

## QC 21 Non Conformance Report

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| Date   | 16/05/23   |
| Viamed / VST* Issue id<br>unique identifier<br><b>*delete as appropriate</b>                           | <b>295334</b>  |
| BSI Ref (if applicable)<br>unique identifier   | 2342435-202305-N3  |
| Responsibility<br>Person Overall responsible   | Derek Lamb   |
| Non-Conformance<br>statement of the problem  | 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.   |
| Investigation By:<br>Person responsible  | Derek Lamb   |
| Investigation<br>Root Cause Analysis<br>Issue id (if applicable)                                       | <p>We did not assess Viamed Ltd the same way we assess other suppliers. We have a very close relationship with Viamed Ltd as the owners, directors, computers, software, staff, building and infrastructure are all the same for both companies.</p> <p>This has meant we have not fully assessed Viamed Ltd, we should have treated Viamed Ltd as we do all other suppliers.</p> <p>With this being the case the supplier review was not conducted as if Viamed Ltd was an external supplier, but treated as the same entity as Vandagraph Sensor Technologies Ltd.</p> |
| Corrective Action By:<br>Person responsible  | Derek Lamb   |
| Corrective Action<br>Issue ID (if applicable):<br>Relevant Immediate Corrective action (if applicable) | Carry out training with the staff responsible for supplier review to ensure that they are fully aware that Viamed Ltd is to be assessed fully and in line with the procedures for all other supplier reviews.  |

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| <b>Time Scale for Immediate Corrective Action</b><br>Time for completion of all identified actions                   | Immediate action will be carried out in One week, by 18 <sup>th</sup> May 23.                               |
| <b>Corrective Action:</b><br>Relevant and Proportionate Corrective Action  | We will carry out a Supplier review in Viamed Ltd to the same standard as we would for all other suppliers. |
| <b>Time Scale for Corrective Action</b><br>Time for completion of all identified actions                             | All corrective action will be carried out within one month, by 11 <sup>th</sup> June 23                     |
| <b>Risk Review</b><br>Confirm action does not have negative affects and/or risks to any other part of the ISO system |   |
| <b>Follow-up future issue id (Effectiveness verification)</b>  |   |
| <b>Effectiveness verification</b>  |   |
| <b>Closed By:</b>  |   |
| <b>Closed on</b>   |   |