

Roles and Responsibilitys

Roles	Employee's	Super Visor
Share Holder	Jean Lamb ,Derek Lamb ,	Share Holder
Managing Director	Derek Lamb ,	Share Holder
Company Secretary	Helen Lamb ,	Managing Director
Director 1 (Derek)	Derek Lamb ,	Managing Director
Director 3 (Steve)	Steve Nixon ,	Managing Director
Director 2 (Helen)	Helen Lamb ,	Managing Director
ISO Controller	Derek Lamb ,	Warehouse Team Leader
QA Controller	Derek Lamb ,	Director 2 (Helen)
IT Controller	Derek Lamb ,	Director 2 (Helen)
Maintenance Controller	Helen Lamb ,	Director 1 (Derek)
Documentation And Records Controller	Derek Lamb ,	Director 3 (Steve)
Product Controller	Steve Nixon ,	Director 2 (Helen)
Health And Safety Controller	Helen Lamb ,	Director 3 (Steve)
Marketing Controller	Steve Nixon ,	Director 1 (Derek)
Humanmed Controller	Derek Lamb ,	Director 3 (Steve)
Sales Controller	Steve Nixon ,	Director 1 (Derek)
Warehouse Team Leader	Derek Lamb ,	Director 2 (Helen)
Office Team Leader	Derek Lamb ,	Director 2 (Helen)
Accounts Controller	Helen Lamb ,	Sales Controller
Vet Sales Controller	Steve Nixon ,	Sales Controller
EX Sales Controller	Ryan Swaine ,	Sales Controller
UK Sales Controller	Steve Hardaker ,	Vet Sales Controller
Vet Sales Export	Ryan Swaine ,	UK Sales Controller
UK Sales Force	Steve Hardaker ,	EX Sales Controller
EX Sales Force	Ryan Swaine ,	Vet Sales Controller
Vet Sales UK	Steve Hardaker ,	Sales Controller
OEM Sales Controller	Steve Nixon ,	Director 3 (Steve)
Servicing Onsite	Steve Nixon ,Philip Crossley ,Michael Lamb ,Michael Green ,	OEM Sales Controller
OEM Sales Force	Steve Nixon ,	Director 2 (Helen)
Human Resources	Helen Lamb ,	Product Development
Technical Files	Derek Lamb ,Steve Nixon ,	Managing Director
Data Protection Officer	Helen Lamb ,	Sales Controller
Customer Training	Ryan Swaine ,Steve Hardaker ,	Share Holder
Vandagraph	Jean Lamb ,Derek Lamb ,	Warehouse Team Leader
Repairs Controller	Derek Lamb ,	ISO Controller
Audits	Derek Lamb ,Helen Lamb , ,	Accounts Controller
Accounts Processes	Helen Lamb ,Emily Hanson ,Derek Lamb ,	Office Team Leader
Office Processes	,Sophie Lines ,Zoey Teal ,Kate Griffiths , ,Emma Clark ,Michael Lamb ,	Marketing Controller
Marketing Processes	Catrin Hird ,	Warehouse Team Leader
Goods Out	Emma Clark ,Catherine Spence ,	Warehouse Team Leader
Goods In	Robert Connor ,Emma Clark ,	QA Controller
QA Goods In	Robert Connor ,Emma Clark ,Linda Shearing ,	QA Controller
QA Repairs	Philip Crossley ,Michael Green ,Robert Connor ,Ryan Swaine ,	Repairs Controller
Repair Processes	Michael Green ,Philip Crossley ,	QA Controller
QA Production	Linda Shearing ,Robert Connor ,	Director 3 (Steve)
Product Development	Steve Nixon ,	Warehouse Team Leader
Production Processes	Philip Crossley ,Michael Green ,	Director 1 (Derek)
Design Products	Steve Nixon ,	

Tasks Per Roles

[1] Share Holder

Jean Lamb ,Derek Lamb ,

[2] Managing Director

Derek Lamb ,

22	Company Polycys	300	1063
23	Company Objectives	300	No Audit
26	Company Resources	114	No Audit
27	Management Reviews And Quality Audits	290	775
30	MHRA Licences And Notifications Responsibility Derek Lamb	Rolling	No Audit
31	Notified Body Notifications Responsibility Derek Lamb	Rolling	No Audit
32	MDALL Listings	49	No Audit
34	Insurance Is Upto Date Responsibility Derek Lamb	33	No Audit
38	Audits Up to Date and Confirm next years Audit schedule	730	No Audit
39	Enviromental Policy Document Review	46	No Audit
55	Business Continuity Plan	266	No Audit
5862	Marketing Meetings Responsibility Derek Lamb	Rolling	No Audit
5863	Sales Meetings UK Responsibility Derek Lamb	267	No Audit
5864	Sales Meeting EX Responsibility Derek Lamb	268	No Audit
5869	Legal Company Car Registration Responsibility Derek Lamb	4	No Audit
5877	Review Company Data	114	561
6861	Management Meeting Review Weekly Meeting	456	No Audit
6904	Sales And Marketing Internal sales Responsibility Derek Lamb	Rolling	No Audit
6931	Customer Complaints	728	774
6944	Stock Meeting Responsibility Derek Lamb	Rolling	No Audit
7033	Management commitment to ISO Responsibility Derek Lamb	Rolling	No Audit
7037	Responsibility, authority and communication Responsibility Derek Lamb	Rolling	No Audit
7057	Complaints and Vigilance Notifications Responsibility Derek Lamb	Rolling	No Audit
7070	Management Review	83	No Audit

7713	Review Roles And Responsibilitys	548	No Audit
7741	Review Ethical Policy	47	No Audit
7830	Review Q.A. Failures Report	727	729
7837	Review External Parties Influencing The QMS VST / Viamed	743	784
7838	Review VIAMED Feedback - Customer Feedback Negative	739	No Audit
7839	Review VIAMED Feedback - Customer Complaints	737	No Audit
7840	Review VST Feedback - Customer Feedback Negative	740	No Audit
7841	Review VST Feedback - Customer Complaints	738	No Audit
7842	Review VIAMED Product Feedback Negative	741	No Audit
7843	Review VST Product Feedback Negative	742	No Audit
7845	7.1.4 Environment Of Operations	745	No Audit
7846	ISO System Management Review Viamed	746	No Audit
7848	Review ISO Scopes	749	No Audit
7849	Review Product Failures New Codes	750	751
7871	Review Exclusion From Viamed 13485:2016 And VST 9001:2015	790	No Audit
7874	Review For Latest Version Med Dev 2.12.	128	No Audit
7876	Maintain Update Of ISO Route Maps	804	805
7877	Disaster Planning	806	No Audit
7878	Review Possible Upcoming Regulation Changes	807	No Audit
7890	New UPS Rates Needs Checking	42	1070
7895	FDA Device Establishment Registration	825	No Audit
7972	ISO System Management Review Vst	1094	No Audit
8014	Review VIAMED Product Feedback Positive	1189	No Audit
8015	Review VST Product Feedback Positive	1190	No Audit
8016	Review VIAMED Customer Feedback Positive	1188	No Audit
8017	Review VST Customer Feedback Positive	1191	No Audit

[4] Company Secretary

Helen Lamb ,

[3] Director 1 (Derek)

Derek Lamb ,

8018	Wednesday Meeting	1193	No Audit
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[20] Director 3 (Steve)

Steve Nixon ,

6841 Grants Responsibility Steve Nixon

Rolling No
Audit

[19] Director 2 (Helen)

Helen Lamb ,

[28] ISO Controller

Derek Lamb ,

24 Compliance ISO Standards Responsibility Derek Lamb

Rolling No
Audit

28 Supplier Review

15 610

29 CMDCAS Updates And Licences Responsibility Derek Lamb

49 No
Audit

5887 Review ISO/EN Documents

235 No
Audit

5889 Audit And Task - Audit Responsibility Derek Lamb

290 No
Audit

5890 Check Website ISO Documents

463 464

6865 Non Conformance Effectiveness Responsibility Derek Lamb

Rolling No
Audit

6866 Internal Process Verification Complete Systems Review

55 No
Audit

6871 ISO14001 Environmental management systems

748 No
Audit

7069 Corrective Actions Responsibility Derek Lamb

Rolling No
Audit

7071 Post Market Surveillance

50 14

7093 BSI Audits Calander

725 No
Audit

7172 CE Technical Files Responsibility Derek Lamb

50 No
Audit

7199 Non Conformities Review Viamed

283 284

7200 ISO Issues Responsibility Derek Lamb

Rolling No
Audit

7743 Customer Complaints Paper File

75 No
Audit

7744 FDA Device Establishment Registration And Listing

565 No
Audit

7827 Review The Quality Policy VST

301 No
Audit

7828 Review The Quality Policy Viamed

723 No
Audit

7833 Importance Of Effective Quality Management

732 No
Audit

7888 Review Processes Linked To VOPs And Audits

818 819

7895 FDA Device Establishment Registration

825 No
Audit

7941 Check Leaflets, Letterhead And Other Paperwork To See If The Correct BSI Logo Is In Use. Remove All Old If Found.

1005 No
Audit

7264 VST Management Meeting Non Conformance Issues Responsibility Derek Lamb

285 286

7977 Review The Agenda For The Management Review / Board Meeting Prior To The Annual Meeting

1100 1101

7978 Regulatory Requirements and Review of QC21 form template

48 No
Audit

7979	Review The Template Of The QC 21 Form To Ensure It Is Current And Valid	1102	No Audit
7980	Review Gov Website For Applicable Required Standards ISO9001	1103	No Audit
7981	Review Process Updates For Risk To Systems	1104	1105
7998	Verification Calibrated Equipment	1141	1142

[27] QA Controller

Derek Lamb ,

[31] IT Controller

Derek Lamb ,

44	Secure Socket Level Certificate	412	No Audit
45	Main Server Status Responsibility Derek Lamb	139	No Audit
46	Backup Server Status Responsibility Derek Lamb	454	455
48	Internet Responsibility Derek Lamb	Rolling	No Audit
49	Wifi Responsibility Derek Lamb	415	416
50	Guest Access Wifi Responsibility Derek Lamb	415	416
51	Printers Responsibility Derek Lamb	Rolling	No Audit
52	Software Verification Clear Down Backup Emails	368	417
53	Emails	Rolling	902
5903	Weather Station Responsibility Derek Lamb	413	414
5939	Email ISP Routing Responsibility Derek Lamb	Rolling	No Audit
5941	Replace Main Server Responsibility Derek Lamb	Rolling	No Audit
6813	Management Meeting Turnover Report	459	460
6838	Opera Negative Stock	461	No Audit
7121	General Computer Maintenance Responsibility Derek Lamb	Rolling	No Audit
7124	Intrastats Responsibility Derek Lamb	Rolling	No Audit
7125	Intrastats Urgent Problems Responsibility Derek Lamb	Rolling	No Audit
7126	Intrastats Requested Page updates	458	No Audit
7127	Intrastats Unfinished in progress Processes Responsibility Derek Lamb	Rolling	No Audit
7128	Intrastats Future Features needed Responsibility Derek Lamb	Rolling	No Audit
7129	Intrastats Cross Reference Database Tables Updates	462	457
7130	Intrastats Information for Intrastats and L Drive	791	No Audit
7131	Intrastats Opera Responsibility Derek Lamb		No

			Rolling Audit
7132	Intrastats Goldmine Responsibility Derek Lamb	Rolling	No Audit
7133	Intrastats Contact Manager Responsibility Derek Lamb	Rolling	No Audit
7178	Systems Innovation Responsibility Derek Lamb	Rolling	No Audit
7668	Upgrading Intrastats ISO Quality system Responsibility Derek Lamb	Rolling	No Audit
7672	Off Site Backup	452	453
7700	Domain Name Management	510	No Audit
7701	AWS Amazon Web Services	511	No Audit
7702	Vandagraph Pay Pay Issue Refund Responsibility Derek Lamb	Rolling	No Audit
7703	Vandagraph Pay Pal Retrieve Funds	512	780
7704	Computer Failure Diagnostics Responsibility Derek Lamb	Rolling	No Audit
7739	Intrastats Amendment Log	562	No Audit
7755	Fast Hosts Invoice	597	No Audit
7832	Cleardown Emailed Invoices	731	No Audit
7850	Software Validation Scan Incorrect Product	752	753
7851	Software Validation Scan Un-QA Product To Order	754	755
7852	Software Validation Expired Stock	756	757
7853	Software Validation Non Sell Able Shelf	759	760
7854	Software Validation In Production List	761	762
7855	Software Validation - Production Lists	761	762
7856	Software Validation Unchecked Orders	764	765
7857	Software Validation Stock Tracking Check	763	1155
7858	Software Validation Attempt To QA Some Stock	766	1175
7861	Software Validation Of Training Documents Forced Reading	768	No Audit
7865	Software Validation Conflicting Audits	779	781
7870	Software Validation Non Conformance Product Risk Feedback Loop	789	No Audit
7875	Software Validation Document Control	802	803
7879	Software Validation Scheduled Tasks And Audits	808	809
7880	Software Validation Out Of Date Documents	808	809
7881	Software Validation - Live Orders	810	No Audit
7916	Google Webmaster Tools	919	No Audit
7918	Backup Jeans Local Folder	923	No Audit
7934	Test Website Questions	973	1176
7951	Server Review	139	1033
7963	NON REAL Test Process	1064	No Audit
7987	Sync External Telephone Logs	1120	1121
8013	Software Validation Test Email System	1179	1180

[32] Maintenance Controller

Helen Lamb ,

56	Warehouse Outside Heating Guard	85	No Audit
5919	Check Out Side Drain	431	No Audit
5921	Clearing Water Downstairs	433	No Audit
7120	General Maintenance Requirements	602	No Audit
7742	Boiler Check	7	No Audit
7756	Carbon Monoxide Alarm	117	No Audit
7820	North Yorkshire Council Waste Tranfer	702	No Audit
7821	Controlled Waste Description And Transfer	701	No Audit
7835	Electrics Need Checking	164	No Audit
7836	Central Heating For Winter	211	No Audit
7864	ESD Work Stations	94	95
7896	Tree In Car Park	829	No Audit
7961	R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply	540	1058
7999	Building Risk Assesments	1143	1144

[33] Documentation And Records Controller

Derek Lamb ,

41	Documentation Control Responsibility Derek Lamb	Rolling	No Audit
59	Out Of Date Documents	371	372
5851	Duplicate Documents	370	369
5852	Retention Of Records Responsibility Derek Lamb	Rolling	No Audit
5940	Thumb Nail Processor	155	No Audit
7907	Annual Review Doc Management	887	888
7969	Weee Waste Reporting	76	1088
7992	COSHH Datasheet Reminders	1129	1130
8001	Verification Stock Linked To Documents	1147	1148

[36] Product Controller

Steve Nixon ,

5854	Stock FAQ Admin List	231	374
5905	Price Checking Responsibility Steve Nixon	418	71
6821	VIAMED Management Meeting Supplier Review Responsibility Steve Nixon	Rolling	No Audit
6831	VIAMED Management Meeting Supplier Review - Min / Max - Re-Orders Responsibility Steve Nixon	Rolling	No Audit
6833	VIAMED Management Meeting MDA Recalls Responsibility Steve Nixon	Rolling	No Audit
6834	VIAMED Management Meeting Additional Purchase Orders Responsibility Steve Nixon		No

			Rolling Audit
6836	VIAMED Management Meeting Research and Development rnd Responsibility Steve Nixon	Rolling	No Audit
6920	VIAMED Sales And Marketing Price Lists UK Responsibility Steve Nixon	Rolling	No Audit
6924	VIAMED Sales And Marketing Price Lists Export Responsibility Steve Nixon	Rolling	No Audit
6935	VIAMED Sales And Marketing Products to be Marketed Responsibility Steve Nixon	Rolling	No Audit
6936	VIAMED Sales And Marketing NHS Supplies Future Technology Responsibility Steve Nixon	Rolling	No Audit
6941	VIAMED Sales And Marketing New Potential Products Responsibility Steve Nixon	Rolling	No Audit
6975	Projects Responsibility Steve Nixon	Rolling	No Audit
7032	Document Requirements Responsibility Steve Nixon	Rolling	No Audit
7039	Provision of Resources Responsibility Steve Nixon	Rolling	No Audit
7043	Planning of product realization Responsibility Steve Nixon	Rolling	No Audit
7045	Design and Development Responsibility Steve Nixon	50	No Audit
7047	Production and service provision Responsibility Steve Nixon	Rolling	No Audit
7072	Manufacturing Processes Responsibility Steve Nixon	Rolling	No Audit
7181	Product Catagories Responsibility Steve Nixon	Rolling	No Audit
7187	VIAMED Board Directors Meeting Profiability Responsibility Steve Nixon	Rolling	No Audit
7196	VIAMED Board Directors Meeting Stock Levels Responsibility Steve Nixon	Rolling	No Audit
7697	Yearly Pricing Review	501	502
7863	Maintain Repair Codes List	772	773
7873	On Site Environment Review	800	No Audit
7893	VST Price Lists	822	No Audit
7973	VST Product Performance - Customers	1095	No Audit
7974	VST Product Performance - Suppliers	1096	No Audit

[37] Health And Safety Controller

Helen Lamb ,			
6849	First Aid	712	No

6855 Risk Assessment HSE	12	Audit No Audit
6856 Fire Alarms	52	No Audit
7867 Bandsaw Checklist	786	No Audit
7868 Pillar Drill Checklist	787	No Audit
7869 Hand Drill Checklist	788	No Audit
7891 Fire Alarm Evacuation Drill	141	952
7928 Fire Test Points Checking	609	953
7929 Emergency Lighting And Fire Extinguishers	954	955

[13] Marketing Controller

Steve Nixon ,

5880 Marketing Review Responsibility Steve Nixon	Rolling	No Audit
5886 Monthly Report Responsibility Steve Nixon	386	387
6827 Customer or Product Feedback Responsibility Steve Nixon	Rolling	No Audit
6890 VIAMED Sales And Marketing Results achieved Responsibility Steve Nixon	Rolling	No Audit
6891 Exhibitions Co-ordinator Responsibility Steve Nixon	Rolling	No Audit
6893 Website content administration Responsibility Steve Nixon	Rolling	No Audit
6894 Product Cross References	673	674
6896 VIAMED Sales And Marketing Medica Exhibitions post show reports Responsibility Steve Nixon	Rolling	No Audit
6902 VIAMED Sales And Marketing Promotions Responsibility Steve Nixon	Rolling	No Audit
6903 VIAMED Sales And Marketing Telesales Responsibility Steve Nixon	Rolling	No Audit
6918 Marketing CRM Databases. Responsibility Steve Nixon	Rolling	No Audit
6919 VIAMED Sales And Marketing UK Sales Catalogue - Updates needed Responsibility Steve Nixon	Rolling	No Audit
6927 VIAMED Sales And Marketing Search Engine Positions Responsibility Steve Nixon	Rolling	No Audit
6942 Co ordination of Implementation Responsibility Steve Nixon	Rolling	No Audit
7173 Material Generation Responsibility Steve Nixon	Rolling	No Audit
7664 Marketing Job Logger Responsibility Steve Nixon	Rolling	No Audit
7809 Pro-Active Marketing	671	672
7810 Research Activities	675	676

[41] Humanmed Controller

Derek Lamb ,

7670 Humanmed general Issues	611	No Audit
7671 Humanmed Non Conformances	747	No Audit
7782 Remove Started But Not Used Order Numbers	770	No Audit

[9] Sales Controller

Steve Nixon ,

57 Temporary Stock Notices	207	206
5884 Monthly Report Responsibility Steve Nixon	388	387
6816 UK Sales Responsibility Steve Nixon	Rolling	No Audit
6882 Sales And Marketing Responsibility Steve Nixon	Rolling	No Audit
6889 Post Market Surveillance Responsibility Steve Nixon	Rolling	No Audit
6910 Sales Targets Responsibility Steve Nixon	Rolling	No Audit
6915 Sales Responsibility Steve Nixon	Rolling	No Audit
6916 Service exisiting Responsibility Steve Nixon	Rolling	No Audit
6917 Service extension Responsibility Steve Nixon	Rolling	No Audit
6921 Customer pricing agreements Responsibility Steve Nixon	Rolling	No Audit
6959 Sales Forward Orders Review Responsibility Steve Nixon	Rolling	No Audit
7204 VIAMED Board Directors Meeting Distributor Issues Responsibility Steve Nixon	Rolling	No Audit
7801 VST Price Review	653	654
7909 EAN GTIN Online Database	893	894
7931 Competitor Pricing	960	No Audit
7949 Sales Projects Send To Sales Team	1029	1030

[8] Warehouse Team Leader

Derek Lamb ,

54 Gents Toilets Responsibility Derek Lamb	125	373
5855 Purchase Order Requirements Teledyne	220	375
5858 Opera Stock Adjustments	110	261
5866 UPS Shipping Fuel Surcharge	64	376
5868 Return Goods To Suppliers	66	69
5906 Empty Paper Bins	541	424

5907 Hoover Warehouse	543	424
5908 Sweep Warehouse	423	424
5909 Empty Warehouse Bins	542	424
5910 Clean Duckets	426	424
5911 Clear Cardboard	427	424
5935 Stock Allocations	447	No Audit
6829 Supplier Review - Outstanding orders	616	942
6832 Supplier Review Future orders	483	964
6845 Quarantine Production Responsibility Derek Lamb	Rolling	No Audit
6847 Quarantine Repairs Responsibility Derek Lamb	Rolling	No Audit
6850 Current Stock Levels	615	778
6862 Current Repairs	614	895
6945 Missing Stock or Adjustments	110	783
6947 VIAMED Stock Meeting Stock Queries Responsibility Derek Lamb	Rolling	No Audit
6948 VIAMED Stock Meeting Stock Processing Responsibility Derek Lamb	Rolling	No Audit
6949 VIAMED Stock Meeting QA Processing Responsibility Derek Lamb	Rolling	No Audit
6952 Lost in Shipping Claims Responsibility Derek Lamb	Rolling	No Audit
6955 Production Requirements	907	908
6961 VIAMED Stock Meeting Purchase Order Requirements Responsibility Derek Lamb	Rolling	No Audit
6962 VIAMED Stock Meeting Returns Overview Responsibility Derek Lamb	Rolling	No Audit
6967 VIAMED Stock Meeting Repairs Review - Pulse Oximetry Sensors Responsibility Derek Lamb	Rolling	No Audit
6968 VIAMED Stock Meeting Repairs Review - General Responsibility Derek Lamb	Rolling	No Audit
6973 Stock Transfers. (QC19) Responsibility Derek Lamb	1170	No Audit
7046 Stock Purchasing Responsibility Derek Lamb	Rolling	No Audit
7048 Control of monitoring and measuring devices	547	No Audit
7051 Control of nonconforming product Responsibility Derek Lamb	Rolling	No Audit
7091 Calibration Index	547	80
7138 Non Conformance Issues Any New QC21 Forms	795	796
7169 Production Responsibility Derek Lamb	Rolling	No Audit
7170 Production Production Schedule Responsibility Derek Lamb	Rolling	No Audit
7171 Production Production Problems Responsibility Derek Lamb	Rolling	No Audit

7673 Check Expiry Dated Stock	294	477
7674 Check Repairs Ready For Invoice List	468	469
7679 Check Stock Requirements Supplier Teledyne	479	No Audit
7680 Check Stock Requirements Supplier Envitec	480	916
7681 Check Stock Requirements Supplier Posey	481	No Audit
7682 Check Stock Requirements Supplier Bluepoint	482	No Audit
7683 Check Stock For Proforma	484	No Audit
7684 Repairs Ready For Quote	486	No Audit
7685 Repairs Ready For Invoice	485	No Audit
7687 Vandagraph Duckets	488	No Audit
7689 Move Stock From QA Shelf To Stock Shelf Monday	545	No Audit
7692 Take Complete Repair Paperwork To Office Responsibility Derek Lamb	Rolling	No Audit
7694 Move Stock From QA Shelf To Stock Shelf Tuesday	544	782
7695 Top Up Quick Shipping Shelves	495	No Audit
7698 Clean Toilets	503	No Audit
7708 Acorn 0014904	522	No Audit
7753 Management Meeting Warehouse	589	590
7784 Check Returns Supplier Envitec	622	625
7785 Check Returns Supplier Teledyne	624	625
7786 Check Returns Supplier Maxtec	623	625
7787 Check Returns All Supplier	626	625
7796 Review Franking Label Errors	645	646
7797 Check Order Are Being Picked In Priority Order	647	648
7798 Orders And Items Shipped Per Month	649	650
7825 Order Picking Responsibility Derek Lamb	Rolling	No Audit
7826 Goods In Processes	915	734
7866 Oxygen Cylinder Check	785	No Audit
7902 Empty Depleted Sensor Bin From The Offic	876	877
7903 Empty Warehouse Depleted Sensor Bin	878	879
7904 Check Weeee Waste Pallet And Sensor Bin	880	881
7905 Generate RMA Box, Link Items And Add Faults	882	883
7914 Proofs of Delivery	917	918
7915 Reserve Stock Review	921	No Audit
7917 Human Med Purchase Order	920	No Audit
7923 Review Of Credits Received From Suppliers	935	936
7942 Do We Have Service Manual / QA For All Our Stock Coming In.	1036	1037
7956 Teledyne Stock For Vandagraph	1045	1046
7957 Warehouse Requests	1047	No Audit
7967 VST Stock Count For End April	1084	No Audit
7975 Arrange Teledyne Returns	1097	No Audit
8006 Verification Warehouse Unidentified Stock	1158	1159

8008	Verification Warehouse Hand Sanitiser	1162	1163
8009	Verification Stock Items And Locations	1164	1165
8010	Verification Of Ebay Stock	1166	1167
8011	Verification Of Demo Stock	1168	1169

[7] Office Team Leader

Derek Lamb ,

6938	Customer Database Updates Responsibility Derek Lamb	Rolling	No Audit
6940	Customer Ongoing task List Responsibility Derek Lamb	Rolling	No Audit
6956	Sales Order Issues Responsibility Derek Lamb	Rolling	No Audit
7090	Office Procedures Responsibility Derek Lamb	Rolling	No Audit

[5] Accounts Controller

Helen Lamb ,

8007	Verification Credit Notes	1160	1161
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[38] Vet Sales Controller

Steve Nixon ,

[11] EX Sales Controller

Ryan Swaine ,

5873	Distributor Contract Reviews	204	379
5885	Monthly Reports Responsibility Ryan Swaine	385	387
6886	VIAMED Sales And Marketing Sales Viamed Medical Export Responsibility Ryan Swaine	Rolling	No Audit
6887	VIAMED Sales And Marketing Sales Viamed Automotive Export Responsibility Ryan Swaine	Rolling	No Audit

[10] UK Sales Controller

Steve Hardaker ,

5883	Monthly Sales Report Responsibility Steve Hardaker	384	387
6884	Viamed Medical UK Responsibility Steve Hardaker	Rolling	No Audit
6888	Viamed Automotive UK	384	387
6898	GHX Web Pricing	365	No Audit
7920	Sales Warnings	57	No Audit
7927	Contract Pricing Review	944	945

[40] Vet Sales Export

Ryan Swaine ,

[15] UK Sales Force

Steve Hardaker ,

5871	Check Sale Or Returns	292	293
5876	E.Commerce Cardea And Multiquote	361	No Audit
7971	Proforma And Quote Chasing Steve Hardaker	1091	1092

[16] EX Sales Force

Ryan Swaine ,

5872	Check Sale Or Returns Export	291	293
6899	VIAMED Sales And Marketing Report on Export trip Responsibility Ryan Swaine	Rolling	No Audit
7926	Sales Forecasts Export	58	No Audit
7970	Proforma And Quote Chasing Ryan	1089	1090

[39] Vet Sales UK

Steve Hardaker ,

[18] OEM Sales Controller

Steve Nixon ,

7808	Ensure All Invoice Correctly Tagged	670	704
7894	VST Customer Agreements	823	1067
7965	VST Feedback	1068	1069

[49] Servicing Onsite

Steve Nixon ,Philip Crossley ,Michael Lamb ,Michael Green ,

7985	OverDue Servicing	1115	1116
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[17] OEM Sales Force

Steve Nixon ,

[6] Human Resources

Helen Lamb ,

5881	Training Records Review	314	380
5904	Taking On New Staff	1117	No Audit
5936	Wages Calculations	448	No Audit
6837	Personnel Requirements and Training	314	No Audit
6839	Personnel Holidays and Time Adjustments Responsibility Helen Lamb	Rolling	No Audit

6851	Review Accident Book	287	No Audit
6877	Alarm Key Holders Responsibility Helen Lamb	771	No Audit
6906	Time Working Away Responsibility Helen Lamb	Rolling	No Audit
6928	Staff Responsibility Helen Lamb	Rolling	No Audit
7042	Work Environment Responsibility Helen Lamb	Rolling	No Audit
7759	Health Declaration Sheet	606	No Audit
7847	Health And Safety Review	12	1071
7883	Appraisal	813	814
7884	Pay Review	815	816
7908	Private Information Data	889	890
7937	Diversity Impact Assessment	992	No Audit
7964	Check Roles And Tasks For Incomplete Data	1065	1066
7982	Check There Are No Changes To Employment Law	1107	1109
7983	To Check On Line And See If There Have Been Any Changes To Gdpr We Need To Be Aware Of.	1110	1111

[29] Technical Files

Derek Lamb ,Steve Nixon ,

[48] Data Protection Officer

Helen Lamb ,

7910	Review CCTV Warning Signs	910	No Audit
7911	Review Security Of The Special Category Personal Data	911	No Audit
7912	Review The Personel Information We Collect Or Store	912	No Audit
7913	Review Personnel Files	913	No Audit
7930	Review Flow Of Data	958	959

[47] Customer Training

Ryan Swaine ,Steve Hardaker ,

[46] Vandagraph

Jean Lamb ,Derek Lamb ,

7791	Price List Check	636	No Audit
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[44] Repairs Controller

Derek Lamb ,

7811	General Area Responsibility Derek Lamb	Rolling	No Audit
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7812 Vandagraph Repairs Responsibility Derek Lamb	Rolling	No Audit
7813 VST Repairs Responsibility Derek Lamb	Rolling	No Audit
7814 Viamed Repairs Responsibility Derek Lamb	Rolling	No Audit
7815 Product Types To Relevant Person Responsibility Derek Lamb	Rolling	No Audit
7816 Repairs In Process Review	Rolling	No Audit
7823 Saftey Tester Data	79	711
7993 Verification Warranty Repairs Customer Approval	1131	1171
7994 Verification Repairs Paperwork Completed	1132	1133
7995 Verification Visual Check Repair Shelf	1134	1135
7996 Verification Repairs Older Repairs	1136	1137
7997 Verification Repair Qa Reports	1138	1140
8005 Verification Of SRS Information added	1156	1157

[43] Audits

Derek Lamb ,Helen Lamb , ,

7714 Audit 01 Picking Packing Viamed	Rolling	24
7715 Audit 02 Contract Review Viamed	Rolling	36
7716 Audit 03 Design Control Viamed	Rolling	22
7717 Audit 05 Purchasing Suppliers Viamed	Rolling	37
7718 Audit 06 Calibration Viamed	Rolling	20
7719 Audit 07 Handling And Storage Viamed	Rolling	25
7720 Audit 08 Training Viamed	Rolling	10
7721 Audit 09 Goods Inward And Product Identity Viamed	Rolling	170
7722 Audit 10 Documentation Control Viamed	Rolling	27
7723 Audit 10b Process Verification Viamed	Rolling	3
7724 Audit 11 Repairs And Service Viamed	Rolling	171
7725 Audit 12 CE Files Viamed	Rolling	16
7726 Audit 14 Complaints And Corrective Actions Viamed	Rolling	30

7727	Audit 15 Production Viamed	Rolling	28
7728	Audit 17 Internal Audits Viamed	Rolling	11
7729	Audit 19 Health And Saftey Viamed	Rolling	13
7730	Audit 20 Process Verification To Managment Viamed	Rolling	172
7731	Audit 21 Audit Of Audit Viamed	Rolling	173
7732	Audit 22 Post Market Surveillance Viamed	Rolling	14
7733	Audit 23 Analysis Of Data Viamed	Rolling	43
7762	Audit 01 Picking Packing VST	Rolling	194
7763	Audit 02 Contract Review VST	Rolling	187
7764	Audit 03 Design Control VST	Rolling	193
7765	Audit 05 Purchasing Suppliers VST	Rolling	190
7766	Audit 06 Calibration VST	Rolling	182
7767	Audit 07 Handling And Storage VST	Rolling	178
7768	Audit 08 Training VST	Rolling	184
7769	Audit 09 Goods Inward And Product Identity VST	Rolling	174
7770	Audit 10 Documentation Control VST	Rolling	183
7771	Audit 10b Process Verification VST	Rolling	177
7772	Audit 11 Repairs And Service VST	Rolling	179
7773	Audit 12 CE Files VST	Rolling	176
7774	Audit 14 Complaints And Corrective Actions VST	Rolling	189
7775	Audit 15 Production VST	Rolling	175
7776	Audit 17 Internal Audits VST	Rolling	191

7777	Audit 19 Health And Saftey VST	Rolling	186
7778	Audit 20 Process Verification To Managment VST	Rolling	181
7779	Audit 21 Audit Of Audit VST	Rolling	192
7780	Audit 22 Post Market Survellance VST	Rolling	180
7781	Audit 23 Analysis Of Data VST	Rolling	185
7885	Audit 04 Accounts and Finance Viamed	1055	817
7886	Audit 18 Management Review Viamed	Rolling	21
7887	Audit 18 Management Review VST	Rolling	188
7889	Audit 24 Servicing Viamed	Rolling	288
7892	Audit 27 Software Validation	Rolling	821
7959	Audit 16 Sales And Marketing Viamed	1056	No Audit
7960	Audit 16 Sales And Marketing VST	1057	No Audit
8019	Audit 04 Accounts And Finance VST	1196	No Audit

[42] Accounts Processes

Helen Lamb ,Emily Hanson ,Derek Lamb ,			
5865	Vandagraph Loan	118	559
5867	Accounts On Stop	223	377
5874	Childcare Vouchers Edenred	165	No Audit
5914	End Of Year Reports For Accountants	429	No Audit
5915	Opera Sales Ledger Close	445	558
5916	Bank Details Opera reports entered Intrastats	63	679
5917	Fill in Cashbook / Bank Rec for previous Month	680	681
5918	Journals for the End of Month accounts	693	694
5920	Cheques To Bank - Fill in Paying in Book Responsibility Helen Lamb Emily Hanson Derek Lamb	432	682
5922	Credit Cards Expenses Calculations	434	683
5923	Credits Note Processing	435	684
5924	Export Cheques sent by Currency Lodgement	436	No Audit
5925	Customs Clearance	437	685
5926	Petty Cash Expenses receipts and cash Responsibility Helen Lamb Emily Hanson Derek Lamb	438	No Audit
5927	Accounts Filing Responsibility Helen Lamb Emily Hanson Derek Lamb	439	677
5928	Filing Cabinets Responsibility Helen Lamb Emily Hanson Derek Lamb	440	No Audit
5929	HMRC Intrastats Sales Data	441	687
5930	VAT Return Viamed	442	698

5931 Purchase Invoices in to Opera	443	696
5932 Remit Processing and entry into Opera	444	697
5933 Sales Accounts Reminders Responsibility Helen Lamb Emily Hanson Derek Lamb	446	678
5934 Staff Training Responsibility Helen Lamb Emily Hanson Derek Lamb	316	560
5937 Review the Delivered Not Invoiced Reports	449	686
5942 Chase the Debtors viamed	446	451
6819 Supplier Payments and Invoice processing	443	696
6876 Issues for Accountants - P11D Form re Benefits to Revenue and Customs	142	689
6946 Accounts Debtors Review - Export	446	678
6951 Accounts Debtors Review - UK	446	678
7084 Accounts Issues Responsibility Helen Lamb Emily Hanson Derek Lamb	Rolling	No Audit
7195 Loans between companies Responsibility Helen Lamb Emily Hanson Derek Lamb	118	No Audit
7740 Weights Per Region Needed To Submit EC Sales List	563	699
7745 UPS Invoices Viamed	572	No Audit
7746 UPS Invoices VST	573	No Audit
7747 UPS Invoices Vandagraph	571	930
7788 Petty Cash Reconciliation	629	No Audit
7789 Withdraw Funds From Paypal	630	700
7790 Humanmed Invoice them For Previous Month	635	688
7794 V1000 Commissions Review	641	No Audit
7799 Opera Purchase Ledger Close	651	695
7800 Opera Nominal Ledger Close	652	695
7817 Issues For Accountants - Check suggested invoice report in operas	104	690
7818 Issues For Accountants - Check Purchasing Journals to see if VAT handled correctly Previous Month	422	691
7819 Issues For Accountant - Check Contra account 8000 and clear it	421	692
7824 Chase The Debtors VST	713	714
7831 Intrastats Debtors And Creditor Figures	62	No Audit
7872 Embargo Countries NOT Allowed To Sell To	794	No Audit
7882 Purchase Payments	811	812
7899 Region Checker	837	838
7900 Royal Mail - Mail Retention Form	858	No Audit
7919 Send Debtors Overview To Derek	928	929
7921 VST Bags And Grey Sensor	931	No Audit
7922 Back Up Emily`s Accounts Docs	934	No Audit
7932 Check Debtors Report	961	962
7933 Purchasing Invoice Processing	965	No Audit
7935 PCI DSS Compliance	983	No Audit
7938 VAT Return Vandagraph	995	996
7939 VAT Return VST	997	998
7945 Xero Review Sales Contacts	1020	1021
7946 Xero Merge Customers That Are Duplicates	1022	No Audit
7952 Check Xero To Barclays Bank Statements End On Month GBP, USD And Euro Viamed	1034	1035
7958 Exchange Rate In To Intrastats	1052	1053
7966 Xero Sync	1078	No Audit
7968 Shred CC Slips	1086	1087

7984	Check For Viking Invoices	1113	1114
7986	Check Creditors	1118	1119
8012	VAT Return Viamed Properties	1177	1178

[12] Office Processes

,Sophie Lines ,Zoey Teal ,Kate Griffiths , ,Emma Clark ,Michael Lamb ,

2	Answering Telephones	Rolling	668
3	Meeting And Greeting Visitors To The Company Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
4	Assisting With Refreshments For Visitors Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
5	Processing Of Sales Orders Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
6	Updating Contact Management System Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
7	Checking Of Sales Orders Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	901
8	Order And Status Liaison With Customers Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
9	Distribution Of Faxes	824	No Audit
10	Distribution Of Emails	Rolling	366
11	Distribution Of Mail	599	No Audit
12	Sales And Technical Information Processing Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
14	Fax Paper	367	411
15	Filing and Archiving	567	16
16	Photocopying Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
19	Maintaining Leaflet Stocks	538	539
20	Processing Of Mail Shots	402	403
21	Office Sales Projects	570	534
36	Emailing Of Invoices	430	362
37	West Yorkshire Ambulance Stock	348	349
5850	Purchase Order Log	616	942
5853	Vacuuming Of The Office, Hall And Meeting Room	243	373
5856	Cleaning The Kitchen	227	373
5857	Customer Service Logs	233	234
5875	Check Paypal For Orders	239	401
5878	Empty Office Bins	225	532
5879	Customer Returning Goods On Our UPS Account Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
5882	Send Post To Humanmed Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	382	383
5891	Processing Of Repair Quotes And Orders	Rolling	536
5892	Checking EBay And Amazon For Orders And Messages	397	398

5893	Answering Website Questions	643	396
5894	Checking Of Active List	896	897
5895	Completing Office Job List Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	776	777
5896	Ensuring ORD`s Are Taken To Goods Out And Invoices Are Retrieved Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
5897	Franking Mail Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	564	568
5898	Processing Depleted Sensors	406	535
5899	Proforma And Quote Chasing	409	410
5900	Cleaning Of Office Windows	393	394
5901	Link Call Log Contacts To The CRM	404	405
5912	Main Recycle Bins Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	107	No Audit
5913	Check For Humanmed Orders In Logistics Mailbox	465	466
5943	Check Cardea And Multiquote	530	279
5944	Chasing Lost Customers Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
5945	Sending Samples Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
5946	Sending Sale Or Returns Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
5947	Search For Distributors Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
5948	Adding New Accounts To Opera	Rolling	669
5949	Filling Credit Card Slips	903	904
6958	Shipped Order Queries Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
6971	Freight Courier Cost Request Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
6972	UPS Shipping Fuel Surcharge	64	467
7675	Ordering Demo Stock For Humanmed Reps Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
7676	PDFing Of Invoices Viamed	504	505
7678	Check Catalog 360 Circle For Quotes And Orders	478	531
7686	Thorough Checking Of Awaiting Action Tray - Priority 8s	487	569
7693	Collect Repair Filing From Warehouse	506	507
7696	Send VIAMED Delivery Notifications	496	537
7699	Shred Sensitive Paperwork In JL Office	508	509
7705	Checking For Uploaded Files	517	518
7706	Update Virus Software And Scan For Viruses	519	No Audit
7707	Send Purchase Orders To Suppliers	520	521
7709	Delivered not Invoiced	523	524
7710	Proforma And Quote Processing Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
7711	Import Bank CSV	526	527
7712	Review Inward Payments	528	529
7734	Humanmed Order Processing Responsibility Sophie Lines Zoey Teal Kate Griffiths Emma Clark Michael Lamb	Rolling	No Audit
7735	Ensure SOR`s Are Followed Up	549	550
7750	Meeting With Management	275	No Audit

7751	VST Purchase Order Log	584	585
7752	SRS Folder	792	793
7758	Check For GHX Orders	603	604
7760	Send Service Offers	607	898
7761	Send VST Delivery Notifications	620	621
7783	PDF VST Invoices And Purchase Orders	612	613
7792	Shipped Order Success Report	637	638
7793	Team Review Meeting	639	No Audit
7795	Answering UK Web Questions	643	No Audit
7802	Clean Kitchen Sides	655	656
7803	Dishwashing	657	658
7804	Sweep Kitchen Floor	659	662
7805	Empty Kitchen Bins	225	661
7806	Watering Plants	663	664
7822	Review Oxylink Stock	708	709
7901	UPS Exceptions Checkup	859	No Audit
7910	Review CCTV Warning Signs	910	No Audit
7914	Proofs of Delivery	917	918
7924	PDFing Of Invoices Vandagraph	937	938
7925	Providing Ebay Feedback	939	940
7936	B2B Router / Peppol Responsibilitys	990	991
7943	Review Stocks Of 8000004	1006	No Audit
7947	8010004 - JJ-CCR Oxygen Sensor Orders	1026	1027
7948	8010006 - REVo Oxygen Sensor Orders	1028	No Audit
7950	Envitec Oxygen Sensor Parts Stock Check	1031	1032
7953	Vandagraph Delivery Notifications	1043	No Audit
7954	Vandagraph Email Of Invoices	Rolling	No Audit
7955	Vandagraph Shipper SignOff Collection	1044	No Audit
7988	Verification Contact Details Internal CRM	1122	1123
7989	Verification Contact Details Accounts	1124	1125
7990	Verification Invoice Details Accounts	1126	1127

[14] Marketing Processes

Catrin Hird ,

40	Calender Responsibility Catrin Hird	41	No Audit
5870	Book Arab Health	196	No Audit

[21] Goods Out

Emma Clark ,Catherine Spence ,

5859	Review Un-shipped Parcels	105	364
6954	Back Orders Review - By Customer	905	906
7690	Ship Repairs	492	758
7691	Ship Sale Or Returns	491	No Audit
7748	Check Repair Orders	575	1054

7749	Check Repair Quotes	576	No Audit
7860	Goods Out Picking	Rolling	24
7906	Request RMA Based On The RMA Boxes	884	No Audit

[22] Goods In

Robert Connor ,Emma Clark ,

5938	Receive Goods Responsibility Robert Connor Emma Clark	Rolling	No Audit
6969	VIAMED Stock Meeting `Goods In` Review Responsibility Robert Connor Emma Clark	Rolling	No Audit
7859	Check POR Files For Items Delivered But Not Removed From File	767	No Audit
7898	Stamp Deliveries	836	No Audit
7976	Decontamination Of Incoming Products And Repairs	1098	1099
7991	Verification Purchasing Documentation	1128	No Audit
8002	Verification Todays Goods In	1149	1150
8003	Verification Supplier Delivery Notes	1151	1152
8004	Verification Of Non Conforming Products	1153	1154

[23] QA Goods In

Robert Connor ,Emma Clark ,Linda Shearing ,

[35] QA Repairs

Philip Crossley ,Michael Green ,Robert Connor ,Ryan Swaine ,

[34] Repair Processes

Michael Green ,Philip Crossley ,

[24] QA Production

Linda Shearing ,Robert Connor ,

[25] Product Development

Steve Nixon ,

[26] Production Processes

Philip Crossley ,Michael Green ,

7736	Production Start Job List	553	554
7737	Production In Production List	556	557
7738	Production Statistics	551	552
7940	Review The Tom Thumb Grease Date	1003	1004

7944	Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST	1011	1012
8000	Verification Production Paperwork	1145	1146

[30] Design Products

Steve Nixon ,

42	Design Documentation Responsibility Steve Nixon	Rolling	No Audit
43	Product Post Market Survelance Responsibility Steve Nixon	Rolling	No Audit