

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

Helen Lamb

Added by Sophie Lines sent to Derek Lamb

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

01 Nov 2022 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

Non Conformance Issues 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	
273702 05 Oct 2022	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"/>	<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

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

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

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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

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
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		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	
265294 05 Jul 2022	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

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262009 06 Jun 2022	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

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 be monitored or reviewed

Next

05 Apr 2022	conformance review history VST (285)							
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Helen Lamb

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

05 Apr 2022 Helen Lamb

checked back through all Non Conformance issues to 1st jan 22 nothing of concern or to be investigated or reported on. Order Invoice Error Logs - no issue, nothing to worry about. No feedback issues relating to non conformances that need to be 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
250131 04 Feb 2022	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
244975 10 Dec 2021 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

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241419 08 Nov 2021	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 oxyegen sensor fails no capa required

Non Conformance Issues

VST

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237792 05 Oct 2021	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

07 Oct 2021 Derek Lamb

thank you

Non Conformance Issues

VST

Derek Lamb

Does this Return BOX809 warrant a NON conformance report via the CAPA process VM3COP10

06 Sep 2021 Derek Lamb

vst Low Output sensor, normal fail tpe no capa required at this point

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 Conformance / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
227701 01 Jul 2021		<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

2021	Codes Review						
223310	(750)						

Steve Nixon

Added by Derek Lamb sent to Steve Nixon

Got a couple of VST sensor returns, only info i can glean from system is returned to supplier for investigation, SRN33639 8010004 and Unknown faults SRN32356 8010022

14 Oct 2021 Derek Lamb

Header Changed From 1 VIAMED Management VIAMED Management To VST Feedback VST Feedback

22 Oct 2021 Derek Lamb

Non Conformance Issues

VST

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218313 06 Apr 2021	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

07 Apr 2021 Helen Lamb

13 May 2021 Helen Lamb

There do not appear to be any inherent problems / frequently occurring issues. When a mistake has been made those responsible have been spoken to and the relevant process re gone over. So the same mistake / error doesn't happen again.

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
212854 04 Feb 2021	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

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
202853 28 Oct 2020	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

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199461 05 Oct 2020	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
198689 25 Sep 2020	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
187449 17 Jun 2020		<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
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		Non conformance / or dealt with in s							
187421 17 Jun 2020		<input checked="" type="checkbox"/>	<input 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
172324 06 Apr 2020	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
164203 04 Feb 2020	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

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

07 Oct 2019 Helen Lamb

none

Derek Lamb

Does this Return BOX684 warrant a NON conformance report via the CAPA process VM3COP10

12 Sep 2019 Derek Lamb

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	

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

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
149248 10 Jul 2019	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"/>

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
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	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	
148762 03 Jul 2019 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"/>

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 Visable 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
148746 03 Jul 2019	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 Visable 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
147968 21 Jun 2019	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
147696 19 Jun 2019 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/acted. 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

Helen Lamb

Added by Catrin Hird sent to Helen Lamb

Added by Cathi King sent to Helen Earls
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 Visable 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/actions. 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 Conformance / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformance / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
144724 10 May 2019	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"/>

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	Determined	Evaluated	Planning and documenting	Verify	Effectiveness of corrective action reviewed
			Non	Cause of Non Conformity / Complaint	Ensure action to does not recur	action needed and	not adversely affect Safety	

Next

VST Feedback

General

02 May 2019 Derek Lamb

no feedback

Non Conformance Issues VST

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
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		Complaint / 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
141880 05 Apr 2019	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
140401 15 Mar 2019	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

137399	Non conformance review history VST (286)	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
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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
136720 22 Jan 2019	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
135869 10 Jan 2019	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
134879 24 Dec 2018	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
131748 07 Nov 2018	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
129651 05 Oct 2018	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
129134 28 Sep 2018	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
127777 11 Sep 2018	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
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Derek Lamb

Does this Return BOX605 warrant a NON conformance report via the CAPA process VM3COP10

09 Aug 2018 Derek Lamb

VST Sensors, no need for cap. normal sensor failures

Next

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						
118127 13 Apr 2018	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"/>	<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 mainly 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
117443 05 Apr 2018	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
117029 27 Mar 2018	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
114302 12 Feb 2018	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

12 Feb 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
114204 09 Feb 2018	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

12 Feb 2018 Derek Lamb

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
113727 05 Feb 2018	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
111352 02 Jan 2018	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
107178 02 Nov 2017	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
105816 18 Oct 2017		<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
104868 09 Oct 2017	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
104591 05 Oct 2017	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

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

General

19 Sep 2017 Derek Lamb

No outstanding Feedback

Non Conformance Issues

VST

2017	BOX562						
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Derek Lamb

Does this Return BOX562 warrant a NON conformance report via the CAPA process VM3COP10

08 Sep 2017 Derek Lamb

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
99382 25 Jul 2017	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

31 Jul 2017 Derek Lamb

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
98628 12 Jul 2017	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

13 Jul 2017 Derek Lamb

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
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		requirement to Escalate Non conformance / or dealt with in s	corrective action plan						
94406 09 May 2017		<input checked="" type="checkbox"/>	<input 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
93579 27 Apr 2017	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
92157 05 Apr 2017	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