

Roles and Responsibilitys

Roles	Employee's	Super Visor
Share Holder	Jean Lamb ,Derek Lamb ,	
Managing Director	Derek Lamb ,	Share Holder
Company Secretary	Helen Lamb ,	Share Holder
Director 1 (Derek)	Derek Lamb ,	Managing Director
Director 3 (Steve)	Steve Nixon ,	Managing Director
Director 2 (Helen)	Helen Lamb ,	Managing Director
Product Controller	Steve Nixon ,	Director 3 (Steve)
Documentation And Records Controller	Derek Lamb ,	Director 1 (Derek)
Maintenance Controller	Helen Lamb ,	Director 2 (Helen)
IT Controller	Derek Lamb ,	Director 2 (Helen)
Health And Safety Controller	Helen Lamb ,	Director 2 (Helen)
ISO Controller	Derek Lamb ,	Managing Director
QA Controller	Derek Lamb ,	Warehouse Team Leader
Humanmed Controller	Derek Lamb ,	Director 1 (Derek)
Accounts Controller	Helen Lamb ,	Director 2 (Helen)
Office Team Leader	Derek Lamb ,	Director 2 (Helen)
Warehouse Team Leader	Derek Lamb ,	Director 1 (Derek)
Sales Controller	Steve Nixon ,	Director 3 (Steve)
Marketing Controller	Steve Nixon ,	Director 3 (Steve)
Vet Sales Controller	Steve Nixon ,	Sales Controller
UK Sales Controller	Steve Hardaker ,	Sales Controller
EX Sales Controller	Ryan Swaine ,	Sales Controller
EX Sales Force	Ryan Swaine ,	EX Sales Controller
Vet Sales UK	Steve Hardaker ,	Vet Sales Controller
Vet Sales Export	Ryan Swaine ,	Vet Sales Controller
OEM Sales Controller	Steve Nixon ,	Sales Controller
UK Sales Force	Steve Hardaker ,	UK Sales Controller
OEM Sales Force	Steve Nixon ,	OEM Sales

Customer Training	Ryan Swaine ,Steve Hardaker ,	Controller
Accounts Processes	Helen Lamb ,Emily Hanson ,Derek Lamb ,	Sales Controller
Audits	Derek Lamb ,Helen Lamb , ,	Accounts Controller
Repairs Controller	Derek Lamb ,	ISO Controller
Vandagraph	Jean Lamb ,Derek Lamb ,	Warehouse Team Leader
Data Protection Officer	Helen Lamb ,	Share Holder
QA Repairs	Philip Crossley ,Michael Green ,Robert Connor ,Ryan Swaine ,	Managing Director
Repair Processes	Michael Green ,Philip Crossley ,	QA Controller
Design Products	Steve Nixon ,	Repairs Controller
Technical Files	Derek Lamb ,Steve Nixon ,	Director 1 (Derek)
Production Processes	Philip Crossley ,Michael Green ,	Product Development
Product Development	Steve Nixon ,	Warehouse Team Leader
QA Production	Linda Shearing ,Robert Connor ,	Director 3 (Steve)
QA Goods In	Robert Connor ,Emma Clark ,Linda Shearing ,	QA Controller
Goods In	Robert Connor ,Emma Clark ,	QA Controller
Goods Out	Emma Clark ,Catherine Spence ,	Warehouse Team Leader
Marketing Processes	Catrin Hird ,	Warehouse Team Leader
Office Processes	Sarah Walton ,Sophie Lines ,Zoey Teal ,Kate Griffiths ,Gail Bell ,Emma Clark ,Michael Lamb ,	Marketing Controller
Human Resources	Helen Lamb ,	Office Team Leader
		Director 2 (Helen)

Tasks Per Roles

[1] Share Holder

Jean Lamb ,Derek Lamb ,

[2] Managing Director

Derek Lamb ,

22	Company Policys	300	1063
23	Company Objectives	300	No

			Audit
26	Company Resources	114	No Audit
27	Management Reviews And Quality Audits	290	775
30	MHRA Licences And Notifications Responsibility Derek Lamb	Rolling	No Audit
31	Notified Body Notifications Responsibility Derek Lamb	Rolling	No Audit
32	MDALL Listings	49	No Audit
34	Insurance Is Upto Date Responsibility Derek Lamb	33	No Audit
38	Audits Up to Date and Confirm next years Audit schedule	730	No Audit
39	Enviromental Policy Document Review	46	No Audit
55	Business Continuity Plan	266	No Audit
5862	Marketing Meetings Responsibility Derek Lamb	Rolling	No Audit
5863	Sales Meetings UK Responsibility Derek Lamb	267	No Audit
5864	Sales Meeting EX Responsibility Derek Lamb	268	No Audit
5869	Legal Company Car Registration Responsibility Derek Lamb	4	No Audit
5877	Review Company Data	114	561
6861	Management Meeting Review Weekly Meeting	456	No Audit
6904	Sales And Marketing Internal sales Responsibility Derek Lamb	Rolling	No Audit
6931	Customer Complaints	728	774
6944	Stock Meeting Responsibility Derek Lamb	Rolling	No Audit
7033	Management commitment to ISO Responsibility Derek Lamb	Rolling	No Audit

7037 Responsibility, authority and communication Responsibility Derek Lamb	No Rolling Audit	
7057 Complaints and Vigilance Notifications Responsibility Derek Lamb	No Rolling Audit	
7070 Management Review	83	No Audit
7713 Review Roles And Responsibilitys	548	No Audit
7741 Review Ethical Policy	47	No Audit
7830 Review Q.A. Failures Report	727	729
7837 Review External Parties Influencing The QMS VST / Viamed	743	784
7838 Review VIAMED Feedback - Customer Feedback Negative	739	No Audit
7839 Review VIAMED Feedback - Customer Complaints	737	No Audit
7840 Review VST Feedback - Customer Feedback Negative	740	No Audit
7841 Review VST Feedback - Customer Complaints	738	No Audit
7842 Review VIAMED Product Feedback Negative	741	No Audit
7843 Review VST Product Feedback Negative	742	No Audit
7845 7.1.4 Environment Of Operations	745	No Audit
7846 ISO System Management Review	746	No Audit
7848 Review ISO Scopes	749	No Audit
7849 Review Product Failures New Codes	750	751
7871 Review Exclusion From Viamed 13485:2016 And VST 9001:2015	790	No Audit
7874 Review For Latest Version Med Dev 2.12.	128	No Audit
7876 Maintain Update Of ISO Route Maps	804	805
7877 Disaster Planning	806	No

Audit

7878	Review Possible Upcoming Regulation Changes	807	No Audit
7890	New UPS Rates Needs Checking	42	1070
7895	FDA Device Establishment Registration	825	No Audit

[4] Company Secretary

Helen Lamb ,

[3] Director 1 (Derek)

Derek Lamb ,

[20] Director 3 (Steve)

Steve Nixon ,

6841	Grants Responsibility Steve Nixon		No Rolling Audit
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[19] Director 2 (Helen)

Helen Lamb ,

[36] Product Controller

Steve Nixon ,

5854	Stock FAQ Admin List	231	374
5905	Price Checking Responsibility Steve Nixon	418	71
6821	VIAMED Management Meeting Supplier Review Responsibility Steve Nixon		No Rolling Audit
6831	VIAMED Management Meeting Supplier Review - Min / Max - Re-Orders Responsibility Steve Nixon		No Rolling Audit
6833	VIAMED Management Meeting MDA Recalls Responsibility Steve Nixon		No Rolling Audit
6834	VIAMED Management Meeting Additional Purchase Orders Responsibility Steve Nixon		No Rolling Audit

6836	VIAMED Management Meeting Research and Development rnd Responsibility Steve Nixon	Rolling	No Audit
6920	VIAMED Sales And Marketing Price Lists UK Responsibility Steve Nixon	Rolling	No Audit
6924	VIAMED Sales And Marketing Price Lists Export Responsibility Steve Nixon	Rolling	No Audit
6935	VIAMED Sales And Marketing Products to be Marketed Responsibility Steve Nixon	Rolling	No Audit
6936	VIAMED Sales And Marketing NHS Supplies Future Technology Responsibility Steve Nixon	Rolling	No Audit
6941	VIAMED Sales And Marketing New Potential Products Responsibility Steve Nixon	Rolling	No Audit
6975	Projects Responsibility Steve Nixon	Rolling	No Audit
7032	Document Requirements Responsibility Steve Nixon	Rolling	No Audit
7039	Provision of Resources Responsibility Steve Nixon	Rolling	No Audit
7043	Planning of product realization Responsibility Steve Nixon	Rolling	No Audit
7045	Design and Development Responsibility Steve Nixon	50	No Audit
7047	Production and service provision Responsibility Steve Nixon	Rolling	No Audit
7072	Manufacturing Processes Responsibility Steve Nixon	Rolling	No Audit
7181	Product Catagories Responsibility Steve Nixon	Rolling	No Audit
7187	VIAMED Board Directors Meeting Profiability Responsibility Steve Nixon	Rolling	No Audit
7196	VIAMED Board Directors Meeting Stock Levels Responsibility Steve Nixon	Rolling	No Audit
7697	Yearly Pricing Review	501	502
7863	Maintain Repair Codes List	772	773
7873	On Site Environment Review	800	No Audit

7893 VST Price Lists	822	No Audit
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[33] Documentation And Records Controller

Derek Lamb ,

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

[32] Maintenance Controller

Helen Lamb ,

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

7836	Central Heating For Winter	211	No Audit
7864	ESD Work Stations	94	95
7896	Tree In Car Park	829	No Audit
7961	R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply	540	1058

[31] IT Controller

Derek Lamb ,

44	Secure Socket Level Certificate	412	No Audit
45	Main Server Status Responsibility Derek Lamb	139	No Audit
46	Backup Server Status Responsibility Derek Lamb	454	455
48	Internet Responsibility Derek Lamb	Rolling	No Audit
49	Wifi Responsibility Derek Lamb	415	416
50	Guest Access Wifi Responsibility Derek Lamb	415	416
51	Printers Responsibility Derek Lamb	Rolling	No Audit
52	Software Verification Clear Down Backup Emails	368	417
53	Emails	Rolling	902
5903	Weather Station Responsibility Derek Lamb	413	414
5939	Email ISP Routing Responsibility Derek Lamb	Rolling	No Audit
5941	Replace Main Server Responsibility Derek Lamb	Rolling	No Audit
6813	Management Meeting Turnover Report	459	460
6838	Opera Negative Stock	461	No Audit
7121	General Computer Maintenance Responsibility Derek Lamb	Rolling	No Audit
7124	Intrastats Responsibility Derek Lamb	Rolling	No Audit
7125	Intrastats Urgent Problems Responsibility Derek Lamb		No

			Rolling Audit
7126	Intrastats Requested Page updates	458	No Audit
7127	Intrastats Unfinished in progress Processes Responsibility Derek Lamb		No Rolling Audit
7128	Intrastats Future Features needed Responsibility Derek Lamb		No Rolling Audit
7129	Intrastats Cross Reference Database Tables Updates	462	457
7130	Intrastats Information for Intrastats and L Drive	791	No Audit
7131	Intrastats Opera Responsibility Derek Lamb		No Rolling Audit
7132	Intrastats Goldmine Responsibility Derek Lamb		No Rolling Audit
7133	Intrastats Contact Manager Responsibility Derek Lamb		No Rolling Audit
7178	Systems Innovation Responsibility Derek Lamb		No Rolling Audit
7668	Upgrading Intrastats ISO Quality system Responsibility Derek Lamb		No Rolling Audit
7672	Off Site Backup	452	453
7700	Domain Name Management	510	No Audit
7701	AWS Amazon Web Services	511	No Audit
7702	Vandagraph Pay Pay Issue Refund Responsibility Derek Lamb		No Rolling Audit
7703	Vandagraph Pay Pal Retrieve Funds	512	780
7704	Computer Failure Diagnostics Responsibility Derek Lamb		No Rolling Audit
7739	Intrastats Amendment Log	562	No Audit
7755	Fast Hosts Invoice	597	No Audit
7832	Cleardown Emailed Invoices	731	No Audit

7850	Software Validation Scan In Correct Product	752	753
7851	Software Validation Scan Un-QA Product To Order	754	755
7852	Software Validation Expired Stock	756	757
7853	Software Validation Non Sell Able Shelf	759	760
7854	Software Validation In Production List	761	762
7855	Software Validation - Production Lists	761	762
7856	Software Validation Unchecked Orders	764	765
7857	Software Validation Stock Tracking Check	763	No Audit
7858	Software Validation Attempt To QA Some Stock	766	No Audit
7861	Software Validation Of Training Documents Forced Reading	768	No Audit
7865	Software Validation Conflicting Audits	779	781
7870	Software Validation Non Conformance Product Risk Feedback Loop	789	No Audit
7875	Software Validation Document Control	802	803
7879	Software Validation Scheduled Tasks And Audits	808	809
7880	Software Validation Out Of Date Documents	808	809
7881	Software Validation - Live Orders	810	No Audit
7916	Google Webmaster Tools	919	No Audit
7918	Backup Jeans Local Folder	923	No Audit
7934	Test Website Questions	973	No Audit
7951	Server Review	139	1033
7963	NON REAL Test Process	1064	No Audit

[37] Health And Safety Controller

Helen Lamb ,

6849	First Aid	712	No Audit
6855	Risk Assessment HSE	12	No Audit
6856	Fire Alarms	52	No

			Audit
7867 Bandsaw Checklist	786	No	Audit
7868 Pillar Drill Checklist	787	No	Audit
7869 Hand Drill Checklist	788	No	Audit
7891 Fire Alarm Evacuation Drill	141	952	
7928 Fire Test Points Checking	609	953	
7929 Emergency Lighting And Fire Extinguishers	954	955	

[28] ISO Controller

Derek Lamb ,

24 Compliance ISO Standards Responsibility Derek Lamb	Rolling	No	Audit
28 Supplier Review	15	610	
29 CMDCAS Updates And Licences Responsibility Derek Lamb	49	No	Audit
5887 Review ISO/EN Documents	235	No	Audit
5889 Audit And Task - Audit Responsibility Derek Lamb	290	No	Audit
5890 Check Website ISO Documents	463	464	
6865 Non Conformance Effectiveness Responsibility Derek Lamb	Rolling	No	Audit
6866 Internal Process Verification Complete Systems Review	55	No	Audit
6871 ISO14001 Environmental management systems	748	No	Audit
7069 Corrective Actions Responsibility Derek Lamb	Rolling	No	Audit
7071 Post Market Surveillance	50	14	
7093 BSI Audits Calander	725	No	Audit
7172 CE Technical Files Responsibility Derek Lamb	50	No	Audit

7199	Non Conformities Review	88	284
7200	ISO Issues Responsibility Derek Lamb	Rolling	No Audit
7743	Customer Complaints Paper File	75	No Audit
7744	FDA Device Establishment Registration And Listing	565	No Audit
7827	Review The Quality Policy VST	301	No Audit
7828	Review The Quality Policy Viamed	723	No Audit
7833	Importance Of Effective Quality Management	732	No Audit
7888	Review Processes Linked To VOPs And Audits	818	819
7895	FDA Device Establishment Registration	825	No Audit
7941	Check Leaflets, Letterhead And Other Paperwork To See If The Correct BSI Logo Is In Use. Remove All Old If Found.	1005	No Audit

[27] QA Controller

Derek Lamb ,

[41] Humanmed Controller

Derek Lamb ,

7670	Humanmed general Issues	611	No Audit
7671	Humanmed Non Conformances	747	No Audit
7782	Remove Started But Not Used Order Numbers	770	No Audit

[5] Accounts Controller

Helen Lamb ,

[7] Office Team Leader

Derek Lamb ,

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

[8] Warehouse Team Leader

Derek Lamb ,

54	Gents Toilets Responsibility Derek Lamb	125	373
5855	Purchase Order Requirements Teledyne	220	375
5858	Opera Stock Adjustments	110	261
5866	UPS Shipping Fuel Surcharge	64	376
5868	Return Goods To Suppliers	66	69
5906	Empty Paper Bins	541	424
5907	Hoover Warehouse	543	424
5908	Sweep Warehouse	423	424
5909	Empty Warehouse Bins	542	424
5910	Clean Duckets	426	424
5911	Clear Cardboard	427	424
5935	Stock Allocations	447	No Audit
6829	Supplier Review - Outstanding orders	616	942
6832	Supplier Review Future orders	483	964
6845	Quarantine Production Responsibility Derek Lamb	No	Rolling Audit
6847	Quarantine Repairs Responsibility Derek Lamb	No	Rolling Audit
6850	Current Stock Levels	615	778
6862	Current Repairs	614	895
6945	Missing Stock or Adjustments	110	783
6947	VIAMED Stock Meeting Stock Queries Responsibility Derek Lamb	No	Rolling Audit
6948	VIAMED Stock Meeting Stock Processing Responsibility Derek Lamb	No	Rolling Audit
6949	VIAMED Stock Meeting QA Processing Responsibility Derek Lamb	No	

			Rolling Audit
		No	
6952	Lost in Shipping Claims Responsibility Derek Lamb	Rolling Audit	
6955	Production Requirements	907	908
		No	
6961	VIAMED Stock Meeting Purchase Order Requirements Responsibility Derek Lamb	Rolling Audit	
		No	
6962	VIAMED Stock Meeting Returns Overview Responsibility Derek Lamb	Rolling Audit	
		No	
6967	VIAMED Stock Meeting Repairs Review - Pulse Oximetry Sensors Responsibility Derek Lamb	Rolling Audit	
		No	
6968	VIAMED Stock Meeting Repairs Review - General Responsibility Derek Lamb	Rolling Audit	
		No	
6973	Stock Transfers. (QC19) Responsibility Derek Lamb	Rolling Audit	
		No	
7046	Stock Purchasing Responsibility Derek Lamb	Rolling Audit	
		No	
7048	Control of monitoring and measuring devices	547	Audit
		No	
7051	Control of nonconforming product Responsibility Derek Lamb	Rolling Audit	
7091	Calibration Index	547	80
7138	Non Conformance Issues Any New QC21 Forms	795	796
		No	
7169	Production Responsibility Derek Lamb	Rolling Audit	
		No	
7170	Production Production Schedule Responsibility Derek Lamb	Rolling Audit	
		No	
7171	Production Production Problems Responsibility Derek Lamb	Rolling Audit	
7673	Check Expiry Dated Stock	294	477
7674	Check Repairs Ready For Invoice List	468	469
		No	
7679	Check Stock Requirements Supplier Teledyne	479	Audit
7680	Check Stock Requirements Supplier Envitec	480	916
		No	
7681	Check Stock Requirements Supplier Posey	481	Audit
		No	
7682	Check Stock Requirements Supplier Bluepoint	482	Audit

7683	Check Stock For Proforma	484	No Audit
7684	Repairs Ready For Quote	486	No Audit
7685	Repairs Ready For Invoice	485	No Audit
7687	Vandagraph Duckets	488	No Audit
7689	Move Stock From QA Shelf To Stock Shelf Monday	545	No Audit
7692	Take Complete Repair Paperwork To Office Responsibility Derek Lamb	Rolling	No Audit
7694	Move Stock From QA Shelf To Stock Shelf Tuesday	544	782
7695	Top Up Quick Shipping Shelves	495	No Audit
7698	Clean Toilets	503	No Audit
7708	Acorn 0014904	522	No Audit
7753	Management Meeting Warehouse	589	590
7784	Check Returns Supplier Envitec	622	625
7785	Check Returns Supplier Teledyne	624	625
7786	Check Returns Supplier Maxtec	623	625
7787	Check Returns All Supplier	626	625
7796	Review Franking Label Errors	645	646
7797	Check Order Are Being Picked In Priority Order	647	648
7798	Orders And Items Shipped Per Month	649	650
7825	Order Picking Responsibility Derek Lamb	Rolling	No Audit
7826	Goods In Processes	915	734
7866	Oxygen Cylinder Check	785	No Audit
7902	Empty Depleted Sensor Bin From The Office	876	877
7903	Empty Warehouse Depleted Sensor Bin	878	879
7904	Check Weeee Waste Pallet And Sensor Bin	880	881
7905	Generate RMA Box, Link Items And Add Faults	882	883
7914	Proofs of Delivery	917	918
7915	Reserve Stock Review	921	No Audit
7917	Human Med Purchase Order	920	No

		Audit
7923 Review Of Credits Received From Suppliers	935	936
7942 Do We Have Service Manual / QA For All Our Stock Coming In.	1036	1037
7956 Teledyne Stock For Vandagraph	1045	1046
7957 Warehouse Requests	1047	No Audit
7967 VST Stock Count For End April	1084	No Audit

[9] Sales Controller

Steve Nixon ,

57 Temporary Stock Notices	207	206
5884 Monthly Report Responsibility Steve Nixon	388	387
6816 UK Sales Responsibility Steve Nixon	Rolling	No Audit
6882 Sales And Marketing Responsibility Steve Nixon	Rolling	No Audit
6889 Post Market Surveillance Responsibility Steve Nixon	Rolling	No Audit
6910 Sales Targets Responsibility Steve Nixon	Rolling	No Audit
6915 Sales Responsibility Steve Nixon	Rolling	No Audit
6916 Service exisiting Responsibility Steve Nixon	Rolling	No Audit
6917 Service extension Responsibility Steve Nixon	Rolling	No Audit
6921 Customer pricing agreements Responsibility Steve Nixon	Rolling	No Audit
6959 Sales Forward Orders Review Responsibility Steve Nixon	Rolling	No Audit
7204 VIAMED Board Directors Meeting Distributor Issues Responsibility Steve Nixon	Rolling	No Audit
7801 VST Price Review	653	654
7909 EAN GTIN Online Database	893	894

7931	Competitor Pricing	960	No Audit
7949	Sales Projects Send To Sales Team	1029	1030

[13] Marketing Controller

Steve Nixon ,

5880	Marketing Review Responsibility Steve Nixon	Rolling	No Audit
5886	Monthly Report Responsibility Steve Nixon	386	387
6827	Customer or Product Feedback Responsibility Steve Nixon	Rolling	No Audit
6890	VIAMED Sales And Marketing Results achieved Responsibility Steve Nixon	Rolling	No Audit
6891	Exhibitions Co-ordinator Responsibility Steve Nixon	Rolling	No Audit
6893	Website content administration Responsibility Steve Nixon	Rolling	No Audit
6894	Product Cross References	673	674
6896	VIAMED Sales And Marketing Medica Exhibitions post show reports Responsibility Steve Nixon	Rolling	No Audit
6902	VIAMED Sales And Marketing Promotions Responsibility Steve Nixon	Rolling	No Audit
6903	VIAMED Sales And Marketing Telesales Responsibility Steve Nixon	Rolling	No Audit
6918	Marketing CRM Databases. Responsibility Steve Nixon	Rolling	No Audit
6919	VIAMED Sales And Marketing UK Sales Catalogue - Updates needed Responsibility Steve Nixon	Rolling	No Audit
6927	VIAMED Sales And Marketing Search Engine Positions Responsibility Steve Nixon	Rolling	No Audit
6942	Co ordination of Implementation Responsibility Steve Nixon	Rolling	No Audit
7173	Material Generation Responsibility Steve Nixon	Rolling	No Audit
7664	Marketing Job Logger Responsibility Steve Nixon	Rolling	No Audit

7809 Pro-Active Marketing	671	672
7810 Research Activities	675	676

[38] Vet Sales Controller

Steve Nixon ,

[10] UK Sales Controller

Steve Hardaker ,

5883 Monthly Sales Report Responsibility Steve Hardaker	384	387
6884 Viamed Medical UK Responsibility Steve Hardaker	Rolling	No Audit
6888 Viamed Automotive UK	384	387
6898 GHX Web Pricing	365	No Audit
7920 Sales Warnings	57	No Audit
7927 Contract Pricing Review	944	945

[11] EX Sales Controller

Ryan Swaine ,

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

[16] EX Sales Force

Ryan Swaine ,

5872 Check Sale Or Returns Export	291	293
6899 VIAMED Sales And Marketing Report on Export trip Responsibility Ryan Swaine	Rolling	No Audit
7926 Sales Forecasts Export	58	No Audit

[39] Vet Sales UK

Steve Hardaker ,

[40] Vet Sales Export

Ryan Swaine ,

[18] OEM Sales Controller

Steve Nixon ,

7808	Ensure All Invoice Correctly Tagged	670	704
7894	VST Customer Agreements	823	1067
7965	VST Feedback	1068	1069

[15] UK Sales Force

Steve Hardaker ,

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

[17] OEM Sales Force

Steve Nixon ,

[47] Customer Training

Ryan Swaine ,Steve Hardaker ,

[42] Accounts Processes

Helen Lamb ,Emily Hanson ,Derek Lamb ,

5865	Vandagraph Loan	118	559
5867	Accounts On Stop	223	377
5874	Childcare Vouchers Edenred	165	No Audit
5914	End Of Year Reports For Accountants	429	No Audit

5915	Opera Sales Ledger Close	445	558
5916	Bank Details Opera reports entered Intrastats	63	679
5917	Fill in Cashbook / Bank Rec for previous Month	680	681
5918	Journals for the End of Month accounts	693	694
5920	Cheques To Bank - Fill in Paying in Book Responsibility Helen Lamb Emily Hanson Derek Lamb	432	682
5922	Credit Cards Expenses Calculations	434	683
5923	Credits Note Processing	435	684
5924	Export Cheques sent by Currency Lodgement	436	No Audit
5925	Customs Clearance	437	685
5926	Petty Cash Expenses receipts and cash Responsibility Helen Lamb Emily Hanson Derek Lamb	438	No Audit
5927	Accounts Filing Responsibility Helen Lamb Emily Hanson Derek Lamb	439	677
5928	Filing Cabinets Responsibility Helen Lamb Emily Hanson Derek Lamb	440	No Audit
5929	HMRC Intrastats Sales Data	441	687
5930	VAT Return Viamed	442	698
5931	Purchase Invoices in to Opera	443	696
5932	Remit Processing and entry into Opera	444	697
5933	Sales Accounts Reminders Responsibility Helen Lamb Emily Hanson Derek Lamb	446	678
5934	Staff Training Responsibility Helen Lamb Emily Hanson Derek Lamb	316	560
5937	Review the Delivered Not Invoiced Reports	449	686
5942	Chase the Debtors viamed	446	451
6819	Supplier Payments and Invoice processing	443	696
6876	Issues for Accountants - P11D Form re Benefits to Revenue and Customs	142	689
6946	Accounts Debtors Review - Export	446	678
6951	Accounts Debtors Review - UK	446	678
7084	Accounts Issues Responsibility Helen Lamb Emily Hanson Derek Lamb		No Rolling Audit
7195	Loans between companies Responsibility Helen Lamb Emily Hanson Derek Lamb	118	No Audit
7740	Weights Per Region Needed To Submit EC Sales List	563	699
7745	UPS Invoices Viamed	572	No Audit
7746	UPS Invoices VST	573	No Audit
7747	UPS Invoices Vandagraph	571	930
7788	Petty Cash Reconciliation	629	No Audit
7789	Withdraw Funds From Paypal	630	700
7790	Humanmed Invoice them For Previous Month	635	688

7794	V1000 Commissions Review	641	No Audit
7799	Opera Purchase Ledger Close	651	695
7800	Opera Nominal Ledger Close	652	695
7817	Issues For Accountants - Check suggested invoice report in operas	104	690
7818	Issues For Accountants - Check Purchasing Journals to see if VAT handled correctly Previous Month	422	691
7819	Issues For Accountant - Check Contra account 8000 and clear it	421	692
7824	Chase The Debtors VST	713	714
7831	Intrastats Debtors And Creditor Figures	62	No Audit
7872	Embargo Countries NOT Allowed To Sell To	794	No Audit
7882	Purchase Payments	811	812
7899	Region Checker	837	838
7900	Royal Mail - Mail Retention Form	858	No Audit
7919	Send Debtors Overview To Derek	928	929
7921	VST Bags And Grey Sensor	931	No Audit
7922	Back Up Emily's Accounts Docs	934	No Audit
7932	Check Debtors Report	961	962
7933	Purchasing Invoice Processing	965	No Audit
7935	PCI DSS Compliance	983	No Audit
7938	VAT Return Vandagraph	995	996
7939	VAT Return VST	997	998
7945	Xero Review Sales Contacts	1020	1021
7946	Xero Merge Customers That Are Duplicates	1022	No Audit
7952	Check Xero To Barclays Bank Statements End On Month GBP, USD And Euro Viamed	1034	1035
7958	Exchange Rate In To Intrastats	1052	1053
7966	Xero Sync	1078	No Audit

[43] Audits

Derek Lamb ,Helen Lamb , ,

7714	Audit 01 Picking Packing Viamed	Rolling	24
7715	Audit 02 Contract Review Viamed	Rolling	36
7716	Audit 03 Design Control Viamed	Rolling	22
7717	Audit 05 Purchasing Suppliers Viamed	Rolling	37
7718	Audit 06 Calibration Viamed	Rolling	20
7719	Audit 07 Handling And Storage Viamed	Rolling	25
7720	Audit 08 Training Viamed	Rolling	10
7721	Audit 09 Goods Inward And Product Identity Viamed	Rolling	170
7722	Audit 10 Documentation Control Viamed	Rolling	27
7723	Audit 10b Process Verification Viamed	Rolling	3
7724	Audit 11 Repairs And Service Viamed	Rolling	171
7725	Audit 12 CE Files Viamed	Rolling	16
7726	Audit 14 Complaints And Corrective Actions Viamed	Rolling	30
7727	Audit 15 Production Viamed	Rolling	28
7728	Audit 17 Internal Audits Viamed	Rolling	11
7729	Audit 19 Health And Saftey Viamed	Rolling	13
7730	Audit 20 Process Verification To Managment Viamed	Rolling	172
7731	Audit 21 Audit Of Audit Viamed		173

Rolling

7732	Audit 22 Post Market Surveillance Viamed	Rolling	14
7733	Audit 23 Analysis Of Data Viamed	Rolling	43
7762	Audit 01 Picking Packing VST	Rolling	194
7763	Audit 02 Contract Review VST	Rolling	187
7764	Audit 03 Design Control VST	Rolling	193
7765	Audit 05 Purchasing Suppliers VST	Rolling	190
7766	Audit 06 Calibration VST	Rolling	182
7767	Audit 07 Handling And Storage VST	Rolling	178
7768	Audit 08 Training VST	Rolling	184
7769	Audit 09 Goods Inward And Product Identity VST	Rolling	174
7770	Audit 10 Documentation Control VST	Rolling	183
7771	Audit 10b Process Verification VST	Rolling	177
7772	Audit 11 Repairs And Service VST	Rolling	179
7773	Audit 12 CE Files VST	Rolling	176
7774	Audit 14 Complaints And Corrective Actions VST	Rolling	189
7775	Audit 15 Production VST	Rolling	175
7776	Audit 17 Internal Audits VST	Rolling	191
7777	Audit 19 Health And Safety VST		186

Rolling

7778 Audit 20 Process Verification To Managment VST Rolling 181

7779 Audit 21 Audit Of Audit VST Rolling 192

7780 Audit 22 Post Market Survellance VST Rolling 180

7781 Audit 23 Analysis Of Data VST Rolling 185

7885 Audit 04 Accounts and Finance 1055 817

7886 Audit 18 Management Review Viamed Rolling 21

7887 Audit 18 Management Review VST Rolling 188

7889 Audit 24 Servicing Viamed Rolling 288

7892 Audit 27 Software Validation Rolling 821

7959 Audit 16 Sales And Marketing Viamed 1056 No Audit

7960 Audit 16 Sales And Marketing VST 1057 No Audit

[44] Repairs Controller

Derek Lamb ,

7811 General Area Responsibility Derek Lamb 1056 No Rolling Audit

7812 Vandagraph Repairs Responsibility Derek Lamb 1056 No Rolling Audit

7813 VST Repairs Responsibility Derek Lamb 1056 No Rolling Audit

7814 Viamed Repairs Responsibility Derek Lamb 1056 No Rolling Audit

7815 Product Types To Relevant Person Responsibility Derek Lamb 1056 No Rolling Audit

7816 Repairs In Process Review

No
Rolling Audit

7823 Saftey Tester Data

79 711

[46] Vandagraph

Jean Lamb ,Derek Lamb ,

7791 Price List Check

636 No
Audit**[48] Data Protection Officer**

Helen Lamb ,

7910 Review CCTV Warning Signs

910 No
Audit

7911 Review Security Of The Special Category Personal Data

911 No
Audit

7912 Review The Personel Information We Collect Or Store

912 No
Audit

7913 Review Personnel Files

913 No
Audit

7930 Review Flow Of Data

958 959

[35] QA Repairs

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

[34] Repair Processes

Michael Green ,Philip Crossley ,

[30] Design Products

Steve Nixon ,

42 Design Documentation Responsibility Steve Nixon

No
Rolling Audit

43 Product Post Market Survelance Responsibility Steve Nixon

No
Rolling Audit

[29] Technical Files

Derek Lamb ,Steve Nixon ,

[26] Production Processes

Philip Crossley ,Michael Green ,

7736	Production Start Job List	553	554
7737	Production In Production List	556	557
7738	Production Statistics	551	552
7940	Review The Tom Thumb Grease Date	1003	1004
7944	Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST	1011	1012

[25] Product Development

Steve Nixon ,

[24] QA Production

Linda Shearing ,Robert Connor ,

[23] QA Goods In

Robert Connor ,Emma Clark ,Linda Shearing ,

[22] Goods In

Robert Connor ,Emma Clark ,

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

[21] Goods Out

Emma Clark ,Catherine Spence ,		
5859 Review Un-shipped Parcels	105	364
6954 Back Orders Review - By Customer	905	906
7690 Ship Repairs	492	758
		No
7691 Ship Sale Or Returns	491	Audit
7748 Check Repair Orders	575	1054
		No
7749 Check Repair Quotes	576	Audit
7860 Goods Out Picking	Rolling	24
		No
7906 Request RMA Based On The RMA Boxes	884	Audit

[14] Marketing Processes

Catrin Hird ,

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

[12] Office Processes

Sarah Walton ,Sophie Lines ,Zoey Teal ,Kate Griffiths ,Gail Bell ,Emma Clark ,Michael Lamb ,

2	Answering Telephones	Rolling	668
3	Meeting And Greeting Visitors To The Company Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
4	Assisting With Refreshments For Visitors Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
5	Processing Of Sales Orders Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
6	Updating Contact Management System Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
7	Checking Of Sales Orders Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	901

8	Order And Status Liaison With Customers Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
9	Distribution Of Faxes	824	No Audit
10	Distribution Of Emails	Rolling	366
11	Distribution Of Mail	599	No Audit
12	Sales And Technical Information Processing Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
14	Fax Paper	367	411
15	Filing and Archiving	567	16
16	Photocopying Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
19	Maintaining Leaflet Stocks	538	539
20	Processing Of Mail Shots	402	403
21	Office Sales Projects	570	534
36	Emailing Of Invoices	430	362
37	West Yorkshire Ambulance Stock	348	349
5850	Purchase Order Log	616	942
5853	Vacuuming Of The Office, Hall And Meeting Room	243	373
5856	Cleaning The Kitchen	227	373
5857	Customer Service Logs	233	234
5875	Check Paypal For Orders	239	401
5878	Empty Office Bins	225	532
5879	Customer Returning Goods On Our UPS Account Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
5882	Send Post To Humanmed Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	382	383
5891	Processing Of Repair Quotes And Orders	Rolling	536
5892	Checking EBay And Amazon For Orders And Messages	397	398
5893	Answering Website Questions	643	396
5894	Checking Of Active List	896	897
5895	Completing Office Job List Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	776	777
5896	Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
5897	Franking Mail Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	564	568
5898	Processing Depleted Sensors	406	535

5899	Proforma And Quote Chasing	409	410
5900	Cleaning Of Office Windows	393	394
5901	Link Call Log Contacts To The CRM	404	405
5912	Main Recycle Bins Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	107	No Audit
5913	Check For Humanmed Orders In Logistics Mailbox	465	466
5943	Check Cardea And Multiquote	530	279
5944	Chasing Lost Customers Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
5945	Sending Samples Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
5946	Sending Sale Or Returns Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
5947	Search For Distributors Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
5948	Adding New Accounts To Opera	Rolling	669
5949	Filling Credit Card Slips	903	904
6958	Shipped Order Queries Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
6971	Freight Courier Cost Request Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
6972	UPS Shipping Fuel Surcharge	64	467
7675	Ordering Demo Stock For Humanmed Reps Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
7676	PDFing Of Invoices Viamed	504	505
7678	Check Catalog 360 Circle For Quotes And Orders	478	531
7686	Thorough Checking Of Awaiting Action Tray	487	569
7693	Collect Repair Filing From Warehouse	506	507
7696	Send VIAMED Delivery Notifications	496	537
7699	Shred Sensitive Paperwork In JL Office	508	509
7705	Checking For Uploaded Files	517	518
7706	Update Virus Software And Scan For Viruses	519	No Audit
7707	Send Purchase Orders To Suppliers	520	521
7709	Delivered not Invoiced	523	524
7710	Proforma And Quote Processing Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	Rolling	No Audit
7711	Import Bank CSV	526	527
7712	Review Inward Payments	528	529

7734	Humanmed Order Processing Responsibility Sarah Walton Sophie Lines Zoey Teal Kate Griffiths Gail Bell Emma Clark Michael Lamb	No Rolling Audit
7735	Ensure SOR's Are Followed Up	549 550
7750	Meeting With Management	No Audit
7751	VST Purchase Order Log	584 585
7752	SRS Folder	792 793
7758	Check For GHX Orders	603 604
7760	Send Service Offers	607 898
7761	Send VST Delivery Notifications	620 621
7783	PDF VST Invoices And Purchase Orders	612 613
7792	Shipped Order Success Report	637 638
7793	Team Review Meeting	No Audit
7795	Answering UK Web Questions	No Audit
7802	Clean Kitchen Sides	655 656
7803	Dishwashing	657 658
7804	Sweep Kitchen Floor	659 662
7805	Empty Kitchen Bins	225 661
7806	Watering Plants	663 664
7822	Review Oxylink Stock	708 709
7901	UPS Exceptions Checkup	No Audit
7910	Review CCTV Warning Signs	No Audit
7914	Proofs of Delivery	917 918
7924	PDFing Of Invoices Vandagraph	937 938
7925	Providing Ebay Feedback	939 940
7936	B2B Router / Peppol Responsibility	990 991
7943	Review Stocks Of 8000004	No Audit
7947	8010004 - JJ-CCR Oxygen Sensor Orders	1026 1027
7948	8010006 - REVo Oxygen Sensor Orders	No Audit
7950	Envitec Oxygen Sensor Parts Stock Check	1031 1032
7953	Vandagraph Delivery Notifications	No Audit
7954	Vandagraph Email Of Invoices	No Rolling Audit

7955 Vandagraph Shipper SignOff Collection	1044	No Audit
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[6] Human Resources

Helen Lamb ,		
5881 Training Records Review	314	380
5904 Taking On New Staff Responsibility Helen Lamb	Rolling	No Audit
5936 Wages Calculations	448	No Audit
6837 Personnel Requirements and Training	314	No Audit
6839 Personnel Holidays and Time Adjustments Responsibility Helen Lamb	Rolling	No Audit
6851 Review Accident Book	287	No Audit
6877 Alarm Key Holders Responsibility Helen Lamb	771	No Audit
6906 Time Working Away Responsibility Helen Lamb	Rolling	No Audit
6928 Staff Responsibility Helen Lamb	Rolling	No Audit
7042 Work Environment Responsibility Helen Lamb	Rolling	No Audit
7759 Health Declaration Sheet	606	No Audit
7847 Health And Safety Review	12	1071
7883 Appraisal	813	814
7884 Pay Review	815	816
7908 Private Information Data	889	890
7937 Diversity Impact Assessment	992	No Audit
7964 Check Roles And Tasks For Incomplete Data	1065	1066