



			Issue requiring a corrective action plan					
<a href="#">276490</a> <a href="#">02 Nov 2022</a>	0110361 QA Data Requires Risk / Non Conformance Review Oct 2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
 Added by Robert Connor sent to Derek Lamb  
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
 QA Failures High Numbers

Non Conformance Issues  
 Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">276443</a> <a href="#">01 Nov 2022</a>	Shipped Items Return to Supplier BOX893	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
 Does this Return BOX893 warrant a NON conformance report via the CAPA process VM3COP10

**02 Nov 2022 Derek Lamb**  
 01112631875409GK17799021Alarm fault no capa required

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<a href="#">276381</a> <a href="#">01 Nov 2022</a>	Orders being missed from Spam	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb  
 Added by Sophie Lines sent to Derek Lamb  
 An order from Envirogen was missed last week as it went to the Spam folder in the main inbox - they sent it on 26th October and also sent a reminder email on the 28th and both these emails were deleted. Envirogen sent another reminder today - 1st November, also received in Spam but was spotted and the order has now been processed (CVM140055). It is not uncommon for some orders to end up in spam so really need to be more careful to ensure they're not missed. We have an inbox rota in place so it is possible to see who was manning the inbox and spam folder at the time when the emails were missed/deleted if required.

**01 Nov 2022 Derek Lamb**  
 Next Action Changed From Derek Lamb To Helen Lamb

Non Conformance Issues  
 Viamed

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			corrective action plan					
<a href="#">276069</a> <a href="#">28 Oct 2022</a> 276058	Non conformance review Notes to Staff Oct 22	<input checked="" type="checkbox"/>	<input type="checkbox"/>					

Sophie Lines  
**Copy Issue Main Issue #276058**  
 Added by Helen Lamb sent to Helen Lamb  
 INFORMATION ONLY ISSUE **DO NOT ADD NOTES!**  
 Non conformance review, Notes to Staff Oct 22 Please make sure when adding an SRS to check all the information has gone in, Addresses, names repair status, serial numbers. Please always check the addresses used, to the customer paperwork, when adding orders. Just because they are in already doesn't make then right. Please make sure all the parts of the address are in the right section. So city in the city section, country in the country and postcode in the postcode etc. For shipping we don't need the county so this can be left out. If you are taking bits out of the address, re adjust it to make sure there are no odd spaces in the address1 address2 and address3. Please double check details when adding information to B2B router or any of the other external systems. Also please make sure the order contact name matches the paperwork. Always read the memos. We expect that everyone to re check their own work as well as having other check it. If you do this then very few problems should occur. We also expect everyone to support and encourage everyone else. Everyone is doing a great job and we really appreciate you all.

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<a href="#">276068</a> <a href="#">28 Oct 2022</a> 276058	Non conformance review Notes to Staff Oct 22	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ryan Swaine  
**Copy Issue Main Issue #276058**  
 Added by Helen Lamb sent to Helen Lamb  
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<a href="#">276067</a> <a href="#">28 Oct 2022</a> 276058	Non conformance review Notes to Staff Oct 22	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Robert Connor  
**Copy Issue Main Issue #276058**  
 Added by Helen Lamb sent to Helen Lamb

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<a href="#">276066</a> <a href="#">28 Oct 2022</a> 276058	Non conformance review Notes to Staff Oct 22	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Michael Lamb

**Copy Issue Main Issue #276058**

Added by Helen Lamb sent to Helen Lamb

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<a href="#">276065</a> <a href="#">28 Oct 2022</a> 276058	Non conformance review Notes to Staff Oct 22	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Kate Griffiths

**Copy Issue Main Issue #276058**

Added by Helen Lamb sent to Helen Lamb

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<a href="#">2022</a> 276058	Oct 22							
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Catherine Spence  
**Copy Issue Main Issue #276058**  
 Added by Helen Lamb sent to Helen Lamb  
 INFORMATION ONLY ISSUE **DO NOT ADD NOTES!**  
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<a href="#">276059</a> <a href="#">28 Oct 2022</a> 276058	Non conformance review Notes to Staff Oct 22	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Aqib Majeed  
**Copy Issue Main Issue #276058**  
 Added by Helen Lamb sent to Helen Lamb  
 INFORMATION ONLY ISSUE **DO NOT ADD NOTES!**  
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<a href="#">276058</a> <a href="#">28 Oct 2022</a>	Non conformance review Notes to Staff Oct 22	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb  
 Added by Helen Lamb sent to Helen Lamb  
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<a href="#">274583</a> <a href="#">13 Oct</a> <a href="#">2022</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Next

VIAMED Customer Complaints  
Viamed

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<a href="#">274582</a> <a href="#">13 Oct</a> <a href="#">2022</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Next

Non Conformance Issues  
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<a href="#">274389</a> <a href="#">12 Oct</a> <a href="#">2022</a>	SRS creation mistakes	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Helen Lamb  
Added by Robert Connor sent to Helen Lamb  
I've noticed on occasion there are SRS being created without proper details being filled in, latest example is SRS68304 SRS was put on the system with no hospital name, no account number and not linked to a contact. It also had no repair status e.g. repair, warranty or quote. The lack of details meant I couldn't receive the repair in until I searched for the serial number of the unit and found an invoice with an account number on. Missing vital details off repairs risks them being delayed and may result in goods or charges being sent to the wrong end user. There is no excuse for a lack of account number or company/hospital name as these are all automatically filled in by the SRS system when it is used properly. To create an SRS without these essential details requires actively circumventing the normal system.

**28 Oct 2022 Helen Lamb**  
covering in non con review

**31 Oct 2022 Robert Connor**  
Ok ty

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<a href="#">14 Sep 2022</a>	Supplier BOX889							
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Derek Lamb  
Does this Return BOX889 warrant a NON conformance report via the CAPA process VM3COP10

**15 Sep 2022 Derek Lamb**  
normal o2 sensor fail types no capa required

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<a href="#">271957</a> <a href="#">14 Sep 2022</a> 271942	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Steve Nixon  
**Copy Issue Main Issue #271942**  
Added by Helen Lamb sent to Helen Lamb  
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
Reading of Memos - Please make sure to read memos before putting on orders or shipping goods. The memos are there to make sure we don't miss anything. Also if there is something you think should be on a memo add it, but make sure to initial and date it. If there are memos that are out of date or no longer needed please remove them.

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<a href="#">271956</a> <a href="#">14 Sep 2022</a> 271942	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Steve Hardaker  
**Copy Issue Main Issue #271942**  
Added by Helen Lamb sent to Helen Lamb  
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		Escalate Non conformance / or dealt with in s	if its a vigilance Issue requiring a corrective action plan				or regulatory requirements	
<a href="#">271955</a> <a href="#">14 Sep</a> <a href="#">2022</a> 271942	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sophie Lines  
**Copy Issue Main Issue #271942**  
 Added by Helen Lamb sent to Helen Lamb  
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<a href="#">271954</a> <a href="#">14 Sep</a> <a href="#">2022</a> 271942	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ryan Swaine  
**Copy Issue Main Issue #271942**  
 Added by Helen Lamb sent to Helen Lamb  
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<a href="#">271953</a> <a href="#">14 Sep</a> <a href="#">2022</a> 271942	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Robert Connor  
**Copy Issue Main Issue #271942**  
 Added by Helen Lamb sent to Helen Lamb  
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Michael Green

**Copy Issue Main Issue #271942**

Added by Helen Lamb sent to Helen Lamb

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<a href="#">271949</a> <a href="#">14 Sep 2022</a> 271942	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Kate Griffiths

**Copy Issue Main Issue #271942**

Added by Helen Lamb sent to Helen Lamb

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<a href="#">271948</a> <a href="#">14 Sep 2022</a> 271942	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Janine Gill

**Copy Issue Main Issue #271942**

Added by Helen Lamb sent to Helen Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Reading of Memos - Please make sure to read memos before putting on orders or shipping goods. The memos are there to make sure we don't miss anything. Also if there is something you think should be on a memo add it, but make sure to initial and date it. If there are memos that are out of date or no longer needed please remove them.

Non Conformance Issues

Viamed

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			vigilance Issue requiring a corrective action plan					
<a href="#">271947</a> <a href="#">14 Sep 2022</a> <a href="#">271942</a>	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Emma Clark  
**Copy Issue Main Issue #271942**  
 Added by Helen Lamb sent to Helen Lamb  
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
 Reading of Memos - Please make sure to read memos before putting on orders or shipping goods. The memos are there to make sure we don't miss anything. Also if there is something you think should be on a memo add it, but make sure to initial and date it. If there are memos that are out of date or no longer needed please remove them.

Non Conformance Issues  
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<a href="#">271946</a> <a href="#">14 Sep 2022</a> <a href="#">271942</a>	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
**Copy Issue Main Issue #271942**  
 Added by Helen Lamb sent to Helen Lamb  
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
 Reading of Memos - Please make sure to read memos before putting on orders or shipping goods. The memos are there to make sure we don't miss anything. Also if there is something you think should be on a memo add it, but make sure to initial and date it. If there are memos that are out of date or no longer needed please remove them.

Non Conformance Issues  
 Viamed

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<a href="#">271945</a> <a href="#">14 Sep 2022</a> <a href="#">271942</a>	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Catrin Hird  
**Copy Issue Main Issue #271942**  
 Added by Helen Lamb sent to Helen Lamb  
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
 Reading of Memos - Please make sure to read memos before putting on orders or shipping goods. The memos are there to make sure we don't miss anything. Also if there is something you think should be on a memo add it, but make sure to initial and date it. If there are memos that are out of date or no longer needed please remove them.

Non Conformance Issues  
Viamed

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<a href="#">271944</a> <a href="#">14 Sep 2022</a> 271942	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Catherine Spence  
**Copy Issue Main Issue #271942**  
 Added by Helen Lamb sent to Helen Lamb  
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
 Reading of Memos - Please make sure to read memos before putting on orders or shipping goods. The memos are there to make sure we don't miss anything. Also if there is something you think should be on a memo add it, but make sure to initial and date it. If there are memos that are out of date or no longer needed please remove them.

Non Conformance Issues  
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<a href="#">271943</a> <a href="#">14 Sep 2022</a> 271942	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Aqib Majeed  
**Copy Issue Main Issue #271942**  
 Added by Helen Lamb sent to Helen Lamb  
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
 Reading of Memos - Please make sure to read memos before putting on orders or shipping goods. The memos are there to make sure we don't miss anything. Also if there is something you think should be on a memo add it, but make sure to initial and date it. If there are memos that are out of date or no longer needed please remove them.

Non Conformance Issues  
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<a href="#">271942</a> <a href="#">14 Sep 2022</a>	Reading of Memos - Please make sure to read memos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb



[2022](#)

Helen Lamb  
 Auto Issue from Error Log 138477  
 Order Entered by Janine Gill  
 Order Checked by Kate Griffiths  
 Office  
 Error was New Error  
 Fault:  
 Incorrect Invoice reference added to B2BRouter.

Possible Fix

Non Conformance Issues  
 Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">271037</a> <a href="#">05 Sep 2022</a> 270964	0110107 QA Data Requires Risk / Non Conformance Review Aug 2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
 Added by Derek Lamb sent to Derek Lamb  
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
 automotive sensors QA high failure rate, no capa required,

Non Conformance Issues  
 Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">270964</a> <a href="#">05 Sep 2022</a>	0110107 QA Data Requires Risk / Non Conformance Review Aug 2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
 Added by Robert Connor sent to Derek Lamb  
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
 QA Failures High Numbers

**05 Sep 2022 Derek Lamb**  
 Created Related Issue #271037  
 Added by Derek Lamb sent to Derek Lamb  
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
 automotive sensors QA high failure rate, no capa required,

Non Conformance Issues  
 Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">270890</a> <a href="#">05 Sep 2022</a>	Non conformance review history Viamed (283)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

**14 Sep 2022 Helen Lamb**  
Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues to 1st August 22 nothing of concern or to be investigated or reported on. BSI visit was in this time two minor non conformances were generated in regards to it. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Non Conformance issues review screen - Addresses used area in the main page in intrastats may not be being used correctly I have asked about training to CH. Memo page may not be fully used so sending an issue out to remind everyone to read memos #271942. Nothing major and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. Order Invoice Error Logs - There is one order entry error which was minor and one clicked submit not print, also minor, nothing major. The new staff are continuing to take on more roles so there could be more issues in the future but at present they are still doing training and checking. Derek please review

**16 Sep 2022 Derek Lamb**  
Reviewed ok

Non Conformance Issues  
Viamed

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<a href="#">270750</a> <a href="#">01 Sep 2022</a>	Shipped Items Return to Supplier BOX883	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX883 warrant a NON conformance report via the CAPA process VM3COP10

**05 Sep 2022 Derek Lamb**  
0110452Non Linear 0111263Keypad Fault no capa required at this time

Non Conformance Issues  
Viamed

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			vigilance Issue requiring a corrective action plan					
<a href="#">270704</a> <a href="#">01 Sep 2022</a>	Shipped Items Return to Supplier BOX886	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX886 warrant a NON conformance report via the CAPA process VM3COP10								
<b>05 Sep 2022 Derek Lamb</b> normal o2 sensor fails, no capa required								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">270564</a> <a href="#">31 Aug 2022</a>	Shipped Items Return to Supplier BOX885	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX885 warrant a NON conformance report via the CAPA process VM3COP10								
<b>05 Sep 2022 Derek Lamb</b> PST2637Manufacturing defect, wrong connector no capa from our side								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">270199</a> <a href="#">26 Aug 2022</a>	Order Error : 138914 Address Error - Office	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helen Lamb Auto Issue from Error Log 138914 Order Entered by Janine Gill Order Checked by Robert Connor Office Error was Address Error - Office Fault: Said B2B in contact and no email address there was one on the order and should have said Byer contact in contact  Possible Fix								
Non Conformance Issues								

Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">269956</a> <a href="#">24 Aug 2022</a>	Shipped Items Return to Supplier BOX882	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX882 warrant a NON conformance report via the CAPA process VM3COP10

**24 Aug 2022 Derek Lamb**  
oxygen sensors, normal fail types, no capa required

Non Conformance Issues  
Viamed

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<a href="#">269122</a> <a href="#">16 Aug 2022</a>	Shipped Items Return to Supplier BOX881	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX881 warrant a NON conformance report via the CAPA process VM3COP10

**18 Aug 2022 Derek Lamb**  
oxygen sensor normal fail type

Non Conformance Issues  
Viamed

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<a href="#">269121</a> <a href="#">16 Aug 2022</a>	Shipped Items Return to Supplier BOX880	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX880 warrant a NON conformance report via the CAPA process VM3COP10

**18 Aug 2022 Derek Lamb**  
automotive sensor, normal type fail, no capa required





Next

Non Conformance Issues  
Viamed

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<a href="#">267793</a> <a href="#">02 Aug 2022</a>	0110361 QA Data Requires Risk / Non Conformance Review Jul 2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Added by Robert Connor sent to Derek Lamb  
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
QA Failures High Numbers

Non Conformance Issues  
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<a href="#">267720</a> <a href="#">01 Aug 2022</a>	Order Error : 138448 Checking error	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb  
Auto Issue from Error Log 138448  
Order Entered by Aqib Majeed  
Order Checked by Kate Griffiths  
Office  
Error was Checking error  
Fault:  
Note: no suitable error category in the list (ie Order Confirmation Error or Customer Communication Error), so logged as a Checking Error. Customer stated on covering email (highlighted in yellow): "\*\*\*\*PLEASE SEND ALL ORDER CONFIRMATIONS TO: purchasing@gemco.co.uk \*\*\*\*" yet the confirmation was sent via the `reply` function to Ryan.Curzon@gemco.co.uk

Possible Fix

Non Conformance Issues  
Viamed

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			requiring a corrective action plan					
<a href="#">267695</a> <a href="#">01 Aug 2022</a>	Order Error : 131168 Memo error	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb  
Auto Issue from Error Log 131168  
Order Entered by Zoey Teal  
Order Checked by Aqib Majeed  
Office  
Error was Memo error  
Fault:  
Memo left on carriage line, which was not required once quote was turned into order.

Possible Fix

Non Conformance Issues  
Viamed

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<a href="#">267556</a> <a href="#">29 Jul 2022</a>	Shipped Items Return to Supplier BOX879	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX879 warrant a NON conformance report via the CAPA process VM3COP10

**29 Jul 2022 Derek Lamb**  
o2 sensor normal type fails no capa required

Non Conformance Issues  
Viamed

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<a href="#">267555</a> <a href="#">29 Jul 2022</a>	Shipped Items Return to Supplier BOX877	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX877 warrant a NON conformance report via the CAPA process VM3COP10

**29 Jul 2022 Derek Lamb**  
normal oxygen sensor fails no capa required

Non Conformance Issues  
Viamed

Issue /	Subject/Notes	Minor Internal Error i.e. not ISO	Reviewed	Determined	Evaluated	Planning and	Verify	Effectiveness
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Primary ID		Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Cause of Non Conformity / Complaint	action to Ensure does not recur	documenting action needed and implementation QC 28b	Action does not adversely affect Safety Performance or regulatory requirements	of corrective action reviewed
<a href="#">267247</a> <a href="#">26 Jul</a> <a href="#">2022</a>	Non-Conformance: Customer Requested to Change Address	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb  
 Added by Catrin Hird sent to Derek Lamb  
 Customer emailed to request amends to their delivery address. CRM main address was amended but the invoice and delivery addresses used for orders was not updated. This has now been rectified by me.

**02 Aug 2022 Derek Lamb**  
 Next Action Changed From Derek Lamb To Helen Lamb

**14 Sep 2022 Helen Lamb**  
 Do you know if the addresses used area of the Main details page been covered in training

**16 Sep 2022 Catrin Hird** Processing of orders and Intrastats was either covered by training provided by office staff or Derek in induction.

**16 Sep 2022 Helen Lamb**  
 Next Action Changed From Helen Lamb To Derek Lamb Hi derek when you are next in can you check that the office are aware to update addresses in the addresses used tab

**16 Sep 2022 Derek Lamb**  
 small world, I talked kate through it yesterday

**20 Sep 2022 Catrin Hird**  
 Next Action Changed From Derek Lamb To Helen Lamb

**28 Oct 2022 Helen Lamb**  
 covering in non con review

Non Conformance Issues								
Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">267235</a> <a href="#">26 Jul</a> <a href="#">2022</a>	Non-Conformance: Missed Honeywell Order found in Email Bin	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb  
 Added by Catrin Hird sent to Derek Lamb  
 Order from Honeywell was received into the main inbox. Someone started to forward the email to Janine but instead of forwarding the email, they deleted it. We have only found it in the bin as Honeywell chased it. Screenshot attached.

**02 Aug 2022 Derek Lamb**  
 Next Action Changed From Derek Lamb To Helen Lamb

**14 Sep 2022 Helen Lamb**  
 reviewed and i dont see this as a big issue. Was mentioned to staff at time



			vigilance Issue requiring a corrective action plan					
<a href="#">265835</a> <a href="#">11 Jul 2022</a>	Order Error : 138065 Address Error - Office	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb  
Auto Issue from Error Log 138065  
Order Entered by Kate Griffiths  
Order Checked by Zoey Teal  
Non Selected  
Error was Address Error - Office  
Fault:  
Had incorrect invoice address on it. Corrected as per customer request

Possible Fix

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">265561</a> <a href="#">07 Jul 2022</a>	Shipped Items Return to Supplier BOX875	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX875 warrant a NON conformance report via the CAPA process VM3COP10

**08 Jul 2022 Derek Lamb**  
normal oxygen sensor fail type no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">265496</a> <a href="#">06 Jul 2022</a> 265163	0110137 QA Data Requires Risk / Non Conformance Review Jun 2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Added by Derek Lamb sent to Derek Lamb  
**INFORMATION ONLY ISSUE DO NOT ADD NOTES!**  
auto motive sensors, no capa required at this time

Non Conformance Issues

Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">265293</a> <a href="#">05 Jul 2022</a>	Non conformance review history Viamed (283)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

**25 Jul 2022 Helen Lamb**

Created Related Issue #267038  
Added by Helen Lamb sent to Derek Lamb  
Positive feedback re product Viamed. No Task for this to be reviewed Positive feedback re customer Viamed. No Task for this to be reviewed Think we should have tasks for these

**25 Jul 2022 Helen Lamb**

checked back through all Non Conformance issues to 1st June 22 nothing of concern or to be investigated or reported on. There is a issue 266313 regarding Maxtec Monitor but its new and not yet a been fully looked in to. Review VIAMED Product Feedback Negative (741) TOF 3D battery covers, not a complaint and Supplier aware no other issues Positive feedback re product nothing new. No Task for this to be reviewed Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Positive feedback re customer nothing new. No Task for this to be reviewed Review VIAMED Feedback - Customer Complaints (737) nothing new Non Conformance issues review screen - There have been two address errors on order entry nothing major and no other feedback issues relating to non conformances that need to be monitored or reviewed. Order Invoice Error Logs - no issue, nothing to worry about. We have two new members of staff so i would expect to have an increase in order updates and input errors while they are both trained.

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">265163</a> <a href="#">04 Jul 2022</a>	0110137 QA Data Requires Risk / Non Conformance Review Jun 2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Added by Robert Connor sent to Derek Lamb  
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
QA Failures High Numbers

**06 Jul 2022 Derek Lamb**

Created Related Issue #265496  
Added by Derek Lamb sent to Derek Lamb  
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
auto motive sensors, no capa required at this time

Non Conformance Issues  
Viamed



			vigilance Issue requiring a corrective action plan					
<a href="#">263104</a> <a href="#">15 Jun 2022</a>	Shipped Items Return to Supplier BOX872	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX872 warrant a NON conformance report via the CAPA process VM3COP10								
<b>15 Jun 2022 Derek Lamb</b> o2 sensors normal fail type, no capa at this time								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">263103</a> <a href="#">15 Jun 2022</a>	Shipped Items Return to Supplier BOX871	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX871 warrant a NON conformance report via the CAPA process VM3COP10								
<b>15 Jun 2022 Derek Lamb</b> oxygen sensors normal fail types, no capa required at this time								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">262154</a> <a href="#">06 Jun 2022</a>	Shipped Items Return to Supplier BOX870	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX870 warrant a NON conformance report via the CAPA process VM3COP10								
<b>06 Jun 2022 Derek Lamb</b> normal oxygen sensor fails, no capa required								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to	Reviewed Non Conformity / Complaint and determine	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance	Effectiveness of corrective action reviewed

		Escalate Non conformance / or dealt with in s	if its a vigilance Issue requiring a corrective action plan				or regulatory requirements	
<a href="#">262134</a> <a href="#">06 Jun 2022</a>	0110137 QA Data Requires Risk / Non Conformance Review May 2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Added by Robert Connor sent to Derek Lamb  
**INFORMATION ONLY ISSUE DO NOT ADD NOTES!**  
QA Failures High Numbers

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">262008</a> <a href="#">06 Jun 2022</a>	Non conformance review history Viamed (283)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb  
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

**06 Jun 2022 Helen Lamb**  
checked back through all Non Conformance issues to 1st May 22 nothing of concern or to be investigated or reported on. Negative feedback re product TOF 3D battery door breaking due to screws being over tightened. Supplier informed. Positive feedback re product nothing new. Negative feedback re customer nothing new. Positive feedback re customer nothing new. No other feedback issues relating to non conformances that need to be monitored or reviewed Order Invoice Error Logs - no issue, nothing to worry about. We have two new members of staff so i would expect to have an increase in order updates and input errors while they are both trained.

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">260991</a> <a href="#">23 May 2022</a>	Shipped Items Return to Supplier BOX869	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX869 warrant a NON conformance report via the CAPA process VM3COP10

**23 May 2022 Derek Lamb**  
4420507 - check CO2 adaptor message displayed. Please test unit. Country of Origin: Sweden Customs Value: 790.00 euro no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">260614</a> <a href="#">18 May 2022</a>	Shipped Items Return to Supplier BOX868	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX868 warrant a NON conformance report via the CAPA process VM3COP10

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">259328</a> <a href="#">05 May 2022</a>	Shipped Items Return to Supplier BOX867	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX867 warrant a NON conformance report via the CAPA process VM3COP10

**06 May 2022 Derek Lamb**  
imra being return to supplier, odd noises no capa required as yet

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">259202</a> <a href="#">05 May 2022</a>	Non conformance review history Viamed (283)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb  
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review



2022

Next

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">256360</a> <a href="#">06 Apr 2022</a>	Shipped Items Return to Supplier BOX854	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Does this Return BOX854 warrant a NON conformance report via the CAPA process VM3COP10

**06 Apr 2022 Derek Lamb**  
normal o2 sensor fail type no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">256228</a> <a href="#">05 Apr 2022</a>	Non conformance review history Viamed (283)	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Helen Lamb  
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

**05 Apr 2022 Helen Lamb**  
checked back through all Non Conformance issues to 1st jan 22 nothing of concern or to be investigated or reported on. Order Invoice Error Logs - very few errors in last 3 months, nothing to worry about. No feedback issues relating to non conformances that need to me monitored or reviewed.

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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			corrective action plan					
<a href="#">255607</a> <a href="#">30 Mar 2022</a>	Shipped Items Return to Supplier BOX860	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX860 warrant a NON conformance report via the CAPA process VM3COP10								
<b>30 Mar 2022 Derek Lamb</b> oxygen sensors, high output, normal sensor type fail no capa required								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">255023</a> <a href="#">24 Mar 2022</a>	Shipped Items Return to Supplier BOX859	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX859 warrant a NON conformance report via the CAPA process VM3COP10								
<b>25 Mar 2022 Derek Lamb</b> oxygen sensor returns, no capa required								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">255022</a> <a href="#">24 Mar 2022</a>	Shipped Items Return to Supplier BOX856	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX856 warrant a NON conformance report via the CAPA process VM3COP10								
<b>25 Mar 2022 Derek Lamb</b> o2 sensors being returned to supplier, no capa required. manufacture fault, raretiy, will pay attention see if occurs again								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed



			vigilance Issue requiring a corrective action plan					
<a href="#">253665</a> <a href="#">10 Mar 2022</a>	Shipped Items Return to Supplier BOX853	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX853 warrant a NON conformance report via the CAPA process VM3COP10

**10 Mar 2022 Derek Lamb**  
split cable , first of its kind no capa at this time

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">253578</a> <a href="#">09 Mar 2022</a>	Shipped Items Return to Supplier BOX851	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Does this Return BOX851 warrant a NON conformance report via the CAPA process VM3COP10

**09 Mar 2022 Derek Lamb**  
o2 sensors for return to supplier no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">252871</a> <a href="#">02 Mar 2022</a> 252850	0110361 QA Data Requires Risk / Non Conformance Review Feb 2022 Non Conformance	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Steve Nixon  
Added by Derek Lamb sent to Steve Nixon

FYI, this has lagged up this month. Need quick review to determine if we should take futher action / recall products.

**02 Mar 2022 Steve Nixon**  
Just one sensor from low quantity, not real issue.

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal	Reviewed Non Conformity /	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely	Effectiveness of corrective action reviewed
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		Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	affect Safety Performance or regulatory requirements	
<a href="#">252850</a> <a href="#">02 Mar 2022</a>	0110361 QA Data Requires Risk / Non Conformance Review Feb 2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Added by Robert Connor sent to Derek Lamb  
**INFORMATION ONLY ISSUE DO NOT ADD NOTES!**  
QA Failures High Numbers

**02 Mar 2022 Derek Lamb**  
Created Related Issue #252871  
Added by Derek Lamb sent to Steve Nixon  
FYI, this has lagged up this month. Need quick review to determine if we should take futher action / recall products.

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">252778</a> <a href="#">01 Mar 2022</a>	Shipped Items Return to Supplier BOX850	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX850 warrant a NON conformance report via the CAPA process VM3COP10

**01 Mar 2022 Derek Lamb**  
o2 sensors with rising output, no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">252542</a> <a href="#">28 Feb 2022</a>	Shipped Items Return to Supplier BOX849	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX849 warrant a NON conformance report via the CAPA process VM3COP10

**01 Mar 2022 Derek Lamb**  
o2 sensor no cpap required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">252541</a> <a href="#">28 Feb 2022</a>	Shipped Items Return to Supplier BOX852	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX852 warrant a NON conformance report via the CAPA process VM3COP10

**28 Feb 2022 Derek Lamb**  
o2 sensors normal fail type

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">252540</a> <a href="#">28 Feb 2022</a>	Shipped Items Return to Supplier BOX852	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX852 warrant a NON conformance report via the CAPA process VM3COP10

**28 Feb 2022 Derek Lamb**  
o2 sensors normal fail type

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">251820</a> <a href="#">21 Feb 2022</a> 251774	Verification Credit Notes (1160) Non Conformance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Added by Derek Lamb sent to Derek Lamb  
non for VST, reviewed Viamed logs. nothing jumps out as a major concern, would be nice to have a field for internal error or external error. and maye the date in the main report

21 Feb 2022 Derek Lamb

added the date

01 Mar 2022 Derek Lamb

Non Conformance Issues  
Viamed

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<a href="#">251499</a> <a href="#">17 Feb 2022</a>	Shipped Items Return to Supplier BOX848	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX848 warrant a NON conformance report via the CAPA process VM3COP10

17 Feb 2022 Derek Lamb

00148511895703GJP10019Intermittent fault in the sensor clip no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">251193</a> <a href="#">15 Feb 2022</a>	Enquiries are not being logged in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Added by Catrin Hird sent to Derek Lamb

We have received an email from a mailing regarding the TOF 3D. I believe these should be logged the same as calls. The lady who emailed isn't even showing as a contact in the CRM. Just going to add her now as she also has enquired previously via the website.

15 Feb 2022 Catrin Hird

I have been made aware that emails should be logged in the CRM - Log Activity.

15 Jun 2022 Catrin Hird Enquiries are still not being logged in the system, found another enquiry in the inbox from yesterday which was replied to and never logged. Am I ok to review training with all staff regarding doing this? I know it makes jobs take longer to do, systems like HubSpot are a CRM and email system where everything that comes in or goes out are automatically logged. Is this something that could be eventually be integrated into Intrastats to stop the manual processing?

16 Jun 2022 Derek Lamb

you say automatically logged, where and can the data be exported ? (csv)

17 Jun 2022 Catrin Hird

So hubspot is linked directly to Gmail so all emails in and out are logged against the customers contact - similar to when we used Goldmine to send emails. Its like a extension. Not sure about exporting information, yes you can export data from Hubspot also (<https://knowledge.hubspot.com/account/export-your-content-and-data#:~:text=In%20your%20HubSpot%20account%2C%20navigate%20to%20Marketing%20%3E%20Files%20and%20Templates,Click%20Export.>) Plus it's free.

Non Conformance Issues

Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250912</a> <a href="#">11 Feb</a> <a href="#">2022</a>	Shipped Items Return to Supplier BOX847	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX847 warrant a NON conformance report via the CAPA process VM3COP10

**11 Feb 2022 Derek Lamb**  
o2 sensors no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250907</a> <a href="#">11 Feb</a> <a href="#">2022</a>	Shipped Items Return to Supplier BOX846	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX846 warrant a NON conformance report via the CAPA process VM3COP10

**11 Feb 2022 Derek Lamb**  
o2 sensors, no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250787</a> <a href="#">10 Feb</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX832	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier  
Chased 12/01/2022

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250786</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX832	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier  
Chased 12/01/2022

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250785</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX817	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250784</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX817	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product	Reviewed Non Conformity / Complaint	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and	Verify Action does not adversely affect Safety	Effectiveness of corrective action reviewed
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250772</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX779	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250771</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX779	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250770</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX778	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier



		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	/ Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
<a href="#">250766</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX756	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

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<a href="#">250765</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX756	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">250764</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX742	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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			vigilance Issue requiring a corrective action plan					
<a href="#">250763</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX742	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Supplier Box has been updated from Supplier								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250762</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX749	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Steve Nixon Supplier Box has been updated from Supplier								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250761</a> <a href="#">10 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX749	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Supplier Box has been updated from Supplier								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

<a href="#">250757</a> <a href="#">10 Feb</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX746	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s						

<a href="#">250756</a> <a href="#">10 Feb</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX746	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s						

<a href="#">250755</a> <a href="#">10 Feb</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX738	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s						

<a href="#">250754</a> <a href="#">10 Feb</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX738	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">25035007 Feb 2022</a>	Shipped Items Return to Supplier BOX844	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX844 warrant a NON conformance report via the CAPA process VM3COP10

**08 Feb 2022 Derek Lamb**  
o2 sensors, no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">25032107 Feb 2022</a>	Shipped Items Return to Supplier BOX845	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX845 warrant a NON conformance report via the CAPA process VM3COP10

**07 Feb 2022 Derek Lamb**  
MaxO2 ME Oxygen monitor, beign returned to maxtec, no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">25013004 Feb 2022</a>	Non conformance review history Viamed (284)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
System Generated Check the below review is being carried out Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring

07 Feb 2022 Derek Lamb

reviewed, nothing stands out requiring capa

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">249835</a> <a href="#">01 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX842	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">249834</a> <a href="#">01 Feb 2022</a>	Reaction from supplier Items Return to Supplier BOX842	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
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<a href="#">249745</a> <a href="#">31 Jan 2022</a>	Test Issue for Non Conformance Stages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Derek Lamb  
Added by Derek Lamb sent to Derek Lamb  
Stage 1 Initial Issue

31 Jan 2022 Derek Lamb

Determine the Cause of the non conformance,





<a href="#">31 Jan 2022</a>	Items Return to Supplier BOX823							
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Steve Nixon  
Supplier Box has been updated from Supplier  
Sent extra information that has been requested by supplier. cg 14/01/2022 Being worked on

Non Conformance Issues  
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<a href="#">249679</a> <a href="#">31 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX823	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier  
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<a href="#">249660</a> <a href="#">31 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX830	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier  
Sent email to ask for update cg 14/01/2022 told we would get a credit 14/01/2022 Waiting on Credit,25/01/2022

Non Conformance Issues  
Viamed

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<a href="#">249659</a> <a href="#">31 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX830	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

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Non Conformance Issues  
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<a href="#">249658</a> <a href="#">31 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX830	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier  
Sent email to ask for update cg 14/01/2022 told we would get a credit 14/01/2022 Waiting on Credit,25/01/2022

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<a href="#">249657</a> <a href="#">31 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX830	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier  
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Non Conformance Issues  
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<a href="#">249638</a> <a href="#">31 Jan 2022</a>	Shipped Items Return to Supplier BOX842	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX842 warrant a NON conformance report via the CAPA process VM3COP10

**31 Jan 2022 Derek Lamb**  
Ultramax Oxygen analyser no capa required

Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">249613</a> <a href="#">31 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX822	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues Viamed								
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<a href="#">249612</a> <a href="#">31 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX822	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues Viamed								
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<a href="#">249506</a> <a href="#">28 Jan 2022</a>	Shipped Items Return to Supplier BOX841	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX841 warrant a NON conformance report via the CAPA process VM3COP10

**28 Jan 2022 Derek Lamb**  
o2 sensors no capa required

Non Conformance Issues Viamed								
Issue /	Subject/Notes	Minor Internal Error i.e. not ISO	Reviewed	Determined	Evaluated	Planning and	Verify	Effectiveness



		Escalate Non conformance / or dealt with in s	determine if its a vigilance Issue requiring a corrective action plan				or regulatory requirements	
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<a href="#">249431</a> <a href="#">27 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX671	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

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<a href="#">249430</a> <a href="#">27 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX693	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Steve Nixon  
Supplier Box has been updated from Supplier request report from supplier

Non Conformance Issues  
Viamed

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<a href="#">249429</a> <a href="#">27 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX693	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Supplier Box has been updated from Supplier request report from supplier

Non Conformance Issues  
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
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<a href="#">249114</a> <a href="#">25 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX743	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier requested to be return if no fault Unable to test

Non Conformance Issues  
Viamed

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<a href="#">249113</a> <a href="#">25 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX743	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier requested to be return if no fault Unable to test

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<a href="#">249112</a> <a href="#">25 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX792	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier requested to be returned request if no fault could be found for them to return it email sent 26/10/2021



		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	/ Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
<a href="#">249108</a> <a href="#">25 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX823	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier  
Sent extra information that has been requested by supplier. cg 14/01/2022 Being worked on

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<a href="#">249107</a> <a href="#">25 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX823	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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<a href="#">249106</a> <a href="#">25 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX830	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Steve Nixon  
Supplier Box has been updated from Supplier  
Sent email to ask for update cg 14/01/2022 told we would get a credit 14/01/2022 Waiting on Credit,25/01/2022

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Derek Lamb

Supplier Box has been updated from Supplier

Box refused resent 24/11/2021 supplier refused cod charge, complained to supplier, we said to ups we would pay the charges to get the box moving. Now been delivered 21/12/2021 Sent asanother email for an update 14/01/2022 email received to say we will get a credit. Chased supplier as not received the credit cg 25/01/2022

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<a href="#">249095</a> <a href="#">25 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX824	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon

Supplier Box has been updated from Supplier

chased 25/12/21 and 23/12/2021 Sent email for an update 14/01/2022 told we are receiving credit via email on 14/01/202 Chased credit 25/01/2022

Non Conformance Issues

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<a href="#">249094</a> <a href="#">25 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX824	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Supplier Box has been updated from Supplier

chased 25/12/21 and 23/12/2021 Sent email for an update 14/01/2022 told we are receiving credit via email on 14/01/202 Chased credit 25/01/2022

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<a href="#">249088</a> <a href="#">25 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX830	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon

Supplier Box has been updated from Supplier

Sent email to ask for update cg 14/01/2022 Waiting on Credit,25/01/2022

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<a href="#">249087</a> <a href="#">25 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX830	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier  
Sent email to ask for update cg 14/01/2022 Waiting on Credit,25/01/2022

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<a href="#">248971</a> <a href="#">24 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX764	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

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<a href="#">248970</a> <a href="#">24 Jan</a> <a href="#">2022</a>	Reaction from supplier Items Return to Supplier BOX764	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

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<a href="#">248969</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX746	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

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<a href="#">248968</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX746	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248967</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX813	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal	Reviewed Non Conformity /	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely	Effectiveness of corrective action reviewed
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		Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	affect Safety Performance or regulatory requirements	
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<a href="#">248966</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX813	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">248965</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX813	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">248964</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX813	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">24 Jan 2022</a>	Items Return to Supplier BOX779							
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248955</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX779	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248954</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX779	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248953</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX778	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248952</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX778	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248951</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX764	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248950</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX764	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues

Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248949</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX749	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248948</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX749	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

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<a href="#">248947</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX746	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal	Reviewed Non Conformity /	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely	Effectiveness of corrective action reviewed
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		Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	affect Safety Performance or regulatory requirements	
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<a href="#">248946</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX746	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">248945</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX738	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">248944</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX738	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
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<a href="#">24 Jan 2022</a>	Items Return to Supplier BOX723							
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Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

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<a href="#">248937</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX716	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248936</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX716	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
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<a href="#">248933</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX706	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248932</a> <a href="#">24 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX706	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

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<a href="#">248667</a> <a href="#">20 Jan 2022</a>	Shipped Items Return to Supplier BOX838	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX838 warrant a NON conformance report via the CAPA process VM3COP10

**20 Jan 2022 Derek Lamb**  
o2 sensors, no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248448</a> <a href="#">19 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX834	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier

Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248447</a> <a href="#">19 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX834	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248446</a> <a href="#">19 Jan 2022</a>	UnShipped Items Return to Supplier BOX834	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX834 warrant a NON conformance report via the CAPA process VM3COP10

**20 Jan 2022 Derek Lamb**  
reviewed sensors no capa required

Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248123</a> <a href="#">14 Jan 2022</a>	Shipped Items Return to Supplier BOX833	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX833 warrant a NON conformance report via the CAPA process VM3COP10

**17 Jan 2022 Derek Lamb**  
o2 sensors no capa required at this time

Non Conformance Issues

Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248122</a> <a href="#">14 Jan 2022</a>	Shipped Items Return to Supplier BOX837	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX837 warrant a NON conformance report via the CAPA process VM3COP10

**17 Jan 2022 Derek Lamb**  
o2 sensors no capa required at this time

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248075</a> <a href="#">14 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX823	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier  
Sent extra information that has been requested by supplier. cg 14/01/2022

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248074</a> <a href="#">14 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX823	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier  
Sent extra information that has been requested by supplier. cg 14/01/2022

Non Conformance Issues  
Viamed

Issue / Primary	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint /	Reviewed Non	Determined Cause of	Evaluated action to	Planning and documenting	Verify Action does	Effectiveness of corrective
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ID		No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Non Conformity / Complaint	Ensure does not recur	action needed and implementation QC 28b	not adversely affect Safety Performance or regulatory requirements	action reviewed
<a href="#">248069</a> <a href="#">14 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX832	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier  
Chased 12/01/2022

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248068</a> <a href="#">14 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX832	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier  
Chased 12/01/2022

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">248067</a> <a href="#">14 Jan 2022</a>	Reaction from supplier Items Return to Supplier BOX830	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon  
Supplier Box has been updated from Supplier  
Sent email to ask for update cg 14/01/2022

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to	Reviewed Non Conformity / Complaint and determine	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance	Effectiveness of corrective action reviewed
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			corrective action plan					
<a href="#">246504</a> <a href="#">29 Dec 2021</a>	UnShipped Items Return to Supplier BOX812	<input checked="" type="checkbox"/>	<input type="checkbox"/>					

Derek Lamb  
Does this Return BOX812 warrant a NON conformance report via the CAPA process VM3COP10

**29 Dec 2021 Derek Lamb**  
done lots returns on mass to tidy up the front list, agreed with supplier not to physically return the sensors, no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">246503</a> <a href="#">29 Dec 2021</a>	UnShipped Items Return to Supplier BOX802	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Does this Return BOX802 warrant a NON conformance report via the CAPA process VM3COP10

**29 Dec 2021 Derek Lamb**  
done lots returns on mass to tidy up the front list, agreed with supplier not to physically return the sensors, no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">246502</a> <a href="#">29 Dec 2021</a>	UnShipped Items Return to Supplier BOX801	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Does this Return BOX801 warrant a NON conformance report via the CAPA process VM3COP10

**29 Dec 2021 Derek Lamb**  
done lots returns on mass to tidy up the front list, agreed with supplier not to physically return the sensors, no capa required

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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			vigilance Issue requiring a corrective action plan					
<a href="#">246495</a> <a href="#">29 Dec 2021</a>	UnShipped Items Return to Supplier BOX749	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX749 warrant a NON conformance report via the CAPA process VM3COP10								
<b>29 Dec 2021 Derek Lamb</b> done lots returns on mass to tidy up the front list, agreed with supplier not to physically return the sensors, no capa required								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">246494</a> <a href="#">29 Dec 2021</a>	UnShipped Items Return to Supplier BOX746	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX746 warrant a NON conformance report via the CAPA process VM3COP10								
<b>29 Dec 2021 Derek Lamb</b> done lots returns on mass to tidy up the front list, agreed with supplier not to physically return the sensors, no capa required								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">246493</a> <a href="#">29 Dec 2021</a>	UnShipped Items Return to Supplier BOX742	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX742 warrant a NON conformance report via the CAPA process VM3COP10								
<b>29 Dec 2021 Derek Lamb</b> done lots returns on mass to tidy up the front list, agreed with supplier not to physically return the sensors, no capa required								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to	Reviewed Non Conformity / Complaint and determine	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance	Effectiveness of corrective action reviewed





			vigilance Issue requiring a corrective action plan					
<a href="#">246287</a> <a href="#">23 Dec 2021</a>	Reaction from supplier Items Return to Supplier BOX828	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">246265</a> <a href="#">23 Dec 2021</a>	Reaction from supplier Items Return to Supplier BOX828	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

**23 Dec 2021 Derek Lamb**  
reviewed

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">246264</a> <a href="#">23 Dec 2021</a>	Reaction from supplier Items Return to Supplier BOX824	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

**23 Dec 2021 Derek Lamb**  
Done

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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			requiring a corrective action plan					
<a href="#">246261</a> <a href="#">23 Dec 2021</a>	Reaction from supplier Items Return to Supplier BOX826	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Supplier Box has been updated from Supplier								
<b>23 Dec 2021 Derek Lamb</b> Done								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">246258</a> <a href="#">23 Dec 2021</a>	Reaction from supplier Items Return to Supplier BOX826	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Supplier Box has been updated from Supplier								
<b>23 Dec 2021 Derek Lamb</b> Done								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">246257</a> <a href="#">23 Dec 2021</a>	Reaction from supplier Items Return to Supplier BOX825	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Supplier Box has been updated from Supplier								
<b>23 Dec 2021 Derek Lamb</b> Done								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed



			vigilance Issue requiring a corrective action plan					
<a href="#">245330</a> <a href="#">14 Dec 2021</a>	Unread Issue 195322	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Derek Lamb  Added by Catrin Hird sent to Derek Lamb  Please can you find out if there is an issue with 195322 as it has not been read since October 2020 by the person who the issue is set to.</p>								
<p><b>17 Dec 2021 Derek Lamb</b>  yes the issue is fine, MG is going to work on procedures on tuesday mornings going forward, said we have an issue for each document, as an amendment need not to over face him so suggest we only send him 2/3 at a time</p>								
<p><b>20 Dec 2021 Catrin Hird</b>  Issue 195322 has been updated to reflect this. Have put action as general. Awaiting confirmation from SN if QA procedure is the same as a functional test. Once response received will provide list of required procedures to DL and he will produce COP number and related issues.</p>								
<p>Non Conformance Issues  Viamed</p>								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">244976</a> <a href="#">10 Dec 2021</a> 244668	Audit 17 Internal Audits Viamed (11) Non Conformance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Derek Lamb  Added by Derek Lamb sent to Derek Lamb  The audit database and matrix is not up to date and has some gaps. Please can you investigate this for Viamed Need a QC21 form to look into this, there should not be blank sections of the standard with regard to an area being audited, unless the section is just the Title of the section. the blanks appearing are define sub sections so no reason to be blank</p>								
<p><b>13 Dec 2021 Derek Lamb</b>  Done</p>								
<p>Non Conformance Issues  Viamed</p>								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">244280</a> <a href="#">06 Dec 2021</a> 243977	0111263 QA Data Requires Risk / Non Conformance Review Nov 2021	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Derek Lamb  Added by Derek Lamb sent to Derek Lamb  INFORMATION ONLY ISSUE <b>DO NOT</b> ADD NOTES!  only limited number units in , single unit failed no capa at this point</p>								

Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">244179</a> <a href="#">06 Dec 2021</a>	Reaction from supplier Items Return to Supplier BOX815	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Supplier Box has been updated from Supplier

**06 Dec 2021 Derek Lamb**  
reviewed, box was returned undelivered, being resent to supplier

Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">244116</a> <a href="#">03 Dec 2021</a>	Shipped Items Return to Supplier BOX830	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX830 warrant a NON conformance report via the CAPA process VM3COP10

**04 Dec 2021 Derek Lamb**  
Oxygen sensor - Automotive R-22AVG not capa at this time but we are looking into 0110182s currently

Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">243977</a> <a href="#">02 Dec 2021</a>	0111263 QA Data Requires Risk / Non Conformance Review Nov 2021	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Added by Robert Connor sent to Derek Lamb  
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
QA Failures High Numbers



			corrective action plan					
<a href="#">243081</a> <a href="#">23 Nov 2021</a>	Shipped Items Return to Supplier BOX829	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX829 warrant a NON conformance report via the CAPA process VM3COP10								
<b>24 Nov 2021 Derek Lamb</b> oxygen sensor, end cap not fitting, not many this type failure. no capa required at this time								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">243080</a> <a href="#">23 Nov 2021</a>	Shipped Items Return to Supplier BOX827	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX827 warrant a NON conformance report via the CAPA process VM3COP10								
<b>23 Nov 2021 Derek Lamb</b> oxygen sensor normal fail type								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">240593</a> <a href="#">01 Nov 2021</a>	Shipped Items Return to Supplier BOX822	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX822 warrant a NON conformance report via the CAPA process VM3COP10								
<b>01 Nov 2021 Derek Lamb</b> vandagraph sensors being return to envitec, all same fault, no capa required at this time								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

			requiring a corrective action plan					
<a href="#">240139</a> <a href="#">27 Oct</a> <a href="#">2021</a>	Shipped Items Return to Supplier BOX824	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX824 warrant a NON conformance report via the CAPA process VM3COP10								
<b>27 Oct 2021 Derek Lamb</b> Envitec sensors, normal fail types, no capa at this point								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">240132</a> <a href="#">27 Oct</a> <a href="#">2021</a>	Shipped Items Return to Supplier BOX826	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX826 warrant a NON conformance report via the CAPA process VM3COP10								
<b>27 Oct 2021 Derek Lamb</b> Capnograph VM-2500-S Veterinary version return to supplier, red ring fault no capa required								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">240131</a> <a href="#">27 Oct</a> <a href="#">2021</a>	Shipped Items Return to Supplier BOX825	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX825 warrant a NON conformance report via the CAPA process VM3COP10								
<b>27 Oct 2021 Derek Lamb</b> 4410540 red ring fault - no capa required								
Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

			Issue requiring a corrective action plan					
<a href="#">239999</a> <a href="#">26 Oct 2021</a>	Shipped Items Return to Supplier BOX823	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX823 warrant a NON conformance report via the CAPA process VM3COP10

**27 Oct 2021 Derek Lamb**  
Split/broken adapter cable at connector Known issue, being returned to supplier no capa required at this point

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">239832</a> <a href="#">25 Oct 2021</a> 239830	0110051 QA Data Requires Risk / Non Conformance Review Sep 2021	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Robert Connor  
**Copy Issue Main Issue #239830**  
Added by Steve Nixon sent to Catherine Spence  
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
Teledyne are shipping replacement dress rings and possibly some membranes. From Margie I will send the new batch of 110 pcs of the Dress Rings, p/n A78184 to your attention on Monday via UPS Worldwide Saver and advise the Tracking#, so you can watch for their delivery

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">239831</a> <a href="#">25 Oct 2021</a> 239830	0110051 QA Data Requires Risk / Non Conformance Review Sep 2021	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
**Copy Issue Main Issue #239830**  
Added by Steve Nixon sent to Catherine Spence  
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
Teledyne are shipping replacement dress rings and possibly some membranes. From Margie I will send the new batch of 110 pcs of the Dress Rings, p/n A78184 to your attention on Monday via UPS Worldwide Saver and advise the Tracking#, so you can watch for their delivery

Non Conformance Issues  
Viamed

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		Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	affect Safety Performance or regulatory requirements	
<a href="#">239830</a> <a href="#">25 Oct 2021</a> 237707	0110051 QA Data Requires Risk / Non Conformance Review Sep 2021	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Catherine Spence  
Added by Steve Nixon sent to Catherine Spence  
**INFORMATION ONLY ISSUE DO NOT ADD NOTES!**  
Teledyne are shipping replacement dress rings and possibly some membranes. From Margie I will send the new batch of 110 pcs of the Dress Rings, p/n A78184 to your attention on Monday via UPS Worldwide Saver and advise the Tracking#, so you can watch for their delivery

Non Conformance Issues  
Viamed

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<a href="#">239082</a> <a href="#">18 Oct 2021</a> 239006	Software Validation Non Conformance Product Risk Feedback Loop (789) Non Conformance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Added by Derek Lamb sent to Derek Lamb  
testitem Test non conformance only NOT REAL

**18 Oct 2021 Derek Lamb**  
works as intended

**21 Oct 2021 Derek Lamb**

Non Conformance Issues  
Viamed

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<a href="#">239033</a> <a href="#">18 Oct 2021</a>	Shipped Items Return to Supplier BOX821	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX821 warrant a NON conformance report via the CAPA process VM3COP10

**18 Oct 2021 Derek Lamb**  
normal oxygen sensor type fail, no capa required at this point

Non Conformance Issues  
Viamed

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<a href="#">238601</a> <a href="#">13 Oct 2021</a>	Shipped Items Return to Supplier BOX820	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX820 warrant a NON conformance report via the CAPA process VM3COP10

**13 Oct 2021 Derek Lamb**  
normal sensor type fails

Non Conformance Issues  
Viamed

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<a href="#">238370</a> <a href="#">11 Oct 2021</a>	Shipped Items Return to Supplier BOX816	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX816 warrant a NON conformance report via the CAPA process VM3COP10

**11 Oct 2021 Derek Lamb**  
normal oxygen sensor fail typwes

Non Conformance Issues  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">238157</a> <a href="#">08 Oct 2021</a>	Non conformance review (88)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb  
System Generated

To review non conformance issues for previous month

must state junior non conformance and the need or no need to escalated to a minor or major non conformance

**08 Oct 2021 Helen Lamb**  
 Completed. This issue is no longer valid as duplicate

Non Conformance Issues  
 Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">238032</a> <a href="#">07 Oct 2021</a>	Non conformance review (88)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
 System Generated

To review non conformance issues for previous month  
 must state junior non conformance and the need or no need to escalated to a minor or major non conformance

**07 Oct 2021 Helen Lamb**

Next Action Changed From Helen Lamb To Derek Lamb there is no process behind this task Viamed and VST have been carried out can you see if this is duplicate or requiring something different

**07 Oct 2021 Derek Lamb**

Task removed, it will fire 1 last time, then it will stop reason - was the original non conformance review, before the process system was installed and viamed / vst got their own separate non conformance review issues

Non Conformance Issues  
 Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">237791</a> <a href="#">05 Oct 2021</a>	Non conformance review history Viamed (283)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
 System Generated

Check the history of the last Non conformance review,  
 check actions are being carried out,  
 and non conformances are not reoccurring

**07 Oct 2021 Helen Lamb**

Priority Changed From 5 To 1

**07 Oct 2021 Derek Lamb**

updated task headers to make clear which viamd and which is VST, Task 88, closed, was to original rolling issue prior to the Overall Process system being implemented

**07 Oct 2021 Helen Lamb**

Next Action Changed From Helen Lamb To Derek Lamb This is in the process of being built so some functions are not present yet. Most changes to

orders are due to the customer making changes. Orders deleted is the highest over the last two months and due to lack of stock- lead times and unpaid proformas. Updates to carriage is the second highest and is due to the customer changing method due to recent delays in shipping by other methods. Covid and Brexit have caused shipping issues recently. No problems stick out and no remedial action is needed on the current figures in the Reasons for opening Orders For Editing page Customer Complaint and Non Conformance Review Screen Nothing since last review re internal errors or areas of concern. Non Conformance Issues - Non Conformance Issues. There is nothing relating to - internal / staff / processes No issues ongoing overall and no problem areas - VST

**07 Oct 2021 Derek Lamb**

thankyou

Non Conformance Issues

Viamed

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<a href="#">237709</a> <a href="#">04 Oct 2021</a> <a href="#">237692</a>	0110132 QA Data Requires Risk / Non Conformance Review Sep 2021	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Added by Derek Lamb sent to Derek Lamb  
auto motive sensors no patient risk,

**04 Oct 2021 Derek Lamb**

Non Conformance Issues

Viamed

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<a href="#">237707</a> <a href="#">04 Oct 2021</a> <a href="#">237693</a>	0110051 QA Data Requires Risk / Non Conformance Review Sep 2021	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon

Added by Derek Lamb sent to Steve Nixon  
We failed batch of t1 sensors 0110051, caps falling off see pictures attached

**07 Oct 2021 Steve Nixon**

This is being addressed with Teledyne, awaiting response to email.

**15 Oct 2021 Steve Nixon**

Teledyne will supply replacement parts: Hello Steve, From the pictures you sent, I gather that the issue is one of slightly undersized clamp that may have popped off. I will alert QA. These clamps are just pressed in place. No adhesives are used. With a copy, I will ask Wen Ni to generate a sales order to send you 100 of clamp rings (Danny, please let Wen know of the part number). The white paper material is Zytex filter which is a moisture absorbent. I believe they should be okay. Just to cover if any of these are spoiled, I will ask the team to send 25 Zytex membranes as well. Thanks, Vasu

**25 Oct 2021 Steve Nixon**

Created Related Issue #239830  
Added by Steve Nixon sent to Catherine Spence  
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!



		Escalate Non conformance / or dealt with in s	determine if its a vigilance Issue requiring a corrective action plan				or regulatory requirements	
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<a href="#">237691</a> <a href="#">04 Oct 2021</a>	Shipped Items Return to Supplier BOX818	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Does this Return BOX818 warrant a NON conformance report via the CAPA process VM3COP10

**04 Oct 2021 Derek Lamb**  
Sent to us in error, replacement not required.

VIAMED Customer Complaints  
Viamed

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<a href="#">237543</a> <a href="#">01 Oct 2021</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Next

VIAMED Customer Complaints  
Viamed

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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<a href="#">237542</a> <a href="#">01 Oct 2021</a>	Objective No outstanding Customer Complaints lasting longer than 30Days	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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General  
01 Oct 2021 Derek Lamb  
no new complaints outstandin

Non Conformance Issues  
Viamed

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		Escalate Non conformance / or dealt with in s	determine if its a vigilance Issue requiring a corrective action plan				or regulatory requirements	
<a href="#">234117</a> <a href="#">31 Aug 2021</a>	Shipped Items Return to Supplier BOX806	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX806 warrant a NON conformance report via the CAPA process VM3COP10

**08 Sep 2021 Derek Lamb**  
normal oxygen sensors fails no capa required from our side

Non Conformance Issues  
Viamed

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<a href="#">234104</a> <a href="#">31 Aug 2021</a>	Shipped Items Return to Supplier BOX808	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Does this Return BOX808 warrant a NON conformance report via the CAPA process VM3COP10

**08 Sep 2021 Derek Lamb**  
normal oxygen sensors fails no capa required from our side

Non Conformance Issues  
Viamed

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<a href="#">233508</a> <a href="#">24 Aug 2021</a>	Shipped Items Return to Supplier BOX807	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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Derek Lamb  
Does this Return BOX807 warrant a NON conformance report via the CAPA process VM3COP10

**24 Aug 2021 Derek Lamb**  
Manufacturing Error, incorrect connector. Country of Origin: Germany Customs Value: 5.00 Euro Sensor has already been replaced no capa required from our pov

VIAMED Customer Complaints  
Viamed

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