

Customer Complaint and Non Conformance Review Screen

Unreviewed Telephone Complaints

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To Filter to Company Issues you need to tag any in the Genetic Issues first

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
276566 02 Nov 2022		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next								

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276491 02 Nov 2022	0110117 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								

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			Issue requiring a corrective action plan					
276490 02 Nov 2022	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

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276443 01 Nov 2022	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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276381 01 Nov 2022	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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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
276071 28 Oct 2022 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"/>

Steve Nixon

Copy Issue Main Issue #276058

Added by Helen Lamb sent to Helen Lamb

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276070 28 Oct 2022 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"/>

Steve Hardaker

Copy Issue Main Issue #276058

Added by Helen Lamb sent to Helen Lamb

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276069 28 Oct 2022 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"/>

Sophie Lines

Copy Issue Main Issue #276058

Added by Helen Lamb sent to Helen Lamb

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276068 28 Oct 2022 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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276067 28 Oct 2022 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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276066 28 Oct 2022 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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276065 28 Oct 2022 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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276064 28 Oct 2022 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"/>

Janine Gill

Copy Issue Main Issue #276058

Added by Helen Lamb sent to Helen Lamb

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276063 28 Oct 2022 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"/>

Emma Clark

Copy Issue Main Issue #276058

Added by Helen Lamb sent to Helen Lamb

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[illegible]

2022 276058	Oct 22							
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Catherine Spence

Copy Issue Main Issue #276058

Added by Helen Lamb sent to Helen Lamb

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276059 28 Oct 2022 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

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276058 28 Oct 2022	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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275821 26 Oct 2022 274790	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

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

System Test Issue only testitem

Non Conformance Issues Viamed

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275312 21 Oct 2022	Account Memos being missed	<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 Catherine Spence sent to Helen Lamb

Caught an order today that had foc carriage CVM139618 this is a uk distributor and needs to pay for carriage. There is a memo on the account to state this and both the imputer and the checker missed this, caught it at time of invoicing and I have now added the carriage cost

21 Oct 2022 Helen Lamb

did you let them know. Also i have looked at the memo and moved the delivery bit to the top

26 Oct 2022 Catherine SpenceNo, But if I notice any others i will

VIAMED Feedback 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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274583 13 Oct 2022		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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

274582 13 Oct 2022		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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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

274389 12 Oct 2022	SRS creation mistakes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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

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

[illegible]

14 Sep 2022	Supplier BOX889							
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								
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
271957 14 Sep 2022 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"/>
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.								
Non Conformance Issues								
Viamed								
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271956 14 Sep 2022 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"/>
Steve Hardaker 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								
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	
271955 14 Sep 2022 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

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

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
271954 14 Sep 2022 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

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

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
271953 14 Sep 2022 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

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.

Viamed

Philip Crossley
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.

Viamed

Michael 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.

Viamed

[illegible]

Michael Green

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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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
271949 14 Sep 2022 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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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
271948 14 Sep 2022 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!

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			vigilance Issue requiring a corrective action plan					
271947 14 Sep 2022 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"/>

Emma Clark

Copy Issue Main Issue #271942

Added by Helen Lamb sent to Helen Lamb

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

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271946 14 Sep 2022 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"/>

Derek Lamb

Copy Issue Main Issue #271942

Added by Helen Lamb sent to Helen Lamb

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271945 14 Sep 2022 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"/>

Catrin Hird

Copy Issue Main Issue #271942

Added by Helen Lamb sent to Helen Lamb

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

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Non Conformance Issues
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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
271944 14 Sep 2022 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!

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271943 14 Sep 2022 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!

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271942 14 Sep 2022	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

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.

Derek Lamb Does this Return BOX888 warrant a NON conformance report via the CAPA process VM3COP10
09 Sep 2022 Derek Lamb oxygen sensors normal fails types no capa required

Derek Lamb
Does this Return BOX887 warrant a NON conformance report via the CAPA process VM3COP10
09 Sep 2022 Derek Lamb oxygen sensors normal fail types, no capa required

[illegible]

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
271037 05 Sep 2022 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
270964 05 Sep 2022	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
270890 05 Sep 2022	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

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
270750 01 Sep 2022	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

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					
270704 01 Sep 2022	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								
05 Sep 2022 Derek Lamb 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
270564 31 Aug 2022	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								
05 Sep 2022 Derek Lamb 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
270199 26 Aug 2022	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

[illegible]

Derek Lamb

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

24 Aug 2022 Derek Lamb

oxygen sensors, normal fault types, no capa required

Non Conformance Issues	
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Non-Conformance Issues	
Violated	

[illegible]

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

[illegible]

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

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
268404 08 Aug 2022 268247	Order Error : 138538 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
Added by Helen Lamb sent to Helen Lamb
INFORMATION ONLY ISSUE DO NOT ADD NOTES!
This error is a mistake . The wording is correct. It doesnt say Central Stores twice

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
268247 05 Aug 2022	Order Error : 138538 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 138538
Order Entered by Aqib Majeed
Order Checked by Sophie Lines
Office
Error was Address Error - Office
Fault:
Duplicated Central Stores.

Possible Fix
No need to duplicate information provided on the order.

08 Aug 2022 Helen Lamb
Created Related Issue #268404
Added by Helen Lamb sent to Helen Lamb
INFORMATION ONLY ISSUE DO NOT ADD NOTES!
This error is a mistake . The wording is correct. It doesnt say Central Stores twice

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

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
267793 02 Aug 2022	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

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
267720 01 Aug 2022	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

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					
267695 01 Aug 2022	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

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
267556 29 Jul 2022	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

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
267555 29 Jul 2022	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
267247 26 Jul 2022	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
267235 26 Jul 2022	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

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
267038 25 Jul 2022 265293	Non conformance review history Viamed (283) tasks needed	<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 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 Derek Lamb

added processID 8017 8015 8016 8014

29 Jul 2022 Helen Lamb

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
266279 15 Jul 2022	Order Error : 138200 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 138200

Order Entered by Janine Gill

Order Checked by Zoey Teal

Office

Error was Address Error - Office

Fault:

Duplicated street name. Edited delivery and sent to Cathy. Updated invoice and sent to DL to amend Intrastats.

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	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					
265835 11 Jul 2022	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
265561 07 Jul 2022	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
265496 06 Jul 2022 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
265293 05 Jul 2022	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
265163 04 Jul 2022	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

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
263827 21 Jun 2022		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
263791 21 Jun 2022		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

VIAMED Feedback 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
263781 21 Jun 2022		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	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					
263104 15 Jun 2022	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								
15 Jun 2022 Derek Lamb 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
263103 15 Jun 2022	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								
15 Jun 2022 Derek Lamb 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
262154 06 Jun 2022	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								
06 Jun 2022 Derek Lamb 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	
262134 06 Jun 2022	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
262008 06 Jun 2022	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
260991 23 May 2022	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
260614 18 May 2022	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
259328 05 May 2022	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
259202 05 May 2022	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

checked back through all Non Conformance issues to 1st April 22 nothing of concern or to be investigated or reported on. Negative feedback re product VM-2160 SMARTsat not picking up on neonates, The customer has been sent training material as it looks like user error. 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. Moving forwards 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.

[illegible]

04 May 2022 Derek Lamb
Screen is upside down and buttons are reversed Country of Origin: USA Customs Value :\$136.50

[illegible]

21 Apr 2022 Derek Lamb
calibration of a device no capa required

[illegible]

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
256360 06 Apr 2022	Shipped Items Return to Supplier BOX854	<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 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
256228 05 Apr 2022	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								
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

			corrective action plan					
255607 30 Mar 2022	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								
30 Mar 2022 Derek Lamb 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
255023 24 Mar 2022	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								
25 Mar 2022 Derek Lamb 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
255022 24 Mar 2022	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								
25 Mar 2022 Derek Lamb o2 sensors being returned to supplier, no capa required. manufacture fault, rareatiy, 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

			requiring a corrective action plan					
254598 21 Mar 2022	Shipped Items Return to Supplier BOX858	<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 BOX858 warrant a NON conformance report via the CAPA process VM3COP10								
21 Mar 2022 Derek Lamb 110182 r22avg automotive sensors, normal fail type but quite a number, still a low percentage, but making a mental note to keep an eye out to see if we have more batches with problems								
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
254597 21 Mar 2022	Shipped Items Return to Supplier BOX857	<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 BOX857 warrant a NON conformance report via the CAPA process VM3COP10								
21 Mar 2022 Derek Lamb 01104321751316GC28999077Low and Nonlinear normal 02 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
253843 11 Mar 2022	Shipped Items Return to Supplier BOX855	<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 BOX855 warrant a NON conformance report via the CAPA process VM3COP10								
11 Mar 2022 Derek Lamb recalibration 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	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					
253665 10 Mar 2022	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
253578 09 Mar 2022	Shipped Items Return to Supplier BOX851	<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 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
252871 02 Mar 2022 252850	0110361 QA Data Requires Risk / Non Conformance Review Feb 2022 Non Conformance	<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 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 / 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

		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	
252850 02 Mar 2022	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
252778 01 Mar 2022	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
252542 28 Feb 2022	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

[illegible]

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
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[illegible]

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

[illegible]

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 maybe the date in the main report

21 Feb 2022 Derek Lamb

added the date

01 Mar 2022 Derek Lamb

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
251499 17 Feb 2022	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
251193 15 Feb 2022	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 HirdEnquiries 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
250912 11 Feb 2022	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
250907 11 Feb 2022	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
250787 10 Feb 2022	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
250786 10 Feb 2022	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
250785 10 Feb 2022	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
250784 10 Feb 2022	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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		Failure but no requirement to Escalate Non conformance / or dealt with in s	and determine if its a vigilance Issue requiring a corrective action plan			implementation QC 28b	Performance or regulatory requirements	
250783 10 Feb 2022	UnShipped Items Return to Supplier BOX839	<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 BOX839 warrant a NON conformance report via the CAPA process VM3COP10

11 Feb 2022 Derek Lamb

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
250782 10 Feb 2022	UnShipped 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

Does this Return BOX817 warrant a NON conformance report via the CAPA process VM3COP10

11 Feb 2022 Derek Lamb

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
250781 10 Feb 2022	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	Reviewed Non Conformity / Complaint and	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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		Escalate Non conformance / or dealt with in s	determine if its a vigilance Issue requiring a corrective action plan				or regulatory requirements	
250780 10 Feb 2022	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
250779 10 Feb 2022	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 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
250778 10 Feb 2022	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"/>

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	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

[illegible]

Derek Lamb Supplier Box has been updated from Supplier

Non Conformance Issues
Viamed

[illegible][illegible]

Non Conformance Issues
Viamed

[illegible]

Derek Lamb
Supplier Box has been updated from Supplier

Non Conformance Issues
Viamed

[illegible][illegible]

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
250769 10 Feb 2022	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
250768 10 Feb 2022	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
250767 10 Feb 2022	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	Reviewed Non Conformity	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed	Verify Action does not	Effectiveness of corrective

		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
250766 10 Feb 2022	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

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
250765 10 Feb 2022	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"/>

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
250764 10 Feb 2022	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"/>

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					
250763 10 Feb 2022	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
250762 10 Feb 2022	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
250761 10 Feb 2022	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

250757 10 Feb 2022	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 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
250756 10 Feb 2022	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
250755 10 Feb 2022	Reaction from supplier Items Return to Supplier BOX738	<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
250754 10 Feb 2022	Reaction from supplier Items Return to Supplier BOX738	<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
250350 07 Feb 2022	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
250321 07 Feb 2022	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
250130 04 Feb 2022	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
249835 01 Feb 2022	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
249834 01 Feb 2022	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
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
249745 31 Jan 2022	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,

31 Jan 2022 Derek Lamb Determine the Preventative action
31 Jan 2022 Derek Lamb Planning action required
31 Jan 2022 Derek Lamb Verify Actions does not affect safety performance or regulatory requirements
31 Jan 2022 Derek Lamb effectiveness reviewed
01 Feb 2022 Derek Lamb system worked, all stages performed as expected

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
249711 31 Jan 2022	Shipped Items Return to Supplier BOX843	<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 BOX843 warrant a NON conformance report via the CAPA process VM3COP10

31 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
249684 31 Jan 2022	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"/>

Steve Nixon
Supplier Box has been updated from Supplier waiting on our customer. Requested for this unit to be returned un repaired Jan 2022 cg

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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[illegible]

31 Jan 2022	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
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
249679 31 Jan 2022	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 Being worked on

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
249660 31 Jan 2022	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

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
249659 31 Jan 2022	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 told we would get a credit 14/01/2022 Waiting on Credit,25/01/2022

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
249658 31 Jan 2022	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

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
249657 31 Jan 2022	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 told we would get a credit 14/01/2022 Waiting on Credit,25/01/2022

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
249638 31 Jan 2022	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
249613 31 Jan 2022	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								
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
249612 31 Jan 2022	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								
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
249506 28 Jan 2022	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

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
249434 27 Jan 2022	Reaction from supplier Items Return to Supplier BOX671	<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
249433 27 Jan 2022	Reaction from supplier Items Return to Supplier BOX671	<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
249432 27 Jan 2022	Reaction from supplier Items Return to Supplier BOX671	<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	Reviewed Non Conformity / Complaint and	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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		Escalate Non conformance / or dealt with in s	determine if its a vigilance Issue requiring a corrective action plan				or regulatory requirements	
249431 27 Jan 2022	Reaction from supplier Items Return to Supplier BOX671	<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
249430 27 Jan 2022	Reaction from supplier Items Return to Supplier BOX693	<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 request report 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
249429 27 Jan 2022	Reaction from supplier Items Return to Supplier BOX693	<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 request report 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	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

[illegible]

Derek Lamb Supplier Box has been updated from Supplier

Non Conformance Issues
Viamed

[illegible]

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

Non Conformance Issues
Viamed

[illegible]

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

Non Conformance Issues
Viamed

[illegible]

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

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
249111 25 Jan 2022	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"/>

Derek Lamb
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

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
249110 25 Jan 2022	Reaction from supplier 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"/>

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
249109 25 Jan 2022	Reaction from supplier 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
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	Reviewed Non Conformity	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed	Verify Action does not	Effectiveness of corrective

		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
249108 25 Jan 2022	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

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
249107 25 Jan 2022	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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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
249106 25 Jan 2022	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

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					
249105 25 Jan 2022	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 told we would get a credit 14/01/2022 Waiting on Credit,25/01/2022

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
249104 25 Jan 2022	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"/>

Steve Nixon

Supplier Box has been updated from Supplier

waiting on our customer Requested for this unit to be returned un repaired Jan 2022 cg

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
249103 25 Jan 2022	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

waiting on our customer Requested for this unit to be returned un repaired Jan 2022 cg

Non Conformance Issues Viamed

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[illegible]

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 asnother 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

[illegible]

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 14/01/2022 Chased credit 25/01/2022

[illegible]

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 14/01/2022 Chased credit 25/01/2022

[illegible]

Supplier Box has been updated from Supplier

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

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
249087 25 Jan 2022	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

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
248971 24 Jan 2022	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

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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
248970 24 Jan 2022	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
248969 24 Jan 2022	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 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
248968 24 Jan 2022	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
248967 24 Jan 2022	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	
248966 24 Jan 2022	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"/>

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
248965 24 Jan 2022	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 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
248964 24 Jan 2022	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"/>

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

24 Jan 2022	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
248955 24 Jan 2022	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
248954 24 Jan 2022	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
248953 24 Jan 2022	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
248952 24 Jan 2022	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
248951 24 Jan 2022	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
248950 24 Jan 2022	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
248949 24 Jan 2022	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
248948 24 Jan 2022	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
248947 24 Jan 2022	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	
248946 24 Jan 2022	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
248945 24 Jan 2022	Reaction from supplier Items Return to Supplier BOX738	<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
248944 24 Jan 2022	Reaction from supplier Items Return to Supplier BOX738	<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	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

24 Jan 2022	Items Return to Supplier BOX723							
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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
248937 24 Jan 2022	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
248936 24 Jan 2022	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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248933 24 Jan 2022	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
248932 24 Jan 2022	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								
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
248667 20 Jan 2022	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
248448 19 Jan 2022	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								

Viamed

Derek Lamb
Supplier Box has been updated from Supplier

Viamed

Derek Lamb
Does this Return BOX834 warrant a NON conformance report via the CAPA process VM3COP10
20 Jan 2022 Derek Lamb

Viamed

Derek Lamb
Does this Return BOX833 warrant a NON conformance report via the CAPA process VM3COP10
17 Jan 2022 Derek Lamb

Non Conformance Issues	
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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
248122 14 Jan 2022	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
248075 14 Jan 2022	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
248074 14 Jan 2022	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
248069 14 Jan 2022	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
248068 14 Jan 2022	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
248067 14 Jan 2022	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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		Escalate Non conformance / or dealt with in s	if its a vigilance Issue requiring a corrective action plan				or regulatory requirements	
248066 14 Jan 2022	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

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
248061 14 Jan 2022	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

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
248060 14 Jan 2022	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

Non Conformance Issues Viamed

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[illegible]

Derek Lamb
Supplier Box has been updated from Supplier

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Non Conformance Issues Violated	Frequency	Severity	Root Cause	Corrective Action	Preventive Action
1. Lack of proper training for staff	1	High	Inadequate training program	Implement comprehensive training program	Regular training updates
2. Poor record keeping	2	Medium	Inconsistent record keeping	Standardize record keeping procedures	Regular audits
3. Inadequate safety measures	3	High	Lack of safety protocols	Develop and enforce safety protocols	Regular safety drills
4. Poor communication	4	Medium	Lack of communication channels	Establish clear communication channels	Regular team meetings
5. Inconsistent quality control	5	Medium	Lack of quality control measures	Implement quality control measures	Regular quality audits
6. Poor customer service	6	Low	Lack of customer service training	Implement customer service training	Regular customer feedback
7. Inadequate inventory management	7	Medium	Poor inventory tracking	Implement inventory tracking system	Regular inventory audits
8. Poor facility maintenance	8	Low	Lack of maintenance schedule	Develop and follow maintenance schedule	Regular facility inspections
9. Inconsistent data collection	9	Medium	Lack of data collection protocols	Develop and enforce data collection protocols	Regular data audits
10. Poor documentation	10	Low	Inconsistent documentation	Standardize documentation procedures	Regular documentation reviews

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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247865	Shipped Items Return to Supplier BOX835	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 Jan 2022								

Derek Lamb	Does this Return BOX835 warrant a NON conformance report via the CAPA process VM3COP10
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12 Jan 2022 Derek Lamb
o2 sensors no cap required

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Non Conformance Issues	Viamed
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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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247729	Shipped Items Return to Supplier BOX836	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 Jan 2022								

Derek Lamb
Does this Return BOX836 warrant a NON conformance report via the CAPA process VM3COP10

11 Jan 2022 Derek Lamb

more ufo`s ongoing discussions with teledyne, no cap yet

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Non Conformance Issues	Viamed
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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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247624	Order Error : 134520	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Jan	Missing info - office							

2022								
Helen Lamb Auto Issue from Error Log 134520 Order Entered by Kate Griffiths Order Checked by Zoey Teal Office Error was Missing info - office Fault: should have been VAT exempt, VAT exempt cert was sent but missed. Credit done for the difference. 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
247568 10 Jan 2022	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"/>

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
247567 10 Jan 2022	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	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					
247175 05 Jan 2022	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"/>

Steve Nixon

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

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
247174 05 Jan 2022	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

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

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
246505 29 Dec 2021	UnShipped 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"/>

Derek Lamb

Does this Return BOX813 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	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					
246504 29 Dec 2021	UnShipped Items Return to Supplier BOX812	<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 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
246503 29 Dec 2021	UnShipped Items Return to Supplier BOX802	<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 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
246502 29 Dec 2021	UnShipped Items Return to Supplier BOX801	<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 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

			requiring a corrective action plan					
246501 29 Dec 2021	UnShipped Items Return to Supplier BOX781	<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 BOX781 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
246500 29 Dec 2021	UnShipped Items Return to Supplier BOX780	<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 BOX780 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
246499 29 Dec 2021	UnShipped 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 Does this Return BOX779 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	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					
246498 29 Dec 2021	UnShipped 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

Does this Return BOX778 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
246497 29 Dec 2021	UnShipped 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

Does this Return BOX764 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
246496 29 Dec 2021	UnShipped 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"/>

Derek Lamb

Does this Return BOX756 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	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					
246495 29 Dec 2021	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

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
246494 29 Dec 2021	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

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
246493 29 Dec 2021	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

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	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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		Escalate Non conformance / or dealt with in s	if its a vigilance Issue requiring a corrective action plan				or regulatory requirements	
246492 29 Dec 2021	UnShipped Items Return to Supplier BOX738	<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 BOX738 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
246491 29 Dec 2021	UnShipped Items Return to Supplier BOX728	<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 BOX728 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
246490 29 Dec 2021	UnShipped Items Return to Supplier BOX723	<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 BOX723 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	Reviewed Non Conformity / Complaint and	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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		Escalate Non conformance / or dealt with in s	determine if its a vigilance Issue requiring a corrective action plan				or regulatory requirements	
246489 29 Dec 2021	UnShipped 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

Does this Return BOX716 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
246488 29 Dec 2021	UnShipped 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

Does this Return BOX706 warrant a NON conformance report via the CAPA process VM3COP10

29 Dec 2021 Derek Lamb

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
246288 23 Dec 2021	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"/>

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					
246287 23 Dec 2021	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
246265 23 Dec 2021	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
246264 23 Dec 2021	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

			requiring a corrective action plan					
246261 23 Dec 2021	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								
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 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
246258 23 Dec 2021	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								
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 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
246257 23 Dec 2021	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								
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	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					
246256 23 Dec 2021	Reaction from supplier 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 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 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
246137 22 Dec 2021	Shipped Items Return to Supplier BOX831	<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 BOX831 warrant a NON conformance report via the CAPA process VM3COP10								
22 Dec 2021 Derek Lamb o2 sensors unstable output, no capa at this point in 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
245334 14 Dec 2021	Shipped 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 Does this Return BOX832 warrant a NON conformance report via the CAPA process VM3COP10								
15 Dec 2021 Derek Lamb 4410520 Going for recalibration 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	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					
245330 14 Dec 2021	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"/>

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.

17 Dec 2021 Derek Lamb

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

20 Dec 2021 Catrin Hird

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.

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
244976 10 Dec 2021 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"/>

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

13 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 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
244280 06 Dec 2021 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"/>

Derek Lamb

Added by Derek Lamb sent to Derek Lamb

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

only limited number units in , single unit failed no capa at this point

Viamed

Derek Lamb Supplier Box has been updated from Supplier
06 Dec 2021 Derek Lamb reviewed, box was returned undelivered, being resent to supplier

Viamed

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

Viamed

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

06 Dec 2021 Derek Lamb

Created Related Issue #244280

Added by Derek Lamb sent to Derek Lamb

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

only limited number units in , single unit failed 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
243487 26 Nov 2021	Teledyne Medical O2 Sensors - EC REP label	<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 Ryan Swaine sent to Derek Lamb

The last batch of Teledyne Medical O2 sensors sent to Proyectos in Spain did not have the EC REP label affixed. Please can we take the necessary steps so that all future deliveries of Teledyne Medical O2 sensors in to the EU have the correct labels attached?

06 Dec 2021 Derek Lamb

fix gone into day, goods out should be notified if teledyne sensors being sent into the EU,

07 Dec 2021 Ryan Swaine

Thank you

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
243224 24 Nov 2021	Reaction from supplier Items Return to Supplier BOX775	<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

26 Nov 2021 Derek Lamb

closure of 775

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					
243081 23 Nov 2021	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								
24 Nov 2021 Derek Lamb 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
243080 23 Nov 2021	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								
23 Nov 2021 Derek Lamb 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
240593 01 Nov 2021	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								
01 Nov 2021 Derek Lamb 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					
240139 27 Oct 2021	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								
27 Oct 2021 Derek Lamb 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
240132 27 Oct 2021	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								
27 Oct 2021 Derek Lamb 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
240131 27 Oct 2021	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								
27 Oct 2021 Derek Lamb 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					
239999 26 Oct 2021	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
239832 25 Oct 2021 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
239831 25 Oct 2021 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

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	
239830 25 Oct 2021 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

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
239082 18 Oct 2021 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

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
239033 18 Oct 2021	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

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
238601 13 Oct 2021	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

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
238370 11 Oct 2021	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
238157 08 Oct 2021	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
238032 07 Oct 2021	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
237791 05 Oct 2021	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

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237709 04 Oct 2021 237692	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

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237707 04 Oct 2021 237693	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!

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

25 Oct 2021 Steve Nixon

See the attached, replacement parts are being supplied by Teledyne and will be shipped to us on 25/10/21.

Non Conformance Issues
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237693 04 Oct 2021	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

Added by Robert Connor sent to Derek Lamb

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

QA Failures High Numbers

04 Oct 2021 Derek Lamb

Created Related Issue #237707

Added by Derek Lamb sent to Steve Nixon

We failed batch of t1 sensors 0110051, caps falling off see pictures attached

Non Conformance Issues
Viamed

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237692 04 Oct 2021	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 Robert Connor sent to Derek Lamb

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

QA Failures High Numbers

04 Oct 2021 Derek Lamb

Created Related Issue #237709

Added by Derek Lamb sent to Derek Lamb

auto motive sensors no patient risk,

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	
237691 04 Oct 2021	Shipped Items Return to Supplier BOX818	<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 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

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
237543 01 Oct 2021		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

VIAMED Customer Complaints

Viamed

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237542 01 Oct 2021	Objective No outstanding Customer Complaints lasting longer than 30Days	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General

01 Oct 2021 Derek Lamb

no new complaints outstandin

Non Conformance Issues

Viamed

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			Issue requiring a corrective action plan					
236919 27 Sep 2021	Shipped Items Return to Supplier BOX810	<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 BOX810 warrant a NON conformance report via the CAPA process VM3COP10

27 Sep 2021 Derek Lamb

normal oxygen sensor fail types, no capa required

Non Conformance Issues

Viamed

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236736 23 Sep 2021	Shipped 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

Does this Return BOX815 warrant a NON conformance report via the CAPA process VM3COP10

23 Sep 2021 Derek Lamb

oxygen sensors normal fail types, no capa required

Non Conformance Issues

Viamed

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235698 14 Sep 2021	Shipped Items Return to Supplier BOX814	<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 BOX814 warrant a NON conformance report via the CAPA process VM3COP10

14 Sep 2021 Derek Lamb

oxygen sensor fails from envitec, odd fails first time seen, erratic output when tipped. no capa from our side at this time

VIAMED Feedback

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					
235245 09 Sep 2021		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

Non Conformance Issues Viamed

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235073 08 Sep 2021	Shipped Items Return to Supplier BOX805	<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 BOX805 warrant a NON conformance report via the CAPA process VM3COP10

08 Sep 2021 Derek Lamb

o2 sensor fails, no capa from our pov for now

Non Conformance Issues Viamed

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234818 07 Sep 2021	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

20 Sep 2021 Helen Lamb

No issues for previous month. New system coming soon.

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	
234117 31 Aug 2021	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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234104 31 Aug 2021	Shipped Items Return to Supplier BOX808	<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 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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233508 24 Aug 2021	Shipped Items Return to Supplier BOX807	<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 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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