



Agenda ID: 503

VST Management Meeting - Non Conformance Issues

Issues in VST Management Meeting - Non Conformance Issues

All	Expand	Issue	Created By	Created On	Currently With	Subject	
Complete		202853	Derek Lamb	28/10/20	Steve Nixon	Service Repair Sheet:67494	
Added by Derek Lamb sent to Derek Lamb Service Repair Sheet:67494 SRN32620 Oxygen Sensor VST 8010050 100587 Oxygen Sensor - JFD (non-mag).. Account Non Conformance should have been raised against the sensors with incorrect body size 28 Oct 2020 Derek Lamb Header Changed From 202 VIAMED Stock Repairs Review - General To VST Management Non Conformance Issues 28 Oct 2020 Derek Lamb Next Action Changed From Derek Lamb To Steve Nixon Noted its Envitec Issue, however its as close to a customer complaint, via a product return. as the size was incorrect, Due to being in covid lock down and the urgency to get these turned around, a non conformance was not raised. As we do not test the sensors from Envitec we will not catch these in the future, could do with finding a response from Envitec as to what they have done to stop this happening again. We may already have this in the system, but it need printing and attaching to this issue.							
Complete		167501	Derek Lamb	03/03/20	Steve Nixon	Oxygen Sensor - R17JJ-CCR Shipment Dates	
Copy Issue Main Issue #167500 Added by Derek Lamb sent to Derek Lamb JJCCR usually place a forward order, and need reminding when to place another order, this month the reminder was late, and while we have stock in the pipeline, Jan will usually want the sensors at the start of the month, Our required date on next supplier order was set as the 4th March, When the confirmation came in on the 3rd feb, and the estimate shipping date correctly filled in it							

was for the date 11th March.

the dates mismatch was not picked up by office staff while confirming the order

	Complete		105825	Derek Lamb, John Lamb, Steve Nixon,	18/10/17	General	Just done in board meeting	
	Complete		103277	Derek Lamb, Helen Lamb, John Lamb,	19/09/17	General	No outstanding Non Conformance Issues	
	Complete		88934	Steve Nixon	13/02/17	Helen Lamb	SRS65805 booked in as if not in warranty	
	Complete		88918	Steve Nixon	13/02/17	Helen Lamb	SRS65717 booked in as if not in warranty	
	Complete		88917	Steve Nixon	13/02/17	Helen Lamb	SRS65775 booked in as if not in warranty	
	Complete		81320	Helen Lamb	11/10/16	Steve Nixon	VST customer Silent Thrill missing line with label and box	
	Complete		69533	Helen Lamb	06/04/16	Katie Evans	Checking orders	
	Complete		67100	Auto_Calender	04/02/16	Helen Lamb	Non conformance review history VST (286)	
	Complete		63411	Auto_Calender	05/10/15	Helen Lamb	Non conformance review history VST (285)	
	Complete		59406	Jonathan Connor	02/06/15	Helen Lamb	Phone messages	
	Complete		57569	Steve Nixon	24/03/15	Derek Lamb	Narked at 90 - carriage charge error	
	Complete		57562	Steve Nixon	24/03/15	Derek Lamb	Ambient Pressure Diving - incorrect price invoiced	
	Complete		57561	Steve Nixon	24/03/15	Derek Lamb	Vobster Rebreather Ltd. warranty replacements	
	Complete		51769	Catherine Spence	07/08/14	Helen Lamb	Wrong Priority	