

## Customer Complaint and Non Conformance Review Screen

Unreviewed Telephone Complaints

Call [ID2919](#)

[Show All Generic Issues](#)

[Show All Viamed Issues](#)

[Show All Vandagraph Issues](#)

[Show All VST Issues](#)

[Show All Viamed Properties Issues](#)

[Show All Non Minor Issues](#)

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

Non Conformance Issues Viamed								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">276381</a> <a href="#">01 Nov 2022</a>	Orders being missed from Spam	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Helen Lamb Added by Sophie Lines sent to Derek Lamb An order from Envirogen was missed last week as it went to the Spam folder in the main inbox - they sent it on 26th October and also sent a reminder email on the 28th and both these emails were deleted. Envirogen sent another reminder today - 1st November, also received in Spam but was spotted and the order has now been processed (CVM140055). It is not uncommon for some orders to end up in spam so really need to be more careful to ensure they`re not missed. We have an inbox rota in place so it is possible to see who was manning the inbox and spam folder at the time when the emails were missed/deleted if required.</p> <p><b>01 Nov 2022 Derek Lamb</b></p> <p>Next Action Changed From Derek Lamb To Helen Lamb</p>								
Non Conformance Issues VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">273702</a> <a href="#">05 Oct 2022</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Derek Lamb System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our</p>								

mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

#### 28 Oct 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st September 22 nothing of concern or to be investigated or reported on. Review VST Product Feedback Negative (742) nothing new. Review VST Product Feedback Positive (1190) nothing new. Review VST Feedback - Customer Feedback Negative (740) nothing new. Review VST Customer Feedback Positive(1191) nothing new. Review VST Feedback - Customer Complaints (738) nothing new. No other feedback issues relating to non conformances that need to be monitored or reviewed. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above #276042 issue sent re Customer Complaint and Non Conformance Review Screen as not filtering to VST

#### 31 Oct 2022 Derek Lamb

ok, will fix filter on the page

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">270891</a> <a href="#">05 Sep 2022</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Derek Lamb

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

#### 14 Sep 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues to 1st August 22 nothing of concern or to be investigated or reported on. Review VST Product Feedback Negative (742) nothing new. Review VST Product Feedback Positive (1190) nothing new. Review VST Feedback - Customer Feedback Negative (740) nothing new. Review VST Customer Feedback Positive(1191) nothing new. Review VST Feedback - Customer Complaints (738) nothing new. No other feedback issues relating to non conformances that need to be monitored or reviewed. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above

#### 16 Sep 2022 Derek Lamb

Reviewed ok

#### Non Conformance Issues VST

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

		requirement to Escalate Non conformance / or dealt with in s	corrective action plan					
<a href="#">268177</a> <a href="#">05 Aug</a> <a href="#">2022</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

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

**10 Aug 2022 Helen Lamb**

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues to 1st July 22 nothing of concern or to be investigated or reported on. Review VST Product Feedback Negative (742) nothing new. Review VST Product Feedback Positive (1190) nothing new. Review VST Feedback - Customer Feedback Negative (740) nothing new. Review VST Customer Feedback Positive(1191) nothing new. Review VST Feedback - Customer Complaints (738) nothing new. No other feedback issues relating to non conformances that need to be monitored or reviewed. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review

**10 Aug 2022 Derek Lamb**

reviewed

Non Conformance Issues  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">267039</a> <a href="#">25 Jul</a> <a href="#">2022</a> 265294	Non conformance review history VST (285) tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Added by Helen Lamb sent to Derek Lamb

Positive feedback re product VST. No Task for this to be reviewed Positive feedback re customer VST. No Task for this to be reviewed Think we should have tasks for these

**25 Jul 2022 Helen Lamb**

there are two other issues tasks but they seem a general ones. Tasks 1068 and 1069

**25 Jul 2022 Derek Lamb**

added today as processes with linked tasks

**29 Jul 2022 Helen Lamb**

Non Conformance Issues  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No	Reviewed Non Conformity / Complaint	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely	Effectiveness of corrective action reviewed
--------------------------	---------------	--	--	-------------------------------	----------------------------------	---	---	--

		preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	affect Safety Performance or regulatory requirements	
<a href="#">265294</a> <a href="#">05 Jul 2022</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

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

#### 25 Jul 2022 Helen Lamb

Created Related Issue #267039

Added by Helen Lamb sent to Derek Lamb

Positive feedback re product VST. No Task for this to be reviewed Positive feedback re customer VST. No Task for this to be reviewed Think we should have tasks for these

#### 25 Jul 2022 Helen Lamb

Checked back through all Non Conformance issues to 1st June 22 nothing of concern or to be investigated or reported on. Review VST Product Feedback Negative (742) nothing new. Positive feedback re product nothing new. No Task for this to be reviewed Review VST Feedback - Customer Feedback Negative (740) nothing new. Positive feedback re customer nothing new. No Task for this to be reviewed Review VST Feedback - Customer Complaints (738) No other feedback issues relating to non conformances that need to be monitored or reviewed. Order Invoice Error Logs - no issue, nothing to worry about.

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">262009</a> <a href="#">06 Jun 2022</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

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

#### 06 Jun 2022 Helen Lamb

checked back through all Non Conformance issues to 1st May 22 nothing of concern or to be investigated or reported on. Negative feedback re product nothing new. Positive feedback re product nothing new. Negative feedback re customer nothing new. Positive feedback re customer nothing new. No other feedback issues relating to non conformances that need to be monitored or reviewed Order Invoice Error Logs - no issue, nothing to worry about.

#### Non Conformance Issues

## ||VST

[illegible]

Helen Lamb

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

**06 May 2022 Helen Lamb**

checked back through all Non Conformance issues to 1st April 22 nothing of concern or to be investigated or reported on. Order Invoice Error Logs - no issue, nothing to worry about. No feedback issues relating to non conformances that need to me monitored or reviewed

## VST Feedback

## VST

[illegible]

Next

### Non Conformance Issues

## VST

[illegible]

<a href="#">05 Apr 2022</a>	conformance review history VST (285)							
-----------------------------	--------------------------------------	--	--	--	--	--	--	--

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

#### 05 Apr 2022 Helen Lamb

checked back through all Non Conformance issues to 1st jan 22 nothing of concern or to be investigated or reported on. Order Invoice Error Logs - no issue, nothing to worry about. No feedback issues relating to non conformances that need to me monitored or reviewed

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">250131</a> <a href="#">04 Feb 2022</a>	Non conformance review history VST (286)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

**07 Feb 2022 Derek Lamb**  
reviewed, nothing stands out as a problem

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">244975</a> <a href="#">10 Dec 2021</a> 244667	Audit 17 Internal Audits VST (191) Non Conformance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb



Added by Derek Lamb sent to Derek Lamb

Need a QC21 form to look into this, there should not be blank sections of the standard with regard to an area being audited, unless the section is just the Title of the section. the blanks appearing are define sub sections so no reason to be blank.

**13 Dec 2021 Derek Lamb**

sorted

Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">241419</a> <a href="#">08 Nov 2021</a>	Shipped Items Return to Supplier BOX828	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX828 warrant a NON conformance report via the CAPA process VM3COP10

**10 Nov 2021 Derek Lamb**

VST normal oxyegn sensor fails no capa required

Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">237792</a> <a href="#">05 Oct 2021</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

System Generated

Check the history of the last Non conformance review,

check actions are being carried out,  
and non conformances are not reoccurring

**07 Oct 2021 Helen Lamb**

Next Action Changed From Helen Lamb To Derek Lamb This is in the process of being built so some functions are not present yet. Most changes to orders are due to the customer making changes. Orders deleted is the highest over the last two months and due to lack of stock- lead times and unpaid proformas. Updates to carriage is the second highest and is due to the customer changing method due to recent delays in shipping by other methods. Covid and Brexit have caused shipping issues recently. No problems stick out and no remedial action is needed on the current figures in the Reasons for opening Orders For Editing page Customer Complaint and Non Conformance Review Screen Nothing since last review re internal errors or areas of concern. Non Conformance Issues - Non Conformance Issues. There is nothing relating to - internal / staff / processes No issues ongoing overall and no problem areas - Viamed

thank you

## VST

Derek Lamb
Does this Return BOX809 warrant a NON conformance report via the CAPA process VM3COP10
<b>06 Sep 2021 Derek Lamb</b> vst Low Output sensor, normal fail tpe no capa required at this point

## VST

[illegible]

## VST

[illegible]



Derek Lamb
System Generated
Check the below review is being carried out

Check the history of the last Non conformance review,

check actions are being carried out,  
and non conformances are not reoccurring

**11 Feb 2021 Derek Lamb**

202853, needs closing, when we get to hold a vst meeting

Non Conformance Issues  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">202853</a> <a href="#">28 Oct 2020</a>	Service Repair Sheet:67494	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Steve Nixon

Added by Derek Lamb sent to Derek Lamb

**Service Repair Sheet:67494** SRN32620 Oxygen Sensor VST 8010050 100587 Oxygen Sensor - JFD (non-mag).. Account Non Conformance should have been raised against the sensors with incorrect body size

**28 Oct 2020 Derek Lamb**

Header Changed From 202 VIAMED Stock Repairs Review - General To VST Management Non Conformance Issues

**28 Oct 2020 Derek Lamb**

Next Action Changed From Derek Lamb To Steve Nixon Noted its Envitec Issue, however its as close to a customer complaint, via a product return. as the size was incorrect, Due to being in covid lock down and the urgency to get these turned around, a non conformance was not raised. As we do not test the sensors from Envitec we will not catch these in the future, could do with finding a response from Envitec as to what they have done to stop this happening again. We may already have this in the system, but it need printing and attaching to this issue.

**15 Nov 2021 Derek Lamb**

see srs 67494

Non Conformance Issues  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">199461</a> <a href="#">05 Oct 2020</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

System Generated

Check the history of the last Non conformance review,

check actions are being carried out,  
and non conformances are not reoccurring

**09 Oct 2020 Helen Lamb**

No errors reoccurring

Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">198689</a> <a href="#">25 Sep 2020</a>	Shipped Items Return to Supplier BOX741	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX741 warrant a NON conformance report via the CAPA process VM3COP10

**28 Sep 2020 Derek Lamb**

VST sensors, no cap required

VST Feedback

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">187449</a> <a href="#">17 Jun 2020</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

VST Feedback

VST

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

		Non conformance / or dealt with in s						
<a href="#">187421</a> <a href="#">17 Jun 2020</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">172324</a> <a href="#">06 Apr 2020</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

System Generated

Check the history of the last Non conformance review,

check actions are being carried out,  
and non conformances are not reoccurring

**23 Apr 2020 Helen Lamb**  
nothing on going for VST

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">164203</a> <a href="#">04 Feb 2020</a>	Non conformance review history VST (286)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

System Generated

Check the below review is being carried out

Check the history of the last Non conformance review,

check actions are being carried out,  
and non conformances are not reoccurring

**12 Mar 2020 Derek Lamb**  
upto date as feb

Non Conformance Issues VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">156016</a> <a href="#">07 Oct 2019</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helen Lamb System Generated Check the history of the last Non conformance review,  check actions are being carried out, and non conformances are not reoccurring								
<b>07 Oct 2019 Helen Lamb</b> none								
Non Conformance Issues VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">154144</a> <a href="#">12 Sep 2019</a>	Shipped Items Return to Supplier BOX684	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX684 warrant a NON conformance report via the CAPA process VM3COP10								
<b>12 Sep 2019 Derek Lamb</b> VST Sensors - normal Cell type fails								
Non Conformance Issues VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		requirement to Escalate Non conformance / or dealt with in s	corrective action plan					
<a href="#">154048</a> <a href="#">11 Sep</a> <a href="#">2019</a>	Shipped Items Return to Supplier BOX681	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX681 warrant a NON conformance report via the CAPA process VM3COP10

**12 Sep 2019 Derek Lamb**

VST normal sensor fail types no cap required.

VST Feedback

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">153350</a> <a href="#">03 Sep</a> <a href="#">2019</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">149248</a> <a href="#">10 Jul</a> <a href="#">2019</a>	Shipped Items Return to Supplier BOX670	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX670 warrant a NON conformance report via the CAPA process VM3COP10

**11 Jul 2019 Derek Lamb**

VST diving sensors, normal oxygen sensor fails

Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No	Reviewed Non Conformity / Complaint	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely	Effectiveness of corrective action reviewed
--------------------------	---------------	--	--	-------------------------------	----------------------------------	---	---	--

		preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	affect Safety Performance or regulatory requirements	
<a href="#">148762</a> <a href="#">03 Jul 2019</a> 148746	Order Error : ORD98712 Part shipped missed Non Conformance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

Added by Helen Lamb sent to Helen Lamb

#148746 staff sales audits GDPR Viamed general Building maintenance VST General non conformance review Vandagraph Order Error : ORD98712 Part Shipped Missed :Issue Visible to: Auto\_Issue AND Helen Lamb Viamed Non Conformance Issues Non Conformance Issues # 148746 Adhoc Meeting - Created: 03 Jul 2019 01:46:12 PM By Auto\_Issue Set to User: Helen Lamb .Auto Issue from Error Log ORD98712 Order Entered by Sarah Walton Order Checked by Kate Griffiths Goods Out Error was Part shipped missed Fault: Part shipment icon there but not been part shipped. Possible Fix

**03 Jul 2019 Helen Lamb**

Priority Changed From 5 To 10

**23 Jul 2019 Helen Lamb**

I am processing a non conformance review and this will be included.

**23 Jul 2019 Helen Lamb**

Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">148746</a> <a href="#">03 Jul 2019</a>	Order Error : ORD98712 Part shipped missed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

Auto Issue from Error Log ORD98712

Order Entered by Sarah Walton

Order Checked by Kate Griffiths

Goods Out

Error was Part shipped missed

Fault:

Part shipment icon there but not been part shipped.

Possible Fix

**03 Jul 2019 Helen Lamb**

Created Related Issue #148762

Added by Helen Lamb sent to Helen Lamb

#148746 staff sales audits GDPR Viamed general Building maintenance VST General non conformance review Vandagraph Order Error : ORD98712 Part Shipped Missed :Issue Visible to: Auto\_Issue AND Helen Lamb Viamed Non Conformance Issues Non Conformance Issues # 148746 Adhoc Meeting - Created: 03 Jul 2019 01:46:12 PM By Auto\_Issue Set to User: Helen Lamb .Auto



Issue from Error Log ORD98712 Order Entered by Sarah Walton Order Checked by Kate Griffiths Goods Out Error was Part shipped missed Fault: Part shipment icon there but not been part shipped. Possible Fix

#### Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">147968</a> <a href="#">21 Jun 2019</a>	Shipped Items Return to Supplier BOX666	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX666 warrant a NON conformance report via the CAPA process VM3COP10

#### 21 Jun 2019 Derek Lamb

VST Sensors - normal sensor type fails. no capa required

#### Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">147696</a> <a href="#">19 Jun 2019</a> 147688	Non-conformance: Completing Issues Correctly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

Added by Helen Lamb sent to Helen Lamb

147688 staff sales audits GDPR Viamed general Building maintenance VST General non conformance review Vandagraph Non-conformance: Completing Issues Correctly. :Issue Visible to: Catrin Hird AND Helen Lamb Viamed Non Conformance Issues Non Conformance Issues # 147688 Adhoc Meeting - Created: 19 Jun 2019 09:54:13 AM By Catrin Hird Set to User: Helen Lamb .Added by Catrin Hird sent to Helen Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Please can you make sure that all staff include responses when closing issues. Not doing so means that the person signing the issue off is unsure if it has been read/actioned. Thanks.

#### 19 Jun 2019 Helen Lamb

Priority Changed From 5 To 10

#### 19 Jun 2019 Helen Lamb

#### 23 Jul 2019 Helen Lamb

I am processing a non conformance review and this will be included.

Non Conformance Issues VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">147688</a> <a href="#">19 Jun 2019</a>	Non-conformance: Completing Issues Correctly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb  
Added by Catrin Hird sent to Helen Lamb  
**INFORMATION ONLY ISSUE DO NOT ADD NOTES!**  
Please can you make sure that all staff include responses when closing issues. Not doing so means that the person signing the issue off is unsure if it has been read/actioned. Thanks

**19 Jun 2019 Helen Lamb**  
Created Related Issue #147696  
Added by Helen Lamb sent to Helen Lamb  
147688 staff sales audits GDPR Viamed general Building maintenance VST General non conformance review Vandagraph Non-conformance: Completing Issues Correctly. :Issue Visible to: Catrin Hird AND Helen Lamb Viamed Non Conformance Issues Non Conformance Issues # 147688 Adhoc Meeting - Created: 19 Jun 2019 09:54:13 AM By Catrin Hird Set to User: Helen Lamb .Added by Catrin Hird sent to Helen Lamb **INFORMATION ONLY ISSUE DO NOT ADD NOTES!** Please can you make sure that all staff include responses when closing issues. Not doing so means that the person signing the issue off is unsure if it has been read/actioned. Thanks.

Non Conformance Issues VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">144724</a> <a href="#">10 May 2019</a>	Shipped Items Return to Supplier BOX659	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX659 warrant a NON conformance report via the CAPA process VM3COP10

**13 May 2019 Derek Lamb**  
VST APD sensors low number no capa required

VST Feedback VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or	Reviewed Non Conformity / Complaint and determine	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and	Verify Action does not adversely affect Safety	Effectiveness of corrective action reviewed

		corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	if its a vigilance Issue requiring a corrective action plan			implementation QC 28b	Performance or regulatory requirements	
<a href="#">143911</a> <a href="#">02 May 2019</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

#### VST Feedback VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">143903</a> <a href="#">02 May 2019</a>	no feedback	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General  
02 May 2019 Derek Lamb  
no feedback

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">142224</a> <a href="#">09 Apr 2019</a>	Shipped Items Return to Supplier BOX649	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX649 warrant a NON conformance report via the CAPA process VM3COP10

**09 Apr 2019 Derek Lamb**  
VST sensors, normal sensor failure types, low numbers no need for capa

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or	Reviewed Non Conformity /	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed	Verify Action does not	Effectiveness of corrective
--------------------	---------------	--	---------------------------	-------------------------	----------------------------	--	------------------------	-----------------------------

		Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
<a href="#">141880</a> <a href="#">05 Apr 2019</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

System Generated

Check the history of the last Non conformance review,

check actions are being carried out,  
and non conformances are not reoccurring

**24 Apr 2019 Helen Lamb**

Priority Changed From 5 To 10

**09 May 2019 Helen Lamb**

no ongoing issue

Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">140401</a> <a href="#">15 Mar 2019</a>	Shipped Items Return to Supplier BOX644	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX644 warrant a NON conformance report via the CAPA process VM3COP10

**15 Mar 2019 Derek Lamb**

VST Sensor returns no cap required 8010004 normal sensor type failures Total Failures (approx): 0.61 % total 8010008 normal sensor failures Total Failures (approx): 0.46 % 8010020 normal sensor type failures Total Failures (approx): 0.22 %

Non Conformance Issues

VST

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

<a href="#">137399</a> <a href="#">04 Feb 2019</a>	Non conformance review history VST (286)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--	-------------------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Derek Lamb  
System Generated  
Check the below review is being carried out

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

**04 Feb 2019 Derek Lamb**  
done as viamed, no direct task for vst atm, next nc review is due

---

Non Conformance Issues  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">136720</a> <a href="#">22 Jan 2019</a>	Return to Supplier BOX633	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX633 warrant a NON conformance report via the CAPA process VM3COP10

**23 Jan 2019 Derek Lamb**  
small number vst sensors, normal sensor failures

---

Non Conformance Issues  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">135869</a> <a href="#">10 Jan 2019</a>	Return to Supplier BOX630	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb  
Does this Return BOX630 warrant a NON conformance report via the CAPA process VM3COP10

**10 Jan 2019 Derek Lamb**  
8010004 8010004 Oxygen Sensor - R17JJ-CCR 12 VST sensors, within normal failure types, no need for cap

---

Non Conformance Issues  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">134879</a> <a href="#">24 Dec 2018</a>	Return to Supplier BOX628	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX628 warrant a NON conformance report via the CAPA process VM3COP10

**24 Dec 2018 Derek Lamb**

vst sensors, no cap required

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">131748</a> <a href="#">07 Nov 2018</a>	Return to Supplier BOX621	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX621 warrant a NON conformance report via the CAPA process VM3COP10

**08 Nov 2018 Derek Lamb**

vst sensors, very low numbers, no cap required

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">129651</a> <a href="#">05 Oct 2018</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

System Generated

Check the history of the last Non conformance review,

check actions are being carried out,  
and non conformances are not reoccurring

**31 Oct 2018 Helen Lamb**

All seems good

Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">129134</a> <a href="#">28 Sep 2018</a>	Return to Supplier BOX611	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX611 warrant a NON conformance report via the CAPA process VM3COP10

**28 Sep 2018 Derek Lamb**

vst sensors being returned to supplier non linear no need for cap

Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">127777</a> <a href="#">11 Sep 2018</a>	Return to Supplier BOX610	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX610 warrant a NON conformance report via the CAPA process VM3COP10

**11 Sep 2018 Derek Lamb**

Small number VST sensors being returned to ENV normal type sensor errors , no need for capa

Non Conformance Issues

VST

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



		requirement to Escalate Non conformance / or dealt with in s	corrective action plan					
<a href="#">125722</a> <a href="#">08 Aug</a> <a href="#">2018</a>	Return to Supplier BOX605	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX605 warrant a NON conformance report via the CAPA process VM3COP10								
<b>09 Aug 2018 Derek Lamb</b> VST Sensors, no need for cap. normal sensor failures								
VST Feedback VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">125434</a> <a href="#">03 Aug</a> <a href="#">2018</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Next								
VST Feedback VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">118745</a> <a href="#">23 Apr</a> <a href="#">2018</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Next								
Non Conformance Issues VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		requirement to Escalate Non conformance / or dealt with in s	corrective action plan					
<a href="#">118127</a> <a href="#">13 Apr</a> <a href="#">2018</a>	Return to Supplier BOX590	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX590 warrant a NON conformance report via the CAPA process VM3COP10

#### 17 Apr 2018 Derek Lamb

VST Sensor returns m,ainly high outputs, no need to raise a cap at this time

#### Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">117443</a> <a href="#">05 Apr</a> <a href="#">2018</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

System Generated

Check the history of the last Non conformance review,

check actions are being carried out,  
and non conformances are not reoccurring

#### 05 Apr 2018 Helen Lamb

done Several new staff now employed so we will have a re occurrence for the next few months of old issues.

#### Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">117029</a> <a href="#">27 Mar</a> <a href="#">2018</a>	Return to Supplier BOX589	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX589 warrant a NON conformance report via the CAPA process VM3COP10

#### 27 Mar 2018 Derek Lamb

VST SENSORS, various minor faults no reason to raise cap

#### Non Conformance Issues

VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">114302</a> <a href="#">12 Feb 2018</a>	Return to Supplier BOX583	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX583 warrant a NON conformance report via the CAPA process VM3COP10  <b>12 Feb 2018 Derek Lamb</b> VST Sensors no cap required								
Non Conformance Issues VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">114204</a> <a href="#">09 Feb 2018</a>	Return to Supplier BOX581	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX581 warrant a NON conformance report via the CAPA process VM3COP10  <b>12 Feb 2018 Derek Lamb</b> VST Sensor returns, does not warrant a cap								
Non Conformance Issues VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">113727</a> <a href="#">05 Feb 2018</a>	Non conformance review history VST (286)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb System Generated								

Check the below review is being carried out

Check the history of the last Non conformance review,

check actions are being carried out,  
and non conformances are not reoccurring

**08 Feb 2018 Derek Lamb**

being done today delay was christmas and the close downs

#### Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">111352</a> <a href="#">02 Jan 2018</a>	Return to Supplier BOX576	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX576 warrant a NON conformance report via the CAPA process VM3COP10

**02 Jan 2018 Derek Lamb**

VST sensors, with high output, no need for cap

#### Non Conformance Issues

VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">107178</a> <a href="#">02 Nov 2017</a>	Order Error : VSORD00838 Missing tracking number-goods out	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Jonathan Connor

Auto Issue from Error Log VSORD00838

Order Entered by Sarah Walton

Order Checked by Sarah Walton

Error was Missing tracking number-goods out

Fault:

Viamed UPS account used for shipping to VST customer

Possible Fix

VST Feedback  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">105816</a> <a href="#">18 Oct 2017</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

Non Conformance Issues  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">104868</a> <a href="#">09 Oct 2017</a>	Return to Supplier BOX564	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX564 warrant a NON conformance report via the CAPA process VM3COP10

**09 Oct 2017 Derek Lamb**

VST Sensors - low outputs and loose cap

Non Conformance Issues  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">104591</a> <a href="#">05 Oct 2017</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

System Generated

Check the history of the last Non conformance review,

check actions are being carried out,  
and non conformances are not reoccurring

**09 Oct 2017 Helen Lamb**  
done

VST Feedback  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">103269</a> <a href="#">19 Sep 2017</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

VST Feedback  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">103268</a> <a href="#">19 Sep 2017</a>	No outstanding Feedback	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General  
19 Sep 2017 Derek Lamb  
No outstanding Feedback

Non Conformance Issues  
VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">102492</a> <a href="#">07 Sep</a>	Return to Supplier	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<a href="#">2017</a>	BOX562							
Derek Lamb Does this Return BOX562 warrant a NON conformance report via the CAPA process VM3COP10								
<b>08 Sep 2017 Derek Lamb</b> vst sensors, no need to escalate								
Non Conformance Issues VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">99382</a> <a href="#">25 Jul 2017</a>	Return to Supplier BOX554	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX554 warrant a NON conformance report via the CAPA process VM3COP10								
<b>31 Jul 2017 Derek Lamb</b> VST Sensors, no need for Escalation								
Non Conformance Issues VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">98628</a> <a href="#">12 Jul 2017</a>	Return to Supplier BOX553	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derek Lamb Does this Return BOX553 warrant a NON conformance report via the CAPA process VM3COP10								
<b>13 Jul 2017 Derek Lamb</b> VST sensor returns, no need for escalation								
VST Feedback VST								
Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed



		requirement to Escalate Non conformance / or dealt with in s	corrective action plan					
<a href="#">94406</a> <a href="#">09 May</a> <a href="#">2017</a>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">93579</a> <a href="#">27 Apr</a> <a href="#">2017</a>	Return to Supplier BOX548	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX548 warrant a NON conformance report via the CAPA process VM3COP10

**02 May 2017 Derek Lamb**

VST returns no requirement for CAPA,

#### Non Conformance Issues VST

Issue / Primary ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
<a href="#">92157</a> <a href="#">05 Apr</a> <a href="#">2017</a>	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

System Generated

Check the history of the last Non conformance review,

check actions are being carried out,  
and non conformances are not reoccurring

**05 Apr 2017 Helen Lamb**

done

**25 Apr 2017 Helen Lamb**