⚠ 🌟 🔴 🌐 📖 📋 ❓ W 🔵 📊 📱 **Derek Lamb** 73 Issues **6 *Unread*** 15 ISO Tasks 18.00 °C [dropdown] Search 🔍 ⧉ ↩

SN Full, SH Full, EH Full

🏠 📦 👥 ISO ✏️ OPERADATA ⚙️ 🔄 📈 📦 📗 ✖

Customer Complaint and Non Conformance Review Screen

[Show All Generic Issues](#)
[Show All Viamed Issues](#)
[Show All Vandagraph Issues](#)
[Show All VST Issues](#)
[Show All Human Med Issues](#)
[Show All Viamed Properties Issues](#)
[Show All The Pointless Logo Company Issues](#)
[Show All Non Minor Issues](#)

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

Unreviewed Telephone Complaints
Call Call

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
ID2919	Test Issue only so somthing shows up in the customer complaints review list.(based on the tick above)	☑	☐	☐	☐	☐	☐	☐
Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
ID4747	test of call log complaint	☑	☐	☐	☐	☐	☐	☐

Non Conformance Issues Viamed

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308533 05 Oct 2023	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to

changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

05 Oct 2023 Helen Lamb
Please see issue 305777. September issue was done late due to illness, so covers Octobers Non conformance review.

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
308526 05 Oct 2023	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

06 Oct 2023 Derek Lamb
reviewed overview, Issues reasonably upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
308158 02 Oct 2023	0110137 QA Data Requires Risk / Non Conformance Review Sep 2023	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
QA Failures High Numbers

Non Conformance Issues
Viamed

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

308157 02 Oct 2023	0110361 QA Data Requires Risk / Non Conformance Review Sep 2023	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
QA Failures High Numbers

Audit Customer Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
307471 25 Sep 2023	Review Paper Customer Complaints File (75)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Review Paper Customer Complaints File

Audit Health and Saftey
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
307322 21 Sep 2023 302429	Audit 19 Health And Saftey Viamed (13) Staff Questionnaires attached	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
Completed staff Questionnaires attached 2023 all completed and all issues resolved.

22 Sep 2023 Derek Lamb
thNKYOU

25 Sep 2023 Helen Lamb

Non Conformance Issues
Viamed

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

		Escalate Non conformance / or dealt with in s						
306987 18 Sep 2023	Shipped Items Return to Supplier BOX937	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX937 warrant a NON conformance report via the CAPA process VM3COP10

18 Sep 2023 Derek Lamb
vst niormal senors fails, but SN keeping an eye on the numbers

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
306958 18 Sep 2023	Order Error : 145134 Stock quantity error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 145134
Order Entered by Janine Gill
Order Checked by Aqib Majeed
Office
Error was Stock quantity error
Fault:
1 spo2 sensor sent for 3 units

Possible Fix
2 additional spo2 sensors to be sent

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
306859 18 Sep 2023	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

18 Sep 2023 Derek Lamb
all upto date

VIAMED Customer Complaints
Viamed

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

		corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	determine if its a vigilance Issue requiring a corrective action plan			implementation QC 28b	regulatory requirements	
306817 15 Sep 2023 306816	Feedback for initial order - Damaged Parcels Non Conformance	☑	☐	☐	☐	☐	☐	☐

Steve Nixon
Added by Derek Lamb sent to Steve Nixon
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Steve, Looks like we need to inform maxtec of the shipping method and state of the boxes actually delivered, We`ve opened an internal customer complaint, see Issue 306816

VIAMED Customer Complaints

Viamed	Vandagraph	VST	Human Med	Viamed Properties	The Pointless Logo Company

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
306816 15 Sep 2023 306804	Feedback for initial order - Damaged Parcels Non Conformance	☐	☐	☐	☐	☐	☐	☐

Steve Hardaker
Added by Derek Lamb sent to Derek Lamb
this needs further investigation

15 Sep 2023 Derek Lamb

Header Changed From 238 Non Conformance Issues Non Conformance Issues To VIAMED Customer Complaints VIAMED Customer Complaints

15 Sep 2023 Derek Lamb

Next Action Changed From Derek Lamb To Steve Hardaker can you open a CCR, reference number, Its a shipping/packaging issue, so no mhra / bsi notifications are required.

15 Sep 2023 Derek Lamb
I believed we were shipping the items in teh same manner the supplier ships to us, I asked robert to photograph the latest shipment from maxtec to us, fortunatly then have sent a shipment this week, and believe it or not see attached photos

15 Sep 2023 Derek Lamb
Created Related Issue #306817
Added by Derek Lamb sent to Steve Nixon
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Steve, Looks like we need to inform maxtec of the shipping method and state of the boxes actually delivered, We`ve opened an internal customer complaint, see Issue 306816

15 Sep 2023 Steve Hardaker

15 Sep 2023 Steve Hardaker
Requires CCR number. Check file on Monday.

25 Sep 2023 Steve Hardaker
Opened CCR156 and documented so far.

Non Conformance Issues
Viamed

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

		Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Issue requiring a corrective action plan					
306719 14 Sep 2023	Order Error : 144718 duplicated order	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 144718
Order Entered by Aqib Majeed
Order Checked by Janine Gill
Office
Error was duplicated order
Fault:
two order same order number. Unsure how we`ve done this

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
306550 13 Sep 2023	Shipped Items Return to Supplier BOX936	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX936 warrant a NON conformance report via the CAPA process VM3COP10

13 Sep 2023 Derek Lamb
normal o2 sensor fail type

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
305833 05 Sep 2023	Order Error : 145371 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 145371
Order Entered by Aqib Majeed
Order Checked by Sophie Lines
Office
Error was New Error
Fault:
Order number incorrect is GMPN132763621 should be GMPN13276362

Possible Fix

**Non Conformance Issues
Viamed**

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305817 05 Sep 2023	Shipped Items Return to Supplier BOX935	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX935 warrant a NON conformance report via the CAPA process VM3COP10

05 Sep 2023 Derek Lamb
viamed normal 02 sensor fail types

**Non Conformance Issues
Viamed**

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305777 05 Sep 2023	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

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

03 Oct 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Oct 23. I have had Covid so this has been delayed this will cover the next issue too. So August and September 23. Issues 308158, 308157, 305650 Automotive sensors reviewed and no concern. Issue 306816 Maxtec packaging issue when shipping EyeMax. Ongoing. Nothing else of concern or to be investigated or reported on. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) issue 307368 -2 under review, 4420826 report of gas leakage. Reported to bluepoint. 306816 damaged parcels being reviewed, and packing to be improved. Non conformance meeting header - 305833 - incorrect order number, 306719 - duplicated order, 306958 - Stock quantity error. Brought up with relevant staff. Nothing else and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. Order Invoice Error Logs - No issues. New layout works fine. Derek please review.

04 Oct 2023 Derek Lamb
thankyou

**Audit Analysis of Data
Viamed**

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

		Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Issue requiring a corrective action plan					
305769 05 Sep 2023	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

05 Sep 2023 Derek Lamb
Just emma jobs, as per holiday

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
305650 04 Sep 2023	0110361 QA Data Requires Risk / Non Conformance Review Aug 2023	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
QA Failures High Numbers

Audit Documentation Control
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
305584 04 Sep 2023	Documentation out of date (372)	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated
Check for Out of Date documents

This is an audit, you do not need to perform the Task:

Simply ensure all out of date documents have an Issue attached to get them updated.
If the Issue is more than 2 Months out of date read the issue - if appropriate generate a non conformance Issue

ISO - Document index admin

Scroll down and check if any documents have gone out of date,

Either update the document or create an Issue to the relevant person from the document admin / details screen.
Remember if you update a document reset the expiry date

14 Sep 2023 Helen Lamb
Done

Audit Purchasing
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
305383 01 Sep 2023	Audit 05 Purchasing Suppliers Viamed (37)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 05 BEFORE starting Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

12 Sep 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Completed audit attached no issue please review the attached.

12 Sep 2023 Derek Lamb
thankyou

Audit Contract Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
305382 01 Sep 2023	Audit 02 Contract Review Viamed (36)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 02 Review Last years Audit see if its still suitable Before Proceeding you need to update the Processes attached to the Audit Search the Document in the Index, View the Admin Page Copy and Paste the Attached Processes, replacing them in the current audit Any non Conformances from the Audit: Create a follow up / related Issue, With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution if its a major / critical non conformance complete form QC 18

14 Sep 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached no issues please review

14 Sep 2023 Derek Lamb
thankyou

Audit Health and Saftey
Viamed

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

		Product Failure but no requirement to Escalate Non conformance / or dealt with in s	corrective action plan						
304880 25 Aug 2023 302825	Audit 19 Health And Safety Viamed (13) Staff Questionnaire attached	☑	☐	☐	☐	☐	☐	☐

Robert Connor
Added by Helen Lamb sent to Robert Connor
As you ticked Question 49 on the Health and Safety questionnaire i wanted to let you have the docs on good ergonomics practices for if you were interested.

29 Aug 2023 Robert Connor
ok, thanks

06 Sep 2023 Helen Lamb

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
304838 25 Aug 2023	Shipped Items Return to Supplier BOX862	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX862 warrant a NON conformance report via the CAPA process VM3COP10

25 Aug 2023 Derek Lamb
normal o2 sensor type fails

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
304632 23 Aug 2023	Shipped Items Return to Supplier BOX928	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX928 warrant a NON conformance report via the CAPA process VM3COP10

23 Aug 2023 Derek Lamb
normal sensor type fail

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions	Reviewed Non Conformity / Complaint and determine if	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or

		required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	its a vigilance Issue requiring a corrective action plan				regulatory requirements	
304622 23 Aug 2023	Shipped Items Return to Supplier BOX931	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX931 warrant a NON conformance report via the CAPA process VM3COP10

23 Aug 2023 Derek Lamb
2510091 display fault no cap required

Audit Contract Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
304212 18 Aug 2023	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated
Note this is an Audit - simply need to ensure its being carried out

Sales -> Distributor Agreements -> Check Sales Against Agreements,

List should be up to date / empty.

23 Aug 2023 Derek Lamb
list is upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
304203 17 Aug 2023	Shipped Items Return to Supplier BOX927	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX927 warrant a NON conformance report via the CAPA process VM3COP10

21 Aug 2023 Derek Lamb
maxtec returns no capa required

Audit Organisation and Process Verification Internal Process Verification
Viamed

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

		preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	Performance or regulatory requirements	
304124 17 Aug 2023	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

17 Aug 2023 Derek Lamb
all upto date

VIAMED Customer Complaints
| Viamed | Vandagraph | VST | Human Med | Viamed Properties | The Pointless Logo Company |

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
304005 15 Aug 2023	4420826 report of gas leakage	☐	☐	☐	☐	☐	☐	☐

Steve Hardaker
Added by Steve Nixon sent to Steve Hardaker
As discussed, please treat as a customer complaint. When we have further information we can then decide if it warrants processing as a complaint to Bluepoint. Shipped via Trionara, but being used by Saadat. 100 boxes of 4420826 shipped 17-04-2023 RVM141219-1 4 boxes 4420823 shipped 21-11-2022 RVM140395-1 4 boxes 4420826 shipped 21-11-2022 RVM140395-1

16 Aug 2023 Steve Hardaker
Opened customer complaint report CCR155.

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
303740 11 Aug 2023	Shipped Items Return to Supplier BOX929	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX929 warrant a NON conformance report via the CAPA process VM3COP10

11 Aug 2023 Derek Lamb
faulty ear sensor being return to supplier

Non Conformance Issues
Viamed

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

ID / Call ID		Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	affect Safety Performance or regulatory requirements	action reviewed
303193 07 Aug 2023	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

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

07 Aug 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st July 23. Nothing of concern or to be investigated or reported on. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Non Conformance issues review screen - No issues. Non conformance meeting header - 301154 - Credit card not ticked, issue sent. 301155 - Credit card not ticked, issue sent. 301156 - Credit card not ticked, issue sent. 301157 - Credit card not ticked, issue sent. 301324 - System update to make sure this doesn`t happen again 302035 - Wrong invoice address. Will bring up at office meeting. Nothing else and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. New staff in the office so its expected that there may me an increase in issues in the next few months. Order Invoice Error Logs - No issues. Derek please review.

07 Aug 2023 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
303186 07 Aug 2023	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

07 Aug 2023 Derek Lamb
8031Tenders Review12211222Ryan Swaine both set to ryan, moving audit to SN. risk and objective of the process still to be filled in a few tasks overdue, but in holiday season - nothing major,

Audit Production
Viamed

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

		Escalate Non conformance / or dealt with in s						
303148 04 Aug 2023 296898	Audit 15 Production Viamed (28)	☑	☐	☐	☐	☐	☐	☐

Philip Crossley
Added by Derek Lamb sent to Philip Crossley
1410000 can you review the build procedures and check they list any non tracked items like screws included in the build manual

07 Aug 2023 Philip Crossley
It look like all the boxing part of the procedure is missing. I will send myself a Request Amendment and add some packaging notes.

22 Aug 2023 Philip Crossley
Added some missing parts and part numbers. Added some note on QA and packing.

Audit Health and Saftey
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
302812 01 Aug 2023 302429	Audit 19 Health And Safety Viamed (13) Staff Questionnaire attached	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Helen Lamb sent to Helen Lamb
Staff Questionnaire attached. Please fill in and return. Please also remember that all Health and Safety documents are available in Intrastats.

02 Aug 2023 Helen Lamb
done printed

BSI Major Non Conformances
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
302636 01 Aug 2023	Objective Target to have Zero Major Non Conformances	☑	☐	☐	☐	☐	☐	☐

General
01 Aug 2023 Derek Lamb
no majors

Any New QC21 Forms
Viamed

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

		Product Failure but no requirement to Escalate Non conformance / or dealt with in s	corrective action plan						
302633 01 Aug 2023	Objective Non conformance issues to be addressed within 90 Days	☑	☐	☐	☐	☐	☐	☐

General
01 Aug 2023 Derek Lamb
no new forms

Future Reviews - Internal Audits
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
302610 01 Aug 2023	Objective To have no outstanding Audits over 90 days	☑	☐	☐	☐	☐	☐	☐

General
01 Aug 2023 Derek Lamb
most audits upto date,
one vst one outstanding

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
302542 01 Aug 2023	Shipped Items Return to Supplier BOX925	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX925 warrant a NON conformance report via the CAPA process VM3COP10

01 Aug 2023 Derek Lamb
normal o2 sensor returns

Audit Repairs and Service
Viamed

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

| 302442 01 Aug 2023 | Audit 24 Due Servicing (288) | ☑ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

Derek Lamb
System Generated Audit 24 Due Servicing BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

01 Aug 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached, no overdue service visits and we are stopping these imminently

01 Aug 2023 Derek Lamb
thankyou

Audit Health and Saftey
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
302429 01 Aug 2023	Audit 19 Health And Saftey Viamed (13)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Do HSE Audit Audit No 19. Send out HSE Personnel Questionaire, and the HSE DSE Personnel Questionaire and reissue message of the day reminding users all HSE Documents are available in Intrastats BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

01 Aug 2023 Helen Lamb
Created Related Issue #302812
Added by Helen Lamb sent to Helen Lamb
Staff Questionnaire attached. Please fill in and return. Please also remember that all Health and Safety documents are available in Intrastats.

01 Aug 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached please review no issues outstanding.

25 Aug 2023 Derek Lamb
thankyou

21 Sep 2023 Helen Lamb
Created Related Issue #307322
Added by Helen Lamb sent to Derek Lamb
Completed staff Questionnaires attached 2023 all completed and all issues resolved.

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
302035 26 Jul 2023	Order Error : 144701 Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 144701
Order Entered by Janine Gill
Order Checked by Aqib Majeed
Office
Error was Address Error - Office
Fault:
Wrong invoice address, wrong account needed new account for the NHS Trust this account was for their Managed Services

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
301950 26 Jul 2023	Shipped Items Return to Supplier BOX926	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX926 warrant a NON conformance report via the CAPA process VM3COP10

26 Jul 2023 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
301324 18 Jul 2023	CVM143289	☑	☑	☐	☐	☐	☐	☐

Derek Lamb
Added by Sophie Lines sent to Derek Lamb
Customer has not been kept adequately informed about this order - was not told which items in particular were delayed and why (email trail attached). Also, an expected delivery date of 26th June was input on the system, however this date passed and the customer was not contacted again - not sure if this should have flagged up anywhere? They were not offered a part shipment which the customer had previously enquired about.

18 Jul 2023 Sophie Lines

Linked TaskID Changed From 0 To 1193

24 Jul 2023 Derek Lamb
will discuss with catrin on wednesday, ive put togwether a list for informing customers, once we happy it works will push out as another rolling task, should stop this from happening again

25 Jul 2023 Sophie Lines
Thanks

Non Conformance Issues
Viamed

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

ID / Call ID		Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Non Conformity / Complaint	Ensure does not recur	action needed and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
301157 17 Jul 2023	Order Error : 144328 Missing info - goods out	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 144328
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Goods Out
Error was Missing info - goods out
Fault:
credit card not ticked

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
301156 17 Jul 2023	Order Error : 143740 Missing info - goods out	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 143740
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Goods Out
Error was Missing info - goods out
Fault:
credit card not ticked

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
301155 17 Jul	Order Error : 143950 Missing info - goods out	☑	☐	☐	☐	☐	☐	☐

2023

Helen Lamb Auto Issue from Error Log 143950 Order Entered by Aqib Majeed Order Checked by Kate Griffiths Goods Out Error was Missing info - goods out Fault: credit card not ticked Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
301154 17 Jul 2023	Order Error : 143533 Missing info - goods out	☑	☐	☐	☐	☐	☐	☐

Helen Lamb Auto Issue from Error Log 143533 Order Entered by Aqib Majeed Order Checked by Kate Griffiths Goods Out Error was Missing info - goods out Fault: credit card not ticked Possible Fix

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
301054 17 Jul 2023	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

17 Jul 2023 Derek Lamb reviewed

Audit Analysis of Data
Viamed

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

ID / Call ID		Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Non Conformity / Complaint	Ensure does not recur	action needed and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
300838 13 Jul 2023	Audit 23 Analysis Of Data Viamed (43)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 23 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

31 Jul 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Completed audit attached, please check. The only outstanding issue is the 2022 Management review which cannot be completed until 2023 management review

31 Jul 2023 Derek Lamb
thankyou

Complaints Viamed								

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
300336 07 Jul 2023		☑	☐	☐	☐	☐	☐	☐

General
07 Jul 2023 Derek Lamb
belive this objective is completed

Non Conformance Issues Viamed								

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
300150 07 Jul 2023 297953	VIAMED Management Meeting Non Conformance	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Derek Lamb sent to Helen Lamb
NOT a none conformance, how ever, needs looking at see main issue

07 Jul 2023 Helen Lamb
this has been mentioned to Keybury and they will bring a bulb when they service in August Definitely not a non con issue

17 Jul 2023 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
300110 07 Jul 2023	Shipped Items Return to Supplier BOX923	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX923 warrant a NON conformance report via the CAPA process VM3COP10

07 Jul 2023 Derek Lamb
maxtec returns various, reviewed no issues of concern

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
299969 06 Jul 2023	Shipped Items Return to Supplier BOX924	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX924 warrant a NON conformance report via the CAPA process VM3COP10

07 Jul 2023 Derek Lamb
reviewed, no issues found, normal sensor fail types

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
299810 05 Jul 2023	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

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

search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

10 Jul 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st June 23. Nothing of concern or to be investigated or reported on. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Non Conformance issues review screen - No issues. Non conformance meeting header - Five order error issues, staff have been spoken to regarding these. Issue 299655 Incorrect goods on order. Staff have been spoken to. Nothing else and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. New staff in the office so its expected that there may me an increase in issues in the next few months. Order Invoice Error Logs - No issues. Derek please review.

11 Jul 2023 Derek Lamb
Done

07 Aug 2023 Helen Lamb

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
299804 05 Jul 2023	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

24 Jul 2023 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
299655 03 Jul 2023	Order Error : 143726 Incorrect Goods added to the order	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 143726
Order Entered by Ryan Swaine
Order Checked by Ryan Swaine
Vandagraph Office
Error was Incorrect Goods added to the order
Fault:
Tek ox added when should have been r17 been checked by ryan and added by ryan

Possible Fix

Audit Repairs and Service Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
299476 03 Jul 2023	Audit 11 Repairs And Service Viamed (171)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 11 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

10 Aug 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Completed audit attached no issues please review

25 Aug 2023 Derek Lamb
thankyou

Non Conformance Issues Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
299443 30 Jun 2023	Order Error : 144260 Stock quantity error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 144260
Order Entered by Janine Gill
Order Checked by Kate Griffiths
Office
Error was Stock quantity error
Fault:
wrong amount on invoice from their order. on two lines. customer having to return goods over shipped. missed in checking

Possible Fix

Non Conformance Issues Viamed

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

		Product Failure but no requirement to Escalate Non conformance / or dealt with in s	corrective action plan						
299386 30 Jun 2023	Shipped Items Return to Supplier BOX922	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX922 warrant a NON conformance report via the CAPA process VM3COP10

05 Jul 2023 Derek Lamb
viamed, 0110660 Part of the OxiQuant S Monitor Part of Monitor S/N:A106098 0111275Display missing segments reviewedd

Audit Training
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
299313 30 Jun 2023	Audit 08 Training Viamed (10)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 08 Training BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

21 Jul 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

24 Jul 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached that you carried out. Please check it scanned ok

24 Jul 2023 Derek Lamb
Done

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
298193 19 Jun 2023	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

19 Jun 2023 Derek Lamb
mail box is empty

Audit Documentation Control

Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
297582 12 Jun 2023	Audit 10 Documentation Control VST (183)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 10 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

26 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit done no issues please review

26 Jun 2023 Derek Lamb
thankyou

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
297573 10 Jun 2023	Shipped Items Return to Supplier BOX920	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX920 warrant a NON conformance report via the CAPA process VM3COP10

12 Jun 2023 Derek Lamb
o2 sensor fail no issues

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
297253 07 Jun 2023	Shipped Items Return to Supplier BOX778	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX778 warrant a NON conformance report via the CAPA process VM3COP10

07 Jun 2023 Derek Lamb
reviewed Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
297039 05 Jun 2023	Order Error : 143731 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 143731
Order Entered by Sophie Lines
Order Checked by Kate Griffiths
Goods Out
Error was New Error
Fault:
Shopify Order not Fulfilled so customer not been informed of dispatch.

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
296961 05 Jun 2023	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

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

09 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st May 23. Nothing else of concern or to be investigated or reported on. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Issue there noted previously in last months issue. Non Conformance issues review screen - No issues. Non conformance meeting header - Five order error issues, staff have been spoken to regarding these. Nothing major and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. New staff in the office so its expected that there may me an increase in issues in the next few months. Order Invoice Error Logs - couple of issue re not ticking credit card payments. Will monitor this for next time. No other issues. Derek please review.

13 Jun 2023 Derek Lamb
Done

Audit Analysis of Data

Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
296954 05 Jun 2023	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

08 Jun 2023 Derek Lamb
janine on holiday, otherwise all ok

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
296937 02 Jun 2023	Order Error : 143755 Fault when with customer - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 143755
Order Entered by Emily Hanson
Order Checked by Janine Gill
Office
Error was Fault when with customer - office
Fault:
account set up no vat its a UK NHS hospital should be paying vat. was checked and has gone out

Possible Fix

Audit Post Marketing Surveillance
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
296924 02 Jun	Audit 22 Post Market Survellance Viamed (14)	☑	☐	☐	☐	☐	☐	☐

| 2023 293715 | Following up of issues 276296 out of terms | | | | | | | |

Steve Nixon
Added by Helen Lamb sent to Steve Nixon
Issue 276296 is over due re task 1096 Please can you review it.

Audit Post Marketing Surveillance
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
296923 02 Jun 2023 293715	Audit 22 Post Market Survellance Viamed (14) Following up of issues 276339 out of terms	☑	☐	☐	☐	☐	☐	☐

Steve Nixon
Added by Helen Lamb sent to Steve Nixon
Following up of issues 276339 out of terms Please can you review the issue as its out of terms.

Audit Production
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
296913 02 Jun 2023 293716	Audit 15 Production Viamed (28)	☑	☐	☐	☐	☐	☐	☐

Michael Green
Added by Helen Lamb sent to Michael Green
no procedure found WSPS3421 - 2520020 Built:1

02 Jun 2023 Michael Green
I will get a job made up and produce one as I make them.

06 Jun 2023 Michael Green
A procedure has been produced. VM3COP61.13 production VM3COP61.14 QA These have been sent to Derek for upload.

06 Jun 2023 Michael Green

Audit Production
Viamed

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

		conformance / or dealt with in s						
296910 02 Jun 2023 293716	Audit 15 Production Viamed (28)	☑	☐	☐	☐	☐	☐	☐

Michael Green Added by Helen Lamb sent to Michael Green no procedure found for language conversion from 0012165 to 0012167
02 Jun 2023 Michael Green I believe there BPM procedures, but I can make one for us. I will make one that covers all 2160 firmware conversion.
29 Jun 2023 Helen Lambbrill thank you
07 Aug 2023 Michael Green Done.

Audit Production Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
296907 02 Jun 2023 293716	Audit 15 Production Viamed (28) production doc link in pen	☑	☐	☐	☐	☐	☐	☐

Derek Lamb Added by Helen Lamb sent to Derek Lamb are we ready to stop allowing production until there is a production document attached in the pen
02 Jun 2023 Derek Lamb every should show on parts picked, the production documenty ID to produce the parts, the QA cop to qa the part, in teh parts made listing show the qa date, qa persion qa persons training linked date.
30 Jun 2023 Helen Lamb Done

Audit Production Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
296898 02 Jun 2023 293716	Audit 15 Production Viamed (28)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb Added by Helen Lamb sent to Derek Lamb Auditing PS3495, parts picked not matching expected parts in production procedure document ID 118242 Looks like parts are non tracked items, however the procedures do not stater this. Followed unit barcode 2206694, Built by Phil qa by Robert on 10th may 2023. looks like procedure requires updating
04 Aug 2023 Derek Lamb Created Related Issue #303148 Added by Derek Lamb sent to Philip Crossley 1410000 can you review the build procedures and check they list any non tracked items like screws included in the build manual

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
296778 01 Jun 2023	Order Error : 143668 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 143668
Order Entered by Ryan Swaine
Order Checked by Ryan Swaine
Vandagraph Office
Error was New Error
Fault:
credit card payment not taken RS / CG

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
296776 01 Jun 2023	Order Error : 143563 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 143563
Order Entered by Ryan Swaine
Order Checked by Ryan Swaine
Vandagraph Office
Error was New Error
Fault:
Credit card note taken ML

Possible Fix

Non Conformance Issues
Viamed

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

		conformance / or dealt with in s						
296775 01 Jun 2023	Order Error : 143182 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 143182
Order Entered by Ryan Swaine
Order Checked by Ryan Swaine
Vandagraph Office
Error was New Error
Fault:
not ticked as credit card RS added order shipped by CG on 28th April

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
296303 26 May 2023	Shipped Items Return to Supplier BOX917	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX917 warrant a NON conformance report via the CAPA process VM3COP10

26 May 2023 Derek Lamb
normal o2 sensor fail types

Audit Calibration
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
295677 22 May 2023	Audit 06 Calibration Viamed (20)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Please Complete Calibration Audit 6 BEFORE starting Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

23 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed Audit attached no issues

26 Jun 2023 Derek Lamb
thankyou

Audit Contract Review

Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
295464 18 May 2023	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated
Note this is an Audit - simply need to ensure its being carried out

Sales -> Distributor Agreements -> Check Sales Against Agreements,

List should be up to date / empty.

19 May 2023 Derek Lamb
tsask is upto d ate

Audit Organisation and Process Verification Internal Process Verification
Viamed

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295363 17 May 2023	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

19 May 2023 Derek Lamb
upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
295353 16 May 2023	Order Error : 143433 Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 143433
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Address Error - Office

Fault:
WRONG INVOICE ADDRESS should have been Glos Hospitals NHS Foundation Trust not Gloucestershire Managed Services

Possible Fix

Non Conformities Review

| Viamed | Vandagraph | VST | Human Med | Viamed Properties | The Pointless Logo Company |

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
295339 16 May 2023	2342435-202305-N4 ISO 9001:2015 8.4 Minor	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Derek Lamb sent to Derek Lamb
1. The unique identifier (from the BSI report and also any internal reference). 2. The statement of Nonconformity as written in the BSI report. 3. Root Cause Analysis. 4. Relevant Immediate Correction (where applicable). 5. Relevant and Proportionate Corrective Action. 6. Person responsible to complete the action(s). 7. Time for completion of all identified actions. The process for the control of suppliers is not fully effective as it was not observed that an agreement was in place to determine the controls applied to Viamend as a supplier. 8.4 Control of externally provided processes, products and services Viamed to VST PO: 143026 19 April 2023

16 May 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

16 May 2023 Derek Lamb
see issue 295339

18 May 2023 Helen Lamb
hl revision added named 295339.12616 qc 21 initial document N4_18_05_23 HL1

Non Conformities Review

| Viamed | Vandagraph | VST | Human Med | Viamed Properties | The Pointless Logo Company |

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
295334 16 May 2023	2342435-202305-N3 ISO 9001:2015 8.4 Minor	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Derek Lamb sent to Derek Lamb
1. The unique identifier (from the BSI report and also any internal reference). 2. The statement of Nonconformity as written in the BSI report. 3. Root Cause Analysis. 4. Relevant Immediate Correction (where applicable). 5. Relevant and Proportionate Corrective Action. 6. Person responsible to complete the action(s). 7. Time for completion of all identified actions. the process for supplier review is not fully effective as It was not observed that the review for Viamed as a supplier was being conducted as per the procedure. 8.4 Control of externally provided processes, products and services VOP 05 rev #75847/1637687018 Viamed limited – 28 Nov 2022

16 May 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

18 May 2023 Helen Lamb
hl version added 295334.12615 qc21 initial document N3_18_05_23 HL1

Non Conformities Review

| Viamed | Vandagraph | VST | Human Med | Viamed Properties | The Pointless Logo Company |

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
[295327 16 May 2023](#)	2342435-202305-N2 ISO 9001:2015 9.2 Minor	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Derek Lamb sent to Derek Lamb
1. The unique identifier (from the BSI report and also any internal reference). 2. The statement of Nonconformity as written in the BSI report. 3. Root Cause Analysis. 4. Relevant Immediate Correction (where applicable). 5. Relevant and Proportionate Corrective Action. 6. Person responsible to complete the action(s). 7. Time for completion of all identified actions. The process for internal audit is not fully effective as it was not clear that all issues raised during internal audit were part of the non- conformity review process as per documented procedure 9.2 Internal audit Picking packing audit 2023

16 May 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

18 May 2023 Helen Lamb
HL revision added 295327.12614 qc 21 initial document N2_18_05_23 HL1

Non Conformities Review

| Viamed | Vandagraph | VST | Human Med | Viamed Properties | The Pointless Logo Company |

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
[295321 16 May 2023](#)	2342435-202305-N1 ISO 9001:2015 5.2 Minor	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Derek Lamb sent to Derek Lamb
1. The unique identifier (from the BSI report and also any internal reference). 2. The statement of Nonconformity as written in the BSI report. 3. Root Cause Analysis. 4. Relevant Immediate Correction (where applicable). 5. Relevant and Proportionate Corrective Action. 6. Person responsible to complete the action(s). 7. Time for completion of all identified actions. The process for the quality policy is not fully effective as it was defined as a secondary level document. 22062 VM3COP.00.00 Company quality policy 16 sept 2017

16 May 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

18 May 2023 Helen Lamb
section 5.2 of 9001 first revision by me doc named 295321.12613 qc21 initial document N1_18_05_23 HL1

Non Conformance Issues
Viamed

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

		Escalate Non conformance / or dealt with in s						
295022 12 May 2023	Shipped Items Return to Supplier BOX916	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX916 warrant a NON conformance report via the CAPA process VM3COP10

15 May 2023 Derek Lamb
Calibration check Done Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
295021 12 May 2023	Shipped Items Return to Supplier BOX916	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX916 warrant a NON conformance report via the CAPA process VM3COP10

15 May 2023 Derek Lamb
Calibration check

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
294267 05 May 2023	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

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

15 May 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st April 23. Issue 293830 high failure rate sensors, being monitored. Nothing else of concern or to be investigated or reported on. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Non Conformance issues review screen - No issues. Non conformance meeting header - Issue 293702 - not a complaint but a notification of a Adverse Incident Report. Issue 293245 punctuation, no area of concern. Nothing major and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. New staff in the office so its expected that there may me an increase in issues in the next few months. Order Invoice Error Logs - there are 4 - clicked submit instead of print. Will keep an eye on this. Derek please review.

15 May 2023 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
294262 05 May 2023	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

15 May 2023 Derek Lamb
did in depth review with BSI here last week, only janine jobs stacked up due to holiday and the bank holiday we good, issues and other parts reviewed and were ok

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
293887 02 May 2023	Shipped Items Return to Supplier BOX911	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX911 warrant a NON conformance report via the CAPA process VM3COP10

02 May 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
293886 02 May 2023	Shipped Items Return to Supplier BOX901	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX901 warrant a NON conformance report via the CAPA process VM3COP10

02 May 2023 Derek Lamb
REVIEWED

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
293830 02 May 2023	0110137 QA Data Requires Risk / Non Conformance Review Apr 2023	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
QA Failures High Numbers

Audit Production
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
293716 02 May 2023	Audit 15 Production Viamed (28)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 15 Production BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

02 Jun 2023 Helen Lamb
Created Related Issue #296898
Added by Helen Lamb sent to Derek Lamb
Auditing PS3495, parts picked not matching expected parts in production procedure document ID 118242 Looks like parts are non tracked items, however the procedures do not stater this. Followed unit barcode 2206694, Built by Phil qa by Robert on 10th may 2023. looks like procedure requires updating

02 Jun 2023 Helen Lamb
Created Related Issue #296907
Added by Helen Lamb sent to Derek Lamb
are we ready to stop allowing production until there is a production document attached in the pen

02 Jun 2023 Helen Lamb
Created Related Issue #296910
Added by Helen Lamb sent to Michael Green
no procedure found for language conversion from 0012165 to 0012167

02 Jun 2023 Helen Lamb
Created Related Issue #296913
Added by Helen Lamb sent to Michael Green
no procedure found WSPS3421 - 2520020 Built:1

02 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached three ongoing issues, please review audit

05 Jun 2023 Derek Lamb
thanyou

Audit Post Marketing Surveillance
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
[293715 02 May 2023](#)	Audit 22 Post Market Survellance Viamed (14)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 22 BSI Audits Calendar BSI Audit Post Marketing Surveillance BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

02 Jun 2023 Helen Lamb
Created Related Issue #296923
Added by Helen Lamb sent to Steve Nixon
Following up of issues 276339 out of terms Please can you review the issue as its out of terms.

02 Jun 2023 Helen Lamb
Created Related Issue #296924
Added by Helen Lamb sent to Steve Nixon
Issue 276296 is over due re task 1096 Please can you review it.

02 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb issues 296923 and 296924 sent. Completed audit attached please review

05 Jun 2023 Derek Lamb
thank you

VIAMED Customer Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
[293703 28 Apr 2023](#) 293702	Adverse incident reporting	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Steve Hardaker sent to Derek Lamb
I suggest that we need a new header for the logging of incidents that directly or indirectly involve Viamed products (see linked issue for an example). - Adverse Incident Reporting Also, when in the Add Issues section, I noticed a section called MDA Recalls that needs updating to MHRA recalls.

02 May 2023 Derek Lamb
added Adverse incident reporting updated issue header

11 May 2023 Steve Hardaker

VIAMED Customer Complaints
Viamed

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

ID / Call ID		Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	affect Safety Performance or regulatory requirements	action reviewed
293702 28 Apr 2023	Adverse incident at Royal Berkshire Hospital	☑	☑	☐	☐	☐	☐	☐

Steve Hardaker
Added by Steve Hardaker sent to Steve Hardaker
I`ve added this as a customer complaint as there isn`t an appropriate header, but to be clear, this is not a complaint: this is a reported adverse incident that circumstantially involved a product that we supplied but which was not a direct cause of the incident. I suggest that we need a new header: Adverse Incident Reporting for these issues (see linked issue). Christine Harding, Director of Midwifery at Royal Berkshire Hospital, called me to notify us of an incident that occurred involving the death of a neonate that was wearing a NeoMask phototherapy mask at the time. The coroner`s report did not point to the mask being directly involved but questions were raised as to whether mask slippage may have occurred and what the effect of this might be. The coroner was shown examples of the mask to demonstrate usage, fitting, porosity and any other factors that may have contributed as part of that investigation. This has not been reported to the MHRA as she believes that because the mask was exonerated as a contributing factor, the incident is not device related and therefore not reportable, but she wanted to make us aware so that we can record and investigate should any other correlating issues be reported. I recommended that in the first instance, she implements a procedure to gather as much information as possible from the nursing Staff as to whether mask slippage has been observed, and if so, how often. I have asked if she could send me a copy of the coroners report, redacted if necessary, or a summary of the key points so that we have the full details on record.

28 Apr 2023 Steve Hardaker
Created Related Issue #293703
Added by Steve Hardaker sent to Derek Lamb
I suggest that we need a new header for the logging of incidents that directly or indirectly involve Viamed products (see linked issue for an example).
- Adverse Incident Reporting Also, when in the Add Issues section, I noticed a section called MDA Recalls that needs updating to MHRA recalls.

02 May 2023 Steve Hardaker
Update from customer: "Thank you for taking my call today. I called you to notify you that we have had a Coroner�s inquest into the unexplained death of a baby during phototherapy treatment. The death was in December 2020 when the term baby was 3 days old. He was receiving phototherapy using overhead lights and had NeoMask phototherapy eye masks on. I have attached the outcome from the inquest. Please note that the Coroner�s comment about different masks currently being used is not accurate. We presented evidence that we did have 2 different masks at the time but it was the NeoMask that the baby is clearly seen (in the family photos shared during the inquest) to be wearing. The learning for us following this incident was in relation to: � Fetal monitoring during labour � Observations of babies under phototherapy � Documentation of regular neonatal observations to include checks on position of eyeshields The Coroner was assured about the learning that we have undertaken however I take your point about documentation of the eye shields not simply checking them and will escalate this. As you stated you have not had any other concerns raised about this product however were open to receive this information as part of your post market surveillance. Please don�t hesitate to let me know if you have any further questions."

18 Aug 2023 Steve Hardaker
The Director of Midwifery has put procedures in place with documented observations to prevent any further slippages of the eyemask. The Coroner`s report did not point to the NeoMask as being causal, so this is not something that requires further action on Viamed`s part and does not require us to notify the MHRA. No further incidents or concerns have been reported by this or any other customers, so this can now be closed off.

30 Aug 2023 Steve Hardaker

Audit Health and Saftey
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
293246 25 Apr 2023		☑	☐	☐	☐	☐	☐	☐

General
Who:Philip Crossley
Where:Ghyll House Big Bathroom
Hazard:
First Aid Box
Items used from First aid Box1 x Medi wipe and 1 x plaster and a pair of gloves
Accident Notes:Cut finger(bleeding open cut) happened while i was not in the building.
Un blocking a toilet with a mop handle as could not find a plunger. cut finger on broken mop handle after use, so open would has come into contact with the soiled item. Cleaned wound, applied plaster, and asked when last tetnus was, over ten years ago, advised to contact gp surgery to have an

upto date tetnus. CG 25/04/2023
Roddor form:No

28 Jun 2023 Catherine Spence

Non Conformance Issues
Viamed

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293245 25 Apr 2023	Order Error : 142853 Spelling Mistake - Goods Out	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 142853
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Non Selected
Error was Spelling Mistake - Goods Out
Fault:
AWB;

Possible Fix
AWB:

VIAMED Customer Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
292707 18 Apr 2023	Shipping insurance - Prosol	☑	☐	☐	☐	☐	☐	☐

Steve Nixon
Added by Steve Hardaker sent to Steve Nixon
In response to a request to confirm whether they would like shipping insurance on their orders, Prosol have raised a number of concerns and a proposal on how they would like to move forwards. Given that they spend £45k per year with us, I think we need to accommodate their request or risk seriously damaging our relationship with them. Please can the Directors review and discuss as a matter of urgency. I have forwarded the email to you individually, as well as attaching it to this issue.

18 Apr 2023 Steve Nixon
Will discuss when I get back.

26 Apr 2023 Derek Lamb

Linked TaskID Changed From 0 To 1193

27 Apr 2023 Steve Hardaker
Urgent Flag Changed To Off
Uploaded QC12 customer complaint form. Requires CCR number from paper file. File can be edited with any further updates and resolutions using Foxit reader and selecting the `Typewriter` function.

04 May 2023 Steve Nixon
As discussed last week, the procedures will be/have been updated to reflect that Viamed assumes the insurance risk.

15 May 2023 Steve Hardaker Discussed our resolution on the phone with Steve Machin, also email him to provide this in writing. All documents are attached to this issue. Complaint can now be closed off.

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
292448 17 Apr 2023	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

17 Apr 2023 Derek Lamb
mailbox upto date

Audit Handling and Storage
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
292438 17 Apr 2023	Audit 07 Handling And Storage Viamed (25)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 07 handling and stock control BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

19 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached no issues Please review

19 Jun 2023 Derek Lamb
thankyou

Audit Goods Inwards and Product Identity
Viamed

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

| 292109 13 Apr 2023 288861 | Audit 09 Goods Inward And Product Identity VST (174) Q11 missing email addresses | ☑ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
there are two SRSs without email addresses All the other info is there but i though this should probably be in here too. I am unsure if this is a system thing not pulling it in or a person thing

25 Aug 2023 Derek Lamb
the repair system contact are seperate form the Main contact tables, due the historic reasons, and the main contact db not existing when the repair system was put together, they are ultimatly linked via the CID number since 2020, this should then link to the contacts email addresses, dont think we have a problem

06 Sep 2023 Helen Lamb

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291918 12 Apr 2023	Shipped Items Return to Supplier BOX891	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX891 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291917 12 Apr 2023	Shipped Items Return to Supplier BOX891	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX891 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

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

		Product Failure but no requirement to Escalate Non conformance / or dealt with in s	corrective action plan					
291916 12 Apr 2023	Shipped Items Return to Supplier BOX863	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX863 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291915 12 Apr 2023	Shipped Items Return to Supplier BOX861	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX861 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
duplicate issue

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291914 12 Apr 2023	Shipped Items Return to Supplier BOX861	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX861 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

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

		conformance / or dealt with in s						
291913 12 Apr 2023	Shipped Items Return to Supplier BOX840	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX840 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291912 12 Apr 2023	Shipped Items Return to Supplier BOX840	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX840 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291911 12 Apr 2023	Shipped Items Return to Supplier BOX812	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX812 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
duplicate issue

Non Conformance Issues
Viamed

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

[291910 12 Apr 2023](#)	Shipped Items Return to Supplier BOX812	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX812 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
[291909 12 Apr 2023](#)	Shipped Items Return to Supplier BOX801	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX801 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
duplicate issue

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
[291908 12 Apr 2023](#)	Shipped Items Return to Supplier BOX801	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX801 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
[291907 12 Apr 2023](#)	Shipped Items Return to Supplier BOX781	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX781 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291906 12 Apr 2023	Shipped Items Return to Supplier BOX778	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX778 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
duplicate issue

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291905 12 Apr 2023	Shipped Items Return to Supplier BOX778	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX778 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291402 05 Apr 2023	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to

changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

03 May 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st March 23 Issue 288187 email sent to supplier in error. Meeting held and safe guards put in place to prevent this reoccurring. Issue 293792 high failure rate sensors, being monitored. Nothing else of concern or to be investigated or reported on. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) - issue 293072 Prosol complaint. Being reviewed. Non Conformance issues review screen - No issues. Non conformance meeting header - nothing new only complaint issue 293072 referenced above. Nothing major and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. New staff in the office so its expected that there may me an increase in issues in the next few months. Order Invoice Error Logs - There are no issues. Derek please review.

09 May 2023 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291397 05 Apr 2023	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

11 Apr 2023 Derek Lamb
aqib behind on a couple of rolling issues, other wise tasks are reasonably upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291083 31 Mar 2023	Order Error : 142708 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 142708
Order Entered by Janine Gill
Order Checked by Aqib Majeed
Office
Error was Carriage - office
Fault:
was on as standard should have been express saver

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291051 31 Mar 2023	Shipped Items Return to Supplier BOX910	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX910 warrant a NON conformance report via the CAPA process VM3COP10

31 Mar 2023 Derek Lamb
reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
291050 31 Mar 2023	Shipped Items Return to Supplier BOX909	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX909 warrant a NON conformance report via the CAPA process VM3COP10

31 Mar 2023 Derek Lamb
reviewed

Audit Customer Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
290504 27 Mar 2023	Review Paper Customer Complaints File (75)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Review Paper Customer Complaints File

27 Mar 2023 Derek Lamb
no new complaints

Audit CE Files
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
290134 22 Mar 2023	Audit 12 CE Files Viamed (16)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated BSI Audits Calendar BSI Audit CE Files Audit 12 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

28 Mar 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit completed please check and review

28 Mar 2023 Derek Lamb
thankyou

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
289810 17 Mar 2023	Correspondence Not Being Logged in CRM	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Catrin Hird sent to Derek Lamb
There are multiple times that information is not being logged in Intrastats. A customer makes an enquiry, we responded but Intrastats does not have that information. Example, TOF enquiry from Lumbry Park Veterinary Specialist - not in Intrastats even as a company (until I added this morning).

18 Mar 2023 Catrin Hird Apologies company was added but correspondence not logged

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
289755 17 Mar	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

2023							

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

27 Mar 2023 Derek Lamb
all upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
289391 14 Mar 2023	Shipped Items Return to Supplier BOX907	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX907 warrant a NON conformance report via the CAPA process VM3COP10

16 Mar 2023 Derek Lamb
reviewed, no capa required at this time

Audit Goods Inwards and Product Identity
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
288860 09 Mar 2023	Audit 09 Goods Inward And Product Identity Viamed (170)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 09 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

21 Apr 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached no issues please review

28 Apr 2023 Derek Lamb
thankyou

Non Conformance Issues
Viamed

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

		no requirement to Escalate Non conformance / or dealt with in s	corrective action plan					
288816 08 Mar 2023	Shipped Items Return to Supplier BOX906	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX906 warrant a NON conformance report via the CAPA process VM3COP10

08 Mar 2023 Derek Lamb
normal oxygen sensor fail types

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
288493 06 Mar 2023	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

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

22 Mar 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st February 23 Issue 288187 email sent to supplier in error. Meeting held and safe guards put in place to prevent this reoccurring. Issue 288292 high failure rate sensors, being monitored. Nothing else of concern or to be investigated or reported on. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Non Conformance issues review screen - No issues. Non conformance meeting header - 289810 missing information in the system. 288187 referenced above. Nothing major and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. Order Invoice Error Logs - There are no issues. We have updated our Inco terms procedure, so there was a cross over. Derek please review.

23 Mar 2023 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
288485 06 Mar 2023	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

23 Mar 2023 Derek Lamb
Done no issues

Audit Documentation Control
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
288382 03 Mar 2023	Documentation out of date (372)	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated
Check for Out of Date documents

This is an audit, you do not need to perform the Task:

Simply ensure all out of date documents have an Issue attached to get them updated.
If the Issue is more than 2 Months out of date read the issue - if appropriate generate a non conformance Issue

ISO - Document index admin

Scroll down and check if any documents have gone out of date,

Either update the document or create an Issue to the relevant person from the document admin / details screen.
Remember if you update a document reset the expiry date

03 Mar 2023 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
288292 02 Mar 2023	0110117 QA Data Requires Risk / Non Conformance Review Feb 2023	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
QA Failures High Numbers

Non Conformance Issues
Viamed

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

		no requirement to Escalate Non conformance / or dealt with in s	corrective action plan					
288187 01 Mar 2023 287917	Pricing update error - Honeywell Non Conformance	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
See original Issue for initial notes

06 Mar 2023 Derek Lamb
This is not strictly an ISO Procedure Error, Incorrect data has been supplied to an external party that should not have recieved the information, While the information is not sensitive as such, and the Price list is being sent out to external parties, we do not want to gift information to suppliers and potential competitors.

06 Mar 2023 Derek Lamb
Exported all of Mail chimps files for review

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
287976 28 Feb 2023	Shipped Items Return to Supplier BOX902	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX902 warrant a NON conformance report via the CAPA process VM3COP10

28 Feb 2023 Derek Lamb
normal o2 sensor output fails, no capa required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
287975 28 Feb 2023	Shipped Items Return to Supplier BOX892	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX892 warrant a NON conformance report via the CAPA process VM3COP10

28 Feb 2023 Derek Lamb
normal o2 sensor output fails

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions	Reviewed Non Conformity / Complaint and determine if	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or	Effectiveness of corrective action reviewed

		required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	its a vigilance Issue requiring a corrective action plan				regulatory requirements	
287974 28 Feb 2023	Shipped Items Return to Supplier BOX884	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX884 warrant a NON conformance report via the CAPA process VM3COP10

28 Feb 2023 Derek Lamb
normal o2 sensor type fails no capa required

Non Conformance Issues Viamed								
Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
287973 28 Feb 2023	Shipped Items Return to Supplier BOX874	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX874 warrant a NON conformance report via the CAPA process VM3COP10

28 Feb 2023 Derek Lamb
normal o2 sensor type fails no capa required

Non Conformance Issues Viamed								
Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
287972 28 Feb 2023	Shipped Items Return to Supplier BOX873	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX873 warrant a NON conformance report via the CAPA process VM3COP10

28 Feb 2023 Derek Lamb
normal sensort type fails

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

		Product Failure but no requirement to Escalate Non conformance / or dealt with in s	corrective action plan					
287971 28 Feb 2023	Shipped Items Return to Supplier BOX864	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX864 warrant a NON conformance report via the CAPA process VM3COP10

28 Feb 2023 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
287970 28 Feb 2023	Shipped Items Return to Supplier BOX839	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX839 warrant a NON conformance report via the CAPA process VM3COP10

28 Feb 2023 Derek Lamb
reviewed no capa required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
287285 21 Feb 2023	Shipped Items Return to Supplier BOX905	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX905 warrant a NON conformance report via the CAPA process VM3COP10

21 Feb 2023 Derek Lamb
o2 sensors normal fail types

Non Conformance Issues
Viamed

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

		conformance / or dealt with in s						
287197 20 Feb 2023	Order Error : 140748 Incorrect Goods added to the order	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 140748
Order Entered by Aqib Majeed
Order Checked by Aqib Majeed
Office
Error was Incorrect Goods added to the order
Fault:
Customer paperwork stated 0021018, we have processed proforma with 0021013 and not informed customer that 0021018 had been superseded. Customer has paid proforma and order has been sent. Now they have informed us that the item is incorrect.

Possible Fix
We should have informed customer that product was superseded and provided the relevant information about the new item. We should have then checked if the alternative was suitable.

Audit Contract Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
287083 20 Feb 2023	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated
Note this is an Audit - simply need to ensure its being carried out

Sales -> Distributor Agreements -> Check Sales Against Agreements,

List should be up to date / empty.

20 Feb 2023 Derek Lamb
list is empty

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
286957 17 Feb 2023	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

17 Feb 2023 Derek Lamb
everything upto date

Non Conformance Issues

Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
286644 14 Feb 2023	Order Error : 141791 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 141791
Order Entered by Ryan Swaine
Order Checked by Ryan Swaine
Vandagraph Office
Error was New Error
Fault:
Order not fulfilled on Shopify admin.

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
286303 10 Feb 2023	Order Error : 136275 Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 136275
Order Entered by Sophie Lines
Order Checked by Kate Griffiths
Office
Error was Address Error - Office
Fault:
wrong invoice address and wrong delivery address. Both should have said CDD Services and not County Durham and Darlington NHS Foundation Trust. Fixed and now they will pay it.

Possible Fix
better reading and checking

Non Conformance Issues
Viamed

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

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s						

		conformance / or dealt with in s						
286040 08 Feb 2023	Order Error : 141447 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 141447
Order Entered by Kate Griffiths
Order Checked by Catherine Spence
Office
Error was New Error
Fault:
Order not invoiced against order on B2B Router

Possible Fix

Audits Meeting Closure
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
286027 08 Feb 2023	Audit 27 Software Validation (821)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Task To be Completed Audit 27 Software Validation To confirm the Prime functions of the Software used is verified. The Audit itself, Intrastats, physical process being carried out. Complete Audit 27 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

09 Mar 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit completed no issues. One rolling issue out of term 282042, I have chased this. Please find audit attached, please review

10 Mar 2023 Derek Lamb
thankyou

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
285687 06 Feb 2023	Non conformance review history VST (286)	☑	☐	☐	☐	☐	☐	☐

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

Check the history of the last Non conformance review,

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

06 Feb 2023 Derek Lamb
Done

Non Conformance Issues Viamed								
Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
285686 06 Feb 2023	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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

17 Feb 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st January 23 nothing of concern or to be investigated or reported on. Review VST Product Feedback Negative (742) nothing new. Review VST Product Feedback Positive (1190) nothing new. Review VST Feedback - Customer Feedback Negative (740) nothing new. Review VST Customer Feedback Positive(1191) nothing new. Review VST Feedback - Customer Complaints (738) nothing new. No other feedback issues relating to non conformances that need to be monitored or reviewed. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above

20 Feb 2023 Derek Lamb
reviewed

Non Conformance Issues Viamed								
Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
285685 06 Feb 2023	Non conformance review history Viamed (284)	☑	☐	☐	☐	☐	☐	☐

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

06 Feb 2023 Derek Lamb
Done

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

		Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Issue requiring a corrective action plan					
285684 06 Feb 2023	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

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

17 Feb 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st January 23 Issue 285517 high failure rate sensors, being monitored. Nothing else of concern or to be investigated or reported on. Nothing else of concern or to be investigated or reported on. Review VIAMED Feedback - Product Feedback Negative (741) Issue 284687 MaxO2ME falling out of V-mount brackets. Complaint sent to supplier, not to us, by the customer. So not a complaint. Ongoing. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Non Conformance issues review screen - No issues, there still some carriage changes but this is due to the Royal Mail strikes, franking machine issues. Non conformance meeting header - Issue 286644 Vandagraph Order not fulfilled on Shopify admin. Rolling issue added. Issue 286303 wrong addresses, covered in Monday office meting. Issue 286040 Order not put on B2B router. Reviewed. Issue 285517 mentioned above Issue 285175 wrong country on address, covered in Monday office meting. Nothing major and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. Order Invoice Error Logs - There are no issues. Derek please review.

20 Feb 2023 Derek Lamb
ok

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
285676 06 Feb 2023	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

06 Feb 2023 Derek Lamb
approx 65-70% orders same or next day, no major issues from the employee audit Done

Non Conformance Issues
Viamed

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

285517 02 Feb 2023	0110361 QA Data Requires Risk / Non Conformance Review Jan 2023	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
QA Failures High Numbers

Future Reviews - Internal Audits
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
285376 01 Feb 2023	Objective To have no outstanding Audits over 90 days	☑	☐	☐	☐	☐	☐	☐

General
01 Feb 2023 Derek Lamb
all upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
285175 31 Jan 2023	Order Error : 141512 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 141512
Order Entered by Kate Griffiths
Order Checked by Kate Griffiths
Vandagraph Office
Error was Carriage - office
Fault:
CPT Tumadoir Kft, UK Tel +36703158579

Possible Fix
CPT Tumadoir Kft, Hungary Tel 0036703158579

Non Conformance Issues
Viamed

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

		Escalate Non conformance / or dealt with in s						
284653 25 Jan 2023	Shipped Items Return to Supplier BOX900	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX900 warrant a NON conformance report via the CAPA process VM3COP10

25 Jan 2023 Derek Lamb
normal o2 sensor type fails no cap required Done

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
283884 17 Jan 2023	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

17 Jan 2023 Derek Lamb
118.14 GB of 200 GB used

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
283274 10 Jan 2023	Shipped Items Return to Supplier BOX898	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX898 warrant a NON conformance report via the CAPA process VM3COP10

10 Jan 2023 Derek Lamb
normal o2 sensor fail type

Non Conformance Issues
Viamed

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

		conformance / or dealt with in s						

283267 10 Jan 2023	Shipped Items Return to Supplier BOX897	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX897 warrant a NON conformance report via the CAPA process VM3COP10

10 Jan 2023 Derek Lamb
normal o2 sensor fail types

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
282807 05 Jan 2023	Shipped Items Return to Supplier BOX899	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX899 warrant a NON conformance report via the CAPA process VM3COP10

05 Jan 2023 Derek Lamb
Capnograph VM-2500-S returned for calibration check

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
282755 05 Jan 2023	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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

06 Jan 2023 Helen Lamb

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

09 Jan 2023 Derek Lamb
thankyou

Non Conformance Issues
Viamed

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

ID / Call ID		Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Non Conformity / Complaint	Ensure does not recur	action needed and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
282754 05 Jan 2023	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

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

06 Jan 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st November 22 Issue 279683 missed FOC item from sales invoice issue sent to remind office staff. Nothing else of concern or to be investigated or reported on. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Non Conformance issues review screen - No issues, there still some carriage changes but this is due to the Royal Mail strikes, franking machine issues. Non conformance meeting header Nothing new. No issues. Nothing major and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. Order Invoice Error Logs - One issue with a spelling mistake. Will keep an eye on this, next time. There are no other issues. The new staff are continuing to take on more roles so there could be more issues in the future but at present they are still doing training and checking. Derek please review also tried shift enter on this issue to see if it would fix formatting issue

09 Jan 2023 Derek Lamb
Formatting Tests shift enter test1 just enter test2 shift enter teset3

09 Jan 2023 Derek Lamb

09 Jan 2023 Derek Lamb
thankyou reviewed, think i have an idea to fixc the formatting bug

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
282744 05 Jan 2023	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

10 Jan 2023 Derek Lamb
tasks totally upto date, will review the system is functioning correctly as never seen it totally upto date happy with resources,

Audit Picking and Packing
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions	Reviewed Non Conformity / Complaint and determine if	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or	Effectiveness of corrective action reviewed

		required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	its a vigilance Issue requiring a corrective action plan				regulatory requirements	
281953 03 Jan 2023	Audit 01 Picking Packing Viamed (24)	☑	☐	☐	☐	☐	☐	☐

Michael Lamb
System Generated BEFORE starting Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

16 Feb 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb no issues or problems please review attached audit attached.

20 Feb 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb reviewed make suer to update michaels training records

20 Feb 2023 Helen Lamb

Next Action Changed From Helen Lamb To Michael Lamb mike can you add that we did training on Audit 01 in to your training record . Please note - ISO 13485:2016 Audit 01 Orders Processing Picking Packing and Dispatch

30 Mar 2023 Michael Lamb
added to training record, awaiting sign off

Audit Design Control
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
281952 03 Jan 2023	Audit 03 Design Control Viamed (22)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Audit 03 Design Control Review Last years Audit see if its still suitable Before Proceeding you need to update the Processes attached to the Audit Search the Document in the Index, View the Admin Page Copy and Paste the Attached Processes, replacing them in the current audit Any non Conformances from the Audit: Create a follow up / related Issue, With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution if its a major / critical non conformance complete form QC 18

20 Feb 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached. No issues please review

20 Feb 2023 Derek Lamb
Done

Non Conformance Issues
Viamed

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

		conformance / or dealt with in s						
281192 20 Dec 2022	Shipped Items Return to Supplier BOX895	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX895 warrant a NON conformance report via the CAPA process VM3COP10

20 Dec 2022 Derek Lamb
o2 sensors normal fail type

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
281190 20 Dec 2022	Shipped Items Return to Supplier BOX896	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX896 warrant a NON conformance report via the CAPA process VM3COP10

20 Dec 2022 Derek Lamb
normal 02 sensor faill type maxo2me, faulty keypad, no capa requied at this time

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
280988 19 Dec 2022	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

19 Dec 2022 Derek Lamb
mailbox is upto date

Non Conformance Issues
Viamed

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

279694 05 Dec 2022 276874	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
issues 278201 Office error missed FOC adapter in teh stock pen, see about adding a section for expected FOC items that may or maynot be needed to be added to orders

27 Jan 2023 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
279683 05 Dec 2022	Free of charge items and Tradeshift	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Helen Lamb sent to Helen Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Please can you always make sure to check that you include any free of charges items on orders that need them, and when checking make sure to check for this. If you are unsure which items require FOC items please double check. If you need a list let me know and i can see what Derek can do. Also please take care when uploading to Tradeshift you select the correct company. Thank you

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
279587 05 Dec 2022	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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

05 Dec 2022 Helen Lamb

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

05 Dec 2022 Derek Lamb
reviewed, thankyou

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
279586 05 Dec 2022	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

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

05 Dec 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st November 22 Issue 276490 and 276491 high failure rate on 0110361, nothing else of concern or to be investigated or reported on. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Non Conformance issues review screen - No issues, there still some carriage changes but this is due to the Royal Mail strikes and franking machine issues. Non conformance meeting header Nothing new. No issues. Nothing major and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. Order Invoice Error Logs - There is no issues. The new staff are continuing to take on more roles so there could be more issues in the future but at present they are still doing training and checking. Derek please review also tried shift enter on this issue to see if it would fix formatting issue

05 Dec 2022 Derek Lamb
ok

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
279579 05 Dec 2022	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

08 Dec 2022 Derek Lamb
updated displayrolesstaff.php to enable unlinking of X staff, tasks reasonably upto date checked from red cross, just he new fields to be filled in, happy with current resourses, will be overloaded in office dutys in a few months when members of staff come back Issues appear to be being done in a timly manner

Audit Internal Audits
Viamed

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

		Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Issue requiring a corrective action plan					
279300 01 Dec 2022	Audit 17 Internal Audits Viamed (11)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated BSI Audits Calendar BSI Audit Internal Audits Audit 17 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

06 Dec 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit completed and reviewed, Was carried out by both of us, no issues

06 Dec 2022 Derek Lamb
reviewed, thankyou

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
278228 18 Nov 2022	Shipped Items Return to Supplier BOX894	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX894 warrant a NON conformance report via the CAPA process VM3COP10

18 Nov 2022 Derek Lamb
oxygen sensors normal fail types

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
278201 18 Nov 2022	Order Error : 140322 Missing Stock items - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 140322
Order Entered by Janine Gill
Order Checked by Kate Griffiths
Office
Error was Missing Stock items - Office
Fault:
Missing free-of-charge hand adapter, as per memo and previous order.

Possible Fix
SL to arrange for 2 x hand adapters to be sent separately.

Audit Contract Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
278132 18 Nov 2022	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated
Note this is an Audit - simply need to ensure its being carried out

Sales -> Distributor Agreements -> Check Sales Against Agreements,

List should be up to date / empty.

18 Nov 2022 Derek Lamb
upto date, but need to rethink our whole distributors, and how we gether data from them

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
278036 17 Nov 2022	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

17 Nov 2022 Derek Lamb
email box upto date

Audit Customer Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
277647 14 Nov 2022	Audit 14 Complaints And Corrective Actions VST (189)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 14 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

09 Dec 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Rolling issue task 1068 is overdue, just can you review please. Completed audit attached no other issues please review thanks

09 Dec 2022 Derek Lamb
revieweed, thankyou

Audit Customer Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
277643 14 Nov 2022	Audit 14 Complaints And Corrective Actions Viamed (30)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated BSI Audits Calendar BSI Audit Customer Complaints Audit 14 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

09 Dec 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Rolling issue task 1068 is overdue, just can you review please. Completed audit attached no other issues please review thanks

09 Dec 2022 Derek Lamb
reviewed ,thankyou

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
277280 08 Nov 2022	Order Error : 140118 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 140118
Order Entered by Kate Griffiths
Order Checked by Sophie Lines
Office
Error was New Error
Fault:
Uploaded incorrectly to Tradeshift. Put on the wrong account. sent to Lancashire and not Peterborough

Possible Fix
more care when uploading to tradeshift

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
276875 07 Nov 2022	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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

05 Dec 2022 Helen Lamb

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

05 Dec 2022 Derek Lamb
thankyou reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
276874 07 Nov 2022	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

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

05 Dec 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st October 22 Issue 276490 and 276491 high failure rate on 0110361, nothing else of concern or to be investigated or reported on. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Non Conformance issues review screen - No issues, there have been a lot of carriage changes but this is due to the Royal Mail issues and strikes. Non conformance meeting header - issues 278201 Office error missed FOC adapter and 277280 error uploading to Tradeshift. Issue 279683 Sent. Nothing major and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. Order Invoice Error Logs - There is no issues. The new staff are continuing to take on more roles so there could be more issues in the future but at present they are still doing training and checking. Derek please review also tried shift enter on this issue to see if it would fix formatting issue

05 Dec 2022 Derek Lamb
Created Related Issue #279694
Added by Derek Lamb sent to Derek Lamb
issues 278201 Office error missed FOC adapter in teh stock pen, see about adding a section for expected FOC items that may or maynot be needed to be added to orders

05 Dec 2022 Derek Lamb
reviewed, added related issue

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
276867 07 Nov 2022	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

07 Nov 2022 Derek Lamb
iso meeting tomorrow, part of the agenda

Future Reviews - Internal Audits
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
276581 02 Nov 2022	Objective Ensure the Audits are performed within a timely manner Review the Tasks and Audits for the Audits Should be no more than 1 outstanding issue for each section	☑	☐	☐	☐	☐	☐	☐

General
02 Nov 2022 Derek Lamb
audits upto date

Non Conformance Issues
Viamed

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		Escalate Non conformance / or dealt with in s						
276491 02 Nov 2022	0110117 QA Data Requires Risk / Non Conformance Review Oct 2022	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
QA Failures High Numbers

Non Conformance Issues
Viamed

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276490 02 Nov 2022	0110361 QA Data Requires Risk / Non Conformance Review Oct 2022	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
QA Failures High Numbers

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
276443 01 Nov 2022	Shipped Items Return to Supplier BOX893	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX893 warrant a NON conformance report via the CAPA process VM3COP10

02 Nov 2022 Derek Lamb
01112631875409GK17799021Alarm fault no capa required

Non Conformance Issues
Viamed

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276381 01 Nov 2022	Orders being missed from Spam	☑	☐	☐	☐	☐	☐	☐

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

01 Nov 2022 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

04 Nov 2022 Helen Lamb
where can i find the rota of whos doing the inbox rota

07 Nov 2022 Sophie Lines Hi Helen - here is our inbox rota. If someone is on leave then it may not always be accurate Monday AM: Kate Monday PM: Aqib Tuesday AM: Sophie Tuesday PM: Janine Wednesday AM: Kate Wednesday PM: Janine Thursday AM: Aqib Thursday PM: Kate Friday AM: Sophie Friday PM: Aqib

07 Nov 2022 Helen Lamb

Priority Changed From 5 To 1

09 Nov 2022 Helen Lamb
when you say both emails were deleted do you mean both were found in the spam folder. Were these found in the spam folder when it was checked

11 Nov 2022 Sophie Lines Hi - no the error was only discovered when the customer sent a 3rd email on the 1st November. The previous 2 emails the customer sent (the purchase order on 26th Oct and their follow up on 28th Oct) could be seen in the same email trail (I will attach) and so we could see when they had been sent originally and missed. Once something is deleted out of Spam you cant retrieve it or undo as far as I am aware which is why we have to be so careful. Whoever is on the rota for the inbox also checks the Spam folder at regular intervals at the same time.

09 Dec 2022 Helen Lamb
lets see if there are any more. If there are we`ll do some further training

09 Dec 2022 Sophie Lines

Audit Organisation and Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
276297 01 Nov 2022	Audit 20 Process Verification To Managment VST (181)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 20 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

06 Dec 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit completed and attached, please review

06 Dec 2022 Derek Lamb
reviewed

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions	Reviewed Non Conformity / Complaint and determine if	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or	Effectiveness of corrective action reviewed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
276292 01 Nov 2022	Audit 20 Process Verification To Managment Viamed (172)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 20 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

06 Dec 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit completed and attached, please review

06 Dec 2022 Derek Lamb
reviewed

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
276058 28 Oct 2022	Non conformance review Notes to Staff Oct 22	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Helen Lamb sent to Helen Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Non conformance review, Notes to Staff Oct 22 Please make sure when adding an SRS to check all the information has gone in, Addresses, names repair status, serial numbers. Please always check the addresses used, to the customer paperwork, when adding orders. Just because they are in already doesn`t make then right. Please make sure all the parts of the address are in the right section. So city in the city section, country in the country and postcode in the postcode etc. For shipping we don`t need the county so this can be left out. If you are taking bits out of the address, re adjust it to make sure there are no odd spaces in the address1 address2 and address3. Please double check details when adding information to B2B router or any of the other external systems. Also please make sure the order contact name matches the paperwork. Always read the memos. We expect that everyone to re check their own work as well as having other check it. If you do this then very few problems should occur. We also expect everyone to support and encourage everyone else. Everyone is doing a great job and we really appreciate you all.

Non Conformance Issues
Viamed

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275821 26 Oct 2022 274790	Software Validation Non Conformance Product Risk Feedback Loop (789) Non Conformance	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

System Test Issue only testitem

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
275312 21 Oct 2022	Account Memos being missed	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Catherine Spence sent to Helen Lamb
Caught an order today that had foc carriage CVM139618 this is a uk distributer and needs to pay for carriage. There is a memo on the account to state this and both the imputer and the checker missed this, caught it at time of invoicing and I have now added the carriage cost

21 Oct 2022 Helen Lamb
did you let them know. Also i have looked at the memo and moved the delivery bit to the top

26 Oct 2022 Catherine Spence No, But if I notice any others i will

Audit Organisation and Process Verification Internal Process Verification
Viamed

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274734 17 Oct 2022	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

26 Oct 2022 Derek Lamb
inbox empty

Audit Management Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
274729 17 Oct 2022	Audit 18 Management Review VST (188)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 18 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index

Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

15 Nov 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Completed audit attached. Please review. nothing outstanding.

18 Nov 2022 Derek Lamb
reviewed all ok

Audit Management Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
274723 17 Oct 2022	Audit 18 Management Review Viamed (21)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 18 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

15 Nov 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit completed please review it. Nothing outstanding

17 Nov 2022 Derek Lamb
thankyou reviewed

Non Conformance Issues
Viamed

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274389 12 Oct 2022	SRS creation mistakes	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Robert Connor sent to Helen Lamb
I`ve noticed on occasion there are SRS being created without proper details being filled in, latest example is SRS68304 SRS was put on the system with no hospital name, no account number and not linked to a contact. It also had no repair status e.g. repair, warranty or quote. The lack of details meant I couldn`t receive the repair in until I searched for the serial number of the unit and found an invoice with an account number on. Missing vital details off repairs risks them being delayed and may result in goods or charges being sent to the wrong end user. There is no excuse for a lack of account number or company/hospital name as these are all automatically filled in by the SRS system when it is used properly. To create an SRS without these essential details requires actively circumventing the normal system.

28 Oct 2022 Helen Lamb
covering in non con review

31 Oct 2022 Robert Connor
Ok ty

Non Conformance Issues
Viamed

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273701 05 Oct 2022	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

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

28 Oct 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st September 22 nothing of concern or to be investigated or reported on. Regarding the BSI visit in August they have accepted the QC21 forms for the two minor non conformances. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Non Conformance issues review screen - A carriage charge has been missed off 139618 AM. Some information is not being added to SRSs in the two cases reported it was SN - 274389 270199. I do think SN shouldn`t be having to deal with these as a rule not sure why this hasn`t been dealt with by technical. B2B Router info not entered correctly. Issue sent to staff covering the above. #276058 sent to staff. Nothing major and no other feedback issues relating to non conformances that need to be monitored or reviewed. We are continuing training to improve working. Order Invoice Error Logs - There is no issues not already discussed above. We are continuing to have a double check with orders at present but there are overall very few errors. The new staff are continuing to take on more roles so there could be more issues in the future but at present they are still doing training and checking. Derek please review

31 Oct 2022 Derek Lamb
ok

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
273696 05 Oct 2022	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

13 Oct 2022 Derek Lamb
running well, quite a few jobs of mine and helens stacking up, as we have been off work for 2 weeks, system worked as intended as we were away no problem surfaced

Audit Customer Complaints
Viamed

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

ID / Call ID		Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	affect Safety Performance or regulatory requirements	action reviewed
272731 26 Sep 2022	Review Paper Customer Complaints File (75)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Review Paper Customer Complaints File

10 Oct 2022 Derek Lamb
nothing new

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
272697 23 Sep 2022	Shipped Items Return to Supplier BOX890	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX890 warrant a NON conformance report via the CAPA process VM3COP10

13 Oct 2022 Derek Lamb
normal o2 sensor type fails no caps required

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
272234 20 Sep 2022	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

20 Sep 2022 Derek Lamb
upto date, after bank holiday

Non Conformance Issues
Viamed

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