

# **Management review and Board meeting Viamed**

Board meeting 8 Nov 22 10am all present.

Derek Lamb, Jean Lamb, Steve Nixon Helen Lamb. Minutes taken by Helen Lamb

## **(0.0) Viamed Board ISO Review Directors Meeting**

*Objective Should be held at least yearly or as required*

Last held August 2022, Delayed a little due to holidays this is the first date we could all get together.

**DL notes** – Last Held August 21 2021 See Issue 232412,  
Delayed initially as a BSI Audit clashed with a time slot,  
Jean been away in Seahouses, Steve had 2 week holiday, then Derek had 3 weeks away. Leaving 8<sup>th</sup> November as the next available date.

Conclusion – Being Held 8<sup>th</sup> November, SN, GGL, HL, DL present.

## **(1.0) Minutes of Last Meeting**

*Objective produce minutes of previous meeting*

Reviewed minutes from last board meeting.

All happy with the minutes from the last board meeting and agreed to sign off.

**DL Notes** – Issue 232412,  
Ref #267637.12077 Previous Meeting Minutes  
Discussed previous minutes

Conclusion – No further actions required.

## **(2.0) Matters Arising**

*Objective To ensure actions of previous meeting have been actioned*

There was a query regarding the inter company time issue, this needs to be checked to see if we are carrying this out.

Reviewed supplementary minutes from extra board meeting held after 2021 BSI visit and non conformance.

**DL Notes** – Discussed previous minutes

Conclusion – No further actions required

## **(2.1) Follow-up actions from previous reviews**

All issues completed and actioned. No follow up action from previous review.

**DL Notes** –

#231689 – 28 Sep 2021 Derek Lamb added a time input box for production jobs

#231687 – 28 Sep 2021 Derek Lamb Done, its in the big grid of tick and crosses, should highlight the NONs

#231683 – 17 Sep 2021 Derek Lamb Done

#231684 – 06 Aug 2021 Derek Lamb Done Process ID 7968

Conclusion - All Follow up completed

### **(3.0) Turnover and Predicted for Year**

*Objective 2.5 Million*

Currently at £2,112,620, projected to be £2.47million.

We will be close to target which is £2.5 Million.

Export sales look to have dropped.

Ryan was unable to travel due to Covid. Issue 277097 has been sent to look at addressing export sales.

DL – Does not expect it to pick up over next year.

#### **DL Notes -**

Ref #267637.12078 Turnover Report

As at 31 / 10 / 2022

Current year Estimate £ 2,473,458

Export: Current year Estimate £ 1,066,103

UK: Current year Estimate £ 1,230,251

Sales to Vandagraph £ 90,538

Sales to VST £41,305

SN – Export has dropped, should be higher, need to address export sales

Follow on Issues - Issue #277097 – Export sales

Conclusion – Just about on target.

### **(4.0) Profitability**

*Objective 5 Percent Net of Turnover*

Profitable but its close at 1.6%

We have updated prices but this won't really show until 2023. Viamed's break even point is at 2.2/2.3 million.

We need to be more profitable.

Other companies are disappearing we just need to be last man standing. We do need to push some staff harder moving forwards.

**DL Notes** – Ref #267637.12080 Viamed Draft Accounts

Currently 1.6% as per Ref #267637.12080

Conclusion – Viamed prices have been raised in 2022, should show through in 2023.

This year may be close to break even.

### **(6.0) Target for Year**

Target for 2023 should be 2.6 / 2.7 Million.

DL – Realistically he think we will be below this.

We need an objective adding to section – to be more profitable.

Issue 277102 sent to add objectives to the agenda.

**DL Notes** – 2023 Really need to be aiming for 2.6-2.7M. To be sure to be profitable.

Need to add objective to section 6.0

Prices have raised, even if we tread water we should hit the target. Margins have been

raised due to the current climate. We won't feel the benefits in the 2022 figures but should show in 2023.

Follow on Issues - Issue #277102

Conclusion – Target to be 2.6-2.7M.

#### **(9.0) Overdraft**

*Objective*      *Target staying out of using the overdraft*

No overdraft

**DL Notes** – Not currently using any overdraft facility

Conclusion – On target.

#### **(10.0) Debtors**

*Objective*      *To be below 15 Percent of turnover*

Debtors is on £197,127. 10% of turnover. There are very few large amounts.

Medical Essentials went bankrupt owing £9500.

No other issues. All happy with debtors.

**DL Notes** – Ref #267637.12098 Viamed Debtors

02 11 2022 – approximately £197,127.80, around 10%

Need a follow on report with company totals.

Medical essentials have gone bankrupt, we need to pay close attention to any warning signs, we have very few large debtors, and have a wide spread of low level debtors.

Conclusion - Happy with current status of the debtors.

#### **(10.1) Contract review, Picking, Packing and Despatch**

Reviewed orders opened for editing. No issues arising and no problems with effectiveness.

Reviewed Invoices per day report and no issue.

Reviewed Daily shipping reports and no issues.

Days to ship report reviewed – 48.09% shipped same day, 23.69% shipped next day

Those taking longer could be down to, weekends and bank holidays, stock availability and accounts on stop.

Reviewed Shippers Report and all ok. The only issue at present is Royal Mail. We cannot, at present, ship anything by tracked Royal Mail as of the 1st November. Our franking company have not kept up to date with Royal Mail changes, and they appear to be writing the software as they go along. No idea how long this will take to sort. There have also been several Royal Mail strikes with more planned. We need to move as much as possible to UPS. SN have asked UPS for a better rate.

No issues found in the system and staff are effective at their jobs and roles. We are very happy with the shipping staff.

We will look to move fully to UPS moving forwards.

**DL Notes** – Ref #267637.12082 VIAMED\_ordererror\_report

Ref #267637.12088 Viamed Number invoices per day

Ref #267637.12089 Viamed Daily Picking  
Ref #267637.12090 Viamed Days to Ship  
Ref #267637.12091 Viamed Shipper Statistics

VIAMED\_ordererror\_report shows staff are effective at putting orders into the system with out errors.

Viamed Number invoices per day – Typically 15-30 Orders per day being shipped out.

Viamed Daily Picking – Emma and Cathy both shipping out about the same number of orders. No issues found

Viamed Days to Ship – 48% of orders are being shipped out on the Due date , with roughly 30% being shipped next day. - picking system is effective.

Viamed Shipper Statistics – Primary Royal mail, and UPS with the occasional other shipper.

We are currently facing real problems shipping with Royal mail , between strikes, and system changes, we have been unable to ship Royal Mail for the last week or so.

They are also now charging to pickup

No Follow on issues.

Conclusion – We should be looking to move all order over to ups from royal mail. Including Vandagraph orders.

We have reviewed Contract review, Picking, Packing and Despatch

### **(11.0) Creditors**

*Objective To have no overdue Creditors*

Creditors at £170,124. No issues, the only invoices that are overdue are annual invoices like Council tax.

All happy with the creditors.

**DL Notes** – Ref #267637.12100 Viamed Creditors 02 11 2022

Viamed Creditors at 02/11/2022 £170,124.43, 11 Overdue total £32,905.18.

Conclusion – Over due were rates bills, not overdue creditors.

No issues with creditors.

### **(11.1) Purchasing controls**

SN happy and he is getting help from Kate. The system updates are good, and there is more reporting and monitoring in the system.

Date traceability has really improved

We send reports to the suppliers with shipping statistics.

DL – to look at potentially sending emails to suppliers with feedback from data reviewed, issue 277136 sent.

If a review is overdue it won't let you process a purchase order.

Reviewed days to deliver report from supplier. No issues.

All happy with Purchasing controls.

**DL Notes** – Reviewed supplier report screen showing days to delivery from supplier, and Export XLS file we can send to suppliers.

Conclusion - Happy with current purchase order process, Supplier reports are now effective.

### **(12.0) Loans**

*Objective Should not Exceed 25 Percent of Turnover*

Remove Barclays loan, as this has now been cleared, issue 277139 sent.

There is a £50,000 Viamed Properties loan to Viamed and a £50,000 Vandagraph Loan to Viamed.

Issue sent to update objectives to say no external loans issue 277139 includes this.

All decided to leave the inter companies loan for now.

### **DL Notes -**

Barclays loan by 3K per month – Loan has been paid off Objective can be removed.

Issue #277139 – change objective to No External Loans

Conclusion – No external loans. No issue with inter company loans.

### **(13.0) Stock Levels and Product performance**

*Objective Should not Exceed 25 Percent of Turnover*

The stock value is approximately £662787. There are some issues SN and DL to review. Issue 231686 still outstanding to get stock figure on overview screen.

Stock on about 28% of turnover, So slightly higher. This is due to supplier delays and shipping issues. We also have higher stock over winter to cover supplier close downs at Christmas.

All happy with stock levels.

We are having supplier issues and deliveries problems. Large increase in price from Teledyne and price increases everywhere.

Product Performance -

QA fails Reports reviewed – Automotive sensors from Teledyne, nothing needing Capa. Jikco Sensors, we are looking at alternates or possibly supplying from VST.

Reviewed Repair Code Report -

264304 Battery drain fault

239590 Wrong cap on single Sensor.

We do not have our own products. We do not have any concerns with regards to our suppliers products at this time.

No other issues. All happy

**DL Notes** – Ref #267637.12140 Viamed Stock Report

Ref #267637.12152 SRS Product Performance reviews

Ref #267637.12154 QA Review – Failures

231686 outstanding to get stock figure on the overview screen

report is nearly complete to calculate stock on any date.

Currently approx 28% of turnover.

SN talked about Maxtec and Teledyne Stock levels, expire dates.

Looking to increase orders, but fix delivery dates.

Issue 264304 0111235 requires Cleaning, Battery drain, strange one, new fault type – reviewed returns. No problem found

Issues 239590 Manufacture Error incorrect cap fitted single sensor QA Fails  
Mainly automotive sensors, fails, nothing note worthy or required extra capa.  
Jikco been offered an alternative sensor, move them over to VST customer and own label.  
Follow on Issues – 231686 still outstanding.

Conclusion – SN and DL to do a validation check, search for errors in the new system.  
Bit high but happy.  
May have to run higher still due to supplier issues and deliveries.

No further actions required.

### **(13.1) Storage and Stock Control**

*Objective*      *Suitable levels of Stock and Storage space*

Humanmed is now gone, all the stock has been returned.

Stock level are suitable at present.

There are no space issues, every where clean and tidy.

There are no issues with temperature or damp. No extremes of temperature that would affect stock.

Issue 240179 regarding the magnetic sensitivity sent to SN. We can ask Cathy or Robert to get a shelf were sensitive stock can be stored, in the future when needed.

All happy with stock storage.

**DL Notes** – Ref #267637.12156 Warehouse temperatures

Humanmed stock has gone. Do not have space problems.

Areas are clean dry and tidy.

Temperatures do not cause any stock issues.

No damp.

Conclusion - All happy with stock, no further actions required.

### **(13.2) Calibration Index Review**

*Objective*      *Calibration Index up to date*

This is currently underway, there was a small delay due to urgent V1000 orders. All are now in progress.

There are three testers from VST that we can use in Viamed, that are due for calibration one pressure garage from Narked and two from Jurgensen. These were due in September but not used as yet. Issue 277159 sent.

All happy with current status.

**DL Notes** - Ref #267637.12097 Global Calibration index

All units are currently sent away for calibration.

Held off while we had urgent v1000 equipment requiring testing.

Microcal used to calibrate internal multimeters, does not calibrate products its self.

Multimeters currently still inside calibration dates.

Follow on Issues - Issue #277159 CE212 213 209

Conclusion - Happy with calibrated equipment status.

### **(13.3) Process performance**

Issue 277160 to correct the title and add an objective.

Product performance. We no longer have our own products.

All processes are monitored no issues with the processes or system.

Matters arising were all checked ok and found to be effective.

No Details missing, reviewed.

**DL Notes** – Ref #267637.12159 Audit Process Outstanding

Ref #267637.12160 Process Reviews follow ups

Follow on Issues – 277160 remove product review – already covered, and update objective.

Conclusion – Reviewed Processes and performance. Reviewed any follow up actions incurred.  
Happy with system.

### **(14.0) Back Orders**

Objective Time to push customer order through building

Reviewed Days to Ship report, no issues.

No issues with the active list.

Back orders Report £159,039.45

Forward orders Report £93,852.00

V1000 Issues ongoing.

No problems. All happy with current status.

**DL Notes** – Ref #267637.12090 Viamed Days to Ship

Ref #267637.12101 Days to ship Oct 2022

Ref #267637.12162 Viamed Backorders Report

Overview Screen:

Viamed Back Orders 01/11/2022 £159,039.45

Viamed Forward Orders 01/11/2022 £93,852.0

Reviewed in order timings previous section.

V1000 Is only product of concern, - availability of CPU limited.

Conclusion - No issue found, all happy with current status.

### **(15.0) Customer Complaints**

Objective *To review / close any customer complaints within 30 Days*

No official customer complaints since 2020.

No problems, all happy.

**DL Notes** – Ref #267637.12164 Agenda 231 Customer Complaints Report

No Customer complaints raised since 2020.

Conclusion – Nothing to do.

### **(15.1) Customer feedback**

*To review / close any customer complaints within 30 Days. Review all customer complaint from the last 12 months.*

Issue 277527 sent to correct header to include Product feedback.

**Customer Feedback Negative**

251635 – TOF 3D trial

251628 – TOF 3D trial

248401 – 4420508 stain relief. Design has been improved by the supplier, only one failure.

**Customer Feedback Positive**

244572 – Staff feedback

**Product Feedback Negative**

246283 – EyeMax problem with it coming unfastened.

249504 – 400-AC temperature probes, need to be cleaned manually and customer has said this is too time consuming.

252208 – R-22AVG also issue 218147. Pressure issues causing output problems.

252744 – MaxO2ME falling out of V-mount brackets. Differences in pole mount sizes.

253608 – TOF 3D too big not easy to navigate.

254464 - TOF 3D not a fault but Anaesthetists is resistant to change.

254991 - TOF 3D computer spec and app safety, MIPM advised.

255021 – TOF 3D broken Battery cover, MIPM advised.

256351 – Bluepoint Wrap sensor, poor signal. Bluepoint aware, customer not using as per Instruction.

261682 – TOF 3D broken Battery cover, advised MIPM.

268776 – Bluepoint sampling lines, humidity issue. Offered customer high humidity version.

**Product Feedback Negative**

265272 – 0110705 – MLF-19, re compatibility.

No other issues, all happy with feedback.

**DL Notes** – Ref #267637.12138 Viamed Customer Feedback Negative

Ref #267637.12139 Viamed Customer Feedback Positive

Negative Feedback

TOF 3D, Issue 251635,251628 We have simplified the setup of the SOR TOF. Product does not justify a Sales Rep.

According to the standards they should be clinically trained to use these products. Its not the manufacturers responsibility to clinically training and asses staff

248401, referring to part number 4420508, manufacture improved the design, no other reports.

Positive Feedback

Just 1 logged

Conclusion - No Issues found in customer feedback.

**(15.2) Non Conformities Review**

Order errors reviewed and no issues all ok.

Reviewed all Non conformances, all have been dealt with. No issues. Reviewed the most recent non conformance issue that was sent to staff.

All reviewed and happy with the reports.



We have two BSI Non Conformance QC 21 VIAMED 2235543-202208-N1 BSI Non Conformance and QC 21 VIAMED 2235543-202208-N2 BSI Non Conformance that have been accepted.  
All agreed happy with current status.

**DL Notes** – Ref #267637.12107 Viamed Order Errors  
Ref #267637.12108 viamed nonconformance reviews  
Ref #267637.12111 QC 21 VIAMED 2235543-202208-N1 BSI Non Conformance  
Ref #267637.12112 QC 21 VIAMED 2235543-202208-N2 BSI Non Conformance  
BSI has accepted Corrective action for the 2 BSI non conformances.  
No Other QC21 forms raised.

Discussed spam and deleted emails as per 276381.  
Discussed 275312 – addressed in the issue review sent to staff.  
Discussed 274389 covered in review, but SRS system needs work  
Discussed the BSI non conformances, BSI acceptance

Conclusion - Reviewed all non conformances.

### **(15.3) Vigilance System Feedback**

Nothing to report all happy with status of vigilance issues over last 12 months.  
Product failure codes reviewed.

**DL Notes** - Nothing to report over the last 12 Months

Conclusion – No issues with vigilance.

### **(15.4) Preventive and corrective actions**

*Objective Review Risk/Benefit Processes Report*

See Report Review Risk Benefit Processes Report

Reviewed Risk benefit Report from the Rolling task area. No corrective action required.

Report made so we can assess risk more easily.

We are constantly maintaining and improving our systems. We have utilised feedback from staff, customer and suppliers to prevent errors and where errors are reported we carry out internal reviews to ensure they do not re occur. Our system is design to be improved, to fit in with new standards and requirements.

Intrastats has check sums in place to prevent mistakes. These are also being added all the time, when we find areas that would benefit from them.

Corrective actions come in the form of software developments, issues and training where needed.

Process updates – effectiveness is reviewed monthly. All ok no issues.

No other new risk identified with old products no action required.

We are in the process of reviewing the old products and PMS.

At this time no new Risks have been identified. All happy.

**DL Notes** - Ref #267637.12135 Risk Benefit Processes Report  
Process Updates Effectiveness Review 08 Nov 2022 Derek Lamb

NOTHING TO SIGN OFF

Old product file now due for review, only became due November 2022,  
No problems have surface in last 12 months

Conclusion - No problems have surface in last 12 months.

#### **(16.00) ISO Issues**

*Objective To Review Notifications and Recalls. Ensure all Regulatory Requirements are up to date.*

No Notifications and no recalls in last 12 months. All Regulatory requirements are up to date and reviewed regularly.

All happy no issues.

**DL Notes** – No notifications, No Recalls

UKCA delayed until June 2024,  
ISO 13485:2016 Still Current as per our certification.

Conclusion - Reviewed

#### **(16.1) Regulatory Changes**

*Objective To review any standards we hold for regulatory changes*

See Report Regulatory Requirements task 48

No notifications.

No Recalls.

Reviewed and no changes to the 13485:2016. ISO 13485-2016 Still Current as per our certification.

UKCA delayed until June 2024,

**DL Notes** – UKCA delayed until June 2024, ISO 13485:2016 Still Current as per our certification.

Conclusion – Reviewed

#### **(16.2) Documentation and records**

No problems with documents and the records digital system.

All happy with Document index. Nothing is ever deleted and all show newest first.

Everything is backed up off site.

Risk assessments are being carried out when Documents are being upload and updated.

Also when any updates occur in the system.

**DL Notes** – System Overview

Statistic Header -----

Barcodes 2,015,997

Barcode Movements 2,436,984

Documents 102,990

Live Documents 48,733

Access Logs / Page Impressions 5,542,113

Tracking Customer Orders 23,626

Total Issues 268,663

Total Issue Updates 1,104,450

Total Open Issues 46,395

Opera Disk Usage 0.00 Max 1.94Gb

Goldmine Disk Usage 0.00 Max 1.94Gb  
Disk Usage 342.49G

Conclusion – Happy with current state of document index, and risk reviews on updates.

### **(16.3) Quality planning**

Reviewed scope and all happy.

All happy with the Quality planning.

All happy to continue with current Quality policy.

All happy with the BSI official Certificate

Agenda was reviewed and all happy with it. We are adding issues when we find objectives that need to be updated or added.

We discussed MDD legacy product repairs. Do we cease repairs when we switch over from the MDD to the MDR.

To be further Discussed in the future.

**DL Notes** – Ref #267637.12116 Viamed ISO 13485:2016 Scope

Ref #267637.12115 VM3COP00.00 Viamed Quality Statement policy and objectives ID22684

Ref #267637.12117 VIAMED Agenda Meetings and objectives

Reviewed scope.

Discussed repairs of legacy products, sold to MDD, when MDR is finally in place do we have to cease repairs.

Conclusion – Happy with Scope, happy with Quality Policy, happy with the official BSI Certificate. Issue being sent where objectives need updating.

### **(16.4) Achievement of Quality Policy and Objectives.**

Confirm still suitable

All agreed happy to continue with current Quality policy. We have maintained certification, so we have achieved the objective.

All agree the Quality Policy and Objectives is still suitable.

**DL Notes** – BSI Continued certification. Issue being sent where objectives need updating.

Conclusion – Confirmed objective and policy's are being achieved.

### **(16.5) Changes to the Management system**

Effectiveness of the system has been assessed. We are documenting risk analysis throughout the system.

We have endeavoured to add more proof of Risk assessments, to prove changes do not affect current ISO system or require external notification.

All happy with the effectiveness of system.

**DL Notes** – Ref #267637.12119 QMS Route Map Viamed Ltd ISO13485\_2016 ID101066

Conclusion – All happy with the effectiveness of the system.

### **(16.6) Changes to CE marked products**

No changes. No CE mark products.

No change to legacy products.

Reviewed and All happy.

**DL Notes** – No longer have any VIAMED CE Marked products.  
No changes to legacy products

Conclusion – No longer have any VIAMED CE Marked products.  
No changes to legacy products

**(16.7) External Parties risks and opportunities review**

Reviewed external parties Risk and Opportunities.  
Need to add UKCA – Derek has added this during meeting  
Reviewed and All happy with current.

**DL Notes** – Ref #267637.12122 Viamed Needs and Expectations report  
Discussed how we maintain Interested Parties,  
Reviewed list of external parties  
Updated MHRA with UKCA mark.

Conclusion – Happy with current report.

**(16.8) New products**

No Viamed products. It is based on suppliers releasing new products.

**DL Notes** – No Viamed products.  
Based on existing suppliers releasing new products.

Conclusion – No new products.

**(16.9) Advisory notices & recalls**

No advisories, notices or Recalls.

**DL Notes** – No Advisory notices or recalls.

Conclusion – No Advisory notices or recalls.

**(16.10) Possible system changes**

Nothing major, continual improvements, always on going.  
No major changes planned.

**DL Notes** – Intrastats under continual gradual improvements,  
Discussed the amendment log.  
No major Changes Planned.

Conclusion – Intrastats under continual gradual improvements,  
Discussed the amendment log. No major Changes Planned.

**(16.11) Recommendations or improvement**

None at this time. Nothing big required. All happy with current.

**DL Notes** – Ongoing process in relation to Intrastats.  
No fundamental changes required.

Conclusion – Ongoing process in relation to Intrastats. No fundamental changes required.

#### **(16.12) Results of internal audits / Mini Audits**

Audit scheduled, no fundamental changes. Just updated with the new processes when carried out for the current year.

Reviewed mini Audits all happy.

Reviewed internal Audits all happy.

All running a smoothly and up to date.

All agreed happy with current years Audits and all happy with the Audit schedule for 2023.

**DL Notes** – Ref #267637.12123 Mini Audit Management Reviews Global

Ref #267637.12124 Mini Audit Reviews outstanding Issues

Ref #267637.12127 Main Audits 2021

Ref #267637.12129 Main Audits 2022 Status

Ref #267637.12132 Viamed Audit Calender 2023

Discussed follow up issues to 2021 Main Audits.

Also discussed with BSI

Conclusion – Happy with 2021 Audits of the system.

Happy with current status of 2022

All Agree to the 2023 Audit schedule as per Ref #267637.12132

#### **(16.13) Audits Meeting Closure**

All agree to current Schedule of top level audits.

All agreed with 2021 Audits results. Closed 2021 Audits.

**DL Notes** – Ref #267637.12132 Viamed Audit Calender 2023

Conclusion – All Agree to the 2023 Audit schedule as per Ref #267637.12132

#### **(17.0) Company Issues**

No Issues.

**DL Notes** – No Issues

Conclusion – No Issues

#### **(17.1) GDPR**

*Objective* Are we happy with our compliance

There have been no changes or updates, this was reviewed and all happy with policy and current status.

**DL Notes** – Ref #267637.12133 Viamed Group of Companies GDPR Privacy Policy ID63922

Reviewed and happy with policy.

Conclusion – Reviewed and happy with policy.

#### **(17.2) Review of responsibilities**

We have reviewed the organisation chart everyone is happy with current. All agreed current organisation chart.

Reviewed, Audit Roles and responsibilities, Humanmed to be removed issue 277234 was sent. Looked at the individuals Roles + Responsibilities in Intrastats. All happy with current responsibilities.

All agreed happy with current.

**DL Notes** – Ref #267637.12105

VM3COP02.02 Viamed Company responsibilities organisation chart structure

Ref #267637.12103 Audit Roles and responsibilities

Ref #267637.12167 Roles and responsibilities

Staff / Training Discussion section 19.

This is the Overview of responsibilities

Humanmed is still in the list, should now be removed.

Follow on Issues – Issue #277234

Conclusion – Happy with current responsibilities.

### **(17.3) Resources required**

Review resources – Equipment, Training, Staffing, Standards, Systems, Building and fabric  
Equipment – on going computer equipment improvements and repairs/updates. Nothing specific, fixing where needed.

Training – ongoing, office training, procedures for new staff, product training. Shopify training.

Staffing – current levels ok at present.

Standards – UKCA in progress.

Systems – Nothing new required.

Building and fabric – adequate at present, noting new needed.

**DL Notes** – Equipment

Replacements where needed.

Review of franking machine,

Training – Ongoing office training for the newcomers, Limited product training carried out with new staff, Shopify training, will be required to office staff.

Staffing – Currently levels appear to be ok,

Standards – We don't need any new standards, aside from UKCA

Systems – No extra resources required

Building – Adequate for current operations

Conclusion – Reviewed and ok with the resources we currently have.

### **(18.0) Building fabric Issues**

The bathrooms are being updated in warehouse at present.

In the offices there are patches of plaster that need painting. We are still waiting on insurance company to come and decorate the hall and downstairs after the leak.

We need a Gardener for round the back.

**DL Notes** – Currently warehouse bathrooms renovated, upstairs bathroom still need painting, waiting on insurance company to decorate the hall.

Conclusion – Happy with current status of fabric issues

### **(19.0) Responsibilities, Staff, Training Issues**

*Objective check organisation chart is up to date*

The organisation chart has already been reviewed and found to be ok.

The training Requirements were discussed in resources.

Michael Lamb to start to cover goods out, further training will be given. He also needs server access training. He will also start to be present at BSI visits.

The Effectiveness of training was discussed it was agreed it was effective for our current requirements.

All agreed training is effective and staff are competent.

**DL Notes** – Org chart discussed in (17.2). Discussed staff training, Michael Lamb being trained to be a full cover for Cathy in Goods out.

Office staff up to speed on the order processing systems.

Michael Lamb to be trained in SSH / Linux access for server maintenance

Office effectiveness reviewed via Input Error report in the non conformance review

Staff are competent in the roles they have been allocated. Effectiveness reviewed in the weekly review of rolling tasks and responsibilities.

Conclusion – Happy with Responsibilities, Staff and Training.

### **19.1 Staff Appraisals**

Objective needs adding issue 277262 sent.

These were carried out in May/June 22. No issue arising reported.

Need objective adding issue 277262 sent.

The appraisals were based on statistics to show any areas of concern. Then the effectiveness of was reviewed.

**DL Notes** – Appraisals were carried out May / June 2022.

Issue #277262 Objective for 19.1.

Conclusion – No issues raised.

### **(20.0) Distributor Issues**

*Review Distributor Issues.*

Medical Essentials have gone bankrupt owing £9500.

We should review the distributor system for effectiveness. Issue 277266 sent.

We will start reviewing these moving forward. Would be good to have a rating, credit limit and terms on the distributor list.

No other issues, all happy.

**DL Notes** – Medical essentials bankrupt. Need a method to evaluate distributors, suggested we do a country review of sales and determine the effectiveness of distributors.

Conclusion – Happy with current status of distributors, until reviewed.

### **(21.0) Supplier Issues and review**

*Objective      supplier reviews up to date*

Related issue 277136 sent earlier in the meeting.

All up to date. This is system forced, you cannot put an order on if the Supplier Review is out of date.

All happy with current system and suppliers.

**DL Notes** – Ref #267637.12106 Viamed Supplier review

Final rating of the supplier review is coming out as zero, seems to be a display bug since the switch to being forced to keep supplier review up to date before an order can be placed.

System has been updated, so unable to purchase if a supplier review goes out of date.

Follow on Issues - Issue #277136 – possible idea regarding feedback to suppliers under review.

Conclusion – Happy supplier review is up to date.

### **(21.1) Supplier / subcontractor performance**

Reviewed above.

We do not have any subcontractors.

**DL Notes** – No subcontractors.

Conclusion – No subcontractors.

### **(22.0) Any other Business**

Director bonuses discussed, agreed on £5000.

Discussed possibly £5000 VST Bonuses going out.

Discussed Michael Lamb continuing the company in next 10/15 years. SN- He will need to have the drive to move it forwards.

We need more products, one that can be shipped in and shipped out with ease.

Michael to start getting involved in other areas around the company.

**DL Notes** – Agreed to a director bonus. Discussed forwards direction.

Conclusion – No problems or any other business.

### **22. 1 Review Management Meeting Headers**

Possibly add a header for Risk. To be looked at for the next meeting.

Reviewed management meeting headers, we have reviewed these and all feel we have covered everything.

The objectives have been updated as we carry out the meeting and now are suitable.

All feel agenda is suitable and up to date.

**DL Notes** – checked as meeting held, some objectives to be added.

Conclusion – Happy with current headers, all section of the company have been covered