



Viamed Management Review 2023

Written by:

**Derek Lamb
Managing Director**

Period September 2022 – September 2023

Table of Contents

Period September 2022 – September 2023.....	1
(0.0) VIAMED Board ISO Review Directors Meeting.....	6
Report References.....	6
Follow on Issues.....	6
Conclusion.....	6
(1.0) Minutes of Last Meeting.....	7
Report References.....	7
Follow on Issues.....	7
Conclusion.....	7
(2.0) Matters Arising.....	8
Report References.....	8
Follow on Issues.....	8
Conclusion.....	8
(2.1) Follow-up actions from previous reviews.....	9
Report References.....	9
Follow on Issues.....	9
Conclusion.....	9
(3.0) Turnover and Predicted for Year.....	10
Report References.....	10
Follow on Issues.....	10
Conclusion.....	10
(4.0) Profitability.....	11
Report References.....	11
Follow on Issues.....	11
Conclusion.....	11
(6.0) Target for Year.....	12
Report References.....	12
Follow on Issues.....	12
Conclusion.....	12
(9.0) Overdraft.....	13
Report References.....	13
Follow on Issues.....	13
Conclusion.....	13
(10.0) Debtors.....	14
Report References.....	14
Follow on Issues.....	14
Conclusion.....	14
(10.1) Contract review , Picking, Packing and Dispatch.....	15
Report References.....	15
Follow on Issues.....	15
Conclusion.....	15
(11.0) Creditors.....	16
Report References.....	16
Follow on Issues.....	16
Conclusion.....	16

(11.1) Purchasing controls.....	17
Report References.....	17
Follow on Issues.....	17
Conclusion.....	17
(12.0) Loans.....	18
Report References.....	18
Follow on Issues.....	18
Conclusion.....	18
(13.0) Stock Levels and product performance.....	19
Report References.....	19
Follow on Issues.....	19
Conclusion.....	19
(13.1) Storage and Stock Control.....	20
Report References.....	20
Follow on Issues.....	20
Conclusion.....	20
(13.2) Calibration Index Review.....	21
Report References.....	21
Follow on Issues.....	21
Conclusion.....	21
(13.3) Process performance.....	22
Report References.....	22
Follow on Issues.....	22
Conclusion.....	22
(14.0) Back Orders.....	23
Report References.....	23
Follow on Issues.....	23
Conclusion.....	23
(15.0) Customer Complaints.....	24
Report References.....	24
Follow on Issues.....	24
Conclusion.....	24
(15.1) Customer and product feedback.....	25
Report References.....	25
Follow on Issues.....	25
Conclusion.....	25
(15.2) Non Conformities Review.....	26
Report References.....	26
Follow on Issues.....	26
Conclusion.....	26
(15.3) Vigilance System.....	27
Report References.....	27
Follow on Issues.....	27
Conclusion.....	27
(15.4) Preventive and corrective actions.....	28
Report References.....	28
Follow on Issues.....	28

Conclusion.....	28
(16.0) ISO Issues.....	29
Report References.....	29
Follow on Issues.....	29
Conclusion.....	29
(16.1) Regulatory Changes.....	30
Report References.....	30
Follow on Issues.....	30
Conclusion.....	30
(16.2) Documentation and records.....	31
Report References.....	31
Follow on Issues.....	31
Conclusion.....	31
(16.3) Quality planning.....	32
Report References.....	32
Follow on Issues.....	32
Conclusion.....	32
(16.4) Achievement of Quality Policy and Objectives.....	33
Report References.....	33
Follow on Issues.....	33
Conclusion.....	33
(16.5) Changes to the Management system.....	34
Report References.....	34
Follow on Issues.....	34
Conclusion.....	34
(16.6) Changes to CE marked products.....	35
Report References.....	35
Follow on Issues.....	35
Conclusion.....	35
(16.7) External Parties risks and opportunities review.....	36
Report References.....	36
Follow on Issues.....	36
(16.8) New products.....	37
Report References.....	37
Follow on Issues.....	37
Conclusion.....	37
(16.9) Advisory notices & recalls.....	38
Report References.....	38
Follow on Issues.....	38
(16.10) Possible system changes.....	39
Report References.....	39
Follow on Issues.....	39
(16.11) Recommendations or improvement.....	40
Report References.....	40
Follow on Issues.....	40
Conclusion.....	40
(16.12) Results of internal audits / Mini Audits.....	41

Report References.....	41
Follow on Issues.....	41
Conclusion.....	41
(16.13) Audits Meeting Closure.....	42
Report References.....	42
Follow on Issues.....	42
Conclusion.....	42
(17.0) Company Issues.....	43
Report References.....	43
Follow on Issues.....	43
Conclusion.....	43
(17.1) GDPR.....	44
Report References.....	44
Follow on Issues.....	44
Conclusion.....	44
(17.2) Review of responsibilities.....	45
Report References.....	45
Follow on Issues.....	45
(17.3) Resources required.....	46
Report References.....	46
Follow on Issues.....	46
(18.0) Building fabric Issues.....	47
Report References.....	47
Follow on Issues.....	47
(19.0) Responsibilities, Staff , Training Issues.....	48
Report References.....	48
Follow on Issues.....	48
(19.1) Staff Appraisals.....	49
Report References.....	49
Follow on Issues.....	49
(20.0) Distributor Issues.....	50
Report References.....	50
Follow on Issues.....	50
(21.0) Supplier Issues and review.....	51
Report References.....	51
Follow on Issues.....	51
(21.1) Supplier / subcontractor performance.....	52
Report References.....	52
Follow on Issues.....	52
(22.0) Any other Business.....	53
Report References.....	53
Follow on Issues.....	53
(22.1) Review Management Meeting Headers.....	54
Report References.....	54
Follow on Issues.....	54
Conclusion.....	54

(0.0) VIAMED Board ISO Review Directors Meeting

Objective Should be held at least yearly or as required

Report References

Issue #302478

Notes

Last Held 27 Oct 2022 Meeting ID:336 Primary Issue 267637

Follow on Issues

Conclusion

(1.0) Minutes of Last Meeting

Objective Produce minutes of previous meeting, is everyone happy with them.

Report References

Ref Issue Document #267637.12180 Dereks Minutes

Ref #302478.13233 Helens Minutes from 2022

Notes

Follow on Issues

Conclusion

(2.0) Matters Arising

Objective To ensure actions of previous meeting have been actioned

Report References

Ref Issue 277097 Derek Lamb – Export sales to be worked on, - Not an action to follow up on

Ref Issue 277102 Derek Lamb – Objective Update, Completed

Ref Issue 277136 Derek Lamb – Supplier Review feedback updates, initially completed,
Currently undergoing further updates

Ref Issue 277139 Derek Lamb – Objective updates, and agenda header updates - completed

Ref Issue 277159 Derek Lamb - Meter Gauges calibration issues – still ongoing

Ref Issue 277160 Derek Lamb – Objective updates, and agenda header updates - completed

Ref Issue 277234 Derek Lamb – responsibilities update - completed

Ref Issue 277262 Derek Lamb – Objective to be added - Completed

Ref Issue 277266 Derek Lamb – Distributors Evaluation - ongoing

Notes

Follow on Issues

Conclusion

(2.1) Follow-up actions from previous reviews

Objective To ensure previous reviews are addressed and resolved

Report References

Ref Issue 277097 Derek Lamb – Export sales to be worked on, - Not an action to follow up on

Ref Issue 277102 Derek Lamb – Objective Update, Completed

Ref Issue 277136 Derek Lamb – Supplier Review feedback updates, initially completed,
Currently undergoing further updates

Ref Issue 277139 Derek Lamb – Objective updates, and agenda header updates - completed

Ref Issue 277159 Derek Lamb - Meter Gauges calibration issues – still ongoing

Ref Issue 277160 Derek Lamb – Objective updates, and agenda header updates - completed

Ref Issue 277234 Derek Lamb – responsibilities update - completed

Ref Issue 277262 Derek Lamb – Objective to be added - Completed

Ref Issue 277266 Derek Lamb – Distributors Evaluation - ongoing

Notes

Follow on Issues

Conclusion

(3.0) Turnover and Predicted for Year

Objective 2.5 Million

Report References

Ref #302478.13215 Viamed Turnover

Notes

Currently estimating 2.65 – 2.7 Million for Viamed

Follow on Issues

Conclusion

(4.0) Profitability

Objective 5 Percent Net of Turnover

Report References

Ref #302478.13297 Viamed Accounts 2022

Notes

Follow on Issues

Conclusion

(6.0) Target for Year

Objective Really need to be Aiming for 2.6-2.7M. To be sure to be profitable.

Report References

Currently in the right area,

Notes

Follow on Issues

Conclusion

(9.0) Overdraft

Objective Target staying out of using the overdraft

Report References

Notes

Not used the overdraft this year

Follow on Issues

Conclusion

(10.0) Debtors

Objective To be below 15 Percent of turnover

Report References

Ref #302478.13282 Viamed Debtors 1

Ref #302478.13283 Viamed Debtors 2

Notes

Turnover end aug : approx 1.8 Mil

Debtor

04/09/2023 £ 181,098.15

Approx 10%

Follow on Issues

Conclusion

(10.1) Contract review , Picking, Packing and Dispatch

Objective Review Contract review , Picking, Packing and Despatch

Report References

Ref #302478.13219

Order Processing Errors

Ref #302478.13220

Number Invoices per Day

Ref #302478.13221

Days to Ship Order compared to Required date

Ref #302478.13222

Days to Ship Order compared to Entry Date

Ref #267637.12091

Ref #302478.13223

Shippers Report

Notes

Follow on Issues

Conclusion

(11.0) Creditors

Objective To have no overdue Creditors

Report References

Ref #302478.13284 Viamed Creditors

Ref #302478.13285 OverView

Notes

as at 9th Oct £239483.61

Follow on Issues

Conclusion

(11.1) Purchasing controls

Objective Review Purchasing controls, is everyone happy with this.

Report References

Ref #302478.13224

Supplier Review Overview

Notes

New system enforces a valid up to date supplier review before a purchase order can be committed, the system is being added to in terms of checking validity of linked documents.

Follow on Issues

Conclusion

(12.0) Loans

Objective Review any loans and check all agree happy with current

Report References

Currently no external loans outside the group of companies,
at this point there are no internal loans between companies

Notes

Follow on Issues

Conclusion

(13.0) Stock Levels and product performance

Objective Should not Exceed 25 Percent of Turnover

Report References

Ref #302478.13225 Stock Levels movements 2023

Ref #302478.13294 SRS Product fail codes reviews

Ref #302478.13295 QA Fails report

Notes

As 1st October Stock Approximatly 869250

Follow on Issues

Conclusion

(13.1) Storage and Stock Control

Objective Suitable levels of Stock and Storage space. Check no issues have been brought up.

Report References

Ref #302478.13296 Warehouse temperatures

Notes

Stock checking now continually being done

Follow on Issues

Conclusion

(13.2) Calibration Index Review

Objective Calibration Index up to date

Report References

Ref #302478.13226

ISO Calibration Index

Ref #302478.13227

ISO Calibration Index Complete register

Notes

Juergensen pressure gauge – need solution to get calibrated, now due

Follow on Issues

Conclusion

(13.3) Process performance

Objective Review Process performance, is everyone happy with this.

Report References

Ref #302478.13228

Process listing

Notes

All process risk assessment has been completed,

No overdue outstanding Processes

Follow on Issues

Conclusion

(14.0) Back Orders

Objective Time to push customer order through building. Review current back orders.

Report References

View Active List,

Ref #302478.13300 Back Orders Report

Notes

Follow on Issues

Conclusion

(15.0) Customer Complaints

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

Report References

Paper File customer complaints index

Ref #302478.13276 All non conformance's and complaints from September 2022

Ref #302478.13277 Outstanding non conformance's and complaints

Notes

Issue OPENLive	306816	Derek Lamb	15/09/23	Steve Hardaker
Feedback for initial order - Damaged Parcels Non Conformance				
Issue OPENLive	304005	Steve Nixon	15/08/23	Steve Hardaker
4420826 report of gas leakage				
Issue CLOSEDComplete	293703	Steve Hardaker	28/04/23	Derek Lamb
Adverse incident reporting				
Issue CLOSEDComplete	293702	Steve Hardaker	28/04/23	Steve Hardaker
Adverse incident at Royal Berkshire Hospital				
Issue CLOSEDComplete	292707	Steve Hardaker	18/04/23	Steve Nixon
Shipping insurance - Prosol				

Follow on Issues

Conclusion

(15.1) Customer and product feedback

Objective Review Customer feedback over the last 12 month. Check none should have been a Complaint.

Review Product Feedback from customers

Report References

Ref #302478.13293 Viamed All Feedback

Notes

Follow on Issues

Conclusion

(15.2) Non Conformities Review

Objective To review and action on any non conformance's within 15 days. Check for new qc 21 forms.

Report References

Ref #302478.13276 All non conformance's and complaints from September 2022

Ref #302478.13277 Outstanding non conformance's and complaints

2 Outstanding BSI Non Conformances

Ref #302478.13302 VIAMED 2235543-202208-N1

Ref #302478.13303 Viamed 2235543-202208-N2

Notes

Follow on Issues

Conclusion

(15.3) Vigilance System

Objective Assess whether any reporting needs to be made that has not already been reported over the last 12 month. Ensure the board is happy with existing vigilance issue for the last 12 months.

Report References

Notes

Follow on Issues

Conclusion

(15.4) Preventive and corrective actions

Objective Review Risk Benefit Processes Report. Check any corrective action required. Are there any new risk identified.

Report References

Notes

Follow on Issues

Conclusion

(16.0) ISO Issues

Objective Review Notifications, Recalls. Ensure all Regulatory requirements are up to date.

Report References

Notes

Follow on Issues

Conclusion

(16.1) Regulatory Changes

Objective To review any standards we hold, for regulatory changes.

Report References

Notes

Follow on Issues

Conclusion

(16.2) Documentation and records

Objective Check everyone is happy with current Document Index. Verify new Risk is being assessed in the document update process.

Report References

Barcodes 2,240,660

Barcode Movements 2,659,710

Documents 131,329

Live Documents 61,703

Access Logs / Page Impressions 6,836,460

Tracking Customer Orders 23,626

Total Issues 300,320

Notes

Follow on Issues

Conclusion

(16.3) Quality planning

Objective Review Quality planning and ensure everyone is happy to continue with current Quality policy.

Report References

Ref #302478.13278 VM3COP00.00 Viamed Quality Statement policy and objectives

Ref #302478.13279 Viamed ISO 13485:2016 Scope

Ref #302478.13264 Objectives and Achivements

Notes

Follow on Issues

Conclusion

(16.4) Achievement of Quality Policy and Objectives.

Objective Achievement of Quality Policy and Objectives. Confirm still suitable and happy to continue with current. Confirm still suitable

Report References

Ref #302478.13264 Objectives and Achievements

Notes

Follow on Issues

Conclusion

(16.5) Changes to the Management system

Objective Review any Changes to the Management system. Ensure everyone is happy with current system. Assess the effectiveness of the system.

Report References

Ref #302478.13281 ISO 13485 Route Map

Notes

Follow on Issues

Conclusion

(16.6) Changes to CE marked products

Objective Review any Changes to CE marked products, current or those in their lifespan.

Report References

Notes

Follow on Issues

Conclusion

(16.7) External Parties risks and opportunities review

Objective Review External Parties risks and opportunities. Confirm all happy with current.

Report References

Ref #302478.13280 Needs and Expectations External Parties Viamed

Notes

Follow on Issues

Conclusion

(16.8) New products

Objective Discuss any possible new products.

Report References

Notes

Follow on Issues

Conclusion

(16.9) Advisory notices & recalls

Objective Review any Advisory notices or recalls of our products.

Report References

Notes

No Recalls

Follow on Issues

Conclusion

(16.10) Possible system changes

Objective Review any system changes.

Report References

Notes

Follow on Issues

Conclusion

(16.11) Recommendations or improvement

Objective Review and discuss any Recommendations or improvement

Report References

Notes

Follow on Issues

Conclusion

(16.12) Results of internal audits / Mini Audits

Objective Review the results of internal audits / Mini Audits over the last 12 months. Check everyone is happy with the status of the current years Audits. Reviewed Audit scheduled for next year.

Report References

Ref #302478.13286 Mini Audit Reviews

Ref #302478.13287 Viamed Audit Calender 2022 Completed Audits

Ref #302478.13291 summary of 2022 audit next actions

Ref #302478.13288 2023 Outstanding Audits and current status

Notes

1 Outstanding Issue on the Mini rolling Audits, ongoing investigation into CA Mark

Follow on Issues

Conclusion

(16.13) Audits Meeting Closure

Objective To agree the current schedule of Top Level audits

Report References

Ref #302478.13298 Audits Calender Viamed

Notes

Follow on Issues

Conclusion

(17.0) Company Issues

Objective Review Company Issues.

Report References

Notes

Follow on Issues

Conclusion

(17.1) GDPR

Objective Review GDPR and ensure it is current.

Report References

Ref #302478.13292 Viamed Group of Companies GDPR Privacy Policy ID113160

Notes

Follow on Issues

Conclusion

(17.2) Review of responsibilities

Objective Review the organisation chart. Check everyone is happy with current responsibilities.

Report References

Ref #302478.13274 VM3COP02.02 Viamed Company Responsibility's organisation chart structure

Ref #302478.13275 roles and responsibility's

Notes

Follow on Issues

Conclusion

(17.3) Resources required

Objective Do we need to change any resources, discuss all areas do they need any further resources. Review Equipment, Training, Staffing, Standards, Systems, Building fabric.

Report References

Notes

Follow on Issues

Conclusion

(18.0) Building fabric Issues

Objective Review Building fabric Issues.

Report References

Notes

Follow on Issues

Conclusion

(19.0) Responsibilities, Staff , Training Issues

Objective Discuss any possible training requirements. Discuss the effectiveness of training is it effective, are the staff competent. Is any further training planned.

Report References

Ref #302478.13263 Compentance Office Staff and goods out

Ref #302478.13265 Staff Internal Training 2023

Notes

Follow on Issues

Conclusion

(19.1) Staff Appraisals

Objective All staff appraisals to be carried out within 18 Months of Last appraisal or first Hiring

Report References

Ref #302478.13271 Staff Appraisals

Notes

Follow on Issues

Conclusion

(20.0) Distributor Issues

Objective Review Distributor Issues.

Report References

Notes

Follow on Issues

Conclusion

(21.0) Supplier Issues and review

Objective supplier reviews up to date

Report References

Ref #302478.13224 Supplier Review Overview

Notes

Follow on Issues

Conclusion

(21.1) Supplier / subcontractor performance

Objective Review any Supplier / subcontractor performance.

Report References

Notes

Follow on Issues

Conclusion

(22.0) Any other Business

Objective Make sure everything is covered and renewed, ask all present to consider if any thing has been missed

Report References

Notes

Follow on Issues

Conclusion

(22.1) Review Management Meeting Headers

Objective To make sure no areas have been missed. Is the agenda suitable and up to date

Report References

Ref #302478.13299 Agenda Headers to be agreed

Notes

Follow on Issues

Conclusion