

## Roles and Responsibilitys

| Roles                                     | Employee's Super Visor |
|-------------------------------------------|------------------------|
| Share Holder (1)                          |                        |
| Managing Director (2)                     | Share Holder           |
| Company Secretary (4)                     | Share Holder           |
| Director 1 (Derek) (3)                    | Managing Director      |
| Director 3 (Steve) (20)                   | Managing Director      |
| Director 2 (Helen) (19)                   | Managing Director      |
| ISO Controller (28)                       | Managing Director      |
| QA Controller (27)                        | Warehouse Team Leader  |
| IT Controller (31)                        | Director 2 (Helen)     |
| Maintenance Controller (32)               | Director 2 (Helen)     |
| Documentation And Records Controller (33) | Director 1 (Derek)     |
| Product Controller (36)                   | Director 3 (Steve)     |
| Health And Safety Controller (37)         | Director 2 (Helen)     |
| Marketing Controller (13)                 | Director 3 (Steve)     |
| Humanmed Controller (41)                  | Director 1 (Derek)     |
| Sales Controller (9)                      | Director 3 (Steve)     |
| Warehouse Team Leader (8)                 | Director 1 (Derek)     |
| Office Team Leader (7)                    | Director 2 (Helen)     |
| Accounts Controller (5)                   | Director 2 (Helen)     |
| Vet Sales Controller (38)                 | Sales Controller       |
| EX Sales Controller (11)                  | Sales Controller       |
| UK Sales Controller (10)                  | Sales Controller       |
| Vet Sales Export (40)                     | Vet Sales Controller   |
| UK Sales Force (15)                       | UK Sales Controller    |
| EX Sales Force (16)                       | EX Sales Controller    |
| Vet Sales UK (39)                         | Vet Sales Controller   |
| OEM Sales Controller (18)                 | Sales Controller       |
| Servicing Onsite (49)                     | Director 3 (Steve)     |
| OEM Sales Force (17)                      | OEM Sales Controller   |
| Human Resources (6)                       | Director 2 (Helen)     |
| Technical Files (29)                      | Product Development    |
| Data Protection Officer (48)              | Managing Director      |
| Customer Training (47)                    | Sales Controller       |
| Vandagraph (46)                           | Share Holder           |
| Repairs Controller (44)                   | Warehouse Team Leader  |
| Audits (43)                               | ISO Controller         |
| Accounts Processes (42)                   | Accounts Controller    |
| Office Processes (12)                     | Office Team Leader     |
| Marketing Processes (14)                  | Marketing Controller   |
| Goods Out (21)                            | Warehouse Team Leader  |
| Goods In (22)                             | Warehouse Team Leader  |
| QA Goods In (23)                          | QA Controller          |
| QA Repairs (35)                           | QA Controller          |
| Repair Processes (34)                     | Repairs Controller     |

QA Production (24)  
 Product Development (25)  
 Production Processes (26)  
 Design Products (30)

QA Controller  
 Director 3 (Steve)  
 Warehouse Team Leader  
 Director 1 (Derek)

## Tasks Per Roles

### [1] Share Holder

### [2] Managing Director

|      |                                                         |         |          |
|------|---------------------------------------------------------|---------|----------|
| 22   | Company Policys                                         | 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          | Rolling | No Audit |
| 31   | Notified Body Notifications Responsibility              | Rolling | No Audit |
| 32   | MDALL Listings                                          | 49      | No Audit |
| 34   | Insurance Is Upto Date Responsibility                   | 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                       | Rolling | No Audit |
| 5863 | Sales Meetings UK Responsibility                        | 267     | No Audit |
| 5864 | Sales Meeting EX Responsibility                         | 268     | No Audit |
| 5869 | Legal Company Car Registration Responsibility           | 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       | Rolling | No Audit |
| 6931 | Customer Complaints                                     | 728     | 774      |

|                                                                 |         |          |
|-----------------------------------------------------------------|---------|----------|
| 6944 Stock Meeting Responsibility                               | Rolling | No Audit |
| 7033 Management commitment to ISO Responsibility                | Rolling | No Audit |
| 7037 Responsibility, authority and communication Responsibility | Rolling | No Audit |
| 7057 Complaints and Vigilance Notifications Responsibility      | Rolling | No Audit |
| 7070 Management Review                                          | 83      | No Audit |
| 7713 Review Roles And Responsibility                            | 548     | 1218     |
| 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<br>Audit |
| 8016 | Review VIAMED Customer Feedback Positive | 1188 | No<br>Audit |
| 8017 | Review VST Customer Feedback Positive    | 1191 | No<br>Audit |

#### **[4] Company Secretary**

#### **[3] Director 1 (Derek)**

|      |                   |      |             |
|------|-------------------|------|-------------|
| 8018 | Wednesday Meeting | 1193 | No<br>Audit |
|------|-------------------|------|-------------|

#### **[20] Director 3 (Steve)**

|      |                       |         |             |
|------|-----------------------|---------|-------------|
| 6841 | Grants Responsibility | Rolling | No<br>Audit |
|------|-----------------------|---------|-------------|

#### **[19] Director 2 (Helen)**

#### **[28] ISO Controller**

|      |                                                       |         |             |
|------|-------------------------------------------------------|---------|-------------|
| 24   | Compliance ISO Standards Responsibility               | Rolling | No<br>Audit |
| 28   | Supplier Review                                       | 15      | 610         |
| 29   | CMDCAS Updates And Licences Responsibility            | 49      | No<br>Audit |
| 5887 | Review ISO/EN Documents                               | 235     | No<br>Audit |
| 5889 | Audit And Task - Audit Responsibility                 | 290     | No<br>Audit |
| 5890 | Check Website ISO Documents                           | 463     | 464         |
| 6865 | Non Conformance Effectiveness Responsibility          | Rolling | No<br>Audit |
| 6866 | Internal Process Verification Complete Systems Review | 55      | No<br>Audit |
| 6871 | ISO14001 Environmental management systems             | 748     | No<br>Audit |
| 7069 | Corrective Actions Responsibility                     | Rolling | No<br>Audit |
| 7071 | Post Market Surveillance                              | 50      | 14          |
| 7093 | BSI Audits Calander                                   | 725     | No          |

|      |                                                                                                                   |         |          |
|------|-------------------------------------------------------------------------------------------------------------------|---------|----------|
|      |                                                                                                                   |         | Audit    |
| 7172 | CE Technical Files Responsibility                                                                                 | 50      | No Audit |
| 7199 | Non Conformities Review Viamed                                                                                    | 283     | 284      |
| 7200 | ISO Issues Responsibility                                                                                         | 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                                                      | 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

## [31] IT Controller

|    |                                     |         |          |
|----|-------------------------------------|---------|----------|
| 44 | Secure Socket Level Certificate     | 412     | No Audit |
| 45 | Main Server Status Responsibility   | 139     | No Audit |
| 46 | Backup Server Status Responsibility | 454     | 455      |
| 48 | Internet Responsibility             | Rolling | No Audit |
| 49 | Wifi Responsibility                 | 415     | 416      |
| 50 | Guest Access Wifi Responsibility    | 415     | 416      |
| 51 | Printers Responsibility             | Rolling | No Audit |

|      |                                                            |         |          |
|------|------------------------------------------------------------|---------|----------|
| 52   | Software Verification Clear Down Backup Emails             | 368     | 417      |
| 53   | Emails                                                     | Rolling | 902      |
| 5903 | Weather Station Responsibility                             | 413     | 414      |
| 5939 | Email ISP Routing Responsibility                           | Rolling | No Audit |
| 5941 | Replace Main Server Responsibility                         | Rolling | No Audit |
| 6813 | Management Meeting Turnover Report                         | 459     | 460      |
| 6838 | Opera Negative Stock                                       | 461     | No Audit |
| 7121 | General Computer Maintenance Responsibility                | Rolling | No Audit |
| 7124 | Intrastats Responsibility                                  | Rolling | No Audit |
| 7125 | Intrastats Urgent Problems Responsibility                  | Rolling | No Audit |
| 7126 | Intrastats Requested Page updates                          | 458     | No Audit |
| 7127 | Intrastats Unfinished in progress Processes Responsibility | Rolling | No Audit |
| 7128 | Intrastats Future Features needed Responsibility           | 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                            | Rolling | No Audit |
| 7132 | Intrastats Goldmine Responsibility                         | Rolling | No Audit |
| 7133 | Intrastats Contact Manager Responsibility                  | Rolling | No Audit |
| 7178 | Systems Innovation Responsibility                          | Rolling | No Audit |
| 7668 | Upgrading Intrastats ISO Quality system Responsibility     | 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             | Rolling | No Audit |
| 7703 | Vandagraph Pay Pal Retrieve Funds                          | 512     | 780      |
| 7704 | Computer Failure Diagnostics Responsibility                | 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     |
| 8027 | Update Pricing For Viamed Shopify                              | 1204 | 1215     |
| 8028 | Viamed Shopify Sales Report Export                             | 1212 | 1216     |

## [32] Maintenance Controller

|      |                                  |     |          |
|------|----------------------------------|-----|----------|
| 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<br>Audit |
| 7821 | Controlled Waste Description And Transfer                              | 701  | No<br>Audit |
| 7835 | Electrics Need Checking                                                | 164  | No<br>Audit |
| 7836 | Central Heating For Winter                                             | 211  | No<br>Audit |
| 7864 | ESD Work Stations                                                      | 94   | 95          |
| 7896 | Tree In Car Park                                                       | 829  | No<br>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

|      |                                        |         |             |
|------|----------------------------------------|---------|-------------|
| 41   | Documentation Control Responsibility   | Rolling | No<br>Audit |
| 59   | Out Of Date Documents                  | 371     | 372         |
| 5851 | Duplicate Documents                    | 370     | 369         |
| 5852 | Retention Of Records Responsibility    | Rolling | No<br>Audit |
| 5940 | Thumb Nail Processor                   | 155     | No<br>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        |
| 8032 | Review Contact Documentation           | 1223    | 1224        |

### [36] Product Controller

|      |                                                                                  |         |             |
|------|----------------------------------------------------------------------------------|---------|-------------|
| 5854 | Stock FAQ Admin List                                                             | 231     | 374         |
| 5905 | Price Checking Responsibility                                                    | 418     | 71          |
| 6821 | VIAMED Management Meeting Supplier Review Responsibility                         | Rolling | No<br>Audit |
| 6831 | VIAMED Management Meeting Supplier Review - Min / Max - Re-Orders Responsibility | Rolling | No<br>Audit |
| 6833 | VIAMED Management Meeting MDA Recalls Responsibility                             | Rolling | No<br>Audit |
| 6834 | VIAMED Management Meeting Additional Purchase Orders Responsibility              | Rolling | No<br>Audit |
| 6836 | VIAMED Management Meeting Research and Development rnd Responsibility            | Rolling | No<br>Audit |
| 6920 | VIAMED Sales And Marketing Price Lists UK Responsibility                         | Rolling | No<br>Audit |
| 6924 | VIAMED Sales And Marketing Price Lists Export Responsibility                     | Rolling | No<br>Audit |

|      |                                                                          |         |          |
|------|--------------------------------------------------------------------------|---------|----------|
| 6935 | VIAMED Sales And Marketing Products to be Marketed Responsibility        | Rolling | No Audit |
| 6936 | VIAMED Sales And Marketing NHS Supplies Future Technology Responsibility | Rolling | No Audit |
| 6941 | VIAMED Sales And Marketing New Potential Products Responsibility         | Rolling | No Audit |
| 6975 | Projects Responsibility                                                  | Rolling | No Audit |
| 7032 | Document Requirements Responsibility                                     | Rolling | No Audit |
| 7039 | Provision of Resources Responsibility                                    | Rolling | No Audit |
| 7043 | Planning of product realization Responsibility                           | Rolling | No Audit |
| 7045 | Design and Development Responsibility                                    | 50      | No Audit |
| 7047 | Production and service provision Responsibility                          | Rolling | No Audit |
| 7072 | Manufacturing Processes Responsibility                                   | Rolling | No Audit |
| 7181 | Product Catagories Responsibility                                        | Rolling | No Audit |
| 7187 | VIAMED Board Directors Meeting Profiability Responsibility               | Rolling | No Audit |
| 7196 | VIAMED Board Directors Meeting Stock Levels Responsibility               | 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

|      |                        |     |          |
|------|------------------------|-----|----------|
| 6849 | First Aid              | 712 | No Audit |
| 6855 | Risk Assessment HSE    | 12  | 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

|                                                                                     |         |          |
|-------------------------------------------------------------------------------------|---------|----------|
| 5880 Marketing Review Responsibility                                                | Rolling | No Audit |
| 5886 Monthly Report Responsibility                                                  | 386     | 387      |
| 6827 Customer or Product Feedback Responsibility                                    | Rolling | No Audit |
| 6890 VIAMED Sales And Marketing Results achieved Responsibility                     | Rolling | No Audit |
| 6891 Exhibitions Co-ordinator Responsibility                                        | Rolling | No Audit |
| 6893 Website content administration Responsibility                                  | Rolling | No Audit |
| 6894 Product Cross References                                                       | 673     | 674      |
| 6896 VIAMED Sales And Marketing Medica Exhibitions post show reports Responsibility | Rolling | No Audit |
| 6902 VIAMED Sales And Marketing Promotions Responsibility                           | Rolling | No Audit |
| 6903 VIAMED Sales And Marketing Telesales Responsibility                            | Rolling | No Audit |
| 6918 Marketing CRM Databases. Responsibility                                        | Rolling | No Audit |
| 6919 VIAMED Sales And Marketing UK Sales Catalogue - Updates needed Responsibility  | Rolling | No Audit |
| 6927 VIAMED Sales And Marketing Search Engine Positions Responsibility              | Rolling | No Audit |
| 6942 Co ordination of Implementation Responsibility                                 | Rolling | No Audit |
| 7173 Material Generation Responsibility                                             | Rolling | No Audit |
| 7664 Marketing Job Logger Responsibility                                            | Rolling | No Audit |
| 7809 Pro-Active Marketing                                                           | 671     | 672      |
| 7810 Research Activities                                                            | 675     | 676      |
| 8024 Discontinue/Supersede Stock                                                    | 971     | 1211     |

### [41] Humanmed Controller

|                                                |     |          |
|------------------------------------------------|-----|----------|
| 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**

|      |                                                                  |         |          |
|------|------------------------------------------------------------------|---------|----------|
| 57   | Temporary Stock Notices                                          | 207     | 206      |
| 5884 | Monthly Report Responsibility                                    | 388     | 387      |
| 6816 | UK Sales Responsibility                                          | Rolling | No Audit |
| 6882 | Sales And Marketing Responsibility                               | Rolling | No Audit |
| 6889 | Post Market Surveillance Responsibility                          | Rolling | No Audit |
| 6910 | Sales Targets Responsibility                                     | Rolling | No Audit |
| 6915 | Sales Responsibility                                             | Rolling | No Audit |
| 6916 | Service exisiting Responsibility                                 | Rolling | No Audit |
| 6917 | Service extension Responsibility                                 | Rolling | No Audit |
| 6921 | Customer pricing agreements Responsibility                       | Rolling | No Audit |
| 6959 | Sales Forward Orders Review Responsibility                       | Rolling | No Audit |
| 7204 | VIAMED Board Directors Meeting Distributor Issues Responsibility | 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     |
| 8029 | Send Intercompany Invoices To Jean                               | 1214    | 1217     |
| 8031 | Tenders Review                                                   | 1221    | 1222     |

**[8] Warehouse Team Leader**

|      |                                      |     |          |
|------|--------------------------------------|-----|----------|
| 54   | Gents Toilets Responsibility         | 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                                        | Rolling | No Audit |
| 6847 | Quarantine Repairs Responsibility                                           | 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                           | Rolling | No Audit |
| 6948 | VIAMED Stock Meeting Stock Processing Responsibility                        | Rolling | No Audit |
| 6949 | VIAMED Stock Meeting QA Processing Responsibility                           | Rolling | No Audit |
| 6952 | Lost in Shipping Claims Responsibility                                      | Rolling | No Audit |
| 6955 | Production Requirements                                                     | 907     | 908      |
| 6961 | VIAMED Stock Meeting Purchase Order Requirements Responsibility             | Rolling | No Audit |
| 6962 | VIAMED Stock Meeting Returns Overview Responsibility                        | Rolling | No Audit |
| 6967 | VIAMED Stock Meeting Repairs Review - Pulse Oximetry Sensors Responsibility | Rolling | No Audit |
| 6968 | VIAMED Stock Meeting Repairs Review - General Responsibility                | Rolling | No Audit |
| 6973 | Stock Transfers. (QC19) Responsibility                                      | 1170    | No Audit |
| 7046 | Stock Purchasing Responsibility                                             | Rolling | No Audit |
| 7048 | Control of monitoring and measuring devices                                 | 547     | No Audit |
| 7051 | Control of nonconforming product Responsibility                             | Rolling | No Audit |
| 7091 | Calibration Index                                                           | 547     | 80       |
| 7138 | Non Conformance Issues Any New QC21 Forms                                   | 795     | 796      |
| 7169 | Production Responsibility                                                   | Rolling | No Audit |
| 7170 | Production Production Schedule Responsibility                               | Rolling | No Audit |
| 7171 | Production Production Problems Responsibility                               | 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     | 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                                | 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**

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

## **[5] Accounts Controller**

|      |                                                           |      |      |
|------|-----------------------------------------------------------|------|------|
| 8007 | Verification Credit Notes                                 | 1160 | 1161 |
| 8020 | Checking Proformas And Quotes Vandagraph To The Bank      | 1200 | 1201 |
| 8021 | Check Xero Bank For The Year To The Barclays Bank Account | 1202 | 1203 |

## **[38] Vet Sales Controller**

## **[11] EX Sales Controller**

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

## **[10] UK Sales Controller**

|      |                                     |         |          |
|------|-------------------------------------|---------|----------|
| 5883 | Monthly Sales Report Responsibility | 384     | 387      |
| 6884 | Viamed Medical UK Responsibility    | 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      |
| 8026 Automotive Competitor Price Review | 1210 | No Audit |

**[40] Vet Sales Export****[15] UK Sales Force**

|                                                |      |          |
|------------------------------------------------|------|----------|
| 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**

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

**[39] Vet Sales UK****[18] OEM Sales Controller**

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

**[49] Servicing Onsite**

|                        |      |      |
|------------------------|------|------|
| 7985 OverDue Servicing | 1115 | 1116 |
|------------------------|------|------|

**[17] OEM Sales Force****[6] Human Resources**

|      |                                                                                         |         |          |
|------|-----------------------------------------------------------------------------------------|---------|----------|
| 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                                  | Rolling | No Audit |
| 6851 | Review Accident Book                                                                    | 287     | No Audit |
| 6877 | Alarm Key Holders Responsibility                                                        | 771     | No Audit |
| 6906 | Time Working Away Responsibility                                                        | Rolling | No Audit |
| 6928 | Staff Responsibility                                                                    | Rolling | No Audit |
| 7042 | Work Environment Responsibility                                                         | 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     |
| 8025 | Check We Do Not Require A EU European Representatives                                   | 1208    | 1209     |

## **[29] Technical Files**

## **[48] Data Protection Officer**

|      |                                                       |     |          |
|------|-------------------------------------------------------|-----|----------|
| 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**

**[46] Vandagraph**

|                       |     |          |
|-----------------------|-----|----------|
| 7791 Price List Check | 636 | No Audit |
|-----------------------|-----|----------|

**[44] Repairs Controller**

|                                                      |         |          |
|------------------------------------------------------|---------|----------|
| 7811 General Area Responsibility                     | Rolling | No Audit |
| 7812 Vandagraph Repairs Responsibility               | Rolling | No Audit |
| 7813 VST Repairs Responsibility                      | Rolling | No Audit |
| 7814 Viamed Repairs Responsibility                   | Rolling | No Audit |
| 7815 Product Types To Relevant Person Responsibility | 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**

|                                           |         |    |
|-------------------------------------------|---------|----|
| 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 Survellance 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

|                                                              |     |          |
|--------------------------------------------------------------|-----|----------|
| 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 | 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    | 438 | No Audit |

|      |                                                                                                   |         |          |
|------|---------------------------------------------------------------------------------------------------|---------|----------|
| 5927 | Accounts Filing Responsibility                                                                    | 439     | 677      |
| 5928 | Filing Cabinets Responsibility                                                                    | 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                                                           | 446     | 678      |
| 5934 | Staff Training Responsibility                                                                     | 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                                                                    | Rolling | No Audit |
| 7195 | Loans between companies Responsibility                                                            | 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

|    |                                                             |         |          |
|----|-------------------------------------------------------------|---------|----------|
| 2  | Answering Telephones                                        | Rolling | 668      |
| 3  | Meeting And Greeting Visitors To The Company Responsibility | Rolling | No Audit |
| 4  | Assisting With Refreshments For Visitors Responsibility     | Rolling | No Audit |
| 5  | Processing Of Sales Orders Responsibility                   | Rolling | No Audit |
| 6  | Updating Contact Management System Responsibility           | Rolling | No Audit |
| 7  | Checking Of Sales Orders Responsibility                     | Rolling | 901      |
| 8  | Order And Status Liaison With Customers Responsibility      | Rolling | No Audit |
| 9  | Distribution Of Faxes                                       | 824     | No Audit |
| 10 | Distribution Of Emails                                      | Rolling | 366      |
| 11 | Distribution Of Post                                        | 599     | No Audit |
| 12 | Sales And Technical Information Processing Responsibility   | Rolling | No Audit |
| 14 | Fax Paper                                                   | 367     | 411      |
| 15 | Filing and Archiving                                        | 567     | 16       |
| 16 | Photocopying Responsibility                                 | 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                      | Rolling | No Audit |
| 5882 | Send Post To Humanmed Responsibility                                            | 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                                       | 776     | 777      |
| 5896 | Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved Responsibility | Rolling | No Audit |
| 5897 | Franking Mail Responsibility                                                    | 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                                                | 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                                           | Rolling | No Audit |
| 5945 | Sending Samples Responsibility                                                  | Rolling | No Audit |
| 5946 | Sending Sale Or Returns Responsibility                                          | Rolling | No Audit |
| 5947 | Search For Distributors Responsibility                                          | Rolling | No Audit |
| 5948 | Adding New Accounts To Opera                                                    | Rolling | 669      |
| 5949 | Filling Credit Card Slips                                                       | 903     | 904      |
| 6958 | Shipped Order Queries Responsibility                                            | Rolling | No Audit |
| 6971 | Freight Courier Cost Request Responsibility                                     | Rolling | No Audit |
| 6972 | UPS Shipping Fuel Surcharge                                                     | 64      | 467      |
| 7675 | Ordering Demo Stock For Humanmed Reps Responsibility                            | 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            | Rolling | No Audit |
| 7711 | Import Bank CSV                                         | 526     | 527      |
| 7712 | Review Inward Payments                                  | 528     | 529      |
| 7734 | Humanmed Order Processing Responsibility                | 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 Responsibility                      | 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     |
| 8023 Vandagraph Check Shopify Order Delivery Notifications | 1206    | 1207     |
| 8030 Purchase Order Invoice Review                         | 1219    | 1220     |

### [14] Marketing Processes

|                            |     |          |
|----------------------------|-----|----------|
| 40 Calender Responsibility | 41  | No Audit |
| 5870 Book Arab Health      | 196 | No Audit |

### [21] Goods Out

|                                         |         |          |
|-----------------------------------------|---------|----------|
| 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

|                                                                    |         |          |
|--------------------------------------------------------------------|---------|----------|
| 5938 Receive Goods Responsibility                                  | Rolling | No Audit |
| 6969 VIAMED Stock Meeting `Goods In` Review Responsibility         | 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<br>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****[35] QA Repairs****[34] Repair Processes****[24] QA Production****[25] Product Development****[26] Production Processes**

|      |                                                                                                                |      |      |
|------|----------------------------------------------------------------------------------------------------------------|------|------|
| 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**

|    |                                               |         |             |
|----|-----------------------------------------------|---------|-------------|
| 42 | Design Documentation Responsibility           | Rolling | No<br>Audit |
| 43 | Product Post Market Survelance Responsibility | Rolling | No<br>Audit |