⚠ ⭐ 🔵 🌐 ⚙ 📋 📄 ❓ W 🔲 🖼 🟢 **Derek Lamb** *1 Calls* 100 Issues *9 Unread* 26 ISO Tasks | **New Holiday** 19.90 °C

[dropdown] Search 🔍 ⧉ ↩

CH 04:30:00 PM For 1 Hours, SL Full

🏠 home   🗄 crm   👤 employee   ISO iso   📝 meetings   OPERA DATA opera   ⚙ producti   🔄 returns   📊 sales   📦 stock   📗 stockboo   ✖ x

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

Any Returns to Escalate Will Show Here :
🔍 68597
CID: 3091 Royal Brompton and Harefield 3091
Return Review By: Michael Green
Return Review On : 19 12 2023
Selection Text: Repair - Non Conformance
Issue Subject: Possible Nonconformance

[Sign Off]

Show All Returns Reviews

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	☑	☐	☐	☐	☐	☐	☐

Audit Management 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
343909 15 Oct 2024	Audit 18 Management Review VST (188)	☐	☐	☐	☐	☐	☐	☐

Helen 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

Non Conformance Issues

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

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343889 14 Oct 2024	Order Error : 152774 Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 152774
Order Entered by Emily Hanson
Order Checked by Aqib Majeed
Office
Error was Address Error - Office
Fault:
Mistake in Invoice address duplicate road name

Possible Fix
passed back to office to correct

Non Conformance Issues

| 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
343820 14 Oct 2024	Order Error : 152725 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 152725
Order Entered by Sophie Lines
Order Checked by Emily Hanson
Office
Error was Carriage - office
Fault:
Memo states to send Royal Mail 2nd Class - office have processed as UPS. Asked CG to clarify number that can be sent RM and will update memo.

Possible Fix
Staff to process as RM2C as per memo.

Non Conformance Issues

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

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343727 11 Oct 2024	Shipped Items Return to Supplier BOX1000	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1000 warrant a NON conformance report via the CAPA process VM3COP10

14 Oct 2024 Derek Lamb
Manufacturing defect, loose PCB. Slip ring contacts are not properly attached to cell housing. Matched pair Country of Origin: Germany Custom Value: 5.00 euro so far appears to be a one off, maybe a second in x amount of time, no cap required

Non Conformance Issues

VST

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
343025 07 Oct 2024	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

15 Oct 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Aug 24. Nothing of concern or to be investigated or reported on in Non Con issues. 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. Order Invoice Error Logs - no issue, nothing to worry about. Non Conformance, complaints and feedback headers reviewed nothing new no concerns. Non Conformance issues review screen - No issues not already reviewed above in log. No other feedback issues relating to non conformances that need to be monitored or reviewed. Derek please review the above

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
343024 07 Oct 2024	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 Oct 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Sept 24. Issue 342597 - R17AH high failure rate. under review. Nothing else of concern or to be investigated or reported on in Non Con issues. 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. Order Invoice Error Logs - no issue, nothing to worry about. Non Conformance, complaints and feedback headers reviewed. Issues 343889 343820 343727 343426 342609 minor office processing issues. Not concerned about. We are short staffed at the moment so hopefully this will get better. Nothing else new no concerns. Derek please review the above

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
343018 07 Oct 2024	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 Oct 2024 Derek Lamb
doing full review for directors meeting

Non Conformance Issues

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
342609 02 Oct 2024	0110127 QA Data Requires Risk / Non Conformance Review Sep 2024	☑	☐	☐	☐	☐	☐	☐

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	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
342229 27 Sep 2024	Order Error : 152445 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 152445
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Director
Error was New Error
Fault:
System Error - Unable to find order on Active List. Messaged DL to review

Possible Fix

Audit Contract 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
342152 26 Sep 2024 339678	Audit 02 Contract Review VST (187) updating task ids	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
please find the updated audit attached, removed , no longer used task IDs re credit cards. We no longer write these out so no need to shred them

27 Sep 2024 Derek Lamb
Done

Audit Contract Review

Viamed	Vandagraph	VST	Human Med	Viamed Properties	The Pointless Logo Company

Issue / Primary	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or	Reviewed Non Conformity / Complaint and	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed	Verify Action does not adversely affect	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	determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	Safety Performance or regulatory requirements	action reviewed
342151 26 Sep 2024 339670	Audit 02 Contract Review Viamed (36) updating task ids	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
please find the updated audit attached, removed , no longer used task IDs re credit cards. We no longer write these out so no need to shred them

27 Sep 2024 Derek Lamb
Done

Audit 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
341930 25 Sep 2024	Review Paper Customer Complaints File (75)	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Review Paper Customer Complaints File

Non Conformance Issues
| Viamed | Vandagraph | VST | Human Med | Viamed Properties | The Pointless Logo Company |

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341623 21 Sep 2024	Shipped Items Return to Supplier BOX993	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX993 warrant a NON conformance report via the CAPA process VM3COP10

26 Sep 2024 Derek Lamb
vst jjcr normal oxygen sensor type fails

Non Conformance Issues
| Viamed | Vandagraph | VST | Human Med | Viamed Properties | The Pointless Logo Company |

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341548 20 Sep 2024	Order Error : 152319 New Error	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 152319
Order Entered by Sophie Lines
Order Checked by Emily Hanson

Warehouse
Error was New Error
Fault:
Order not fulfilled on Shopify Admin Page.

Possible Fix
Done

Audit Training

| 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
341465 19 Sep 2024 333809	Audit 08 Training Viamed (10) Question 7 incorrect task number.	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Michael Lamb sent to Helen Lamb
Question 7 incorrect task number. Please update the document 303 is not valid needs to be 560 and 380

19 Sep 2024 Helen Lamb
Done

10 Oct 2024 Michael Lamb

Non Conformance Issues
Viamed

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341310 18 Sep 2024	Shipped Items Return to Supplier BOX995	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX995 warrant a NON conformance report via the CAPA process VM3COP10

18 Sep 2024 Derek Lamb
maxtec nonlinear Non Linear

18 Sep 2024 Derek Lamb
reviewed, non linear sensor no capa required 0110429

Non Conformance Issues
Viamed

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341215 17 Sep 2024	Non Conformance: Orders Missing Forward Order Dates	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Catrin Hird sent to Derek Lamb
Over the last couple of months we have had a couple of orders which have either been sent out early or nearly sent out early: 1. Automation Partnership CID5550 CVM151773, customer requested delivery date 10-12-2024. Dispatched and invoiced 21-08-2024. 2. Ecastec CID10880 CVM152101, customer requested delivery date 07-10-2024. Invoiced 09/09 - the customer received an email dispatch notification and asked why it had been shipped early. So it was stopped just before UPS collected but still showing on the system as invoiced on this date - CG stated that HL is amending the invoice date but the system also needs to reflect this in case the customer tries to claim under warranty next year. To prevent this from happening again, should we implement a rule where dispatch dates are flagged in the

system and set as a P8 until the customer is contacted to confirm their delivery requirements? Or should we always adhere to the requested delivery date, even if stock is available earlier? The only issue with both this options, is I think the date has just been overlooked on the order and therefore both above options wouldn`t have flagged this.

18 Sep 2024 Derek Lamb
its the part ship flag we think, me and cathy were trying to work it out, pretty sure thats whats causing it

20 Sep 2024 Catrin Hird
My understanding is they missed the forward order date on the PO. The due date on the lines wasn`t the requested date by the customer. Part ship was not selected.
1. Due date set as 21.08.24 for each line so therefore was dispatched. 2. Due date set as 10.09.24 for each line so therefore was dispatched.

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
341119 17 Sep 2024	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 Sep 2024 Derek Lamb
inbox upto date, issue with aqibs pc;s getting replaced this week

Non Conformance Issues

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

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340898 13 Sep 2024	Order Error : 151773 Date error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 151773
Order Entered by Emily Hanson
Order Checked by Aqib Majeed
Office
Error was Date error
Fault:
Forward order date missed, sent out 100 sensors 3.5 months early.

Possible Fix
Checking needs to be more vigilant when checking orders.

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
340652 11 Sep 2024	Order Error : 152101 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 152101
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office

Error was New Error
Fault:
Order inputter and checker missed that this order was to be dated for shipping in october, if was noticed by the customer once they had received their delivery notification and they emailed us in to point out the mistake. UPS was late so i was able to remove the box from the collection shelf.

Possible Fix
We will need to credit the order, put the order back on the system for the correct date, and put the full order back into stock

Non Conformance Issues
Viamed

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340492 09 Sep 2024	Order Error : 151975 Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 151975
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Address Error - Office
Fault:
wrong invoice address

Possible Fix
better checking input 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 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
340253 05 Sep 2024	Shipped Items Return to Supplier BOX992	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX992 warrant a NON conformance report via the CAPA process VM3COP10

09 Sep 2024 Derek Lamb
automotive sensors, normal supplier return no capa required (0110117

Non Conformance Issues
Viamed

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340143 05 Sep 2024	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

16 Sep 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Aug 24. Issues 339732, 339781, 339782, sensor returns . 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. Order Invoice Error Logs - no issue, nothing to worry about. Non Conformance, complaints and feedback headers reviewed. Issues 338790 and 337878 Positive feedback received. Non conformance issues 337714, 337939, 339868, 340492, 340652, 340898 reviewed A couple where the forward date has been missed, and some checking errors. I have reminded the office to be more careful and take a bit more time. Short staffed at the moment so hopefully this will get better. Nothing else new no concerns. New staff training so I would expect there to be more moving forward for a few months. Derek please review the above

18 Sep 2024 Derek Lamb
thank you

Audit Analysis of Data

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
340138 05 Sep 2024	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 Oct 2024 Derek Lamb
doing full review for directors meeting

Audit Documentation Control

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
339882 03 Sep 2024	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

17 Sep 2024 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	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

		Non conformance / or dealt with in s						
339868 02 Sep 2024	Quantity discounts not applied to a quote	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Steve Hardaker sent to Derek Lamb
Not sure if this is a system error, an admin error or both. QVM151795 for Glenfield (attached) has 25-off 0110429 at the 1-off pricing, the discounts have not been applied and this was missed in checking.

Non Conformance Issues

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
339782 02 Sep 2024	0110137 QA Data Requires Risk / Non Conformance Review Aug 2024	☑	☐	☐	☐	☐	☐	☐

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	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
339781 02 Sep 2024	0110117 QA Data Requires Risk / Non Conformance Review Aug 2024	☑	☐	☐	☐	☐	☐	☐

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

Audit Purchasing

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
339679 02 Sep 2024	Audit 05 Purchasing Suppliers VST (190)	☐	☐	☐	☐	☐	☐	☐

Helen 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

Audit Purchasing

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	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	Verify Action does not adversely affect Safety Performance or	Effectiveness of corrective action reviewed

		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	Issue requiring a corrective action plan			implementation QC 28b	regulatory requirements	
339671 02 Sep 2024	Audit 05 Purchasing Suppliers Viamed (37)	☐	☐	☐	☐	☐	☐	☐

Helen 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

Audit Contract 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
339670 02 Sep 2024	Audit 02 Contract Review Viamed (36)	☐	☐	☐	☐	☐	☐	☐

Helen 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

26 Sep 2024 Helen Lamb
Created Related Issue #342151
Added by Helen Lamb sent to Derek Lamb
please find the updated audit attached, removed , no longer used task IDs re credit cards. We no longer write these out so no need to shred them

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
339056 23 Aug 2024	Shipped Items Return to Supplier BOX994	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX994 warrant a NON conformance report via the CAPA process VM3COP10

04 Sep 2024 Derek Lamb
old Capnograph VM-2500-S , ring fault, sending back to bp no cap required

Non Conformance Issues
VST

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
339028 23 Aug 2024	Shipped Items Return to Supplier BOX997	☐	☐	☐	☐	☐	☐	☐

Steve Nixon
Does this Return BOX997 warrant a NON conformance report via the CAPA process VM3COP10

04 Sep 2024 Derek Lamb

Next Action Changed From Derek Lamb To Steve Nixon Dive soft, known issue: solved by Steve Nixon,

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
338560 19 Aug 2024 336814	Audit 19 Health And Saftey Viamed (13) Health and Safety Questionnaire attached.	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Helen Lamb sent to Helen Lamb
Please find the Health and Safety Questionnaire attached. Please fill this in and return to me. This is also a reminder that all the Health and Safety Documents are available in the document index and if you are unsure about any aspect of Health and safety you should go and have a read of the relevant section. If you have any concerns relating to the health and safety please let us know.

19 Aug 2024 Helen Lamb
form completed and attached Done

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
338443 19 Aug 2024	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.

21 Aug 2024 Derek Lamb
upto date

21 Aug 2024 Derek Lamb
upto date

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
338440 19 Aug 2024	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

21 Aug 2024 Derek Lamb
emails 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
337939 12 Aug 2024	Order Error : 151543 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 151543
Order Entered by Aqib Majeed
Order Checked by Robert Connor
Goods Out
Error was New Error
Fault:
Order not fulfilled at time of shipping

Possible Fix
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
337714 08 Aug 2024	Order Error : 151509 Incorrect Goods added to the order	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 151509
Order Entered by Sophie Lines
Order Checked by Aqib Majeed
Office
Error was Incorrect Goods added to the order
Fault:
Order does not match the purchase order that the customer has sent in, we have put two lines of the same item on the order but in fact, it should be different stock items

Possible Fix
passed back to the office

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
337249 05 Aug 2024	Objective To have no outstanding Audits over 90 days	☑	☐	☐	☐	☐	☐	☐

General
05 Aug 2024 Derek Lamb
audits technically pto datye, some closure slowed down as we seperating vst and viamed audits

Non Conformance Issues
Viamed

Issue / Primary	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or	Reviewed Non Conformity / Complaint and	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed	Verify Action does not adversely affect	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	determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	Safety Performance or regulatory requirements	action reviewed
337081 05 Aug 2024	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

13 Aug 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st July 24. 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. Order Invoice Error Logs - no issue, nothing to worry about. Non Conformance, complaints and feedback headers reviewed. Issues 336248, 335640 and 336244 positive feedback. Five order entry errors 337939, 337714, 336621, 336016, 335693. Mixed staff no trend. Will keep an eye on. Nothing else new no concerns. New staff training so I would expect there to be more moving forward for a few months. Derek please review the above

14 Aug 2024 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
337075 05 Aug 2024	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 Aug 2024 Derek Lamb
nothing of concern outstanding

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
336824 01 Aug 2024	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

17 Sep 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb both completed audits attached please review

20 Sep 2024 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
336814 01 Aug 2024	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

19 Aug 2024 Helen Lamb
Created Related Issue #338560
Added by Helen Lamb sent to Helen Lamb
Please find the Health and Safety Questionnaire attached. Please fill this in and return to me. This is also a reminder that all the Health and Safety Documents are available in the document index and if you are unsure about any aspect of Health and safety you should go and have a read of the relevant section. If you have any concerns relating to the health and safety please let us know.

21 Aug 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached. nothing outstanding please review

10 Sep 2024 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
336621 30 Jul 2024	Order Error : 151334 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 151334
Order Entered by Kate Griffiths
Order Checked by Emily Hanson
Goods Out
Error was New Error
Fault:
Order not fulfilled on Shopify

Possible Fix
Done, I think we need something added to the screen to state requires fulfilment on Shopify to remind them. All Viamed orders start with VIAWEB, all Vandagraph at VANWEB.

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
336140 24 Jul 2024	Shipped Items Return to Supplier BOX989	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX989 warrant a NON conformance report via the CAPA process VM3COP10

24 Jul 2024 Derek Lamb
capnograph reading problem returning to ssipplier, unit 10 years old

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
336139 24 Jul 2024	Shipped Items Return to Supplier BOX990	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX990 warrant a NON conformance report via the CAPA process VM3COP10

31 Jul 2024 Derek Lamb
capnograph for test, 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
336016 23 Jul 2024	Order Error : 151214 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 151214
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Warehouse
Error was New Error
Fault:
Order not fulfilled on Shopify when invoiced.

Possible Fix
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
335693 18 Jul 2024	Order Error : 151150 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 151150
Order Entered by Aqib Majeed
Order Checked by Sherralee Lamb
Office
Error was Carriage - office
Fault:
Incorrect amount of carriage entered and the cost is incorrect

Possible Fix
Passed back to office to correct.

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
335457 17 Jul 2024	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 2024 Derek Lamb
upto date 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
335178 15 Jul 2024	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

16 Aug 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Completed audit attached. Nothing outstanding please review

10 Sep 2024 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
334359 05 Jul 2024	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 Jul 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st June 24. Issue 333950 regarding unread issues. Issue 334002 high failure rate of 0110137s due to a repair. 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. Order Invoice Error Logs - New member of staff. So increase in rise in input errors. Nothing to worry about just

yet will keep an eye on it. Non Conformance, complaints and feedback headers reviewed nothing new no concerns. Non Conformance issues review screen - Positive feedback from Hunter and co issue 334203. Some general errors but nothing out of the ordinary. Especially with new staff. No issues. No other feedback issues relating to non conformances that need to be monitored or reviewed. New staff training so I would expect there to be more moving forward for a few months. Derek please review the above

16 Jul 2024 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
334353 05 Jul 2024	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 Jul 2024 Derek Lamb
reviewed , no issues found

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
334154 03 Jul 2024	Shipped Items Return to Supplier BOX987	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX987 warrant a NON conformance report via the CAPA process VM3COP10

03 Jul 2024 Derek Lamb
Sensor Mechanically Broken Returned maxtec

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
334078 02 Jul 2024	Order Error : 150863 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 150863
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Office
Error was Carriage - office
Fault:
wrong carriage line on order

Possible Fix
passed back to office to change

Non Conformance Issues

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
333950 01 Jul 2024 195322	Calibration and functional check procedures Non Conformance	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Catrin Hird sent to Derek Lamb
This issue is being left unread and not actioned. Still awaiting a number of procedures to be written/reviewed. See spreadsheet:https://docs.google.com/spreadsheets/d/1n63Y35y_w4wknLoQEiKeAGf9-YohTeui/edit?usp=sharing&ouid=101675904984454273920&rtpof=true&sd=true

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
333926 01 Jul 2024	Order Error : 150604 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 150604
Order Entered by Kate Griffiths
Order Checked by Kate Griffiths
Vandagraph Office
Error was New Error
Fault:
Order not fulfilled on Vandagraph Shopify

Possible Fix
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
333925 01 Jul 2024	Order Error : 150602 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 150602
Order Entered by Kate Griffiths
Order Checked by Zoey Teal
Vandagraph Office
Error was New Error
Fault:
Order not fulfilled on Vandagraph shopify

Possible Fix
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
333924 01 Jul 2024	Order Error : 150422 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 150422
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Vandagraph Office
Error was New Error
Fault:
Order not fulfilled on Vandagraph Shopify

Possible Fix
Done

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
333813 01 Jul 2024	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

06 Aug 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached no outstanding issue. Please review

14 Aug 2024 Derek Lamb
Done Done

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
333809 01 Jul 2024	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

05 Jul 2024 Derek Lamb

Next Action Changed From Derek Lamb To Michael Lamb

19 Sep 2024 Michael Lamb
Created Related Issue #341465
Added by Michael Lamb sent to Helen Lamb
Question 7 incorrect task number. Please update the document 303 is not valid needs to be 560 and 380

19 Sep 2024 Michael Lamb

Next Action Changed From Michael Lamb To Derek Lamb Audit completed and attached please review

19 Sep 2024 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
333394 25 Jun 2024	Order Error : 150521 Missing Stock items - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 150521
Order Entered by Aqib Majeed
Order Checked by Emily Hanson
Office
Error was Missing Stock items - Office
Fault:
Order processing and checking error. Missed off FOC sensors for monitors.

Possible Fix
FOC order raised

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
333035 20 Jun 2024	Shipped Items Return to Supplier BOX984	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX984 warrant a NON conformance report via the CAPA process VM3COP10

21 Jun 2024 Derek Lamb
for calibration return

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
332534 17 Jun 2024	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 Jun 2024 Derek Lamb
uptodate

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
331854 10 Jun 2024	Audit 10 Documentation Control Viamed (27)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated BSI Audits Calendar BSI Audit Documentation Control 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

10 Jul 2024 Helen Lamb

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

12 Jul 2024 Derek Lamb
thasnkyou

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
331492 05 Jun 2024	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 Jun 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Order Invoice Error Logs - no issue, nothing to worry about. Non Conformance, complaints and feedback headers reviewed nothing new no concerns. Checked back through all Non Conformance issues (not automatically generated) to 1st May 24. 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 - Change of the QC21 form from VST BSI visit resulting. No issues. 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. Non Conformance, complaints and feedback headers reviewed nothing new no concerns. New staff training so I would expect there to be more moving forward for a few months. Derek please review the above

14 Jun 2024 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
331487 05 Jun 2024	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 Jun 2024 Derek Lamb
reviewed in full last week during the bsi audit 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
331475 04 Jun 2024	Order Error : 140319 Spelling Mistake - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 140319
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Office
Error was Spelling Mistake - office
Fault:
Spelling Mistake in del and inv address, also missed by checker

Possible Fix
passed back to office to correct

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
331148 31 May 2024	Order Error : 150002 paperwork not printed correctly goods out	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 150002
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Goods Out
Error was paperwork not printed correctly goods out
Fault:
Missed a serial number on customer paperwork. All items were correctly scanned to the order, just only put one out of two serial numbers on the paperwork

Possible Fix
Passed to helen to up date the documents

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
331035 30 May 2024	Order Error : 150255 Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 150255

Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Office
Error was Checking error
Fault:
Down as a pri 4 but with UPS delivery (ups should be a pri 3) nont sure what service they want

Possible Fix
passed back to office to correct order

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
330792 28 May 2024	Order Error : 150143 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 150143
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Goods Out
Error was New Error
Fault:
Order not fulfilled on website

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
330777 28 May 2024	Order Error : 150165 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 150165
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Office
Error was Carriage - office
Fault:
Down as Recorded delivery on a pri 4, but its an expensive oxygen montor and should be UPS on a pri 3, customer has paid for UPS service through shopify and its stated on the order.

Possible Fix
passed back to office to correct

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

| 330610 28 May 2024 | Wrong weight and dims given to customer | ☑ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

Helen Lamb
Added by Catherine Spence sent to Helen Lamb
RAN148765-1 the weights and dimensions were given to vandagraph office to give to the customer to arrange collection of their parcel, after the parcel was collected it appears that l gave them the wrong details. I must have looked at the wrong box when giving them the info and checked properly: gave them 23x15x15cm 0.50kg and should have been 5.60kg 61x47x25cm. Completely my fault

29 May 2024 Helen Lamb
Mike said it was ok to go as they have so many problems getting through to them.

01 Jun 2024 Catherine Spence

01 Jun 2024 Catherine Spence

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
330609 28 May 2024	Order Error : 148765 Carriage - goods out	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148765
Order Entered by Ryan Swaine
Order Checked by Aqib Majeed
Goods Out
Error was Carriage - goods out
Fault:
Gave incorrect weights and dims to vanagraph office for this parcel for shipment by DHL

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
330544 24 May 2024	Order Error : 149922 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149922
Order Entered by Sophie Lines
Order Checked by Aqib Majeed
Goods Out
Error was New Error
Fault:
Shopify Order not Fulfilled.

Possible Fix

Non Conformance Issues
Viamed

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		Product Failure but no requirement to Escalate Non conformance / or dealt with in s						
330108 21 May 2024	Shipped Items Return to Supplier BOX975	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX975 warrant a NON conformance report via the CAPA process VM3COP10

23 May 2024 Derek Lamb
viamed maxtec monitors failed qa, 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
329967 20 May 2024	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 May 2024 Derek Lamb
think i fixed this page - given ryan a nudge to test t again

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
329964 20 May 2024	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

12 Jun 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit completed by Myself and Michael. No issues nothing ongoing

12 Jul 2024 Derek Lamb
thankyou

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
329817 17 May	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

2024								

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 May 2024 Derek Lamb
mail box empty, 60gb free

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
329794 17 May 2024	Order Error : 149971 Ebay error - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149971
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Non Selected
Error was Ebay error - office
Fault:
Customer ordered same item twice within a minute of each other. Office didn`t query with customer whether it was a duplicate. Customer 3 hours later messaged to cancel one of the orders but we had already processed.

Possible Fix
Always assume 2 orders for the same item from the same customer within a short time frame are duplicates and to check with customer.

Audit CE Files

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
329780 16 May 2024 324480	Audit 12 CE Files Viamed (16) - RG" now replaced with Online Registration Protocol	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
Audit needs to be updated question 8 as RG" is now Online Registration Protocol reword audit to reflect registration of UKRP products.

16 May 2024 Helen Lamb
RG2

30 Sep 2024 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
329657 16 May 2024	Order Error : 149918 Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149918
Order Entered by Ryan Swaine
Order Checked by Aqib Majeed

Office
Error was Checking error
Fault:
Wrong priority for the service of carriage used

Possible Fix
given back to office yo correct

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
329490 14 May 2024	Order Error : 149884 Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149884
Order Entered by Aqib Majeed
Order Checked by Michael Lamb
Office
Error was Address Error - Office
Fault:
The shipping and invoice address have been entered incorrectly from shopify, checker also missed it

Possible Fix
need to be edited

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
329458 14 May 2024	Order Error : 149873 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149873
Order Entered by Aqib Majeed
Order Checked by Emily Hanson
Office
Error was New Error
Fault:
Incoterms incorrect. should be CPT as we are sending foc by ups, but is down as exw

Possible Fix
fixing

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
329349 13 May 2024	Order Error : 149856 Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149856
Order Entered by Aqib Majeed
Order Checked by Janine Gill
Office
Error was Address Error - Office
Fault:
Capitalisation incorrect. 15 Goodwood close

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
329104 09 May 2024 327856	Audit 22 Post Market Survellance Viamed (14) Non Conformance - Overdue Rolling task issues	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
Overdue Rolling task issues tasks 267 issue 327860, tasks 268 issue 327234, task 1096 issue 311115 all have more than one issue overdue / outstanding. task 672 issue 324008 outstanding task 676 issue 325360 outstanding both have one outstanding over due issues.

10 Jun 2024 Derek Lamb
no need to escalte non conformance, gave sn a nudge, he completed his issues

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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
328863 07 May 2024 328009	Audit 15 Production Viamed (28) Q12 The production start jobs list	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Catherine Spence
When checking the production start jobs list i have to check for those older than a month. There are two older on the list. PS3596 Jan 24 and PS3623 March 24 (is this a real job) Can you review and let me know, thanks

08 May 2024 Catherine Spence
PS3623 has been requested to be killed as the part number is incorrect noticed it the other week and asked for it to be amended, was told it would be easier to kill, thought it had been done, but had not , have asked again for this to be killed as l am unable to do so. will ask for PS3596 to be killed as no longer needed

17 May 2024 Helen Lamb

Next Action Changed From Catherine Spence To Derek Lamb

20 May 2024 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

| 328649 07 May 2024 | 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 May 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st April 24. Issues 327056, 327856 and 329104 rolling tasks not completed in terms. Issue 328009 Production Jobs issue from audit 15. 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. No other feedback issues relating to non conformances that need to be monitored or reviewed. No other feedback issues relating to non conformances that need to be monitored or reviewed. Order Invoice Error Logs - 6 Input errors in April Nothing major to worry about. New staff training so I would expect there to be more moving forward for a few months. Derek please review.

16 May 2024 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
328638 07 May 2024	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.

17 May 2024 Derek Lamb
reviewed chased people as required to get ontop of issues

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
328359 03 May 2024	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
03 May 2024 Derek Lamb
audits reasonably upto date,
Mike lamb now had external iso 13485 auditor training, will be revisiting the audit methods

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	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

		Non conformance / or dealt with in s						
328171 02 May 2024 328166	0110361 QA Data Requires Risk / Non Conformance Review Apr 2024	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
jiko sensor known higher than normal yield for the sensors, no cap 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
328166 02 May 2024	0110361 QA Data Requires Risk / Non Conformance Review Apr 2024	☑	☐	☐	☐	☐	☐	☐

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

02 May 2024 Derek Lamb
Created Related Issue #328171
Added by Derek Lamb sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
jiko sensor known higher than normal yield for the sensors, no cap required

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
328009 01 May 2024	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

07 May 2024 Helen Lamb
Created Related Issue #328863
Added by Helen Lamb sent to Catherine Spence
When checking the production start jobs list i have to check for those older than a month. There are two older on the list. PS3596 Jan 24 and PS3623 March 24 (is this a real job) Can you review and let me know, thanks

07 May 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached issue 328863 outstanding no other issues . Please review

08 May 2024 Derek Lamb
thankyou

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	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

		Non conformance / or dealt with in s						
[327856 30 Apr 2024](#)	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

09 May 2024 Helen Lamb
Created Related Issue #329104
Added by Helen Lamb sent to Derek Lamb
Overdue Rolling task issues tasks 267 issue 327860, tasks 268 issue 327234, task 1096 issue 311115 all have more than one issue overdue / outstanding. task 672 issue 324008 outstanding task 676 issue 325360 outstanding both have one outstanding over due issues.

09 May 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed issue attached issues outstanding 327860, 327234, 31115 all referenced in issue s329104. and on the VST audit , these are from the rolling tasks please 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
[327664 26 Apr 2024](#)	Order Error : 139567 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 139567
Order Entered by Sophie Lines
Order Checked by Catherine Spence
Office
Error was New Error
Fault:
Invoicing Error - Not invoiced on B2B Router when all completed. Was still showing as active order. All ones today have now been cleared.

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
[327663 26 Apr 2024](#)	Order Error : 149053 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149053
Order Entered by Janine Gill
Order Checked by Catherine Spence
Office
Error was New Error
Fault:
Invoicing Error on B2BRouter - not invoiced.

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary	Subject/Notes	Minor Internal Error i.e. not ISO Non	Reviewed Non Conformity /	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	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
327660 26 Apr 2024	Order Error : 149411 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149411
Order Entered by Janine Gill
Order Checked by Aqib Majeed
Office
Error was New Error
Fault:
Invoice Error - Not invoiced on B2B Router against order.

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
327160 22 Apr 2024	Shipped Items Return to Supplier BOX969	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX969 warrant a NON conformance report via the CAPA process VM3COP10

22 Apr 2024 Derek Lamb
viamed max sensor, no cap 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
327056 19 Apr 2024 323161	Audit 09 Goods Inward And Product Identity Viamed (170) Non Conformance	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
task 673 and its audit 674 there is a back log of issue that are uncompleted. They are well out of terms.

03 May 2024 Derek Lamb
chased up with sn today, each issue has new entry to the tables to be done, will be done soon

13 Jun 2024 Helen Lamb673 still not completed more recent one has been done

21 Jun 2024 Derek Lamb
updated, however for the time beingt he cross reference updates are on hold until the orantech dataset is finished

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
326920 18 Apr 2024	Order Error : 149088 Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149088
Order Entered by Steve Nixon
Order Checked by Sophie Lines
Office
Error was Checking error
Fault:
Missed the town off the order

Possible Fix
corrected myself and given to helen to upload fixed order

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
326690 17 Apr 2024	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 2024 Derek Lamb
email box 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
326629 16 Apr 2024	Order Error : 148943 Missing Stock items - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148943
Order Entered by Sophie Lines
Order Checked by Kate Griffiths
Office
Error was Missing Stock items - Office
Fault:
Ordered two capnographs but there is only 1 x free of charge lingual sensor on the order

Possible Fix
passed back to office to add extra item, missed by person entering on order and checker

Non Conformance Issues
Viamed

Issue / Primary	Subject/Notes	Minor Internal Error i.e. not ISO Non	Reviewed Non Conformity /	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	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
326534 15 Apr 2024	Order Error : 149355 Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149355
Order Entered by Kate Griffiths
Order Checked by Emily Hanson
Non Selected
Error was Checking error
Fault:
Checker did not notice that the address had been entered in back to front on a couple of lines

Possible Fix
corrected for next time

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
326517 15 Apr 2024	Shipped Items Return to Supplier BOX970	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX970 warrant a NON conformance report via the CAPA process VM3COP10

15 Apr 2024 Derek Lamb
veterinary capnograph no capa required capnograph CO2 sensor problems

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
326408 15 Apr 2024	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

26 Apr 2024 Helen Lamb

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

06 Jun 2024 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
326141 10 Apr 2024	Order Error : 149044 Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149044
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Missing info - office
Fault:
Incorrect building number put on order and also missed in checking, found at time of invoicing.

Possible Fix
Corrected

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
326025 09 Apr 2024	Order Error : 149085 Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149085
Order Entered by Sophie Lines
Order Checked by Kate Griffiths
Non Selected
Error was Checking error
Fault:
Customers name was incorrectly added as Alistair.

Possible Fix
Should have been picked up in checking as email states Alastair. I have edited the CRM for the next order.

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
325904 08 Apr 2024	Order Error : 149203 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149203
Order Entered by Ryan Swaine
Order Checked by Aqib Majeed
Vandagraph Office
Error was Carriage - office
Fault:
on wrong priority, and also missed in checking, picked up in goods out at time of picking

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
325858 08 Apr 2024	Order Error : 149053 Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 149053
Order Entered by Janine Gill
Order Checked by Catherine Spence
Non Selected
Error was Missing info - office
Fault:
Purchase order received from customer, order uploaded but reference not updated.

Possible Fix
Add customer reference to order when received.

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
325634 05 Apr 2024	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 Apr 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Viamed Checked back through all Non Conformance issues (not automatically generated) to 1st March 24. 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. No other feedback issues relating to non conformances that need to be monitored or reviewed. Non conformance meeting header - Issue 323052, 323053 and 323968 Orders not marked sent in Shopify. Issue 324909 order on wrong account. The office will be training new staff so we will keep an eye on mistakes and see how we go and have a review in 3 months. Order Invoice Error Logs - Several incorrect information and Order Entry Error issues have arisen, these have been discussed with the office. Derek please review.

10 Apr 2024 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
325629 05 Apr 2024	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 Apr 2024 Derek Lamb
been bank holiday and shhort weeks, will check next month

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
325625 04 Apr 2024	Order Error : 148048 Missing Stock items - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148048
Order Entered by Janine Gill
Order Checked by Aqib Majeed
Office
Error was Missing Stock items - Office
Fault:
Part number 0140060 x 100 is missing off the order, but the order was a proforma, and was not added to that.

Possible Fix
Passed back to the office

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
325417 03 Apr 2024	Order Error : 148331 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148331
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Office
Error was Carriage - office
Fault:
Incorrect carriage line added to order, should be exw using own ups acc.

Possible Fix
passed back to office to re do

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
324909 27 Mar 2024	Order Error : 148994 Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148994

Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Address Error - Office
Fault:
Wrong account should have been managed services as per memo. Fixed address and re sent to customer.

Possible Fix
make sure to put on correct account

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
324482 25 Mar 2024	Review Paper Customer Complaints File (75)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Review Paper Customer Complaints File

26 Mar 2024 Derek Lamb
reviewed with SH last week

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
324480 25 Mar 2024	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

03 May 2024 Derek Lamb
Done

16 May 2024 Helen Lamb
Created Related Issue #329780
Added by Helen Lamb sent to Derek Lamb
Audit needs to be updated question 8 as RG" is now Online Registration Protocol reword audit to reflect registration of UKRP products.

16 May 2024 Helen Lamb
Audit completed and attached one related issue. Please review Derek

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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

324366 21 Mar 2024	Shipped Items Return to Supplier BOX968	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX968 warrant a NON conformance report via the CAPA process VM3COP10

26 Mar 2024 Derek Lamb
viamed calibrating checks, 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
323968 18 Mar 2024	Order Error : 148867 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148867
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Goods Out
Error was New Error
Fault:
Order not fulfilled on Shopify shop.

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
323847 18 Mar 2024	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 Mar 2024 Derek Lamb
email box upto date

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
323161 11 Mar 2024	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

19 Apr 2024 Helen Lamb
Created Related Issue #327056
Added by Helen Lamb sent to Derek Lamb
task 673 and its audit 674 there is a back log of issue that are uncompleted. They are well out of terms.

26 Apr 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Completed audit attached No issues outstanding, no other issues. Please review.

17 May 2024 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
323053 08 Mar 2024	Order Error : 148693 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148693
Order Entered by Sophie Lines
Order Checked by Kate Griffiths
Non Selected
Error was New Error
Fault:
Not marked as dispatched on Shopify, should be completed at time of dispatch so that the customer is informed.

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
323052 08 Mar 2024	Order Error : 148589 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148589
Order Entered by Aqib Majeed
Order Checked by Helen Lamb
Goods Out
Error was New Error
Fault:
Not marked as sent on Shopify

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

322638 05 Mar 2024	Shipped Items Return to Supplier BOX965	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX965 warrant a NON conformance report via the CAPA process VM3COP10

07 Mar 2024 Derek Lamb
maxtec oxygen sensor return 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
322637 05 Mar 2024	Shipped Items Return to Supplier BOX964	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX964 warrant a NON conformance report via the CAPA process VM3COP10

07 Mar 2024 Derek Lamb
normal o2 sensor returns 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
322636 05 Mar 2024	Shipped Items Return to Supplier BOX966	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX966 warrant a NON conformance report via the CAPA process VM3COP10

07 Mar 2024 Derek Lamb
normal o2 sensors being return , 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
322633 05 Mar 2024	Order Error : 146118 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 146118
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Office
Error was Carriage - office
Fault:
Delivery address was changed to another country, but the carriage service was not checked to see that they could still receive it, was UPS standard for the Netherlands, but changed to China, but the delivery service was not edited and was kept at standard, which is not a service for china. Not spotted until it had got to invoicing stage.

Possible Fix
Had to manually change the order at time of invoicing and update delivery note and invoice

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
322560 05 Mar 2024	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

11 Mar 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Feb 24. 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. No other feedback issues relating to non conformances that need to be monitored or reviewed. Non conformance meeting header - Several Order error issues have arisen, these have been discussed with the office. Order Invoice Error Logs - No issues. Derek please review.

13 Mar 2024 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

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322552 05 Mar 2024	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.

14 Mar 2024 Derek Lamb
Done

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
322369 04 Mar 2024	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

12 Apr 2024 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
322037 28 Feb 2024	Order Error : 148456 Missing Stock items - Goods out	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148456
Order Entered by Aqib Majeed
Order Checked by Sophie Lines
Goods Out
Error was Missing Stock items - Goods out
Fault:
This should have been shipped with MVM148509. Shipper missed the notes. Also the notes were not put in bold or red, so easy to miss

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
321856 27 Feb 2024	Order Error : 142255 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 142255
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Carriage - office
Fault:
CPT

Possible Fix
CIP

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
321855 27 Feb 2024	Order Error : 142010 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 142010
Order Entered by Sophie Lines
Order Checked by Kate Griffiths
Office
Error was Carriage - office
Fault:
CPT

Possible Fix
CIP

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
321368 21 Feb 2024	Order Error : 148336 ebay error - goods out	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148336
Order Entered by Kate Griffiths
Order Checked by Emily Hanson
Non Selected
Error was ebay error - goods out
Fault:
Not marked as dispatched.

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
320999 19 Feb 2024	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

21 Feb 2024 Derek Lamb
mainbox is empty, usede this issue as the trigger to check the forwarding of incoming and outgoing emails are working correctly, all appears to be ok

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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
320996 19 Feb 2024	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 Mar 2024 Derek Lamb
ryan not been able to perform due to new system and contactsl hoping ive fixed all teh issue and he can do, will chack on next 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
320935 16 Feb 2024	Order Error : 148297 Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148297
Order Entered by Aqib Majeed
Order Checked by Michael Lamb
Office
Error was Missing info - office
Fault:
No Town on order, office error and also checker error as it was not picked up

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
320521 13 Feb 2024	Order Error : 147991 Account error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 147991
Order Entered by Kate Griffiths
Order Checked by Sophie Lines
Office
Error was Account error
Fault:
Order not accepted on B2BRouter.

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
320520 13 Feb 2024	Order Error : 147706 Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 147706
Order Entered by Kate Griffiths
Order Checked by Catherine Spence
Office
Error was Checking error
Fault:
Incorrect customer reference used, should have been RLNP400092401.

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
320486 12 Feb 2024	Order Error : 148211 Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 148211
Order Entered by Michael Lamb
Order Checked by Aqib Majeed
Office
Error was Checking error
Fault:
EXW carriage with no info in it, even though the account does state a UPS acc number, also down as exw but the incoterms was CIP and should have been exw, the mistake was made by the person who put the order on and was not spotted by the checker.

Possible Fix
Corrected some of it at time of invoice

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
320135 08 Feb 2024	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

08 Feb 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit 27 Software Validation audit attached please review no issue

12 Feb 2024 Derek Lamb
thankoyu

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	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

		requirement to Escalate Non conformance / or dealt with in s						
[319840](#) 06 Feb 2024	Tidi products shipping labels	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Robert Connor sent to Derek Lamb
I`ve just received in PVM3545 from Tidi and they have once again got our address details wrong on the shipping label. They have been using the wrong postcode on the shipping labels ever since Tidi took over Posey. They are using the postcode YO8 5DD which seems to belong to GBUK healthcare in Selby. Tidi are also putting their own phone number on the shipping label instead of ours. This is a big problem as UPS has lost one of our parcels from the latest shipment and without the correct information on the shipping label it is less likely we will be able to recover the missing stock. Please can someone get Tidi to update our shipping information to be correct, and let them know the seriousness of the situation, as there has been a marked decline in quality of service since Tidi took over.

06 Feb 2024 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

08 Feb 2024 Helen Lamb
i have emailed them, they have replied and said they have now fixed this.

12 Feb 2024 Robert Connor
That`s great, 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
[319655](#) 05 Feb 2024	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

05 Feb 2024 Derek Lamb
viamed tasks 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
[319654](#) 05 Feb 2024	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 Feb 2024 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st Jan 23. Nothing of concern or to be investigated or reported on. Issue 319638 high failure rate QA Failures, this is 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. One order entry issues this has been addressed no other problems, nothing else. No ongoing issue. The only issue has been referenced above 319637, No other feedback issues relating to non conformances that need to be monitored or reviewed. Order Invoice Error Logs - No issues. Derek please 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
[319647 05 Feb 2024](#)	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 Feb 2024 Derek Lamb
reviewed, no issues found chase emma for 3 processes with outstanding rollers but nothing was a problem, just a few days off

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
[319638 05 Feb 2024](#)	4410530 QA Data Requires Risk / Non Conformance Review Jan 2024	☑	☐	☐	☐	☐	☐	☐

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
[319637 05 Feb 2024](#)	0110361 QA Data Requires Risk / Non Conformance Review Jan 2024	☑	☐	☐	☐	☐	☐	☐

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
[319577 02 Feb 2024](#)	Objective To have no outstanding Audits over 90 days	☑	☐	☐	☐	☐	☐	☐

General
02 Feb 2024 Derek Lamb

reviewed in board meeting last month, signed off last years audits, and ready for the next year

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
319346 01 Feb 2024	Shipped Items Return to Supplier BOX962	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX962 warrant a NON conformance report via the CAPA process VM3COP10

02 Feb 2024 Derek Lamb
00121762008813T2201110022Chip-ox not work as discussed in an email with Heidi Chip-ox s/n: 0939WM0032 sn aware no capa at this time

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
319345 01 Feb 2024	Shipped Items Return to Supplier BOX961	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX961 warrant a NON conformance report via the CAPA process VM3COP10

02 Feb 2024 Derek Lamb
44105302371653A2310150001Keypad is intermittent when turning on unit across all power sources Failed in Q.A no capa required

Results of internal audits / Mini 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
318760 25 Jan 2024	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.	☑	☐	☐	☐	☐	☐	☐

General
25 Jan 2024 Derek Lamb
happy with last years audits, and agreed to next yers schedule

Non Conformities 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
318726 25 Jan 2024	Objective To review and action on any non conformances within 15 days. Check for new qc 21 forms.	☑	☐	☐	☐	☐	☐	☐

General
25 Jan 2024 Derek Lamb
non no conformances, or qc21 forms from internal reviews

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
318544 24 Jan 2024	Shipped Items Return to Supplier BOX959	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX959 warrant a NON conformance report via the CAPA process VM3COP10

24 Jan 2024 Derek Lamb
maxtec normal 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
318028 18 Jan 2024	Shipped Items Return to Supplier BOX918	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX918 warrant a NON conformance report via the CAPA process VM3COP10

19 Jan 2024 Derek Lamb
normal teledyne sensor returns

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
318017 17 Jan 2024	Shipped Items Return to Supplier BOX919	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX919 warrant a NON conformance report via the CAPA process VM3COP10

19 Jan 2024 Derek Lamb
normal viamed automotive sensor returns

19 Jan 2024 Derek Lamb
normal viamed automotive sensor returns

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
317966 17 Jan 2024	Shipped Items Return to Supplier BOX955	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX955 warrant a NON conformance report via the CAPA process VM3COP10

17 Jan 2024 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
317929 17 Jan 2024	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 2024 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
317342 10 Jan 2024	Shipped Items Return to Supplier BOX954	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX954 warrant a NON conformance report via the CAPA process VM3COP10

10 Jan 2024 Derek Lamb
viamed maxtec sensor 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
[316858 05 Jan 2024](#)	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 Jan 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Jan 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. A couple of order entry issues all have been addresses no problems, nothing else. Issue 314103 high failure rate 0110137, issue 314138 missing part of an address, issue 314420 wrong person on order, issue 314691 wrong sensor included, issue 314882 carriage, issue 315940 not ticked on web shop. All of these have been addresses and reviewed. No ongoing issue. No other feedback issues relating to non conformances that need to be monitored or reviewed. Order Invoice Error Logs - No issues. Derek please review.

09 Jan 2024 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
[316851 05 Jan 2024](#)	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.

31 Jan 2024 Derek Lamb
reviewed in last weeks board meeting

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 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
[316310 01 Jan 2024](#)	Audit 01 Picking Packing Viamed (24)	☑	☐	☐	☐	☐	☐	☐

Derek 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

08 Jan 2024 Helen Lamb

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

09 Jan 2024 Derek Lamb
thankyou

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
316309 01 Jan 2024	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

05 Feb 2024 Helen Lamb

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

06 Feb 2024 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
316189 28 Dec 2023	Shipped Items Return to Supplier BOX951	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX951 warrant a NON conformance report via the CAPA process VM3COP10

28 Dec 2023 Derek Lamb
reviewed no cap requireed

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
315940 27 Dec 2023	Order Error : 147337 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 147337
Order Entered by Kate Griffiths
Order Checked by Janine Gill
Goods Out
Error was New Error
Fault:
Not fulfilled on website when order sent/invoiced

Possible Fix
Fulfilled on Shopify.

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
315290 18 Dec 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

27 Dec 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
314882 12 Dec 2023	Order Error : 147145 Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 147145
Order Entered by Kate Griffiths
Order Checked by Janine Gill
Office
Error was Carriage - office
Fault:
Wrong type of carriage aded to order, used a uk carriage and should have been ppremit for export

Possible Fix
passed back to office to ammend

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
314691 08 Dec 2023 309170	Nine Group requesting a credit due to wrong sensors	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Steve Hardaker sent to Helen Lamb
Chris Morcom at Nine Group says that the customer that received the incorrect sensor with the MaxO2 ME (we sent them with Max-250E instead of Max-550E) has disposed of it so they are unable to retrieve it. They had to buy another Max-550E on their PO15196 / RVM145795-1, so they are requesting a credit for that.

11 Dec 2023 Helen Lamb
credit done TVM145795-1 and sent

11 Dec 2023 Steve Hardaker

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No	Reviewed Non Conformity / Complaint and determine if its	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	a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	Performance or regulatory requirements	
314420 06 Dec 2023	Order Error : 145730 Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 145730
Order Entered by Aqib Majeed
Order Checked by Aqib Majeed
Non Selected
Error was Missing info - office
Fault:
Order was processed for a Heather Graham, when the order has been added to Intrastats we have used Procurement instead of the customer name above.

Possible Fix
Use correct order contact on orders.

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
314195 05 Dec 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

14 Dec 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Dec 23. Issue 314103 high fail rate being reviewed. 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. Four order entry issues all have been addresses, nothing else and no other feedback issues relating to non conformances that need to be monitored or reviewed. Order Invoice Error Logs - No issues. Derek please review.

15 Dec 2023 Derek Lamb
thaknyou

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
314188 05 Dec 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 Dec 2023 Derek Lamb
reviewed, nothing major outstanding, added section of comapring training, to issue tasdk, appears to work well, ML, need further training on some 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
314138 04 Dec 2023	Order Error : 147010 Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 147010
Order Entered by Kate Griffiths
Order Checked by Sophie Lines
Office
Error was Missing info - office
Fault:
Missed off part of the address

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
314103 04 Dec 2023	0110137 QA Data Requires Risk / Non Conformance Review Nov 2023	☑	☐	☐	☐	☐	☐	☐

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

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 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
313874 01 Dec 2023	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

28 Dec 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit completed nothing outstanding please 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	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring	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	a corrective action plan				regulatory requirements	
313640 28 Nov 2023	Shipped Items Return to Supplier BOX952	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX952 warrant a NON conformance report via the CAPA process VM3COP10

28 Nov 2023 Derek Lamb
single ear sensor, no cap required viamed

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
312790 20 Nov 2023	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Ryan Swaine
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 Nov 2023 Derek Lamb

Next Action Changed From Derek Lamb To Ryan Swaine list should be working now i think

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
312731 17 Nov 2023	Shipped Items Return to Supplier BOX949	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX949 warrant a NON conformance report via the CAPA process VM3COP10

17 Nov 2023 Derek Lamb
maxtec handy plus, not powering up, going back to maxtec, 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
312728 17 Nov 2023	Shipped Items Return to Supplier BOX950	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX950 warrant a NON conformance report via the CAPA process VM3COP10

17 Nov 2023 Derek Lamb
envitec o2 analyser high output, going back to envitect 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
312704 17 Nov 2023	Order Error : 145941 Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 145941
Order Entered by Janine Gill
Order Checked by Aqib Majeed
Office
Error was Missing info - office
Fault:
No declaration uploaded to order for goods out to print off

Possible Fix
Goods out found it in the system

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
312657 17 Nov 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 Nov 2023 Derek Lamb
done today, all good

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
312309 14 Nov 2023	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

05 Dec 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached please review nothing outstanding

07 Dec 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
311785 07 Nov 2023	Shipped Items Return to Supplier BOX948	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX948 warrant a NON conformance report via the CAPA process VM3COP10

08 Nov 2023 Derek Lamb
reviewed lowoutput 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
311535 06 Nov 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 Nov 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Nov 23. 0110361 high fail rate on small number of sensors from previous batch, see issue 308157 One Non conformance from BSI visit N1 25 Oct 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) Non conformance meeting header 311074, BSI N1 completed. 312115 Not a problem just timing issue. Looked mid job. 311785 No issue. 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. Derek please review.

16 Nov 2023 Derek Lamb
Done

Audit Analysis of Data
Viamed

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311527 06 Nov 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 Nov 2023 Derek Lamb
Done - depth in the last couple weeks so not doing today

Audit Organisation and Process Verification Internal Process Verification
Viamed

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311111 01 Nov 2023	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

05 Dec 2023 Helen Lamb

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

05 Dec 2023 Derek Lamb
thankyou

BSI Minor Non conformances
Viamed

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311074 31 Oct 2023	BSI 2391793-202310-N1	☑	☑	☑	☑	☑	☑	☑

Helen Lamb
Added by Derek Lamb sent to Derek Lamb
Servicing process was not fully effective as servicing procedure and information was not seen to include analysis to determine if information is to be handled as a complaint. Clause 7.5.4 VOP09, 24. 11. 2021 Repairs and Servicing SRN 36055, Tom Thumb SN 0401370, 11. 10. 2023 SRN 36045, barcode 987618, M000SN 4278, Microstim DB3, Report 1697639395, 18.10. 2023

31 Oct 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

02 Nov 2023 Helen Lamb

Priority Changed From 5 To 1

03 Nov 2023 Helen Lamb
next version to review

06 Nov 2023 Derek Lamb report sent to BSI today Mostafa.Seddighi@bsigroup.com>, RSCAPS@bsigroup.com

Non Conformance Issues
Viamed

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		Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	a corrective action plan					
[310712 26 Oct 2023](#)	Order Error : 146245 Incorrect Goods added to the order	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 146245
Order Entered by Sophie Lines
Order Checked by Aqib Majeed
Non Selected
Error was Incorrect Goods added to the order
Fault:
Missed adding 3 x 1114007 and instead added two line of 3 x 1114005 error by person entering order and also error by checker not spotting it.

Possible Fix
Add new order for missing stock. contact customer to see if they want to keep and pay for the extra item, or ask if they want to retun them, if latter then we will need to raise a credit for 3 x 1114005 once we receive back

Non Conformance Issues
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[310598 25 Oct 2023](#)	Order Error : 145979 Incorrect Goods added to the order	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 145979
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Office
Error was Incorrect Goods added to the order
Fault:
100 x 8010012 SC-I22D oxygen sensors added to order, but these are for a different customer (megladon)

Possible Fix
Remove line, and add sensors to the correct customer contact

Non Conformance Issues
Viamed

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[310579 25 Oct 2023](#)	Shipped Items Return to Supplier BOX944	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX944 warrant a NON conformance report via the CAPA process VM3COP10

26 Oct 2023 Derek Lamb
mysign psu units, returning to envitec for checking no cap at this time

Non Conformance Issues
Viamed

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		Non conformance / or dealt with in s						
310549 25 Oct 2023	Shipped Items Return to Supplier BOX940	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX940 warrant a NON conformance report via the CAPA process VM3COP10

26 Oct 2023 Derek Lamb
UltraMaxO2 Oxygen analyser being returned to maxtec intermittant power, no cap required

Non Conformance Issues
Viamed

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310536 25 Oct 2023	Order Error : 146042 Missing Stock items - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 146042
Order Entered by Janine Gill
Order Checked by Aqib Majeed
Non Selected
Error was Missing Stock items - Office
Fault:
Missed off 1 x 0330203 from order, customer requested 2 and we processed order as 1.

Possible Fix
Contact customer to request if additional item is required.

Adverse incident reporting
Viamed

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310157 21 Oct 2023	test issue	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
test issue to check it appear in complaints / nonconformance report

21 Oct 2023 Derek Lamb

21 Oct 2023 Derek Lamb
310157 21 Oct 2023 worked

Non Conformance Issues
Viamed

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310127 20 Oct 2023	Shipped Items Return to Supplier BOX942	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX942 warrant a NON conformance report via the CAPA process VM3COP10