

# Global Overall Risk Assessment Review

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### Reviewed by Derek Lamb

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#### Primary Documentation

VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records  
 VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks  
 VOP 03 Contract Review, Enquires, Office Processes  
 VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes  
 VOP 05 Supplier Control, Supplier Review, Purchase Orders, Supplier Returns and Rejection  
 VOP 06 Measurement Control Viamed VST, Calibration, QA Stock  
 VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement  
 VOP 08 Production, Reworks, New Production  
 VOP 09 Repairs and Servicing  
 VOP 10 Non Conformance, Corrective and Preventive Actions  
 VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment  
 VOP 12 Training  
 VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market  
 VOP 15 Data and Information Analysis  
 VOP 16 Health and Safety, Company Personnel Manual  
 VOP 17 Design Research and Development  
 VOP 18 Maintenance Building, Fabric and Infrastructure  
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 VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd  
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 Audit 01 Picking packing  
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 Risk Benefit Report

Process ID	Description	Role	Scope	Risks to Process			Frequency	Severity	Action Type	Risk Text	Benefit	Health Safety Manual	Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016	Quality Management System Route Map to Documents and Procedure: VST Ltd ISO9001:2
				Severity	Impact	Probability								
P7048	Control of monitoring and measuring devices	Warehouse Team Leader	Control of monitoring and measuring devices	that equipment will be missed	2	1	No Action					7.6		8.5.1 / 7.1.
P7845	7.1.4 Environment Of Operations	Managing Director	Determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.	no risk. to the process, however risk maybe some problems may be brought up that are better left un-brought up, which may result in loss of staff while dealing with a problem that is suddenly brought to light that was better not addressed.	1	1	No Action					4.2.1 / 6.3		7.1.4
P7947	8010004 - JJ-CCR Oxygen Sensor Orders	Office Processes	There should be at least two sets of orders on the system. Sales orders from JJ-CCR for this current month and next month, as well as the corresponding production orders.	the issue has not been carried out, orders are not received	1	1	No Action							

			If there are just two orders, send a VST email to Jan Petersen (jp@jj-ccr.com) at JJ-CCR asking if he wishes to place any additional orders for subsequent months.				
			We should be aiming for at least 2 to 4 scheduled orders on the system at any one time. 8010006 – rEvo oxygen sensor orders				
			There should be at least two sets of orders on the system. Sales orders from r-Evo for this current month and next month, as well as the corresponding production orders.				
7948	8010006 - REVo Oxygen Sensor Orders	Office Processes	If there are just two orders, send a VST email to Pieter Decoene (Pieter@revo-rebreathers.com) at rEvo asking if he wishes to place any additional orders for subsequent months.	the issue has not been carried out, orders are not received	1	1	No Action
6946	Accounts Debtors Review - Export	Accounts Processes	We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.	That a receipt in will be missed or entered incorrectly. That goods will go out to a customer when they have outstanding items that need to be paid. That customers will default or result in a charge back or bad debt.	1	2	No Action
6951	Accounts Debtors Review - UK	Accounts Processes	Checking the export debtors are up to date and reminding customers where needed.	That a receipt in will be missed or entered incorrectly. That goods will go out to a customer when they have outstanding items that need to be paid. That customers will default or result in a charge back or bad debt.	2	2	No Action
5867	Accounts On Stop	Accounts Processes	Checking the UK debtors are up to date and reminding customers where needed.	That a receipt in will be missed or entered incorrectly. That goods will go out to a customer when they have outstanding items that need to be paid. That customers will default or result in a charge back or bad debt.	1	2	No Action
7708	Acorn 0014904	Warehouse Team Leader	Accounts placed on stop as they owe money. To prevent orders being dispatched.	Payments coming in and them not being picked up in a timely manner.	1	3	No Action
5948	Adding New Accounts To Opera	Office Processes	Acorn Distribution ac 12906 - 0014904 Disposable sensor stock levels	That we not have stock available when needed.	1	3	No Action
7907	Annual Review Doc Management	Documentation And Records Controller	Adding customer accounts to account management software	Incorrect entry of account number (Unusable account) Computer breakdown Broadband connection issues Server breakdown Router/hub/switch breakdown Network cabling breakage License expiry	1	3	No Action
2	Answering Telephones	Office Processes	To review which employees have Access to sensitive areas of Intrastats	That the system is not accessible	1	1	No Action
7795	Answering UK Web Questions	Office Processes	Office Answering taking calls and either dealing with the enquiry or passing the call onto someone who can, or making a call log for someone to return a call	Phone lines go down	1	2	No Action
5893	Answering Website Questions	Office Processes	Answering any questions that are asked via the website from within Intrastats	Computer/network breakdown	1	1	No Action
7883	Appraisal	Human Resources	Answering any questions that are asked via the website from within Intrastats	Computer/network breakdown	1	1	No Action
7975	Arrange Teledyne Returns	Warehouse Team Leader	to review the staff, give feedback and discuss issues	that targets are missed or discussions not had	1	1	No Action
			Arranging Teledyne failed sensors for credits and / or return. Teledyne do not want us to return Medical Sensors that have been sent out to the customer and then failed. They will be crediting these without us sending back	Supplier not made aware of potential returns so missing the supplier warranty	1	1	No Action

			Automotive sensors are not to be returned either and will be credited unseen.				
✓7714	Audit 01 Picking Packing Viamed	Audits	To carry out Audit 01 Picking Packing Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	8.2.4 / 8.1 / 6.4.2 / 7.5.1 / 4.1.3
✓7762	Audit 01 Picking Packing VST	Audits	To carry out Audit 01 Picking Packing VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7715	Audit 02 Contract Review Viamed	Audits	To carry out Audit 02 Contract Review Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	5.2 / 8.2.4 / 8.1 / 5.1 / 7.2.1 / 7.2.2 / 7.2.3 / 4.1.3
✓7763	Audit 02 Contract Review VST	Audits	To carry out Audit 02 Contract Review VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7716	Audit 03 Design Control Viamed	Audits	To carry out Audit 03 Design Control Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	8.2.4 / 8.1 / 4.2.3 / 5.2 / 7.1 / 7.3.1 / 7.3.2 / 7.3.3 / 7.3.4 / 7.3.5 / 7.3.7 / 7.3.8 / 7.3.9 / 7.3.10 / 4.1.3
✓7764	Audit 03 Design Control VST	Audits	To carry out Audit 03 Design Control VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7885	Audit 04 Accounts and Finance Viamed	Audits	Carry out Audit 04 Accounts for Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	
✓8019	Audit 04 Accounts And Finance VST	Audits	Carry out Audit 04 Accounts for VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2.1 / 9.2.
✓7717	Audit 05 Purchasing Suppliers Viamed	Audits	To carry out Audit 05 Purchasing Suppliers Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	8.2.4 / 8.1 / 4.1.5 / 7.4.1 / 7.4.2 / 7.4.3 / 7.5.2 / 7.5.3 / 7.5.5 / 4.1.3
✓7765	Audit 05 Purchasing Suppliers VST	Audits	To carry out Audit 05 Purchasing Suppliers VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7718	Audit 06 Calibration Viamed	Audits	To carry out Audit 06 Calibration Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	8.2.4 / 8.1 / 4.1.3
✓7766	Audit 06 Calibration VST	Audits	To carry out Audit 06 Calibration VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7719	Audit 07 Handling And Storage Viamed	Audits	To carry out Audit Audit 07 Handling And Storage Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	8.2.4 / 8.1 / 6.3 / 6.4.1 / 6.4.2 / 7.5.1 / 7.5.2 / 4.1.3
✓7767	Audit 07 Handling And Storage VST	Audits	To carry out Audit 07 Handling And Storage VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7720	Audit 08 Training Viamed	Audits	To carry out Audit 08 Training Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	22 8.2.4 / 8.1 / 5.5.1 / 6.2 / 6.4.1 / 7.3.2 / 4.1.3
✓7768	Audit 08 Training VST	Audits	To carry out Audit 08 Training VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7721	Audit 09 Goods Inward And Product Identity Viamed	Audits	To carry out Audit 09 Goods Inward And Product Identity Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	8.2.4 / 8.1 / 6.3 / 6.4.2 / 7.4.3 / 4.1.3
✓7769	Audit 09 Goods Inward And Product Identity VST	Audits	To carry out Audit 09 Goods Inward And Product Identity VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7722	Audit 10 Documentation Control Viamed	Audits	To carry out Audit 10 Documentation Control Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	4.2.4 / 8.2.4 / 8.1 / 4.2.5 / 7.2.2 / 7.3.3 / 7.3.8 / 7.3.10 / 7.5.4 / 7.5.5 / 4.1.3
✓7770	Audit 10 Documentation	Audits	To carry out Audit 10 Documentation Control VST	That something may impede the	2	No Action	9.2

	Control VST			Audit, so it cannot be carried out fully.			
✓7723	Audit 10b Process Verification Viamed	Audits	To carry out Audit 10b Process Verification Viamed	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	8.2.4 / 8.1 / 4.1.1 / 4.1.2 / 4.1.3 / 4.2.1 / 4.2.2 / 4.2.3 / 5.3 / 5.4.2 / 6.1 / 7.2.2 / 7.3.1 / 7.3.2 / 7.3.3 / 7.3.7
✓7771	Audit 10b Process Verification VST	Audits	To carry out Audit 10b Process Verification VST	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	9.2
✓7724	Audit 11 Repairs And Service Viamed	Audits	To carry out Audit 11 Repairs And Service Viamed	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	8.2.4 / 8.1 / 7.2.2 / 4.1.3
✓7772	Audit 11 Repairs And Service VST	Audits	To carry out Audit 11 Repairs And Service VST	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	9.2
✓7725	Audit 12 CE Files Viamed	Audits	To carry out Audit 12 CE Files Viamed	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	8.2.4 / 8.1 / 4.1.2 / 4.1.4 / 4.2.5 / 7.4.1 / 7.5.1 / 4.1.3
✓7773	Audit 12 CE Files VST	Audits	To carry out Audit 12 CE Files VST	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	9.2
✓7726	Audit 14 Complaints And Corrective Actions Viamed	Audits	To carry out Audit 14 Complaints And Corrective Actions Viamed	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	8.2.4 / 8.1 / 7.2.3 / 7.3.9 / 4.1.3
✓7774	Audit 14 Complaints And Corrective Actions VST	Audits	To carry out Audit 14 Complaints And Corrective Actions VST	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	9.2
✓7727	Audit 15 Production Viamed	Audits	To carry out Audit 15 Production Viamed	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	8.2.4 / 8.1 / 7.5.1 / 4.1.3
✓7775	Audit 15 Production VST	Audits	To carry out Audit 15 Production VST	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	9.2
✓7959	Audit 16 Sales And Marketing Viamed	Audits	Audit to include Sales and Marketing Functions	That something may impede the Audit, so it cannot 1 be carried out fully.	1	No Action	
✓7960	Audit 16 Sales And Marketing VST	Audits	Audit for Sales and Marketing	That something may impede the Audit, so it cannot 1 be carried out fully.	1	No Action	
✓7728	Audit 17 Internal Audits Viamed	Audits	To carry out Audit 17 Internal Audits Viamed	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	8.2.4 / 8.1 / 4.1.3
✓7776	Audit 17 Internal Audits VST	Audits	To carry out Audit 17 Internal Audits VST	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	9.2
✓7886	Audit 18 Management Review Viamed	Audits	To carry out Audit 18 Management Review Viamed	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	
✓7887	Audit 18 Management Review VST	Audits	To carry out Audit 18 Management Review VST	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	
✓7729	Audit 19 Health And Safety Viamed	Audits	To carry out Audit 19 Health And Safety Viamed	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	04 8.2.4 / 8.1 / 6.4.1 / 4.1.3
✓7777	Audit 19 Health And Safety VST	Audits	To carry out Audit 19 Health And Safety VST	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	9.2
✓7730	Audit 20 Process Verification To Management Viamed	Audits	To carry out Audit 20 Process Verification To Management Viamed	That something may impede the Audit, so it cannot 2 be carried out fully.	1	No Action	5.1 / 8.2.4 / 8.1 / 4.1.3 / 4.1.4 / 4.2.1 / 4.2.2 / 5.4.1 / 5.4.2 /

							5.5.1 / 5.5.2 / 5.6.3 / 6.1
✓7778	Audit 20 Process Verification To Audits Management VST		To carry out Audit 20 Process Verification To Management VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7731	Audit 21 Audit Of Audit Viamed		To carry out Audit 21 Audit Of Audit Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	8.2.4 / 8.1.1 / 4.1.3
✓7779	Audit 21 Audit Of Audit VST		To carry out Audit 21 Audit Of Audit VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7732	Audit 22 Post Market Surveillance Viamed	Audits	To carry out Audit 22 Post Market Surveillance Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	8.2.4 / 8.1.1 / 7.1 / 7.2.1 / 4.1.3
✓7780	Audit 22 Post Market Surveillance VST	Audits	To carry out Audit 22 Post Market Surveillance VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7733	Audit 23 Analysis Of Data Audits Viamed		To carry out Audit 23 Analysis Of Data Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	8.2.4 / 8.1.1 / 4.1.3
✓7781	Audit 23 Analysis Of Data Audits VST		To carry out Audit 23 Analysis Of Data VST	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	9.2
✓7889	Audit 24 Servicing Viamed	Audits	To carry out Audit 24 Servicing Viamed	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	
✓7892	Audit 27 Software Validation	Audits	To confirm the Prime functions of the Software used is verified.	That something may impede the Audit, so it cannot be carried out fully.	1	No Action	
✓38	Audits Up to Date and Confirm next years Audit schedule	Managing Director	Management oversight of Internal Tasks and Audits Issue(s). Review the responses to Tasks and Audits. ensure they are being fulfilled and completed. Ensure Audits performed independently of audit area Ensure All ISO Sections linked to an Audit - QC 17 Route Map	No risks to the process itself as its a review process.	1	1	No Action
✓7701	AWS Amazon Web Services	IT Controller	Amazon Web Services, is an online service, which basically simply provides a Linux PC out on the Web. Viamed uses this, for Web development of Websites: It hosts a working backup of many websites. Viamed / vst / vandagraph etc..	No risks as its used for development and backups of working websites	1	3	No Action
✓7936	B2B Router / Peppol Responsibilities	Office Processes	Checking external system for orders	Orders could be missed	2	2	No Action
✓6954	Back Orders Review - By Customer	Goods Out	To check the back orders in the tray in goods out and check the active list back orders has been reviewed	goods not shipped in a timely manner	1	1	No Action
✓7922	Back Up Emily's Accounts Docs	Accounts Processes	To back up Journals and other docs that have been saved in Emily's users folder.	That thing will get missed and then not double checked	2	1	No Action
✓7918	Backup Jeans Local Folder	IT Controller	To backup Jeans files NO LONGER REQUIRED JEAN DOES NOT HAVE FOLDER ANYMORE	documents maybe lost of their is an issue with PC	1	1	No Action
✓7867	Bandsaw Checklist	Health And Safety Controller	This is a check list to ensure safe use of the bandsaw BANDSAW HAS BEEN REMOVED, PROCESS CAN BE CLOSED / TASKS CLOSED	That injury will occur	1	1	No Action
✓5916	Bank Details Opera reports entered Intrastats	Accounts Processes	Enter the current bank account details and the accounts package reports totals in to the correct intrastats page.	That the details could be entered incorrectly. So the figures in the overview page are wrong. Or the exchange rate is incorrect so we could make a lose when calculating currency.	1	3	No Action
✓7742	Boiler Check	Maintenance Controller	Get Boiler / Heating Checked / Serviced before Winter	no risks	1	1	No Action
✓5870	Book Arab Health	Marketing Processes	Book our place at Arab Health if we decided on going	That we do not let staff know with plenty of time to book the exhibition.	1	1	No Action
✓7093	BSI Audits	ISO Controller	Review of outstanding Audits	Audits dont get	1	1	No

Calander				completed	Action		
✓7999	Building Risk Assessments	Maintenance Controller	To review the physical buildings health and safety, and fire risk assessments.	Areas would be missed or not up dated If the list is not comprehensive enough and the plan not good enough or reviewed enough then the company will not be able to be back up and running if a problem occurs.	2	1	No Action
✓55	Business Continuity Plan	Managing Director	Business Continuity Plan	That equipment we use to may not be calibrated when we need it.	1	1	No Action
✓7091	Calibration Index	Warehouse Team Leader	To ensure that all equipment that requires calibration is done. In the correct timescale and manor.	That equipment we use to may not be calibrated when we need it.	2	1	No Action
✓7756	Carbon Monoxide Alarm	Maintenance Controller	Check Carbon Monoxide Alarm is working	alarm does not work and kills staff	1	2	No Action
✓7836	Central Heating For Winter	Maintenance Controller	Reset the Heating for Winter	Building too hot / cold That a receipt in will be missed or entered incorrectly. That goods will go out to a customer when they have outstanding items that need to be paid.	1	1	No Action
✓5942	Chase the Debtors viamed	Accounts Processes	Reminding debtors, where needed.	That customers will default or result in a charge back or bad debt. That a receipt in will be missed or entered incorrectly. That goods will go out to a customer when they have outstanding items that need to be paid. That customers will default or result in a charge back or bad debt.	2	2	No Action
✓7824	Chase The Debtors VST	Accounts Processes	Reminding debtors, where needed.	That customers will default or result in a charge back or bad debt.	1	2	No Action
✓5943	Check Cardea And Multiquote	Office Processes	Checking the Cardea and Multiquote websites for outstanding orders or requests	Computer/network breakdown	1	2	No Action
✓7678	Check Catalog 360 Circle For Quotes And Orders	Office Processes	Checking the Catalog 360 Circle website for outstanding orders or requests SYSTEM NO LONGER USED	Computer/network breakdown that we miss invoices or payments and make our suppliers unhappy	1	2	No Action
✓7986	Check Creditors	Accounts Processes	Ensure suppliers are paid within terms. Review any older to see if they are correct and if they are duplicate.	that customers do not pay or are unaware of their debt.	1	1	No Action
✓7932	Check Debtors Report	Accounts Processes	Rolling issue to check debtors report - All Outstanding References With Balances	that customers do not pay or are unaware of their debt.	1	1	No Action
✓7673	Check Expiry Dated Stock	Warehouse Team Leader	To check that all the stock on the selves are within their use by dates.	Stock being dispatched that is pasts its date.	2	1	No Action
✓7758	Check For GHX Orders	Office Processes	Check the emails for orders from GHX	Computer/network breakdown	1	2	No Action
✓5913	Check For Humanmed Orders In Logistics Mailbox	Office Processes	Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders. NO LONGER REQUIRED HUMANMED STOPPED	Computer/network breakdown	1	2	No Action
✓7984	Check For Viking Invoices	Accounts Processes	Check the Viking Web site for invoices. As they only come in to Info@viamed.co.uk and not to accounts.	that invoices will be missed and account will be over due	1	1	No Action
✓7941	Check Leaflets, Letterhead And Other Paperwork To See If The Correct BSI Logo Is In Use. Remove All Old If Found.	ISO Controller	Check Leaflets, Letterhead and other paperwork to see if the correct BSI logo is in use. Remove and dispose of all old items if found. Ask Catrin to review the website for old leaflets.	that we may miss something and risk BSI non conformance	3	1	No Action
✓7797	Check Order Are Being Picked In Priority Order	Warehouse Team Leader	Check order are being picked in order of priority and date.	Orders going at before more urgent ones	1	2	No Action

5919	Check Out Side Drain	Maintenance Controller	Check outside drain is not BLocked	that we will have a 1 flood	2	No Action	6.3 / 6.4.1
5875	Check Paypal For Orders	Office Processes	Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox	Computer/network breakdown 1	2	No Action	7.2.3 4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2.
7859	Check POR Files For Items Delivered But Not Removed From File	Goods In	Checking of the POR Files For Items Delivered But Not Removed From File	POR are left in the file when goods booked in. 1	3	No Action	
7748	Check Repair Orders	Goods Out	Check the orders against the customer paperwork, that we have generated, for the repair we have received in.	That details will be incorrect and it will affect the customer. 2 That mistakes may be missed. That mistakes may be missed. That details will be incorrect and it will affect the customer.	2	No Action	7.2.3 / 7.5.10 4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2, 8.2.3.1 / 10.2.1
7749	Check Repair Quotes	Goods Out	Check the quotes that we send out for the repairs we have received in.	That details will be incorrect and it will affect the customer. 2	2	No Action	7.5.10 4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2, 8.2.3.1 / 8.
7674	Check Repairs Ready For Invoice List	Warehouse Team Leader	Review the repairs ready For invoice List in intrastats.	That repairs will be missed. 1	2	No Action	7.5.10 4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2, / 8.2.3.2 / 8.2.4 / 8.7.
7787	Check Returns All Supplier	Warehouse Team Leader	Review the returns that are present in the duckets, for each supplier as per the issues.	Goods not returned in a timely manor so causing items to be out of warranty. 1	3	No Action	7.4.2 8.4.3
7784	Check Returns Supplier Envitec	Warehouse Team Leader	Supplier returns to Envitec, return any products waiting to be returned	Product not returned so missing the supplier warranty 1	2	No Action	7.4.2 8.4.3
7786	Check Returns Supplier Maxtec	Warehouse Team Leader	Supplier returns to Maxtec, return any products waiting to be returned	Product not returned, risks not analysed 1	2	No Action	7.4.2 8.4.3
7785	Check Returns Supplier Teledyne	Warehouse Team Leader	Supplier returns to Teledyne, return any products waiting to be returned	Product not returned, risks not analysed 1	2	No Action	7.4.2 8.4.3
7964	Check Roles And Tasks For Incomplete Data	Human Resources	To check the Roles and tasks tables for any gaps / red crosses Fill in the missing information where needed.	That things will be missed and important information not present. 2 That goods could be sent to a customer or goods returned but the list is not updated	1	No Action	
5871	Check Sale Or Returns	UK Sales Force	Review the Sale or Return list in intrastats. Ensure it is up to date.	That goods could be sent to a customer or goods returned but the list is not updated 1	2	No Action	7.2.2 4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2.
5872	Check Sale Or Returns Export	EX Sales Force	Review the Sale or Return list in intrastats. Ensure it is up to date.	That goods could be sent to a customer or goods returned but the list is not updated 1	2	No Action	7.2.2 4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2.
7683	Check Stock For Proforma	Warehouse Team Leader	To check that we have stock in for customer proformas. Or review if any stock needs to be ordered.	That a customer is told we have stock and then we are unable to ship. 1	2	No Action	7.4.2 5.1.2 / 6.2, 7.5.1 / 8.2, 8.2.3
7682	Check Stock Requirements Supplier Blueprint	Warehouse Team Leader	To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered.	That a customer is told we have stock and then we are unable to ship. 1	2	No Action	7.4.2 8.4 / 8.5.1, 8.5.2
7680	Check Stock Requirements Supplier Envitec	Warehouse Team Leader	To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered.	That a customer is told we have stock and then we are unable to ship. 1	2	No Action	7.4.2 8.4 / 8.5.1, 8.5.2
7681	Check Stock Requirements Supplier Posey	Warehouse Team Leader	To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered.	That a customer is told we have stock and then we are unable to ship. 1	2	No Action	7.4.2 8.4 / 8.5.1, 8.5.2
7679	Check Stock Requirements Supplier Teledyne	Warehouse Team Leader	To check that we have stock in for customer proformas and orders. Or review if any stock needs to be ordered.	That a customer is told we have stock and then we are unable to ship. 1	2	No Action	7.4.2 8.4 / 8.5.1, 8.5.2
7982	Check There Are No Changes To Employment Law	Human Resources	To Check online and see if there have been any changes to Minimum wage or employment law we need to be aware of.	that we may miss an update that affects the staff and accountants 1	1	No Action	
5890	Check Website ISO Documents	ISO Controller	Ensure the online available copies of our ISO standards are upto date	customers download out of date documents. 1	3	No Action	
7904	Check Weeee Waste Pallet And Sensor Bin	Warehouse Team Leader	Check Weeee waste pallet and sensor bin, arrange collection if FULL	over full bins can be a hazard over full weeee area can be a hazard 1	1	No Action	
7952	Check Xero To Barclays Bank Statements End	Accounts Processes	Check that the Xero To Barclays Bank Statements match and no transactions are	items missed so not accounted for 1	2	No Action	

	On Month GBP, USD And Euro Viamed	missing. End On Month GBP, USD And Euro Viamed						
5892	Checking eBay And Amazon For Orders And Messages	Office Processes	Checking the eBay and Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions.	Computer/network breakdown	2	No Action	7.2.3	4.2 / 5.1.2 / 6.2.1 / 7.5. 8.2.1 / 8.2.1
7705	Checking For Uploaded Files	Office Processes	Checking if a customer has uploaded an order directly to our website	Computer/network breakdown	2	No Action		4.4.2 / 7.1. / 7.1.5.2 / 7.5.3 / 8.3. 8.3.5 / 8.3.
5894	Checking Of Active List	Office Processes	Check the Active Back orders ensure no orders get missed	List is not reviewed and orders do not get shipped	1	No Action		4.2 / 5.1.2 / 6.2.1 / 7.5. 8.2.1 / 8.2.1
5874	Childcare Vouchers Edenred	Accounts Processes	Edened childcare voucher. these are purchased from Edenred and then the staff that are signed up for the service, salary sacrifice from their pay. Done by the Payroll people, Then childcare vouchers are sent directly to the nursery designate. It is a government scheme to help working families with childcare there are tax benefits for using the service.	The wrong amount being invoiced or a change in staff requiring them. That the law will change and the amounts or process will alter over time.	1	No Action		4.4.2 / 7.1. / 7.1.5.2 / 7.5.3 / 8.3. 8.2.1 / 8.2.1
5910	Clean Duckets	Warehouse Team Leader	Cleaning of duckets	Writing that is still left on the ducket mean that the new information may not be clear.	1	No Action		6.4.1 / 6.3
7802	Clean Kitchen Sides	Office Processes	Cleaning the kitchen surfaces to ensure they are fit for use	Inadequate cleaning supplies	1	No Action	6.3	7.1.3
7698	Clean Toilets	Warehouse Team Leader	Cleaning of surfaces, equipment, floors. Tidying so as to clean more effectively.	Dirty and unhygienic bathrooms. Inadequate supply of cleaning products. Dirty and unhygienic work space.	1	No Action	6.4.1	7.1.3 / 7.1.
5900	Cleaning Of Office Windows	Office Processes	Cleaning of surfaces, equipment, floors. Tidying so as to clean more effectively.	Inadequate supply of cleaning products.	3	No Action		
5856	Cleaning The Kitchen	Office Processes	to clean the kitchen, work tops and floor. make sure it is safe for people to use	that it wont be cleaned and so not safe or nice to eat in	1	No Action	6.3	
5911	Clear Cardboard	Warehouse Team Leader	To remove and dispose of the cardboard with in the company	That we will have too much and it will be a trip hazard. It will fill work spaces that we need to use.	1	No Action	6.3 / 6.4.1	
7832	Cleardown Emailed Invoices	IT Controller	Backup of all Sent Emails sent to External Address for Verification	that we may loose some emails	1	No Action	6.3	6.1.2 / 7.1.
5921	Clearing Water Downstairs	Maintenance Controller	Check the Archives for Signs of Water, ensure the pump is working	that we will have a flood	1	No Action	6.3 / 6.4.1	
7693	Collect Repair Filing From Warehouse	Office Processes	Collect the filing form the warehouse	paperwork has been missed	1	No Action	7.5.10	4.2 / 4.4.2 / 5.1.2 / 6.2. 7.1.5.2 / 7. / 7.5.3.1 / 7.5.3.2 / 8. / 8.2.3 / 9.1. 9.1.2
23	Company Objectives	Managing Director	Ensure the company Objects are still current and upto date	Company shots of in directions that are not laid out in its objectives	1	No Action	4.2.1 / 4.2.1 / 5.3 / 5.3 / 5.1	5.1.1
22	Company Policy's	Managing Director	Ensure the company policy's are still current and upto date	Company shots of in directions that are not laid out in its policy's or does not meet its objectives	1	No Action	4.2.1 / 5.3	5.1.1
26	Company Resources	Managing Director	Overview of the Company using various data Reporting Screens	Not enough resources to complete tasks	1	3	No Action	4.1.3 / 5.4.1
7931	Competitor Pricing	Sales Controller	Review any Logged Competitor Pricing	task not carried out	1	1	No Action	
7927	Contract Pricing Review	UK Sales Controller	To check Contract prices are still valid and within date	Non	1	1	No Action	
7821	Controlled Waste Description And Transfer	Maintenance Controller	The renewal of our waste transfer agreement with our waste disposal companies	That we cannot get rid of waste or we have a supplier that takes waste but does not dispose of it in the correct legal manor.	2	1	No Action	6.3 / 6.4.1
7992	COSHH Datasheet Reminders	Documentation And Records Controller	Remind staff to supply any new coshh and or datasheet to technical manager to be added to the system.	documents missed	1	1	No Action	
5922	Credit Cards Expenses	Accounts Processes	Monthly we get a copy of the Credit Card Statement and at that time we match the	That this is entered	1	2	No Action	

	Calculations		invoices and other paperwork to the credit card statement.	incorrectly into opera. That invoice / receipts are missed.			
✓5923	Credits Note Processing	Accounts Processes	A credit either a part or in full - When either goods have been returned, re a sales invoice from a customer. An internal error has taken place and a sales invoice need to be re entered. On the purchasing if a supplier has sent a credit for goods or an error.	the wrong company or items could be credited. Customers could end up paying twice or not at all for somethings. Repairs not being worked on in a timely manor.	2	2	No Action
✓6862	Current Repairs	Warehouse Team Leader	The repairs that are currently in the building. Confirm the Stage and Location of repairs	Repairs being processed with out authorisation from customer. If the levels are incorrect or we have a shortages then customers will not receive their goods in a timely manor.	1	2	No Action
✓6850	Current Stock Levels	Warehouse Team Leader	Review current stock levels	things are not followed up in a timely manner or are missed	1	2	No Action
✓6931	Customer Complaints	Managing Director	Review the Customer Complaints Heading		3	1	No Action
✓7743	Customer Complaints Paper File	ISO Controller	Major Customer Complaints get escalated to Paper Customer Complaints file. Check the File is being Maintained and any relevant documentation is in the File.	Customer Complaints could be missed or not filed correctly	1	2	No Action
✓5857	Customer Service Logs	Office Processes	Ensuring customer onsite service visits are completed	Engineer or equipment is unavailable Goods not cleared, so goods can be returned or 1 fines can be issued. worst case scenario is sensor returns goes through the system normally	1	2	No Action
✓5925	Customs Clearance	Accounts Processes	Customs contact us for information. So they can clear incoming and outgoing parcels.		2		No Action
✓7897	Daily O2 Sensors Returns	Repair Processes	To check the daily returns for any that are oxygen sensors only, so they can be fast tracked through the system		1	1	No Action
✓7976	Decontamination Of Incoming Products And Repairs	Goods In	Decontamination Of Incoming Products And Repairs. Clean items and make sure safe to handle. Use gloves where needed.	goods are dirty or are unsafe to handle	2	2	No Action
✓7709	Delivered not Invoiced	Office Processes	Ensure invoices are generated for shipped orders	Computer/network breakdown delivery is missed and remains un invoiced.	2		No Action
✓7877	Disaster Planning	Managing Director	To Plan for disaster	Total failure	3	1	No Action
✓7803	Dishwashing	Office Processes	To ensure crockery and cutlery is cleaned and fit for use	Dishwasher breakdown	1	1	No Action
✓10	Distribution Of Emails	Office Processes	Distribute Emails	Sent to incorrect person	1	3	No Action
✓9	Distribution Of Faxes	Office Processes	Distribute received faxes	lost faxes	1	1	No Action
✓11	Distribution Of Mail	Office Processes	Distributing incoming post to correct person	Royal Mail fail to deliver post	1	3	No Action
✓5873	Distributor Contract Reviews	EX Sales Controller	To check through list of export distributors	That we sell to someone in a country that already has a distributor.	1	3	No Action
✓7937	Diversity Impact Assessment	Human Resources	Diversity Impact Assessment	this is out of date	1	1	No Action
✓7942	Do We Have Service Manual / QA For All Our Stock Coming In.	Warehouse Team Leader	To make sure we have a QA procedure or service manual in place for all our stock coming through Viamed and VST.  Some may just say check packaging and barcode and other may need to go further in depth. With testing procedures. Those who do not require testing should state this in the procedure.	that something will be missed or that a procedure is not fit for purpose.	3	1	No Action
✓7700	Domain Name Management	IT Controller	Maintain Domains for websites	Loss of website presence	1	3	No Action
✓5851	Duplicate Documents	Documentation And Records Controller	Removal of Duplicate documents	no risk as such. how duplicates in the system can waste time by having to work out	1	3	No Action

✓5876	E.Commerce Cardea And Multiquote	UK Sales Force	To Collect E.Commerce Cardea And Multiquote Orders	if one succeeds the other.	Orders go unnoticed	1	1	No Action	7.2.3	4.2 / 5.1.2 . 6.2.1 / 7.5. 8.2.1 / 8.2.	
✓7909	EAN GTIN Online Database	Sales Controller	To update the online GTIN / EAN13 databases of stock descriptions for pepol use		Task is missed	1	1	No Action			
✓7835	Electrics Need Checking	Maintenance Controller	To get the Electrics checked by External Electricity, so certificate can be provided for Employee Safety		Not carried out in a timely manner	1	1	No Action	6.3 / 6.4.1	7.1.3	
✓36	Emailing Of Invoices	Office Processes	Invoices are emailed to customers		Computer or network failure	1	2	No Action	7.2.3	4.2 / 5.1.2 . 6.2.1 / 7.5. 8.2.1 / 8.2.	
✓53	Emails	IT Controller	Maintain the Online Email boxes currently Google and Goldmine	incorrect email routing can lead to emails not getting to were they are supposed to be	1	1	No Action	6.3			
✓7872	Embargo Countries NOT Allowed To Sell To	Accounts Processes	To review with the banks any embargo countries	Selling to an Embargo	countries can get bank account frozen and loss of facilities	3	1	No Action		5.1.2	
✓7929	Emergency Lighting And Fire Extinguishers	Health And Safety Controller	The regular review of the Emergency Lighting And Fire Extinguishers.		That the job is not done or not done correctly	3	1	No Action			
✓7902	Empty Depleted Sensor Bin From The Offic	Warehouse Team Leader	Empty depleted sensor bin from the office		non	1	1	No Action			
✓7805	Empty Kitchen Bins	Office Processes	Emptying of the recycling and waste bins into external bin for refuge collection		Waste is not removed or waste is not correctly placed in bins	1	1	No Action	6.3	7.1.3	
✓5878	Empty Office Bins	Office Processes	Emptying of the recycling and waste bins into external bin for refuge collectors		Waste is not removed or waste is not correctly placed in bins	1	1	No Action	6.3		
✓5906	Empty Paper Bins	Warehouse Team Leader	Emptying of the recycling and waste bins into external bin for refuge collectors		Waste is not removed or waste is not correctly placed in bins	1	1	No Action	6.4.1 / 6.3		
✓5909	Empty Warehouse Bins	Warehouse Team Leader	Emptying of the waste bins into external bin for refuge collectors		Waste is not removed or waste is not correctly placed in bins	1	1	No Action	6.3 / 6.4.1		
✓7903	Empty Warehouse Depleted Sensor Bin	Warehouse Team Leader	Empty Warehouse depleted sensor bin into Bin in cage and record weights in intrastats where relevant		over full bins can be a hazard	1	1	No Action			
✓5914	End Of Year Reports For Accountants	Accounts Processes	The closing down of the accounts package at the end of the financial year. Sales, Purchasing and Nominal ledgers.		That the figures are incorrect and therefore the profit / loss cannot be calculated correctly.	1	1	No Action			
✓7808	Ensure All Invoice Correctly Tagged	OEM Sales Controller	To find and Tag any sales that are removed from commissions, as they are break even products for relationships purposes		Pay a Sales rep for special sales in the relevant area. and make a loss on the sale	1	3	No Action		8.2.1	
✓7735	Ensure SOR's Are Followed Up	Office Processes	Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate		Computer/network breakdown	1	2	No Action	7.2.3	4.2 / 5.1.2 . 6.2.1 / 7.5. 8.2.1 / 8.2. 8.5.3 / 8.5.	
✓39	Enviromental Policy Document Review	Managing Director	Ensure our Viamed Environment and WEEE Policies are upto date and suitable for current legislation		Potential to break the Law of the land with unsuitable policies	2	1	No Action	6.4.2		
✓7950	Envitec Oxygen Sensor Parts Stock Check	Office Processes	Envitec oxygen sensor parts stock check								
			Check to see whether in the past 6 weeks Envitec (Honeywell) have ordered any parts to used in the production of 801004 R17JJ-CCR oxygen sensors. If no sales orders have been processed, please send a reminder email to:		the issue has not been carried out, orders are not received	1	1	No Action			
				Felix.Krellenberg@honeywell.com cc. Jessica.Wagner@honeywell.com							
✓7864	ESD Work Stations	Maintenance Controller	Check the workshop benches ESD equipment is in place		can damage equipment if not used or suitable	1	2	No Action	6.4.1 / 6.3	7.1.3	
✓7958	Exchange Rate In To Intrastats	Accounts Processes	Put the Exchange Rate in to Intrastats for current month from HMRC		Missing the current rate and staff using the last months rate. Wrong rates being entered.	1	1	No Action			
✓5924	Export Cheques sent by Currency Lodgement	Accounts Processes	Export \$ USD or Euro cheques from customers have to be sent to the bank processing department in Poole. With a form.		Cheque could be lost	1	2	No Action			
✓7755	Fast Hosts Invoice	IT Controller	To Send Invoice for online services to Helen		No risks to system. Accounting excise	1	3	No Action	6.3	8.4.1	
✓14	Fax Paper	Office Processes	Ensuring that fax reports have been generated for both sent and received faxes and ensuring		Phone lines go down	1	1	No Action	5.2	4.2 / 5.1.2 . 6.2.1 / 7.5.	

			there is paper in the fax machine	The paper tray is empty			8.2.1 / 8.2.
✓7895	FDA Device Establishment Registration	Managing Director	To conitune our FDA registration (for the Apgar timer)	unable to sell in U.S.A	1	1	No Action
✓7744	FDA Device Establishment Registration And Listing	ISO Controller	FDA registration and the CMDCAS products In order to sell in the USA / Canada Markets products need to be registered with the FDA.	Its harder to initially get on teh register than maintaining it. Inability to sell products in North America	1	1	No Action
✓15	Filing and Archiving	Office Processes	Paperwork to be filed in the correct order	Paperwork is filed incorrectly	1	1	No Action
✓5917	Fill in Cashbook / Bank Rec for previous Month	Accounts Processes	Fill in the cashbooks manual and digital. To complete the bank reconciliation at the end of each month for the sales, purchasing and nominal ledger.	Information may be entered incorrectly or calculation wrong.	1	1	No Action
✓5949	Filling Credit Card Slips	Office Processes	Inputting the accurate data on to our pre-printed credit card slips for processing on dispatch of good. Secure storing and processing	incorrect information slips left unsecured	3	1	No Action
✓7834	Financial Review	Share Holder	The review the Financial requirements	Non	1	1	No Action
✓7891	Fire Alarm Evacuation Drill	Health And Safety Controller	To test the evacuation of the buildings in case of fire	That staff will not know what to do in case of a fire	3	1	No Action
✓6856	Fire Alarms	Health And Safety Controller	To ensure the fire alarms, MPC (manual call points), fire extinguishers and emergency lights are all in place, working and tested regularly. The log booked filled in. Tested by Keybury (alarms and emergency lights) annually and Airedale Fire protection (Fire extinguishers) annually. Evacuation Drills to check staff readiness.	If these checks are not carried out correctly and we have a fire then we are less prepared and this puts staff at risk.	3	1	No Action
✓7928	Fire Test Points Checking	Health And Safety Controller	To Test the Fire alarm glass boxes	not tested	1	1	No Action
✓6849	First Aid	Health And Safety Controller	To make sure we have a qualified member of staff trained in First Aid at Work. With the training up to date. Review the accident book. Check that there were no health and safety issues flagged up from these.	That the first aiders training goes out of date. The first aid boxes are not fully equipped. That first aid is not available when needed.	3	1	No Action
✓7120	General Maintenance Requirements	Maintenance Controller	Review any General Maintenance required on the physical Site(s)	no risks	1	2	No Action
✓7905	Generate RMA Box, Link Items And Add Faults	Warehouse Team Leader	To arrange Supplier Returns Generate RMA box, link items and add faults	that these are not returned and stock goes out of warranty	1	1	No Action
✓6898	GHX Web Pricing	UK Sales Controller	To review the GHX Web Pricing	That the prices are in correct and we may have to let them have the old price if we have not up dated them	2	1	No Action
✓7826	Goods In Processes	Warehouse Team Leader	To Receive Goods from Suppliers	incorrectly booked in not booked in	2	2	No Action
✓7860	Goods Out Picking	Goods Out	To pick in order orders from the picking screen package the goods ready for dispatch Invoice out the delivery	goods do not get shipped	2	1	No Action
✓7916	Google Webmaster Tools	IT Controller	To check the webmaster tools to see our websites from googles point of view. fix any errors it may flag up	Job not carried out Google analytics errors	1	1	No Action
✓7869	Hand Drill Checklist	Health And Safety Controller	This is a check list to ensure safe use of the Hand Drill	That injury will occur	3	1	No Action
			Perform HSE Risk Assessment,				
			Re issue Message of the Day or send company issue with regard to Employees being aware of HSE documentation / policy.				
			and Location of Fire Exits and First Aid Kits.				
✓7847	Health And Safety Review	Human Resources	Send new Issue to Projects Asking if New HSE implications have arisen from new products.	HSE Risks to Staff and business	1	1	No Action
			Review Online the Local Community Risk Register.				
			Check the Viamed Overall Risk Analysis Program Document in the Index to check its still current.				
			Check the health and safety signage				
✓7759	Health Declaration Sheet	Human Resources	Information from the staff that would be used in case of emergency health issue. These are filled in by staff and filled securely.	That information is not up to date or received.	3	1	No Action
✓5929	HMRC Intrastats	Accounts	HMRC Intrastats Sales Data. Information is	The forms are not	2	1	No

	Sales Data	Processes	taken from intrastats and then uploaded and filled in on the two HMRC web site. VAT and EC sales site and Supplementary date site.	filled on time or at all. They are filled in incorrectly. Dirty and unhygienic work space. Inadequate supply of cleaning products.	Action		
P5907	Hoover Warehouse	Warehouse Team Leader	Cleaning of floors. Tidying so as to clean more effectively.	1	No Action	6.3 / 6.4.1	
P7917	Human Med Purchase Order	Warehouse Team Leader	Check stock requirements for human med Stock NO Longer required	Non 1	No Action		
P7670	Humanmed general Issues	Humanmed Controller	Review of Humanmed sales and orders and clear any duplicates or problems.	That there are duplicate orders o 1 the system due to errors.	3	No Action	7.2.3 5.1.1 / 5.1. 6.1 / 6.2.1. 7.1.1 / 7.1. 7.1.5.1 / 7.1.5.2 / 7.
P7790	Humanmed Invoice them For Previous Month	Accounts Processes	A invoice is generate at the end of each month to charges Humanmed for the admin fee, carriage charges and any special carriage charges.	That this invoice is not produced. 1	3	No Action	8.2.1
P7671	Humanmed Non Conformances	Humanmed Controller	Humanmed Non Conformances	non conformations not logged. 2	2	No Action	8.5.3 8.7 / 8.7.1. 8.7.2 / 9.3. 10.2
P7711	Import Bank CSV	Office Processes	Download the most recent bank statement from the bank website	Computer/network breakdown 1	2	No Action	7.1.3
P7833	Importance Of Effective Quality Management	ISO Controller	To Remind Staff of the Importance of the ISO systems and they should be following the procedures	people may become careless 1	2	No Action	5.1 / 5.3 / 5.5.2 5.2.2 / 9.1. 9.3.2
P6866	Internal Process Verification Complete Systems Review	ISO Controller	Review the Internal Process and Verification's are suitable for the current standards PROCESS NOW CANCELLED AS REPEAT OF AUDIT 20	Review not carried out 1	1	No Action	4.2.1 / 8.5.3
P7739	Intrastats Amendment Log	IT Controller	Intrastat Changes updates. Logging system to enable roll back should anything break	None, The updates are automatically logged and stored for easy retrieval. 1 This process is simply to add notes to new updates	2	No Action	6.3 5.1.1 / 7.1.
P7129	Intrastats Cross Reference Database Tables Updates	IT Controller	Update the online Cross reference guides with latest intrastats data.	n/a database maintenance 1	3	No Action	6.3 7.1.3
P7831	Intrastats Debtors And Creditor Figures	Accounts Processes	Intrastats Debtors And Creditor Figures Fill in the figure in Enter Overview details from Operas and bank.	Not filled in often enough Not filled in correctly 1	3	No Action	8.2.3.1 / 9.
P7130	Intrastats Information for Intrastats and L Drive	IT Controller	To Review the L Drive Library is in sync with Intrastats Documentation TASK DISCONTINUED, L Drive has been replaced with Intrastats	Documents get out of Sync 1	3	No Action	
P7126	Intrastats Requested Page updates	IT Controller	Fix general errors in intrastats such as Spelling errors or columns not lining up	no risks, simply a mechanism to fix internal typos and spelling errors on intrastat tables 1	3	No Action	7.1.3
P7846	ISO System Management Review Viamed	Managing Director	To Comply with Top Level Re-authorise the Current Audits for next 12 Months Cover the Agenda as Per VOP13	Failure to do may cause major non conformities in QMS System 1	1	No Action	5.6.2 / 5.6.1 9.1.3 / 9.3.
P7972	ISO System Management Review Vst	Managing Director	To Comply with Top Level Re-authorise the Current Audits for next 12 Months Cover the Agenda as Per VOP13	Failure to do may cause major non conformities in QMS System 1	1	No Action	
P6871	ISO14001 Environmental management systems	ISO Controller	Not yet Applied Rolling Issue to see if we should apply this standard in the future	If we went for this, the risks would be incomplete data or ineffective system 1	1	No Action	
P7819	Issues For Accountant - Check Contra account 8000 and clear it	Accounts Processes	A review of the contra nominal account in accounts package, number 8000, for the previous 12 months. To see if the adjustments that go through this account, have been handled correctly and the amount at the end is zero.	That the account will not have a zero balance. 2	2	No Action	8.2
P7818	Issues For Accountants - Check Purchasing Journals to see if Processes VAT handled correctly Previous Month	Accounts Processes	A review of the Purchasing Journals, done in Opera, for the previous month. To see if the VAT has been handled correctly and the nominal account number are correct.	That we will run the VAT return and a an incorrect journal is present. This could result in us paying too much or too little VAT on the next VAT return. 2	2	No Action	8.2
P7817	Issues For Accountants - Check suggested invoice report in operas	Accounts Processes	This is a report that is run to make sure we have not missed the invoicing of an order during the preceding month, on the sales ledger.	That sales deliveries are missed and not invoiced. 1	3	No Action	8.2
P6876	Issues for Accountants - P11D Form re Benefits to	Accounts Processes	This is a form concerning benefits the staff receive annually. An issue is sent annually to remind of this. We then contact the accountants and ask them to fill this in for us. They ask us about benefits and	That we forgot to fill it in. 1	1	No Action	

	Revenue and Customs		they fill it in for us. This is then sent to us for signing and posting.					
✓5918	Journals for the End of Month accounts	Accounts Processes	Journal/adjustments to add items in to the accounts package that are not included in the scope of the sales and purchase ledger.	That journal will be entered incorrectly.	1	2	No Action	
✓5901	Link Call Log Contacts To The CRM	Office Processes	To link new calls to Contacts in the CRM	Computer/network breakdown	1	2	No Action	7.2.3 4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2.
✓7863	Maintain Repair Codes List	Product Controller	To confirm the current repairs codes for various products in the system are up to date and available to office members of staff.	use of incorrect repair codes	1	1	No Action	7.5.10 7.1.6
✓7876	Maintain Update Of ISO Route Maps	Managing Director	To review Route map VIAMED 13485:2016 and VST 9001:2015 See if a new Summary sheet needs producing, print new PDF, and upload on top of the old summary	Summary sheet gets out of date.	1	2	No Action	8.1 9.1.3 / 9.3.
✓19	Maintaining Leaflet Stocks	Office Processes	Ensure required leaflets are in stock	Stock is not checked	1	2	No Action	5.2
✓6861	Management Meeting Review Weekly Meeting	Managing Director	Non Minuted Management discussions on issues	the meeting wont be held	1	2	No Action	4.2.1
✓6813	Management Meeting Turnover Report	IT Controller	Ensure the turnover report is accurate	Incorrect figures could be financially catastrophic	1	3	No Action	
✓7753	Management Meeting Warehouse	Warehouse Team Leader	To discuss any problems, to assess work load and staffing. To review issues with regard the Warehouse.	Meetings not carried out regularly.	1	3	No Action	5.1.1 / 7.1, 9.3.2
✓7070	Management Review	Managing Director	To discuss any problems, to assess work load and staffing. To review issues.	Meetings not carried out regularly.	1	2	No Action	4.2.1 / 5.1 / 5.6.2 / 5.6.1 / 8.1 9.3.2
✓27	Management Reviews And Quality Audits	Managing Director	To review and close all automatic rolling Issues. Including all rolling tasks and audits	that the task is missed that follow ups are missed	1	3	No Action	4.1.3 / 4.2.1 / 5.1 / 5.6.1 / 8.2.5 / 8.1 4.4.2 / 5.1, 9.1.3
✓32	MDALL Listings	Managing Director	Complete the CMDCAS Paperwork once per year to Keep the Licence to sell in canada NO LONGER KEEP THIS CERTIFICATE	no risks identified	1	1	No Action	
✓7750	Meeting With Management	Office Processes	Meeting between management and office team leader to discuss improvement of systems and address any issues	Staff being unavailable	1	3	No Action	5.1.1 / 7.1.
✓6945	Missing Stock or Adjustments	Warehouse Team Leader	To synchronise Opera stock Count against Intrastats internal movement of stock, E.G. Items that wont uniquely appear on an opera order - such as production parts.	Opera and Intrastats go out of sync	1	1	No Action	7.5.1
	TASK IS NO LONGER REQUIRED							
✓7694	Move Stock From QA Shelf To Stock Shelf Tuesday	Warehouse Team Leader	Move Stock From QA Shelf To Stock Shelf	That stock is not replaced so it will take longer to pick goods for orders. The stock is not on the correct shelf.	1	2	No Action	7.5.1 7.1.5.1
✓7689	Move Stock From QA Shelf To Stock Shelf Monday	Warehouse Team Leader	Move Stock From QA Shelf To Stock Shelf	That stock is not replaced so it will take longer to pick goods for orders.	1	2	No Action	7.5.1 7.1.5.1
✓7890	New UPS Rates Needs Checking	Managing Director	To get the next years UPS zone and areas and Pricing Import into intrastats, No formal procedure as UPS keep changing style and layout, can be done manually	Our pricing calculations dont work out,	1	2	No Action	
✓7138	Non Conformance Issues Any New QC21 Forms	Warehouse Team Leader	To review any new QC 21 Forms Check existing forms for corrective actions and effectiveness	potential non conformances go undetected	1	3	No Action	8.5.3
✓7199	Non Conformities Review Viamed	ISO Controller	To review any non conformances created during the previous month, and produce a non conformance report. Review history of non conformances and see if there has been any improvement.	Non conformances go unfixed	2	2	No Action	4.2.1 / 8.5.3 / 4.1.5 5.1.1 / 9.1, 9.3.2
✓7820	North Yorkshire Council Waste Transfer	Maintenance Controller	The renewal of our waste transfer agreement with North Yorkshire County Couoncil	That we cannot get rid of waste or we have a supplier that takes waste but does not dispose of it in the correct legal manor.	2	1	No Action	6.3 / 6.4.1 8.5.5
✓7672	Off Site Backup	IT Controller	To take a copy of the important data off-site that's not being automatically backup by the system, Currently T Drive being the primary files to be backed up. Changed routine to Monthly, as only T drive is now being backed up, all other files automatically being backed up remotely	now as its a backup process Back is unrestorable	2	2	No Action	6.3 7.1.3
✓21	Office Sales Projects	Office Processes	Ensuring office job list is being updated and completed	Office is short staffed or over worked	1	2	No Action	4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2.

✓7873	On Site Environment Review	Product Controller	Review the Highs and Lows in Temperature of stored stock and products.	Building temperature could affect stock	2	No Action	6.4.1
✓6838	Opera Negative Stock	IT Controller	To find and correct opera when it reads Negative stock values.  NOT REQUIRED ANYMORE Opera	Damage Opera.	1	No Action	7.5.1
✓7800	Opera Nominal Ledger Close	Accounts Processes	The closing down of the previous months nominal ledger for accounts purposes.	The system crashes.	2	No Action	8.2.1
✓7799	Opera Purchase Ledger Close	Accounts Processes	The closing down of the previous months purchase ledger for accounts purposes.	The system crashes, invoices could be missed.  Reports more difficult to perform after shut downs, no commercial risk if not performed	2	No Action	8.4.1
✓5915	Opera Sales Ledger Close	Accounts Processes	Closing down of the Month end in the accounts packages, Or year end if applicable	Opera Counts bulk stock in and issues stock out against orders.  Multiple processes cause stock to be used internally. Opera requires a weekly update to bring the stock count into line with what's been used outside the invoicing systems	1	No Action	
✓5858	Opera Stock Adjustments	Warehouse Team Leader	NO LONGER REQUIRED, New system live counts these now	Stock valuations will get inaccurate if the process is not performed.	1	No Action	7.5.1
✓7798	Orders And Items Shipped Per Month	Warehouse Team Leader	Review the orders and items shipped per month	Problem with report	1	No Action	7.2.3
✓59	Out Of Date Documents	Documentation And Records Controller	Check the Document Index for any out of date documents,	Not performing task could relate to old out of date information being supplied out of the companies	1	No Action	7.1.3
✓7985	OverDue Servicing	Servicing Onsite	To ensure we do not have any overdue service requirements to our customers.  Have any overdue visits not got any action notes.	That services will be missed	1	No Action	
✓7866	Oxygen Cylinder Check	Warehouse Team Leader	Ensure we do not run out of oxygen	run out of oxygen	1	No Action	7.1.3
✓7884	Pay Review	Human Resources	Review the staff pay, ensure it's above minimum living wage and at a level appropriate to the work	that staff are not paid what they are worth or paid too much	1	No Action	
✓7935	PCI DSS Compliance	Accounts Processes	To Obtain PCI DSS Compliance	get a fine if we are not up to date	1	No Action	
✓7783	PDF VST Invoices And Purchase Orders	Office Processes	Process of PDFing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers  NOW DONE AUTOMATICALLY	Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice.	1	No Action	4.2 / 5.1.2, 6.2.1 / 7.5.2.1 / 8.2.
✓7924	PDFing Of Invoices Vandagraph	Office Processes	Process of PDFing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers  NO LONGER REQUIRED, New Order system automatically produces the PDFs and Places into the Correct Location	Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice.	1	No Action	
✓7676	PDFing Of Invoices Viamed	Office Processes	Process of PDFing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers  NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY	Incorrect name given to Invoice when saving the PDF. customer gets incorrect invoice.	1	No Action	4.2 / 5.1.2, 5.2.2 / 6.2, 7.1.5.1 / 7.1.5.2 / 7.5.3.2 / 8.2.3
✓6837	Personnel Requirements and Training	Human Resources	Keep Staff Training records up to date	Keep enough trained staff to perform our tasks	1	No Action	5.5.1
✓7788	Petty Cash Reconciliation	Accounts Processes	This is done annually, a report for the accountant. It shows the currency and amount that we have in the building at the last day of the year.	That the report is not done and therefore an accurate figure for the petty cash is not inputted into the system.	1	No Action	8.2.3.2
✓7868	Pillar Drill Checklist	Health And Safety Controller	This is a check list to ensure safe use of the Pillar Drill	That injury will occur	3	No Action	7.1.3
✓7071	Post Market Surveillance	ISO Controller	The process by which we review and risk assess all product files, check that no Products / Designs have changed significantly to warrant informing any notified bodies eg. MDD / BSI / CMDCAS or any other related Body.  Changing of the prices lists. Issue to check these are current	Loss of certifications Unforeseen product risks.	3	No Action	9.1.3
✓7791	Price List Check	Vandagraph	*Vandagraph is not an ISO company	That people will quote the wrong price to the customer.	2	No Action	5.1.1 / 5.1.
✓7908	Private Information Data	Human Resources	remind staff about private information data and that it needs to be looked after and securely.	that we break GDPR	1	No Action	

P7809	Pro-Active Marketing	Marketing Controller	Analyzing Existing product , sales trends, plan strategy.	That we will target an incorrect area or push a product that is not taken up.	2	No Action	6.1.2
P5898	Processing Depleted Sensors	Office Processes	Dispose of depleted oxygen sensors and send customer replacement disposal bags	Sensors are not handled correctly	1	No Action	
P20	Processing Of Mail Shots	Office Processes	Ensuring mail shots are printed and sent	Depleted stock of leaflets	1	No Action	
P5891	Processing Of Repair Quotes And Orders	Office Processes	To process the Repair Quotes And Orders as they come in.	Repairs missed or delayed. Order numbers not received before processing. Out of date databases linking products to equipment	1	No Action	7.5.10 / 7.5.11 / 7.2.3 4.2 / 5.1.2, 6.2.1 / 7.5. 8.2.1
P6894	Product Cross References	Marketing Controller	Maintenance and research of cross reference tables		1	No Action	
P7737	Production In Production List	Production Processes	Review the Production List, check and list those items that were started more than 30 days ago have not been through QA.	Production jobs is finished but not been QA, may get lost in the system	2	No Action	8.5.1 / 8.5.
P6955	Production Requirements	Warehouse Team Leader	To set production job for any stock item that is needed for customer back order, warehouse requests or marketing	that jobs will not be added and customers orders will be delayed	1	No Action	7.5.1
P7736	Production Start Job List	Production Processes	When a new production is needed we the production job to the list of procedures.	That a job will be carried out without a procedure.	2	No Action	8.5.1
P7738	Production Statistics	Production Processes	Production Review, Identify any production jobs taking a long amount of time	No procedure	1	No Action	8.5
P5899	Proforma And Quote Chasing	Office Processes	Chase outstanding Quotes and Proformas	Computer/network breakdown Not chased up.	1	No Action	7.2.3 4.2 / 5.1.2, 6.2.1 / 7.5. 8.2.1 / 8.2.
P7970	Proforma And Quote Chasing Ryan	EX Sales Force	Chase outstanding Quotes and Proformas put on by Ryan or that he is responsible for.	Computer/network breakdown Not chased up.	1	No Action	
P7971	Proforma And Quote Chasing Steve Hardaker	UK Sales Force	Chase outstanding Quotes and Proformas put on by Steve H or that he is responsible for.	Computer/network breakdown Not chased up.	1	No Action	
P7914	Proofs of Delivery	Office Processes	To download or pdf the proof of deliveries	That we do not get the POD and customers refuse to pay their invoices	1	No Action	
P7925	Providing Ebay Feedback	Office Processes	Providing Feedback to ebay customers	that it will be missed	1	No Action	
P5931	Purchase Invoices In to Opera	Accounts Processes	Putting into opera the purchase invoices that are received from our suppliers, by Email, fax, post or by hand.	Invoices missed, not received or entered incorrectly. The order is not checked and the supplier has not received it ergo we do not receive the order	1	No Action	
P5850	Purchase Order Log	Office Processes	Check the PO log is up to date with confirmations and expected shipping dates	1	No Action	7.4 / 7.2.3	
P5855	Purchase Order Requirements Teledyne	Warehouse Team Leader	To contact Teledyne and confirm the purchase orders we have outstanding for them	That good that are required will not be available.	1	No Action	7.4.1
P7882	Purchase Payments	Accounts Processes	Pay suppliers within terms	pay the wrong amount or to the wrong company. Not pay in terms	2	No Action	7.4.2
P7933	Purchasing Invoice Processing	Accounts Processes	Inputting the invoices from suppliers for the correct month. Ensuring they are all entered in to the correct period.	invoices missed and therefore absent from accounts and Vat return	2	No Action	7.4.2
P7961	R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply	Maintenance Controller	To Clean Tidy the research and development rooms	staff absent so job is not carried out job not carried out well	1	No Action	6.3
P7899	Region Checker	Accounts Processes	Region code and Territory codes from Opera Each country should only be linked to 1 Region.	the contact will be linked to the wrong region or country	1	No Action	
P7978	Regulatory Requirements and Review of QC21 form template	ISO Controller	To Regulatory Requirements and a Review of QC21 form template. To ensure they are up to date to the current standards review Qc 21 Form to ensure it is still appropriate and valid	That we will miss updates	3	No Action	
P5932	Remit Processing and entry into Opera	Accounts Processes	Remits are identified, matched to the bank statement and then entered into Opera on the customer account.	That remits are missed.	1	No Action	

✓7782	Remove Started But Not Used Order Numbers	Humanmed Controller	Remove Started But Not Used Order Numbers from intrastats.	not clear regularly, 1 accidental usage of an old ORDER number generated by mistake  That the process is not updated and not as effective as it could be	2	No Action	7.2.3	7.5.2
✓7816	Repairs In Process Review	Repairs Controller	Review the Repairs In Process	1  That the process is not updated and not as effective as it could be	1	No Action	8.3.3	
✓7685	Repairs Ready For Invoice	Warehouse Team Leader	Process Invoice for completed repairs.	repair has errors on it  If process does not get performed, we likely to lose customers, get complaints over not responding to customers returned goods	1	No Action	7.5.10 / 7.5.11	4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2, 8.7.1
✓7684	Repairs Ready For Quote	Warehouse Team Leader	Process Repairs Ready For Quote	get complaints over not responding to customers returned goods  that goods are not returned and miss the warranty period	1	No Action	7.5.10 / 7.5.11	4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2, / 8.7.1
✓7906	Request RMA Based On The RMA Boxes	Goods Out	Obtain Returns paperwork / authorisation from supplier to return items.	That the data is incorrect or out of date. Investigations are not thorough.	1	No Action		
✓7810	Research Activities	Marketing Controller	Investigating products and applications, existing and potential products.	We run out of stock  Not performing the process can lead to products being returned within the warranty period causing financial loss.	1	3	No Action	8.3
✓7915	Reserve Stock Review	Warehouse Team Leader	To ensure we have enough items of particular stock for certain customer whom can and do place large orders of regular stock,	That additions to the accident book have not been reported when serious.	1	1	No Action	
✓5868	Return Goods To Suppliers	Warehouse Team Leader	To get Returns numbers from suppliers with return shipments pending.	that signs will not be clearly visible, that they may have been lost	1	2	No Action	7.4.2
✓6851	Review Accident Book	Human Resources	To look through the accident book and make sure there were no breaches of Health and Safety that were not reported.	To review the numbers of various departments. Showing increasing / reducing staff requirements  Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives	2	2	No Action	9.3.2
✓7910	Review CCTV Warning Signs	Data Protection Officer	To check the signs we have are appropriate, clear and positioned in the correct	incorrect staff levels	1	1	No Action	
✓5877	Review Company Data	Managing Director	Review the current Ethical Policy in intrastats	That something is missed that we would like to include	1	3	No Action	4.2.1 / 5.4.1 / 8.1 / 8.2.1
✓7741	Review Ethical Policy	Managing Director	Review the current Ethical Policy in intrastats	Something is missed.	1	1	No Action	5.6.2
✓7871	Review Exclusion From Viamed 13485:2016 And VST 9001:2015	Managing Director	To review the Exclusions / boundaries to ISO 13485:2016 for Viamed	External party has un-reviewed expectations	1	1	No Action	5.6.2 / 8.1
✓7837	Review External Parties Influencing The QMS VST / Viamed	Managing Director	To Review the External Parties Influencing The QMS VST / Viamed Checked the Scopes and Risks, Review the Underlining Processes and Tasks	That they are lost or not returned quickly enough to get a refund	1	1	No Action	4.2.1 / 5.6.2 / 8.1
✓7930	Review Flow Of Data	Data Protection Officer	Flow of GDPR Data through the companies	Using out of date Med Dev	1	1	No Action	4.1 / 4.2 / 4.9.1.3 / 9.3.2
✓7874	Review For Latest Version Med Dev 2.12.	Managing Director	To Ensure we have the latest version of Med Dev 2.12, and update management if its been updated	That they are lost or not returned quickly enough to get a refund	1	1	No Action	8.1
✓7796	Review Franking Label Errors	Warehouse Team Leader	To collate all the franking slips that have errors on them and so where not useable. These are returned to Royal mail for a refund of the carriage.	Review the Government Website For Applicable Required Standards ISO 9001 Check if any other standards have been introduced that may have an affect on the company www.gov.uk	1	2	No Action	8.2.3.1
✓7980	Review Gov Website For Applicable Required Standards ISO9001	ISO Controller	European Commission harmonised standards to check documentation upto date  http://ec.europa.eu/enterprise/policies/european-standards/documents/harmonised-standards-legislation/list-references/medical-devices/index_en.htm	A regulartory update could be missed, so we are not assessing to the correct version of the standard	2	1	No Action	
✓7712	Review Inward Payments	Office Processes	Review the payments received to ensure proformas can be shipped	Computer network breakdown	1	3	No Action	4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2, 8.2.3.1
✓7848	Review ISO	Managing	To Review the Scope of the	No risks Rolling	1	1	No	4.2.1 / 5.1 / 4.3 / 9.1.3

Scopes	Director	ISO 9001 / ISO 13485 Standards	issue to perform task	Action	5.6.2 / 8.1	9.3.2			
P5887	Review ISO/EN Documents	ISO Controller	To Keep Products and Services up-to date with current regulations and standards	Shipping products and/or services with below regulations and/or standards	2	2	No Action	4.2.1	9.3.2
P7923	Review Of Credits Received From Suppliers	Warehouse Team Leader	To Review and tidy up any outstanding RMAs that have been resolved by Supplier credit notes	credits missed or not received	1	1	No Action	7.4.2	
P7822	Review Oxylink Stock	Office Processes	To check we have the stock available to supply our customer Oxylink. NOTE THIS PROCESS HAS BEEN STOPPED.	The we do not have the stock needed to satisfy the orders for this customer.	1	3	No Action		5.1.2 / 6.2.7.5.1 / 8.2.8.2.3 / 9.1.10.1 / 9.1.2
P7913	Review Personnel Files	Data Protection Officer	Part number has been superseded	that things are kept too long	1	1	No Action		
P7878	Review Possible Upcoming Regulation Changes	Managing Director	To Review the personnel files to check we remove old data to stay within the GDPR	Legal / Regulatory changes stop us being able to carry out our processes as per QMS	3	1	No Action	8.1 / 4.1.4	9.1.3 / 9.3.
P7981	Review Process Updates For Risk To Systems	ISO Controller	Review possible legal / regulator changes that might affect Viamed / VST	Monthly review could be missed changes to process could be missed	1	1	No Action		
P7888	Review Processes Linked To VOPs And Audits	ISO Controller	To review monthly any changes, to any processes, for risks to ISO systems.	process can go un-monitored	1	3	No Action		
P7849	Review Product Failures New Codes	Managing Director	Ensure All Sub Processes are linked to a VOP and an Audit.	Product failures / returns do not get reviewed and a new Risk may occur	3	1	No Action	4.2.1 / 5.6.2 / 8.1 / 7.5.6 / 8.5.3	9.1.3 / 9.3.
P7830	Review Q.A. Failures Report	Managing Director	To review the Customer Returns and Review Product Failures New Codes	No risk	1	3	No Action	4.2.1 / 5.4.1 / 5.6.2 / 8.1	5.1.2 / 6.2.7.1.5.1 / 7.1.5.2 / 7.8.3.6 / 8.5.4 / 8.6.8.7.1 / 8.7.9.1.3 / 9.3.10.2.1
P7713	Review Roles And Responsibilities	Managing Director	To review the Quantities of Failed product per Stock reference Passing through the Q.A. system	That not all jobs will be allocated to a member of staff.	2	2	No Action	4.2.1 / 5.5.1 / 6.3 / 5.6.2	4.4.2 / 7.1.9.1.3 / 9.3.
P7911	Review Security Of The Special Category Personal Data	Data Protection Officer	Ensure All tasks allocated to active Members of staff,	That we may not share out jobs in an appropriate way.	2	1	No Action		
P7943	Review Stocks Of 8000004	Office Processes	Risk of being over faced.						
P7977	Review The Agenda For The Management Review / Board Meeting Prior To The Annual Meeting	ISO Controller	To review Security Of The Special Category Personal Data	Fines	2	1	No Action		
P7862	Review The Audit Calender Screen	Share Holder	To review stock levels of 8000004	That not all jobs will be allocated to a member of staff.	1	1	No Action	4.2.1 / 8.1	9.3.2
P5937	Review the Delivered Not Invoiced Reports	Accounts Processes	To review the Agenda of the Management review. Make sure no headers are missed that should be being discussed.	That we may not share out jobs in an appropriate way.	2	1	No Action		
P7912	Review The Personnel Information We Collect Or Store	Data Protection Officer	Make sure Objectives are appropriate and effective.	That we will miss a header and something important will not be discussed.	2	1	No Action		
P7828	Review The Quality Policy Viamed	ISO Controller	To review the Audit Calendar Screen	It is an internal adjustment that is reversed out at the end of the next month. The only real risk is the figure from the previous month is not adjusted out correctly.	1	1	No Action	4.2.1 / 5.3	5.1.1 / 5.2.5.2.2 / 6.2.
P7827	Review The	ISO Controller	NO LONGER REQUIRED WITH XERO	That we will store information too long or not securely enough	1	3	No Action		
			This report allows us to add a figure to the end of month accounts. It is a report of suppliers delivered items that have not been invoiced and therefore do not show on the accounts but do show as in stock.	That we will store information that we do not need	3	1	No Action		
				That the policy will go out of date	1	1	No Action		
				that policy will go	1	1	No	5.3	5.1.1 / 5.2.



Level Certificate	it can be used off site	if certificate fails you can bypass the warnings and continue and still have encryption.	Action
		only risk would be a man in the middle attack, however as Instratats is in constant use warnings would be given to all members of staff as it tries to update.	
		risk is minimum	
✓7919 Send Debtors Overview To Derek	Accounts Processes	send a report to John of what is happening with the debtors from the last month, include problems and payments due.	report not done 1 1 No Action
		Can add to issue and redirect	
✓7707 Send Purchase Orders To Suppliers	Office Processes	Emailing purchase orders to suppliers	Computer/network breakdown 1 1 No Action 7.4 8.4 / 8.4.1
✓7760 Send Service Offers	Office Processes	Send letters to existing customers to remind them that a service is due on their equipment	Computer/network breakdown 1 1 No Action 7.2.3 4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2.
✓7696 Send VIAMED Delivery Notifications	Office Processes	Emailing Notifications of shipments	limited risks, and if email fails to get delivered the customer will still receive their shipment. Limited risks, and if the email fails to get delivered the customer will still receive their shipment. Older programs such as Opera and Goldmine have inbuilt file limits 1 2 No Action 5.2
✓7761 Send VST Delivery Notifications	Office Processes	Emailing Notifications of shipments	Older programs such as Opera and Goldmine have inbuilt file limits 1 2 No Action 4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2.
✓7951 Server Review	IT Controller	Check the Server space and Size of important files	Server has limited space, 2 1 No Action
✓7690 Ship Repairs	Goods Out	Review the Repairs completed shelf and ship those items that are ready for return to the customer.	That a repair will be missed 1 2 No Action 7.5.10 4.2 / 5.1.2, 6.2.1 / 7.1, / 7.5.1 / 8.7, 8.7.2
✓7691 Ship Sale Or Returns	Goods Out	Review the sale or return shelf and ship those items.	Goods will be missed 1 2 No Action 4.2 / 5.1.2, 6.2.1 / 8.2, 8.2.3.1
✓7792 Shipped Order Success Report	Office Processes	A report is generated from figures in Instratats to display how many orders have been shipped without errors	Computer/network breakdown 1 2 No Action 7.2.3 4.2 / 5.1.2, 8.2.3
✓7968 Shred CC Slips	Accounts Processes	To destroy old Credit Card Slip	Old Slips kept beyond legal requirement 3 1 No Action
✓7699 Shred Sensitive Paperwork In JL Office	Office Processes	Shredding of sensitive information	Broken shredder 1 1 No Action 4.2 / 5.1.2, 6.2.1 / 7.5, 7.5.3.2 / 8.
✓7865 Software Validation Conflicting Audits	IT Controller	Software Validation of the system: To check all process(s) tasks and audits are not clashed with the same person doing the Task as the Audit.	non Automatic 1 1 No Action 4.1.6 / 7.5.6 7.1.3
✓7881 Software Validation - Live Orders	IT Controller	To compare Opera Live Orders to Instratats Back order Active List NO LONGER REQUIRED Opera is now out of the system	no risks, confirmation back orders is working as intended 1 1 No Action 7.5.6
✓7855 Software Validation - Production Lists	IT Controller	Software Validation - Production Lists Review the current active production lists in Instratats to the actual in progress production lists	Software inaccuracies in production 2 2 No Action 4.1.6 / 6.3 / 7.5.6 7.1.3
✓7858 Software Validation Attempt To QA Some Stock	IT Controller	Test the QA System that Staff not trained for QA are unable to QA a Product.	Untrained staff QA/Processing Product 3 1 No Action 4.1.6 / 6.3 / 7.5.6
✓7875 Software Validation Document Control	IT Controller	To test document control is working as intended.	If not carried out, document index is 1 unvalidated 1 1 No Action 7.5.6
✓7852 Software Validation Expired Stock	IT Controller	To attempt to Scan a product that has gone past its expire date.	Expired product leaves the building and unusable products get to customers 1 1 No Action 4.1.6 / 6.3 / 7.5.6 7.1.3
✓7854 Software Validation In Production List	IT Controller	Software Validation of the production lists.	Software tracking of production jobs fails. 2 2 No Action 4.1.6 / 6.3 / 7.5.6 7.1.3
✓7870 Software Validation Non Conformance	IT Controller	Scope to check the automatic system of tagging product non conformance and other issues to the post market surveillance review report.	issues not carried out 1 1 No Action 4.1.6 / 7.5.6 7.1.3

Product Risk Feedback Loop								
7853	Software Validation Non Sell Able Shelf	IT Controller	Warehouse shelves can be tagged as sellable stock / unsellable stock. Either for quarantine purposes or holding items for other customer orders.	quarantine stock leaves the building to a customer order, or stock on hold for a customer gets shipped to another customer.	3	1	No Action	4.1.6 / 6.3 / 7.5.6 7.1.3
			Test that Order picking cannot pick unsellable stock locations to an Order					
7861	Software Validation Of Training Documents Forced Reading	IT Controller	Software Validating Of Training Documents via Forced Required Reading	required reading not read.	2	1	No Action	6.3 / 4.1.6 / 7.5.6
7880	Software Validation Out Of Date Documents	IT Controller	To confirm the out of date computer software functions as expected flagging out of date items on to the list	Old document in the system	1	1	No Action	7.5.6
7850	Software Validation Scan Incorrect Product	IT Controller	Test the Goods out process disabling picking of items not relating to an order	system allows incorrect items to be picked to customer orders	1	1	No Action	4.1.6 / 6.3 / 7.5.6 7.1.3
							Likelihood is Improbable as this process tests the actual system of preventing UN-QA stock getting past QA. This process itself is to reduce the risk of UN-QA product getting past goods out	
7851	Software Validation Scan Un-QA Product To Order	IT Controller	To test intrastats does not allow picking of unprocessed products to live customer orders	Unprocessed product gets out into the field, resulting in recalls	1	1	No Action	4.1.6 / 6.3 / 7.5.6 7.1.3
7879	Software Validation Scheduled Tasks And Audits	IT Controller	To check the Scheduled Tasks and Audits is working as intended. To also Check the Out of Date documents is working as intended.	Tasks and Audit Rolling Issues Key to ISO requirements. risk of losing standards	1	1	No Action	7.5.6
7857	Software Validation Stock Tracking Check	IT Controller	To confirm Software Validation Stock Tracking Check, is functioning as expected	Stock gets mislaid in the warehouse	1	2	No Action	4.1.6 / 6.3 / 7.5.6 7.1.3 / 7.5.
8013	Software Validation Test Email System	IT Controller	Ensure Email system working as intended	The email system is not working correctly	1	1	No Action	
7856	Software Validation Unchecked Orders	IT Controller	To check order picking cannot pick against an unchecked order	Customer receives incorrect items due to order not being checked.	2		No Action	4.1.6 / 6.3 / 7.5.6 7.1.3
52	Software Verification Clear Down Backup Emails	IT Controller	Keeps a month or so backup emails	Mail box gets full and bounces emails back	1	2	No Action	6.3
7752	SRS Folder	Office Processes	Ensure all outstanding repairs are being dealt with	repairs get stuck in the system	1	2	No Action	7.5.10 4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2, 8.7.1
7898	Stamp Deliveries Goods In		Stamp Acceptance of parcels in goods in with date stamp, log entry into the goods in database	parcels go missing.	1	1	No Action	
5935	Stock Allocations	Warehouse Team Leader	To allocate stock that has not automatically been linked to a repair or invoice.	Items that should be linked to a invoice are not in the allocations list. That items are allocated incorrectly on the list.	1	2	No Action	7.5.1
5854	Stock FAQ Admin List	Product Controller	To update and maintain the Stock FAQ list	No risks identified	1	1	No Action	
6819	Supplier Payments and Invoice processing	Accounts Processes	Inputting the invoices from suppliers for the correct month. Ensuring they are all entered in to the correct period.	invoices missed and therefore absent from accounts and Vat return Supplier certificates go out of date, or they lose ISO standards and we're unaware	2	1	No Action	7.4.2
28	Supplier Review	ISO Controller	Check our supplier are still certified to ISO 9001 or ISO 13485, and do a review of their internal grading.	That good will be delayed and therefore not available to customers.	1	1	No Action	4.2.1 / 7.4.2 9.1.3 / 9.3.
6829	Supplier Review - Outstanding orders	Warehouse Team Leader	Orders that have not been supplied in the time scale provided.	That we will not place the correct	2	2	No Action	7.4.2 9.1.3 / 9.3.
6832	Supplier Review Future orders	Warehouse Team Leader	Orders that will be placed in the future.		1	2	No Action	7.4.2 9.1.3 / 9.3.

				orders and the right time.					
✓7804	Sweep Kitchen Floor	Office Processes	To sweep the kitchen floor and clear and mess ready for mopping	Broom breakage	1	1	No Action	6.3	7.1.3
✓5908	Sweep Warehouse	Warehouse Team Leader	Cleaning of floors. Tidying so as to clean more effectively.	Dirty and unhygienic work space. Inadequate supply of cleaning products.	1	1	No Action	6.3 / 6.4.1	
✓7987	Sync External Telephone Logs	IT Controller	To Export Telephone logs from the phone system to intrastats	that inputs will be missed.	1	1	No Action		
✓5904	Taking On New Staff	Human Resources	Check all new staff in the last 12 months have an Induction form filled in	that induction has not been done the induction not added to the system.	1	1	No Action		
✓7793	Team Review Meeting	Office Processes	Duplicate Issue needs process removing see processid 7750	Computer/network breakdown	1	1	No Action		7.1.2 / 9.1.
✓7956	Teledyne Stock For Vandagraph	Warehouse Team Leader	Internal Process for Vandagraph to request teledyne stock for ordering via Viamed	stock requested missed	1	1	No Action		
✓57	Temporary Stock Notices	Sales Controller	To Review Memos on Stock references tagged as Temporary	That an out of date memo is left on the account	1	2	No Action	4.2.1	
✓7934	Test Website Questions	IT Controller	Test the integration of the website submitted questions to intrastats	Questions may be missed and unanswered	1	1	No Action		
✓7686	Thorough Checking Of Awaiting Action Tray - Priority 8s	Office Processes	Check that outstanding orders with unresolved issues are being followed up and addressed	Computer/network breakdown	1	2	No Action	5.1 / 7.2.3	4.2 / 5.1.2. 6.2.1 / 7.5. 8.2.1 / 8.2.
✓5940	Thumb Nail Processor	Documentation And Records Controller	Generate the Thumbs nails for the document Index	No real risk as documents with out a thumbnail do not break the system, simply show a generic thumbnail required icon.	1	2	No Action		7.1.3
✓7983	To Check On Line And See If There Have Been Any Changes To Gdpr We Need To Be Aware Of.	Human Resources	To Check online and see if there have been any changes to GDPR we need to be aware of. Check web site for GDPR <a href="https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/whats-new/">https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/whats-new/</a>	that a update will be missed	2	1	No Action		
✓7695	Top Up Quick Shipping Shelves	Warehouse Team Leader	Move Stock From QA Shelf To Quick Shipping Shelves	That stock is not replaced so it will take longer to pick goods for orders.	1	1	No Action	7.5.1	7.1.5.1
✓5881	Training Records Review	Human Resources	Keep Staff Training records upto date	Keep enough trained staff to perform our tasks	1	2	No Action		9.1.3 / 9.3.
✓7896	Tree In Car Park	Maintenance Controller	To Maintain the Tree in the Car Park	the tree may become unsafe	3	1	No Action	6.3	
✓7706	Update Virus Software And Scan For Viruses	Office Processes	Updating of anti-virus software and scanning computers for viruses	Computer/network breakdown	2	2	No Action		7.1.3
✓7901	UPS Exceptions Checkup	Office Processes	To check the emails that come in from UPS or other shippers, for problems delivering or clearing goods.	That goods will be unable to be delivered or cleared through customs.	1	2	No Action		
✓7747	UPS Invoices Vandagraph	Accounts Processes	Go on to the UPS web site and download the unpaid invoices. Working from the accounts package to find the date that these need to go back to. These are then entered on to the accounts package and paid.	That invoices are missed or a payment is not made. The account is put on stop.	2	1	No Action		7.1.3
✓7745	UPS Invoices Viamed	Accounts Processes	Go on to the UPS web site and download the unpaid invoices. Working from the accounts package to find the date that these need to go back to. These are then entered on to the accounts package and paid.	That invoices are missed or a payment is not made. The account is put on stop.	2	1	No Action		7.1.3
✓7746	UPS Invoices VST	Accounts Processes	Go on to the UPS web site and download the unpaid invoices. Working from the accounts package to find the date that these need to go back to. These are then entered on to the accounts package and paid.	That invoices are missed or a payment is not made. The account is put on stop.	2	1	No Action		7.1.3
✓6972	UPS Shipping Fuel Surcharge	Office Processes	task no longer required, WE switched toups online WITH LIVE PRICES	Computer/network breakdown	2	1	No Action		7.1.3
✓5866	UPS Shipping Fuel Surcharge	Warehouse Team Leader	Update the UPS rates to ensure we charge the correct amount of carriage UPS surcharges change on a monthly basis. The internal system requires updating so the postage rates can be calculated by anyone correctly. *PROCESS REPLACED WITH WORLDSHIP	We pay more for shipping than we charge to the customer	2	1	No Action		7.1.3
✓7794	V1000 Commissions Review	Accounts Processes	To review the payments of commissions for the v1000 Product line	This may be missed	1	2	No Action		7.1.5.1

✓5853	Vacuuming Of The Office, Hall And Meeting Room	Office Processes	Ensure customer facing areas are vacuumed	Vacuum malfunction	1	1	No Action	6.3
✓7953	Vandagraph Delivery Notifications	Office Processes	To Send Vandagraph Delivery notifications	task not carried out	1	1	No Action	4.2 / 5.1.2, 6.2.1 / 7.5, 8.2.1 / 8.2, 8.2.3.1
✓7687	Vandagraph Duckets	Warehouse Team Leader	Collecting, cleaning and returning duckets to Vandagraph.	That they will be dirty and that Vandagraph will not have any when needed.	1	1	No Action	7.1.3
✓7954	Vandagraph Email Of Invoices	Office Processes	Vandagraph Email Of Invoices	Customer not receiving invoices and therefore not paying them	2	1	No Action	
✓5865	Vandagraph Loan	Accounts Processes	Reminded to check the financial status of the bank accounts, If funds available pay down the vandagraph loan	No risks with process, if not performed there are no commercial implications	1	3	No Action	
✓7703	Vandagraph Pay Pal Retrieve Funds	IT Controller	To remove money from the Pay Pal system into Vandagraph Bank account	No risk to the process as such as its paypal driven, Can only withdraw funds to allocated bank account	1	2	No Action	8.2.1 / 8.2.
✓7955	Vandagraph Shipper SignOff Collection	Office Processes	Vandagraph Shipper SignOff Collection List	task not carried out	1	1	No Action	
✓7938	VAT Return Vandagraph	Accounts Processes	VAT return is submitted to the HMRC through accounts software after the end of the quarter. The information for this is taken from the accounts package with some information from Intrastats	The VAT Return is not filled on time or at all. Or filled in incorrectly.	3	1	No Action	
✓5930	VAT Return Viamed	Accounts Processes	VAT return is submitted to the HMRC through accounts software after the end of the quarter. The information for this is taken from the accounts package with some information from Intrastats	The VAT Return is not filled on time or at all. Or filled in incorrectly.	2	1	No Action	
✓8012	VAT Return Viamed Properties	Accounts Processes	VAT return is submitted to the HMRC through accounts software after the end of the quarter. The information for this is taken from the accounts package with some information from Intrastats	The VAT Return is not filled on time or at all. Or filled in incorrectly.	2	1	No Action	
✓7939	VAT Return VST	Accounts Processes	VAT return is submitted to the HMRC through accounts software after the end of the quarter. The information for this is taken from the accounts package with some information from Intrastats	The VAT Return is not filled on time or at all. Or filled in incorrectly.	3	1	No Action	
✓7998	Verification Calibrated Equipment	ISO Controller	Verify Equipment used is logged and up to date in the ISO calibration Index	Equipment missed from the list	3	1	No Action	
✓7989	Verification Contact Details Accounts	Office Processes	Verifying the contact details on invoices match between internal system and the external accounts package	Goods could have been tested with equipment that has not been calibrated.	1	1	No Action	
✓7988	Verification Contact Details Internal CRM	Office Processes	To confirm contact details are being entered into the system correctly.	that the wrong information is entered and missed	1	1	No Action	
✓8007	Verification Credit Notes	Accounts Controller	Review number credit notes in last 12 months see if any should be escalated to a non conformance	details are missed or incorrect	2	1	No Action	
✓7990	Verification Invoice Details Accounts	Office Processes	Verification of Invoice details between internal systems and external accounts	credit note may be a non conformance issue and it could be missed	1	1	No Action	
✓8011	Verification Of Demo Stock	Warehouse Team Leader	Confirm location and condition of all Demo and Exhibition Stock. Confirm stock is separate from regular stock. Confirm stock levels are correct.	That the wrong information is entered and info is missed	1	1	No Action	
✓8010	Verification Of Ebay Stock	Warehouse Team Leader	Verify Ebay stock is scanned to the correct shelf	incorrect stock levels on the Demo and Exhibition Stock shelf	1	1	No Action	
✓8004	Verification Of Non Conforming Products	Goods In	Verifiy non conformaing parts and products and segregated identified, with a hold label with an issue number, date and initials on them.	incorrect stock levels on the ebay shelf	1	1	No Action	
✓8005	Verification Of SRS Information added	Repairs Controller	Check relevant information is being fully entered correctly on SRS system.	That something will be missed and 2 left unidentified.	1	1	No Action	
✓8000	Verification Production Paperwork	Production Processes	Check 5 SRS in the system, make sure, there is customer contact details, including email address, serial numbers, part numbers.	that information is missed	1	1	No Action	
			Verify all production jobs have correct paperwork in the ducket with the production job	Barcodes could be missed the wrong	2	1	No Action	

				production job is carried out			
✓7991	Verification Purchasing Documentation	Goods In	Verification of our purchasing documents.	That a step will be missed or done incorrectly	2	1	No Action
✓7997	Verification Repair Qa Reports	Repairs Controller	Verification Repair Qa Reports Find 5 Completed repairs. Check the ID has a QA record	QA may be missed	1	1	No Action
✓7996	Verification Repairs Older Repairs	Repairs Controller	Verification Repairs Older Repairs Find all repairs older than 60 Days. review why not been invoice / completed.	a repair is missed or not chased	1	1	No Action
✓7994	Verification Repairs Paperwork Completed	Repairs Controller	Verification Completed Repairs Paperwork. Check 5 Invoiced Repairs, check the paperwork Invoice matches the customer Order.	something will be missed	1	1	No Action
✓8009	Verification Stock Items And Locations	Warehouse Team Leader	Randomly test/list 5 stock Items from finished shelves. to verify their location in intrastats, Check for Barcode label. check serial number or batchnumber where applicable to the barcode. confirm packaged suitably.	stock will be in the incorrect location	1	1	No Action
✓8001	Verification Stock Linked To Documents	Documentation And Records Controller	Verify stock is being linked to documents when required	Items missed	1	1	No Action
✓8003	Verification Supplier Delivery Notes	Goods In	Verify the supplier delivery notes to the ordering documents and goods in deliveries is being done correctly	That something will be booked in wrong or missed.	2	1	No Action
✓8002	Verification Todays Goods In	Goods In	Verification goods in products correctly identified	that the wrong goods may come in	3	1	No Action
✓7995	Verification Visual Check Repair Shelf	Repairs Controller	Verification Visual Check Repair Shelf	that repairs do not have all the paperwork that is should	1	1	No Action
✓8008	Verification Warehouse Hand Sanitiser	Warehouse Team Leader	Check sufficient Hand gel and gloves available for use in goods in.	that stock will be contaminated and staff will be unable to handle it	1	1	No Action
✓8006	Verification Warehouse Unidentified Stock	Warehouse Team Leader	Visually check the warehouse for unidentified stock	unidentified stock will be missed. stock cannot be shipped with out a barcode	1	1	No Action
✓7993	Verification Warranty Repairs Customer Approval	Repairs Controller	Verification Warranty Repairs Customer Approval check the previous months non warranty repairs for customer approval prior to any work being done.	that we would invoice a repair without authorisation	2	1	No Action
✓6888	Viamed Automotive UK	UK Sales Controller	Report generate to give a idea of the current and future sales.	That the salesmen will not have prepared for this so a substandard report, or no report is produced.	1	2	No Action
✓7921	VST Bags And Grey Sensor	Accounts Processes	To calculate, sales of the Oxygen Sensor Bags and the grey sensor housing,  This is no longer relevant as Envitec purchase the parts and have adjusted sensor prices to us	The job will be missed and we will not have enough stock	1	1	No Action
✓7894	VST Customer Agreements	OEM Sales Controller	To check the Current Customer Agreements are still Valid	minimal risk	1	1	No Action
✓7965	VST Feedback	OEM Sales Controller	Enter Feedback from VST customer or Suppliers in the Feedback headers Both Positive and Negative feedback to be logged	That it will be missed	2	2	No Action
✓7893	VST Price Lists	Product Controller	To confirm the Document index Price Lists	Prices go out of sync between Opera Main listing and the documented price lists	1	1	No Action
✓7801	VST Price Review	Sales Controller	To review the current pricing and impact of increases	Getting this wrong can interfere with sales.	2	1	No Action
✓7973	VST Product Performance - Customers	Product Controller	To produce Product performance report showing 2 years of returns. Which we can use to send to customers.	These reports may be missed	1	1	No Action
✓7974	VST Product Performance - Suppliers	Product Controller	To produce Product performance report for Suppliers PMS Files	These reports may be missed	1	1	No Action
✓7751	VST Purchase Order Log	Office Processes	Check the VST PO log is up to date with confirmations and expected shipping dates	The order is not checked and the supplier has not received it ergo we do not receive the order  if the stock count is wrong customers may order goods we do not have stock may not be traceable	1	2	No Action
✓7967	VST Stock Count For End April	Warehouse Team Leader	To count the final year end stock for VST	the QA results are not added to the	2	2	No Action
✓7962	VST Supplier QA Results	QA Goods In	To upload any supplier qa results to the PO update log	the QA results are not added to the	1	1	No Action

5.1.2

8.4.2

system							
✓5936	Wages Calculations	Human Resources	To print the time sheets and add any extras, overtime, sick days, or commissions.	That items will be missed.	2	2	No Action
✓56	Warehouse Outside Heating Guard	Maintenance Controller	Check the Boiler system before winter	working temperature incorrect / illegal Employee dissatisfaction	1	1	No Action
✓7957	Warehouse Requests	Warehouse Team Leader	Warehouse requests for stock to be reviewed, any shortages to be ordered or produced with a production Job	Stock requirements fulfilled	1	1	No Action
✓7806	Watering Plants	Office Processes	To water the plants and ensure their survival	Dead plants.	1	1	No Action
			Rolling Issue for Notes During the Weekly Meeting				Hands on Learning from experienced staff
✓8018	Wednesday Meeting	Director 1 (Derek)	To discuss any problems, to assess work load and staffing. To review issues.	Meetings not carried out regularly.	1	1	No Action
✓7969	Weee Waste Reporting	Documentation And Records Controller	To report official weee waste Weights we have placed in the Markets	Lose Certification to Weee Regulations	3	1	No Action
✓7740	Weights Per Region Needed To Submit EC Sales List	Accounts Processes	Filling in HMRC data requires Weights and dimensions per region in the EC  This process ensures all the data is in place for the report  Viamed has a consignment stock with West Yorkshire Ambulance,	Fines for late submission	1	1	No Action
✓37	West Yorkshire Ambulance Stock	Office Processes	We scan stock to a shelf, then send them the consignment stock  As and when they use stock each week we do a rational and invoice them for the used stock and replenish the consignment stock.  WYA Stock check via the website.  We can now check their stock agrees with ours.	Syncronisation Fails  Stock shortage	1	1	No Action
✓7789	Withdraw Funds From Paypal	Accounts Processes	To remove the receipts that have come into Paypal over the month. So they can be entered in to accounts sales.	That a payment is not entered accounts , or onto the correct sales account.	1	1	No Action
✓7946	Xero Merge Customers That Are Duplicates	Accounts Processes	Xero - merge customers that are duplicates. Make sure they are under the NHS trust where relevant and not the individual hospital  Xero Review Sales Contacts	that some will be missed	1	2	No Action
✓7945	Xero Review Sales Contacts	Accounts Processes	Export the customer contacts and download CSV file. Carefully open with Libra office making sure no column needs to be converted from standard.  Check the Tax status and make sure all EC sales VAT customers have a VAT number, or are on 20% VAT. Check all countries have the correct TAX status.  Import Paid Invoices from Xero back to Intrastats to update contact records	missing VAT numbers and TAX status	2	2	No Action
✓7966	Xero Sync	Accounts Processes	Process needs to be made easier, due to the way Xero works.  Not critical to ISO at this time, THIS PROCESS NOT working yet	Displayed account information may not be upto date in intrastats	1	1	No Action
✓7697	Yearly Pricing Review	Product Controller	To review the current pricing and impact of increases	Getting this wrong can interfere with sales.	2	1	No Action
✓7963	NON REAL Test Process	IT Controller	This is a NON real Process, In the system for software Verification Purposes only				4.2.1 5.1.1 / 5.1.