

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

aganeda 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 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 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 cabinates 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 foind

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 controllers (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 morning management review, an informal meet between directors, understand what i meant 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 morning management review, an informal meet between directors, understand what i meant 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 will 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 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**

canceling 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**

canceling 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 Accendent 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 still 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 actuals procedures, qa and production are in and working currently.

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

canceling 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 catagory 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 of 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****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**

22 Jun 2009 Linda Shearing**22 Jun 2009 helen lamb****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**

18 Jun 2009 helen lamb**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

18 Jun 2009 helen lamb

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

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

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 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

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

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

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

11 Jun 2009 catherine spence

12 Jun 2009 helen lamb

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 Ryan SwaineI 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

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 Sarah Wilford

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

12 Jun 2009 helen lamb

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

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

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

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 approximatly 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 fo rthe 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 schedual

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 least 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 equipment is now due for calibration,
all still in date only flagged up in 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 found

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 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 cabinates 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

22 Dec 2016 Helen Lamb

no idea what to do with this

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 he 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 beggining 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

17 Jul 2018 Derek Lamb

we were quite a way below this figure, although it is roughly 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 companies

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 responsiblitys 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 teh 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 teh 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 teh 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 teh 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 teh 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