however most production jobs are completed within 7 days

**Objective Target All Jobs Completed within 1 Week of being Started**

20 Sep 2016 Derek Lamb

most production jobs are being completed within 1 week with the exception of cabinets and pump boxes

## **VIAMED Board Directors Meeting Creditors**

### **To have no overdue Creditors**

**Objective To have no overdue Creditors**

18 Feb 2019 Derek Lamb

within terms

**Objective To have no overdue Creditors**

26 Sep 2016 Derek Lamb

Do we have report screen? please forward to derek

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22 Dec 2016 Helen Lamb

no idea what to do with this

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29 Dec 2016 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb can i complete this

---

29 Dec 2016 Derek Lamb

yeah i guess

**Objective To have no overdue Creditors**

11 Oct 2017 Derek Lamb

we're up to date.

## **VIAMED Board Directors Meeting Target for following year**

### **3 Million**



Objective 3 Million  
 18 Feb 2019 Derek Lamb  
 Last year : £3,060,041 Global  
 global predition 2019 : 3,443,083

Objective 3 Million  
 11 Oct 2017 Derek Lamb  
 3,187,759 projected  
 Objective 3 Million  
 26 Sep 2016 Derek Lamb  
 Leave target at 3 Million

## **VIAMED Board Directors Meeting Turnover and Predicted for Year 2.5 Million**

Objective Target : 2.5 Million in Sales  
 03 May 2019 Derek Lamb  
 2,613,743  
 Objective Target : 2.5 Million in Sales  
 22 Feb 2019 Derek Lamb  
 missed the target by quite a margin last year, however this year projecting 2.8  
 unsure if we can maintain the momentum but has been a good start to this year  
 Objective Target : 2.5 Million in Sales  
 04 Jan 2019 Derek Lamb  
 2,326,555  
 Objective Target : 2.5 Million in Sales  
 02 Aug 2018 Derek Lamb  
 Currently projected 2.3 so slightly down on objective  
 Objective Target : 2.5 Million in Sales  
 31 Jan 2018 Derek Lamb  
 only in the first month, prediction has wild swings, proper report next month  
 Objective Target : 2.5 Million in Sales  
 14 Nov 2017 Derek Lamb  
 on target 2,508,000  
 Objective Target : 2.5 Million in Sales  
 04 May 2017 Derek Lamb  
 Current estimate 2.4M

considering the loss of WYA which would be 100k per year we would have been on target.

however also in the figures is the research grant currently around 50k

so taking all out of the equation were still 100-150k behind target

Objective Target : 2.5 Million in Sales  
 14 Feb 2017 Derek Lamb  
 way under target,  
 with the loss of WYA we will have a drop of 10 percent sales in the beginning of this year, which is being reflected in the turnover

were push extra marketing out of the door to try to plug the gap.  
 currently looking at hitting 2 mil turnover which is below the profit line.

Objective Target : 2.5 Million in Sales  
 05 Oct 2016 Derek Lamb  
 2.4 projected  
 Objective 2.5 Million  
 26 Sep 2016 Derek Lamb  
 currently just below target  
 Target : 2.5 Million in Sales  
 20 Sep 2016 Derek Lamb  
 Currently projecting 2.344  
 improvement on 2015 but not quite up to 2014 levels

## **VIAMED Board Directors Meeting VIAMED Board Directors Meeting Should be held at least yearly or as required**

Objective Should be held at least yearly or as required  
 18 Feb 2019 Derek Lamb  
 over 12 months since last meeting  
 Objective Should be held at least yearly or as required  
 26 Sep 2016 Derek Lamb  
 was last held in July 2015, reason for delay illness of 2 major directors

## **VIAMED Board Directors Meeting Minutes of Last Meeting produce minutes of previous meeting**

Objective produce minutes of previous meeting  
 18 Feb 2019 Derek Lamb  
 supplied,

no outstanding tasks from last year  
 Objective produce minutes of previous meeting  
 26 Sep 2016 Derek Lamb  
 done

## **VIAMED Board Directors Meeting Matters Arising To ensure actions of previous meeting have been actioned**

Objective To ensure actions of previous meeting have been actioned  
 11 Oct 2017 Derek Lamb  
 discussed  
 Objective To ensure actions of previous meeting have been actioned  
 26 Sep 2016 Derek Lamb  
 not doing currently as we're producing the board meeting objectives

## **VIAMED Board Directors Meeting Profitability 5 Percent Net of Turnover**

Objective 5 Percent Net of Turnover  
 11 Oct 2017 Derek Lamb  
 Need to produce 2017 figures

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17 Jul 2018 Derek Lamb  
 we were quite a way below this figure, although it is rough 5 % of Gross sales.  
 Objective 5 Percent Net of Turnover  
 26 Sep 2016 Derek Lamb  
 Need a report screen to give approximation of this

## **VIAMED Board Directors Meeting Back Orders Time to push customer order through building**

Objective Time to push customer order through building

18 Feb 2019 Derek Lamb  
 backorder figure has been stable.  
 Objective Time to push customer order through building

11 Oct 2017 Derek Lamb  
 build a measure per product type,  
 no customer complaints on time to ship aside from teledyne automotive sensors, where teledyne have messed up and were doing what we can to help the situation  
 Objective Time to push customer order through building

26 Sep 2016 Derek Lamb  
 build a report so in future we can set a target

---

08 Feb 2017 Derek Lamb  
 best can do for stats on this is the invoices credits page showing number order throughput per day cannot really time order through the building.

## **VIAMED Board Directors Meeting Overdraft Target staying out of using the overdraft**

Objective Target staying out of using the overdraft  
 18 Feb 2019 Derek Lamb  
 Hit max overdraft within the last 6 months,  
 back to about level currently  
 Objective Target staying out of using the overdraft  
 26 Sep 2016 Derek Lamb  
 To produce a report screen with a percentage  
 Objective Target staying out of using the overdraft  
 26 Sep 2016 Derek Lamb  
 Currently not using the overdraft  
 Objective Target staying out of using the overdraft  
 26 Sep 2016 Derek Lamb  
 Currently not using the overdraft

## **VIAMED Board Directors Meeting Debtors To be below 15 Percent of turnover**

Objective To be below 15 Percent of turnover  
 18 Feb 2019 Derek Lamb

currently running at around 15%  
Objective To be below 15 Percent of turnover  
26 Sep 2016 Derek Lamb  
To produce a report screen with a percentage

---

27 Sep 2016 Derek Lamb  
/intranet/databases/objectives\_reports/debtortoturnoverviamed.php  
Objective To be below 15 Percent of turnover  
11 Oct 2017 Derek Lamb  
running at around about 11% over all companys  
viamed at around 12%

vst 10%

Vandagraph around 15%

## **VIAMED Board Directors Meeting Loans Reduce Vandagraph loan 5K per month Reduce the Barclays loan by 3K per month**

Objective Reduce Vandagraph loan 5K per month  
Reduce the Barclays loan by 3K per month  
18 Feb 2019 Derek Lamb  
bank loan reducing as planned,

however vandagraph and VST had to loan back into viamed october  
Objective Reduce Vandagraph loan 5K per month  
Reduce the Barclays loan by 3K per month  
11 Oct 2017 Derek Lamb  
Barclays down to : 236,559.00  
Vandagraph loan down to 55,000.00  
Objective Reduce Vandagraph loan 5K per month  
Reduce the Barclays loan by 3K per month  
26 Sep 2016 Derek Lamb  
Barclays loan on target  
vandagraph loan now being paid down again

## **VIAMED Board Directors Meeting Stock Levels and product performance Should not Exceed 25 Percent of Turnover**

Objective Should not Exceed 25 Percent of Turnover  
18 Feb 2019 Derek Lamb  
running at roughly 25% turnover  
Objective Should not Exceed 25 Percent of Turnover  
11 Oct 2017 Derek Lamb  
need to live update stock figures

---

27 Jul 2018 Derek Lamb

Objective Should not Exceed 25 Percent of Turnover  
26 Sep 2016 Derek Lamb  
approximately on target

## **VIAMED Board Directors Meeting ISO Issues Review Notifications, Recalls**

Objective Review Notifications, Recalls  
18 Feb 2019 Derek Lamb  
No Notifications or recalls,

Objective Review Notifications, Recalls  
11 Oct 2017 Derek Lamb  
No Notifications or recalls

## **VIAMED Board Directors Meeting Building fabric Issues Do we have resources for current requirements**

## **VIAMED Board Directors Meeting Responsibilities, Staff , Training Issues check organisation chart is up to date**

Objective check organisation chart is up to date  
18 Feb 2019 Derek Lamb  
was discussed august 2018  
Objective check organisation chart is up to date  
11 Oct 2017 Derek Lamb  
reviewed at the start of the meeting

and shown the responsibilities list will be handed out this week for further checking

---

11 Oct 2017 Derek Lamb  
Created Related Issue #105111  
Added by Derek Lamb sent to Helen Lamb  
As discussed in the Board meeting, see attached to the main Issue, a pdf print of employees to responsibility, and then a list of areas, to processes. worth a look down to see if I have missed anything major out of the list, jobs that need doing, or task / audits that should be applied

---

11 Oct 2017 Derek Lamb

Objective check organisation chart is up to date  
Copy Issue Main Issue #105111  
Added by Derek Lamb sent to Helen Lamb  
As discussed in the Board meeting, see attached to the main Issue, a pdf print of employees to responsibility, and then a list of areas, to processes. worth a look down to see if I have missed anything major out of the list, jobs that need doing, or task / audits that should be applied

---

09 Apr 2018 John Lamb

Objective check organisation chart is up to date  
Copy Issue Main Issue #105111  
Added by Derek Lamb sent to Helen Lamb  
As discussed in the Board meeting, see attached to the main Issue, a pdf print of employees to responsibility, and then a list of areas, to processes. worth a look down to see if I have missed anything major out of the list, jobs that need doing, or task / audits that should be applied

---

01 Mar 2018 Derek Lamb

Objective check organisation chart is up to date  
Added by Derek Lamb sent to Helen Lamb  
As discussed in the Board meeting, see attached to the main Issue, a pdf print of employees to responsibility, and then a list of areas, to processes. worth a look down to see if I have missed anything major out of the list, jobs that need doing, or task / audits that should be applied

---

06 Feb 2018 Helen Lamb  
22 goods in needs a list anything older than \_\_\_\_ Maybe a week . maybe we keep on top of it more

---

08 Feb 2018 Derek Lamb

Objective check organisation chart is up to date  
Copy Issue Main Issue #105111  
Added by Derek Lamb sent to Helen Lamb  
As discussed in the Board meeting, see attached to the main Issue, a pdf print of employees to responsibility, and then a list of areas, to processes. worth a look down to see if I have missed anything major out of the list, jobs that need doing, or task / audits that should be applied

---

29 Oct 2017 Steve Nixon  
Looks OK

## VIAMED Board Directors Meeting Supplier Issues and review supplier reviews up to date

Objective supplier reviews up to date  
18 Feb 2019 Derek Lamb  
bar 1 or 2 suppliers is upto date  
Objective supplier reviews up to date  
11 Oct 2017 Derek Lamb  
all up to date

discussed teledyne issues

## VIAMED Board Directors Meeting Calibration Index Review Calibration Index up to date

Objective Calibration Index up to date  
18 Feb 2019 Derek Lamb  
calibration equipment is upto date

## VIAMED Board Directors Meeting Storage and Stock Control Suitable levels of Stock and Storage space

## Complaints

### **All complaints to be logged and All complaints to be satisfactorily resolved in 6 months**

Objective All complaints to be logged and All complaints to be satisfactorily resolved in 6 months

03 Aug 2018 Derek Lamb

all complaints in intrastats, and if severe make the paper file,  
all current complaints closed and dealt with within 6 months