



# **Viamed Management Review 2023**

**Held 18<sup>th</sup> October 2023**

**Jean Lamb, Derek Lamb, Steve Nixon and Helen Lamb Present**

Written by:

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Managing Director**

Minutes By:

Helen Lamb  
Company Secretary

Main Issue #302478

**Period September 2022 – September 2023**

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## **(0.0) VIAMED Board ISO Review Directors Meeting**

Objective      Should be held at least yearly or as required

### **Report References**

Issue #302478

### **Notes**

Last Held 8 November 2022 Meeting ID:336 Primary Issue 267637

The 2023 Management Review Board Meeting was held on the 18th of October 2023.

Jean Lamb, Steve Nixon, Derek Lamb and Helen Lamb were present. Minutes taken by Helen Lamb. Meeting started at 10:30 AM and finished at 5:00 PM. stop.

The agenda was reviewed by the Board before the start of the meeting and agreed upon.

### **Follow on Issues**

Next Management Review Board Meeting will be held in 12 to 18 months from now.

### **Conclusion**

Being held today. All present.

## **(1.0) Minutes of Last Meeting**

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

### **Report References**

Ref Issue Document #267637.12180 Dereks Minutes

Ref #302478.13233 Helens Minutes from 2022

### **Notes**

Reports reviewed

Review minutes from last board meeting.

All happy with the minutes from the last board meeting. All agreed to sign off.

### **Follow on Issues**

### **Conclusion**

No further actions required.

## **(2.0) Matters Arising**

Objective      To ensure actions of previous meeting have been actioned

### **Report References**

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

Ref Issue 277102 Derek Lamb – Objective Update, Completed

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

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

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

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

Ref Issue 277234 Derek Lamb – responsibilities update - completed

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

Ref Issue 277266 Derek Lamb – Distributors Evaluation - ongoing

### **Notes**

Issues Reviewed

Issue 272159 now completed

Issue 277097 still ongoing and being worked on.

Issue 277266 still ongoing, Distributor agreement is being rewritten to utilise the new system. All the rest are completed from the last board meeting. No other follow up actions needed.

### **Follow on Issues**

### **Conclusion**

No further action required.



## **(2.1) Follow-up actions from previous reviews**

Objective      To ensure previous reviews are addressed and resolved

### **Report References**

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

Ref Issue 277102 Derek Lamb – Objective Update, Completed

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

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

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

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

Ref Issue 277234 Derek Lamb – responsibilities update - completed

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

Ref Issue 277266 Derek Lamb – Distributors Evaluation - ongoing

### **Notes**

Issues Reviewed

Issue 272159 now completed

Issue 277097 still ongoing and being worked on.

Issue 277266 still ongoing, Distributor agreement is being rewritten to utilise the new system. All the rest are completed from the last board meeting. No other follow up actions needed.

### **Follow on Issues**

### **Conclusion**

No further action required.

### **(3.0) Turnover and Predicted for Year**

Objective      2.5 Million

#### **Report References**

Ref #302478.13215 Viamed Turnover

#### **Notes**

Report Reviewed

Currently estimating 2.65 – 2.7 Million for Viamed. Close to target from 2022.

UK is £1.3 million down on 2022

Export is £1.2 million level with 2021

Automotive is £186K up on 2022.

Prices have been increased this year.

#### **Follow on Issues**

Issue 309724 was sent as there is a system bug.

#### **Conclusion**

On target for this year.

## **(4.0) Profitability**

Objective      5 Percent Net of Turnover

### **Report References**

Ref #302478.13297 Viamed Accounts 2022

### **Notes**

Report Reviewed

We are unsure if there is a problem with the stock figure affecting profitability. It looks like we actually broke even last year. We are working on the stock being more accurate.

Reports in Xero are helping us to get better overview, and in 2024 we expect the figures to be correct.

### **Follow on Issues**

### **Conclusion**

We are expecting within two months to get a more accurate real figure.

We anticipate being profitable this year and profitability being at least 5 Percent Net of Turnover.

## **(6.0) Target for Year**

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

### **Report References**

### **Notes**

Currently in the right area.

Currently on target for 2023.

Target for 2024 to be £3 million overall in Viamed.

### **Follow on Issues**

Issue 309727 sent the DL to set the objective for 2024.

### **Conclusion**

On target for 2023. £3 million target set for 2024.

All Happy with target.

## **(9.0) Overdraft**

Objective      Target staying out of using the overdraft

### **Report References**

### **Notes**

Not used the overdraft this year

Not currently using any overdraft facility and no expectations of needing one.

### **Follow on Issues**

### **Conclusion**

Conclusion – On target.

## **(10.0) Debtors**

Objective      To be below 15 Percent of turnover

### **Report References**

Ref #302478.13282 Viamed Debtors 1

Ref #302478.13283 Viamed Debtors 2

### **Notes**

Reports Reviewed

Turnover at the end of August 23 - approx £1.8 Million.

Debtor

04/09/2023    £ 181,098.15

Approx 10%

JJS Manufacturing is overdue and the only area of concern. No bad debts at present.

### **Follow on Issues**

Issue sent 309728 to DL regarding making a report that shows accounts on stop and the total value.

### **Conclusion**

All happy, no change to the objective, happy with current status of the debtors.

## **(10.1) Contract review, Picking, Packing and Dispatch**

Objective      Review Contract review, Picking, Packing and Dispatch

### **Report References**

Ref #302478.13219 Order Processing Errors

Ref #302478.13220 Number Invoices per Day

Ref #302478.13221 Days to Ship Order compared to Required date

Ref #302478.13222 Days to Ship Order compared to Entry Date

Ref #267637.12091 Shipper Stats

Ref #302478.13223 Shippers Report

### **Notes**

Reports Reviewed

Reviewed orders opened for editing/Order Processing Errors. No issues arising and no problems with effectiveness. This is reviewed regularly.

Reviewed Invoices per day report and no issue.

Reviewed Days to Ship Order compared to Entry Date reports 77% so on target. No issues.

Reviewed Ship Order compared to Required date and no issues.

Days to ship report reviewed – 51.65% shipped same day, 23.66% shipped next day, so as expected. Any taking longer could be down to, weekends and bank holidays, stock availability and accounts on stop.

Reviewed Shippers Report and Shipper Stats Report and all ok.

Viamed Number invoices per day – Typically 15-35 Orders per day being shipped out.

Viamed Daily Picking – Emma and Cathy both shipping out about the same number of orders. No issues found.

We only use UPS and occasionally our customers arranged couriers. We no longer use Royal Mail. We are shipping on average 400 a month by our UPS.

No problems with order processing the office is effective and efficient. Very few problems.

### **Follow on Issues**

### **Conclusion**

We have reviewed Contract review, Picking, Packing and Dispatch and we are all happy with this.



## **(11.0) Creditors**

Objective      To have no overdue Creditors

### **Report References**

Ref #302478.13284 Viamed Creditors

Ref #302478.13285 OverView

### **Notes**

Reports Reviewed

Creditors as at 9<sup>th</sup> Oct £239,483.61

No issues, the only invoices that are overdue are annual invoices like Council tax.

All happy with the creditors.

### **Follow on Issues**

### **Conclusion**

Conclusion – Overdue were rates bills, not overdue creditors.

No issues with creditors.

## **(11.1) Purchasing controls**

Objective      Review Purchasing controls, is everyone happy with this.

### **Report References**

Ref #302478.13224

Supplier Review Overview

### **Notes**

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

Steve Nixon is doing supplier reviews, and the rating system is working.

It won't let us place an order if the review isn't up to date. This is an effective system to ensure the suppliers are verified.

There is a large list of documents per supplier. It was suggested that SH go through the instruction manuals and CH go through the leaflets to make sure only valid documents are present.

### **Follow on Issues**

Issue 309736 sent to DL, regarding reviewing the documents per supplier, so it can be discussed in the Wednesday meeting.

### **Conclusion**

All happy with purchasing controls. All happy with current purchase order processing.

Supplier reports are effective.

## **(12.0) Loans**

Objective      Review any loans and check all agree happy with current

### **Report References**

### **Notes**

Currently no external loans outside the group of companies.

Currently there are no internal loans between companies.

### **Follow on Issues**

### **Conclusion**

Reviewed, no loans and all agree happy with current.

## **(13.0) Stock Levels and product performance**

Objective      Should not Exceed 25 Percent of Turnover

### **Report References**

Ref #302478.13225 Stock Levels movements 2023

Ref #302478.13294 SRS Product fail codes reviews

Ref #302478.13295 QA Fails report

### **Notes**

As of the 1st October the Stock is approximately £869250 This is about 30% of turnover. It is above target, but we all agreed we are happy with this.

We have had to purchase extra stock as we are having supply chain issues. There also may be stock totals problem.

Stock Levels movements 2023 reviewed. No concerns.

QA Fails report Automotive sensors high failure and Jikco automotive high failure, but using out of specifications. This is being monitored. This is why we QA Teledyne sensors. No changes needed at present.

SRS Product fail codes review Report -

0014850 Ear sensor spring - No concern.

0110081 Non linear - No concern.

011263 Display fault - No concern.

0111275 Display fault. No concern.

0110048 Discontinued product.

Reviewed and all happy.

We do not have our own products. We do not have any concerns with regards to our suppliers products at this time.

No other issues. All happy

### **Follow on Issues**

Issue 309737 sent to DL to monitor / review out of Target stock.

**Conclusion**

Stock is high but we are happy at present with this. As it is needed to maintain supply to our customers.

No other concerns. All agreed happy with this. No further action required.

## **(13.1) Storage and Stock Control**

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

### **Report References**

Ref #302478.13296 Warehouse temperatures

### **Notes**

Report Reviewed, no problems.

Stock checking now continually being done.

Task 763 which goes to Robert, is our way of validating the stock on shelves, matches the barcode tracking system.

There are no space issues, every where clean and tidy.

There are no issues with temperature or damp. No extremes of temperature that would affect stock.

All happy with stock storage.

No need for extra stock space is required at this time.

### **Follow on Issues**

### **Conclusion**

Conclusion - All happy with stock, no further actions required.

## **(13.2) Calibration Index Review**

Objective      Calibration Index up to date

### **Report References**

Ref #302478.13226 ISO Calibration Index

Ref #302478.13227 ISO Calibration Index Complete register

### **Notes**

Reports Reviewed

ISO Calibration Index and ISO Calibration Index Complete register was reviewed no issues were found.

The calibration index is up to date with no outstanding issues.

All happy with calibration index and calibration equipment status.

### **Follow on Issues**

### **Conclusion**

Calibration Index up to date.

### **(13.3) Process performance**

Objective      Review Process performance, is everyone happy with this.

#### **Report References**

Ref #302478.13228 Process listing

#### **Notes**

Report Reviewed, no issues with the Process listing.

All process risk assessment has been completed.

No overdue outstanding processes.

Product performance. We no longer have our own products.

All processes are monitored, no issues with the processes or system.

Matters arising were all checked ok and found to be effective.

No Details missing from Audit roles and titles page, reviewed page and all happy.

Reviewed old issues, all happy.

#### **Follow on Issues**

#### **Conclusion**

Conclusion – Reviewed Process performance. All happy with current system.



## **(14.0) Back Orders**

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

### **Report References**

View Active List

Ref #302478.13300 Back Orders Report

### **Notes**

Report and Active list Reviewed.

Reviewed Days to Ship report, no issues.

No issues with the active list.

Back orders Report £92642.68

Forward orders Report £52302.59

The new VM2160 should be shipping next week.

No problems. All happy with current status.

### **Follow on Issues**

### **Conclusion**

Conclusion - No issue found, all happy with current status.

## **(15.0) Customer Complaints**

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

### **Report References**

Paper File customer complaints index

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

Ref #302478.13277 Outstanding non conformance's and complaints

Issue OPEN Live 306816 Derek Lamb 15/09/23 Steve Hardaker Feedback for initial order - Damaged Parcels Non Conformance

Issue OPEN Live 304005 Steve Nixon 15/08/23 Steve Hardaker 4420826 report of gas leakage

Issue CLOSED Complete 293703 Steve Hardaker 28/04/23 Derek Lamb Adverse incident reporting

Issue CLOSED Complete 293702 Steve Hardaker 28/04/23 Steve Hardaker Adverse incident at Royal Berkshire Hospital

Issue CLOSED Complete 292707 Steve Hardaker 18/04/23 Steve Nixon Shipping insurance – Prosol

### **Notes**

Reports and issues

Reviewed

Issue 292707 – Now resolved

Issue 293702 – Not a complaint. Resolved.

Issue 293703 – Issue asking for a new header for Adverse incident reporting.

Issue 304005 – Trionara gas Leak in Sampling Lines. These have passed all the Bluepoint tests, but to ensure they pass all the customer tests, Bluepoint are looking at changing their tooling to make the O ring larger to prevent leakages. This is ongoing.

Issue 306816 - Packaging issues regarding eye mask parcels, we are getting bags to go inside the shipping box and more tape to be used. Extra corners will be added inside for reinforcement. A procedure will be written when the bags arrive. The issue is resolved pending the procedure.

Non conformance

Issue 309170 - Nine Group 0111263 Human error - Resolved.

Nothing not already reviewed, all happy.

All reviewed and all happy with current status of the above customer complaints.

### **Follow on Issues**

Issue 309746 sent to DL to test that the new issue Adverse incidents, shows on the review reports.

### **Conclusion**

All complaints reviewed from the last 12 months. All new complaints are reviewed or completed within 30 days. All reviewed and all happy with current status of the above customer complaints.

## **(15.1) Customer and product feedback**

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

Review Product Feedback from customers

### **Report References**

Ref #302478.13293 Viamed All Feedback

### **Notes**

All the feedback is on the single report. The board reviewed the report and we are all happy with the feedback. No problems have arisen from the feedback we have received.

We are now receiving feedback from Survey Monkey which is going into the system. Now we are getting more responses from customers we need a secondary issue, that is linked to the supplier, so we can pass feedback to the supplier. Issue 309748 sent to DL.

None of the feedback we have reviewed is a complaint. There are no ongoing issues.

No other issues, all happy with feedback.

### **Follow on Issues**

Issue 309748 sent to set up a system to get feedback sent to suppliers.

### **Conclusion**

Conclusion - No Issues found in customer feedback.

## **(15.2) Non Conformities Review**

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

### **Report References**

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

Ref #302478.13277 Outstanding non conformance's and complaints

2 Outstanding BSI Non Conformances

Ref #302478.13302 VIAMED 2235543-202208-N1

Ref #302478.13303 Viamed 2235543-202208-N2

### **Notes**

Reports Reviewed- no issues.

Order errors reviewed and no issues all ok.

Reviewed all Non conformances, all have been dealt with. No issues.

All reviewed and happy with the reports.

We have two BSI Non Conformance QC 21 VIAMED 2235543-202208-N1 BSI Non Conformance and QC 21 VIAMED 2235543-202208-N2 BSI Non Conformance that have been accepted and will be reviewed in the next BSI assessment.

All agreed happy with current status.

No current QC21 forms and no new QC21 forms in the last 12 months, except the two BSI ones.

All non conferences are reviewed and actioned within 15 days.

### **Follow on Issues**

### **Conclusion**

Conclusion - Reviewed all non conformances, no issues or areas of concern.

### **(15.3) Vigilance System**

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

#### **Report References**

#### **Notes**

Nothing to report all happy with status of vigilance issues over last 12 months.

Product failure codes reviewed.

#### **Follow on Issues**

#### **Conclusion**

Conclusion – No issues with vigilance. No reporting needs to be made that has not already been reported over the last 12 month.

The board is happy with existing vigilance issue for the last 12 months.

## **(15.4) Preventive and corrective actions**

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

### **Report References**

### **Notes**

Reviewed Risk benefit Report in the Audit, Roles and Titles heading. No corrective action required.

The Risk Benefit reports. Was reviewed and all is ok no issues.

The Process Updates Effectiveness Review was carried out in the meeting by Derek Lamb. The report page was also reviewed in meeting. It is used to prevent adverse effects on the system.

See Report Review Risk Benefit Processes Report

Report made so we can assess risk more easily.

We are constantly maintaining and improving our systems. We have utilised feedback from staff, customer and suppliers to prevent errors and where errors are reported we carry out internal reviews to ensure they do not re occur. Our system is design to be improved, to fit in with new standards and requirements.

Intrastats has check sums in place to prevent mistakes. These are also being added all the time, when we find areas that would benefit from them.

Corrective actions come in the form of software developments, issues and training where needed.

Process updates – effectiveness is reviewed monthly. All ok no issues.

No other new risk identified with old products no action required.

At this time no new Risks have been identified. All happy.

Old technical files and PMS are up to date. No problems in the last 12 months.

**Follow on Issues**

Issue 309770 has been sent to DL as Process Update Effectiveness Review. From this section needs to be in section 13.3. Process Performance.

**Conclusion**

No problems have surface in last 12 months.



## **(16.0) ISO Issues**

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

### **Report References**

### **Notes**

No Notifications and no recalls in last 12 months. All Regulatory requirements are up to date and reviewed regularly.

All happy no issues.

No supplier recalls. Viamed no longer has its own product.

### **Follow on Issues**

### **Conclusion**

Reviewed the Notifications and Recalls. All Regulatory requirements are up to date.

No problems all happy.

## **(16.1) Regulatory Changes**

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

### **Report References**

### **Notes**

No notifications.

No Recalls.

Task 48 review Regulatory Requirements is up to date.

Reviewed and no changes to the 13485:2016.

ISO 13485-2016 Still Current as per our certification.

We are UKRP for Nufer, Sunnybaby and Teledyne. We are MHRA registered for these.

Teledyne is waiting on a bridging letter. This is ongoing but reviewed regularly.

The new version of VOP 19 was reviewed and uploaded in the meeting. A risk assessment has been carried out at the time of uploading.

UKCA delayed until June 2024.

### **Follow on Issues**

### **Conclusion**

Reviewed, no issues.

## **(16.2) Documentation and records**

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

### **Report References**

Barcodes 2,240,660

Barcode Movements 2,659,710

Documents 131,329

Live Documents 61,703

Access Logs / Page Impressions 6,836,460

Tracking Customer Orders 23,626

Total Issues 300,320

### **Notes**

The above figures were reviewed and no issues.

No problems with the documents and records digital system.

All happy with Document index. Nothing is ever deleted and all show newest first.

Everything is backed up off site.

Risk assessments are being carried out when Documents are being upload and updated. Also when any updates occur in the system.

The current computer system is in need of being replaced, and new system is being assembled.

### **Follow on Issues**

### **Conclusion**

All happy with current state of document index, and risk reviews on updates.

### **(16.3) Quality planning**

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

#### **Report References**

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

Ref #302478.13279 Viamed ISO 13485:2016 Scope

Ref #302478.13264 Objectives and Achievements

#### **Notes**

Reports Reviewed

Viamed Quality Statement policy and objectives was reviewed and all happy.

Viamed ISO 13485:2016 Scope was reviewed and all happy.

Objectives and Achievements was reviewed and all happy.

All happy with Boundaries / Exclusions, VM3COP 02.01 Document ID 74571.

All happy with the BSI official Certificate

Agenda was reviewed and all happy with it. We are adding issues when we find objectives that need to be updated or added.

We discussed MDD legacy product repairs. Do we cease repairs when we switch over from the MDD to the MDR.

To be further Discussed in the future.

#### **Follow on Issues**

#### **Conclusion**

Conclusion – Everyone is happy with Scope, Quality Policy, Exclusions / Boundaries and official BSI Certificate.

Issue being sent where objectives need updating.

Everyone was happy to continue with the current Quality policy and Quality planning.

## **(16.4) Achievement of Quality Policy and Objectives.**

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

### **Report References**

Ref #302478.13264 Objectives and Achievements

### **Notes**

Report Reviewed

Objectives and Achievements reviewed and all happy.

All agreed happy to continue with current Quality policy. We have maintained certification, so we have achieved the objective.

All agree the Quality Policy and Objectives is still suitable.

### **Follow on Issues**

### **Conclusion**

We have confirmed the objectives and policy's are being achieved.

All confirmed this is still suitable and we are all happy to continue with the current Quality policy and Objectives.

## **(16.5) Changes to the Management system**

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

### **Report References**

Ref #302478.13281 ISO 13485 Route Map

### **Notes**

Report Reviewed

ISO 13485 Route Map reviewed.

Effectiveness of the system has been assessed. We are documenting risk analysis throughout the system.

We have endeavoured to carry out Risk assessments to prove changes do not affect current ISO system or require external notification.

There have not been any changes to the Management System.

Everyone is happy with the current Management system.

The Board finds the Management System to be effective.

All happy with the effectiveness of system.

### **Follow on Issues**

### **Conclusion**

All happy with the effectiveness of the system.

## **(16.6) Changes to CE marked products**

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

### **Report References**

### **Notes**

Viamed CE Marked Medical products have all been discontinued.

No changes to legacy products. Or CE products in their lifespan.

### **Follow on Issues**

### **Conclusion**

No Changes and no Viamed CE Marked Medical products.

Reviewed and All happy with current.

## **(16.7) External Parties risks and opportunities review**

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

### **Report References**

Ref #302478.13280 Needs and Expectations External Parties Viamed

### **Notes**

Report Reviewed

Reviewed external parties Risk and Opportunities.

Reviewed the list of external parties all happy with current.

### **Follow on Issues**

### **Conclusion**

Conclusion – Happy with current report.



## **(16.8) New products**

Objective      Discuss any possible new products.

### **Report References**

### **Notes**

No Viamed products. It is based on suppliers releasing new products.

We are not designing our own products anymore.

### **Follow on Issues**

### **Conclusion**

Conclusion – No new products.

## **(16.9) Advisory notices & recalls**

Objective      Review any Advisory notices or recalls of our products.

### **Report References**

### **Notes**

No advisories, notices or Recalls.

### **Follow on Issues**

### **Conclusion**

No advisories, notices or Recalls.

## **(16.10) Possible system changes**

Objective      Review any system changes.

### **Report References**

### **Notes**

No technical changes, but we are updating our hardware. Including a new main server and backup server.

Nothing major, continual improvements, always on going.

No major system changes planned.

Discussed the amendment log. No areas of concern.

### **Follow on Issues**

### **Conclusion**

Intrastats under continual gradual improvements,

No major system Changes Planned.

New computer equipment coming in. Everyone is happy with the current status.

## **(16.11) Recommendations or improvement**

Objective      Review and discuss any Recommendations or improvement

### **Report References**

### **Notes**

Recommendations or improvement were discussed and it was confirmed that none are required at this time.

Ongoing process in relation to Intrastats.

All happy with current.

### **Follow on Issues**

### **Conclusion**

No fundamental changes required.

## **(16.12) Results of internal audits / Mini Audits**

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

### **Report References**

Ref #302478.13286 Mini Audit Reviews

Ref #302478.13287 Viamed Audit Calender 2022 Completed Audits

Ref #302478.13291 summary of 2022 audit next actions

Ref #302478.13288 2023 Outstanding Audits and current status

### **Notes**

Audit scheduled, no fundamental changes. Just updated with the new processes when carried out for the current year.

Reviewed mini Audits over the last 12 months, one outstanding Issue on the Mini rolling Audits, ongoing investigation into CA Mark. No other issues all happy.

Reviewed internal Audits over the last 12 months, all happy.

Reviewed summary of 2022 audit next actions, all happy.

Reviewed Outstanding Audits and current status, all happy

All running a smoothly and up to date.

All agreed happy with current years Audits and all happy with the Audit schedule for 2024.

### **Follow on Issues**

### **Conclusion**

Happy with 2022 Audits of the system.

Happy with current status of 2023

All Agree to the 2024 Audit schedule as per VOP/Audit QC17 Audit calendar in the route map page.

## **(16.13) Audits Meeting Closure**

Objective To agree the current schedule of Top Level audits

### **Report References**

Ref #302478.13298 Audits Calender Viamed

### **Notes**

Report Reviewed

Audits Calender Viamed was reviewed, no problems.

All agree to current Schedule of top level audits.

All agreed with 2022 Audits results. Closed 2022 Audits.

### **Follow on Issues**

### **Conclusion**

All Agree to the 2024 Audit schedule as per VOP/Audit QC17 Audit calendar in the route map page.

## **(17.0) Company Issues**

Objective      Review Company Issues.

### **Report References**

### **Notes**

Phil is off sick now for at least a few weeks. We need to make sure that V1000 production, UFO sensor testing, Tom Thumb servicing and Blender servicing is not required in his absence.

We will have a meeting with SH and MG to see about cover and learning these jobs possibly including CH.

No other company issues.

### **Follow on Issues**

### **Conclusion**

A staff member is off on possible long term sick, we will be reviewing what if anything need to happen in his absence. No other company issues.

## **(17.1) GDPR**

Objective      Review GDPR and ensure it is current.

### **Report References**

Ref #302478.13292 Viamed Group of Companies GDPR Privacy Policy ID113160

### **Notes**

Report Reviewed

Viamed Group of Companies GDPR Privacy Policy ID113160 no issues.

There have been no changes or updates, this was reviewed and all happy with policy and current status.

### **Follow on Issues**

### **Conclusion**

Reviewed and happy with that the current policy is up to date.



## **(17.2) Review of responsibilities**

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

### **Report References**

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

Ref #302478.13275 roles and responsibility's

### **Notes**

Reports Reviewed

Reviewed the Viamed Company Responsibility's organisation chart structure everyone is happy with current. All agreed current organisation chart.

Reviewed Roles and Responsibilities, all happy with current. No changes needed.

Looked at the individuals Roles and Responsibilities in Intrastats. All happy with current responsibilities.

All agreed happy with current.

### **Follow on Issues**

### **Conclusion**

Happy with current responsibilities.

### **(17.3) Resources required**

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

#### **Report References**

#### **Notes**

Review resources

Equipment – on going computer equipment improvements and repairs/updates. Fixing where needed. New Server and back up server will be going in when they are finished. Some of the staff PC 's bought in 2020 are failing and will be replaced as needed. New laptops have been bought for the directors.

Training – ongoing, office training, procedures for new staff, product training Shopify training and on the new credit card system – Square. Training on V1000, Tom Thumb and Blender servicing, and UFO testing to be discussed in a separate meeting.

Staffing – current levels ok at present. Possibly a little over staffed.

Standards – UKCA in progress.

Systems – Nothing new required.

Building and fabric – adequate at present, noting new needed.

#### **Follow on Issues**

#### **Conclusion**

Reviewed and ok with the resources we currently have.

## **(18.0) Building fabric Issues**

Objective      Review Building fabric Issues.

### **Report References**

### **Notes**

We are currently waiting on a painter and decorator to come and quote us for painting of the main office and the woodwork in the bathrooms in the warehouse.

The garden still needs tidying up.

The guttering needs cleaning. Its possible the window cleaner may be able to do this for us.

There is also plan to fit a ring doorbell on the house.

All happy with this plan. No other issues or problems. None of these are urgent.

### **Follow on Issues**

Issue 309983 sent to HL.

### **Conclusion**

Happy with current status of fabric issues.

## **(19.0) Responsibilities, Staff , Training Issues**

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

### **Report References**

Ref #302478.13263 Competence Office Staff and goods out

Ref #302478.13265 Staff Internal Training 2023

### **Notes**

Reports Reviewed

Competence Office Staff and goods out Report reviewed for last 12 only minor issues, all happy.

Staff Internal Training 2023 reviewed, no issues, all happy.

The bank holiday this year for the king's coronation, has not been added to the holiday allocation. As we have been writing a new system. It was agreed to send an issue to all staff to let them know that this holiday will be added to 2024 holiday allocation, the amount of hours will depend on the number of days per week they work. We do not legally have to give this holiday due to the wording on the contracts.

The organisation chat has already been reviewed and found to be ok.

The training Requirements were discussed in resources.

The Effectiveness of training was discussed it was agreed it was effective for our current requirements.

Staff are competent in the roles they have been allocated. Effectiveness reviewed in the weekly review of rolling tasks and responsibilities.

All agreed training is effective and staff are competent.

## **Follow on Issues**

Issue 309984 has been sent to all staff to let them know about the Coronation bank holiday, going in to 2024 Holiday allocation. This has been done separate to the Board Meeting Management Review issues as it's going to all staff.

## **Conclusion**

Happy with Responsibilities, Staff and Training.

## **(19.1) Staff Appraisals**

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

### **Report References**

Ref #302478.13271 Staff Appraisals

### **Notes**

Report Reviewed

Staff Appraisals, completed and reviewed. No problems raised.

These were carried out during June – Sept 23. All are now complete and have been reviewed and any issues addressed. Some discussion regarding the use of the new holiday system, but training is being carried out.

SH did request to go on a UKCA training course. It was agreed this was a good idea and also he should go on a UKRP course too. They are both technical related and SH is Technical Manager. Issue sent to SN to look in to this.

The appraisals where based on statistics to show any areas of concern. Then the effectiveness was reviewed.

### **Follow on Issues**

Issue 309857 sent to SN to look in to this.

### **Conclusion**

Appraisals have been carried out this year and all items raised were resolved.

All happy.

## **(20.0) Distributor Issues**

Objective      Review Distributor Issues.

### **Report References**

### **Notes**

Sielmed repeatedly amend their orders over months and Oxylink do not seem to have a system to place orders. Both of these cause problems and take extra time to change the orders, get them rechecked, re send to the customer for checking. The office can find this very frustrating as it causes extra work in order processing.

We want to review the distributor system for effectiveness. Issue 277266 is still ongoing.

It would be good to have a rating, credit limit and terms on the distributor list.

We are working towards this moving forwards.

### **Follow on Issues**

### **Conclusion**

Happy with current status of distributors.

## **(21.0) Supplier Issues and review**

Objective      supplier reviews up to date

### **Report References**

Ref #302478.13224 Supplier Review Overview

### **Notes**

Envitec /Honeywell have lots of changes going on. They have different departments in different countries which causes a lot of internal issues and problems for us.

Viamed may end up with Cititech sensors.

We need to start promoting the new ones coming in.

Maxel have lead free Max 250 sensors and there is the opportunity to do other sensors.

Teledyne old staff have left and the new staff don't have the knowledge or enthusiasm. They do not have a lead free sensor.

We need someone to do automotive UKCA and lead free automotive.

Envitec are looking for new products.

Maxtec are having lots of changes, we need to be seen to be proactive with them.

We are picking up low end customers suppliers. Suppliers don't want to deal with lower value ones.

All up to date. This is system forced, you cannot put an order on if the Supplier Review is out of date.

All happy with current system and suppliers.

### **Follow on Issues**

### **Conclusion**

All happy with current system and suppliers. Supplier review is up to date.



## **(21.1) Supplier / subcontractor performance**

Objective      Review any Supplier / subcontractor performance.

### **Report References**

### **Notes**

Reviewed above.

We do not have any subcontractors.

### **Follow on Issues**

### **Conclusion**

No subcontractors.

## **(22.0) Any other Business**

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

### **Report References**

### **Notes**

We have checked Objectives, Effectiveness, Audit calendar and signed off last years audits. We have carried out the Appraisals and found them to be effective. We have assessed Risk when updating or changing the documents and processes. As a company we have become more aware of risk and assessing it.

We have reviewed feedback, complaints handling, reporting to regulatory authorities, monitoring and measurement of processes, monitoring and measurement of product, corrective and preventive action, follow-up actions from previous management reviews, changes that could affect the quality management system, recommendations for improvement and applicable new or revised regulatory requirements.

We would like to monitor the effectiveness of Medica and the other exhibition.

We need more products, one that can be shipped in and shipped out with ease.

### **Conclusion**

No problems or any other business.

## **(22.1) Review Management Meeting Headers**

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

### **Report References**

Ref #302478.13299 Agenda Headers to be agreed

### **Notes**

Agenda Headers to be agreed – these were assessed by the Board and found to be complete and effective. We feel that they cover all areas of the company and its systems.

No changes proposed.

We are happy that the objectives are fit for purpose.

### **Follow on Issues**

### **Conclusion**

Happy with current headers and objectives, and feel all section of the company have been covered.