

## **Board Meeting 8th February 2012 10.15am – approx 1pm**

Chairman – John Lamb

Managing Director – Derek Lamb

Board Members – Jean Lamb, Steve Nixon and Helen Lamb Minutes taken by Helen Lamb

### **(1.0) Minutes of last meeting**

All board members have read and sign the minutes from the last meeting.

### **(2.0) Matters Arising**

JSL-

Error on page 3 of January 2012 Board meeting, company wasn't Tai-doc, it was a different company.

Meeting with Bernd went well, time will tell, Bernd and Dana seemed to understand the issues that we had.

Nothing has been done with the Emergency Services as yet.

Still wanting to increase the overdraft.

Need to rush the solicitors regarding the rental agreement.

DIL-

Sales course for JC, need to consider that he may be unable to drive and need to consider this when looking at future.

It was decided that certain sales courses would be good for him and possibly others too.

JC has been researching Google Ad-word in his own time, he has got vouchers and has approached Thames Medical regarding advertising for them.

JSL-

Exhibition list is still to do for RS.

Had a Sales and Marketing Project meeting with JSL, DL, SN, KT, RS,SH and CH. Notes available on request. Appendix 1.

All present were happy with the pricing, products, info and competition, there is no reason why any existing products won't sell.

In the meeting it was discussed how they would run stock control, Keith said that he hadn't appreciated before now the cost of the overheads for getting stock out of the building

Hasn't as yet received estimated targets for Tom Thumb, Cabinets, Foetal Heart Simulator, Apgar and Microstim for the next two years, which have been asked for. So has sent out an email to RS and SH telling them that expect to have it by 28<sup>th</sup> February 12

SN-

Has had to reduce the price on a Tom Thumb accessory for the Russian order and there haven't been any predictions regarding this. They know the prices, times and the products so there should not be any need to expect change without warning. They should know in advance.

JSL-

We will start here and work forward and sometimes prices may need to be changed without warning.

DIL-

Once this data is in the system the next time we will have something to work from.

Give sales the recommended retail price and then a bottom line price, and then they know where to start from.

SN-

It would be chaos and this wouldn't work they are already pushing it close to the lowest limit.

DIL-

If a sales man goes with a special price they should be responsible for it, they are one offs, on a order by order basis. The person wanting the special price should follow it through the system to make sure there are no errors.

HL-

There are difficulty with special prices being recorded, so other dealing with the orders are aware.

DIL-

Before we look at changing Opera to accommodate special prices. I have found that Opera won't run on the new windows 7 64bit operating system. So within the next two years Opera will become unusable.

It was suggested that we get the Opera people in to give us a Quote, or look at other accounts packages or write one internally.

SN-

If we give RS free rein on the special prices it will always be on the minimum. RS and SH don't take into account the extra costs like carriage.

Bluepoint products have a fixed minimum agreed with them and we cannot go below this.

Asked if Vandagraph and VST use special prices.

GGL-

They do not use any at present.

JSL-

The minimum will be set by SN. And would like to see written proof when RS doesn't check with SN on special prices.

Maybe discounts should be used instead of special prices.

SN-

These have been in place for many years. The system works for SH, he uses it now. The order has a signature on so everyone knows it has been authorised. But if there are no notes on the system then no one can refer back and check.

DIL-

SN to fix the lowest price.

Commission could be done differently, make it profit based, this can be calculated in intrastats.

Five years ago things were going to the wrong place with the wrong price or part. Now this is not the case. We don't want to break the current system.

Don't think it is an issue.

JSL-

So we add one more procedure to the customer price in ISO 13485 – special price.

Need to now look at Opera/Goldmine/Googlemail, as none of these seem fit for purpose.

Is concerned that there is a lot of talking and wasting time in the office, this cannot be productive.

DIL-

Gary is in next week and will ask if we have to have an accredited system or we can have our own intrastats based system.

JSL-

Thinks that only the PAYE system has to be accredited.

GGL-

Asked about orders going out and the active list.

SN-

Wants CG to focus on goods out and be aiming for 50 parcels a day to be going out. Instead of being distracted with QA, goods in and production.

We need to make Goods Out more effective.

JSL-

Regarding ISO, Viamed Ltd only needs ISO13485. VST should only have ISO9001, and Vandagraph does not need ISO of any sort unless we start selling to the Government.

Would like an accurate stock figure, and wants to pull £100K out of stock this year.

Would like a prediction of cash flow, and have price increases where possible, we also need to consider increased postage and packaging costs.

Customers paying in US\$ needs to be discussed at the next meeting.

DIL-

The stock is not ready yet but will be sorted by the time Gary comes in Tuesday next week.

JSL-

Gave out the revised list of directors responsibilities and asked for supervisors to be filled in, if anything is missing it needs to be added in. These are available on request. Appendix 2.

SN-

Wanted to clarify that the board is happy with him dealing with all the staff and staff issues. And that there will be no time in lieu.

JSL-

Asked about clocking in.

DIL-

Is in the process of getting a new mechanism in place for this.

Agrees with SN about time in Lieu, but should consider one offs under special circumstances.

SN-

Problems with Cathy doing extra work for Reg at all hours of the day and night as it is affecting her work.

JSL-

Need to speak to Reg.

DIL-

From now on it is agreed that SN is solely responsible for staff. The board agreed on this.

DIL may have to tell staff off but he is in no way stepping on SN toes, when SN is not in the office it will fall to DIL.

JSL-

Complete control – complete responsibility.

If it is too much then we need to know. SN jobs look a lot, so if there are any problems fitting it all in we need to know.

Wants a business plan, and is in the process of doing one for the bank, and would like a business plan from DIL, SN and HL.

Would like to send a questionnaire to SH and RS and ask what they want over the next two years, and personnel opinions of where to hit and what with.

SN-

Catrin is to sort out certificates from now on. Some have been requested singly. These should have been combined with others, which would have saved money.

Any material going out, leaflets / website etc. must be proofed.

JSL-

Would like to know what LL, CH, CG, SN and SH are doing on a day to day basis and RS when in the when in the office.

DIL-

Concerned with what SH is doing.

SN-

We have had a lad called Sean come and ask about part time work, he seems good and maybe just what we need. Also been looking at apprenticeships.

It was decided that we should take him on part time to help JC and goods in and see how it goes.

DIL-

There are some issues with tension between CG and AH.

Need to look at who would like to go to Catrin`s wedding as it is a work day.

And while Catrin is away do we need more staff, possibly a temp just for the month. Or do we have JC covering the office and this new lad covering goods in.

GGL-

Would like time at the end of the meetings to discuss Vandagraph and VST.

DIL-

For ISO9001 VST will need a board meeting. This will be added to the next board meeting.

HJL-

Need a company meeting when the figures are finalised for 2011.

JSL-

Need someone to visit Teledyne, Derek possibly go 12 monthly.

Possibly someone to visit Brazil through Medilink.

Steve Nixon to visit Germany every 3 months. JSL doesn't want to go. Derek and Helen to go too.

RS to visit UAE.

### **Any other Business**

JSL-

We are looking at buying No. 1 Bank Road. To purchase the part of the garden that is adjacent to Viamed or the whole property.

HJL-

Next board meeting will be held 7th March 2012.