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 :

Show All Returns Reviews

To Filter to Company Issues you need to tag any in the Genetic Issues first

Unreviewed Telephone Complaints

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
351233 06 Jan 2025	Non conformance review history VST (285)	☐	☐	☐	☐	☐	☐	☐

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

Non Conformance Issues

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

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351232 06 Jan 2025	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

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
351194 03 Jan 2025	Incorrect oxygen sensors in boxes	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Catherine Spence sent to Helen Lamb
There have been some oxygen sensors that have been boxed, but have been placed in the wrong box with the wrong barcode attached. R-49V (0110049) S/N: V104581, one of these was boxed, but inside the box was a T7V oxygen sensor S/N V101681 RVM153007-1 25/10/24 we have replaced the incorrect sensor on RVM154184-1 and made SRS68990 for the return of the incorrect sensor and also sent out a prepaid UPS label for the return. 12 x 0110022 sold to Broomfield Hosp on RVM153914-1 on 13/12/24 we have been informed that four of them were in fact R-17meds 0110017 We have replaced the full order on RVM154163-1 and have generated SRS68989 for the return of the sensors, and supplied a UPS prepaid returns label. The effected s/n of the R17Meds are which in turn will now have R-22med sensors in side are. S/N:165021 Leeds Hosp RVM15394-1 dated 17/12/23, replacement sensor sent out today on RVM154192-1 FOC S/N:165022 Morrison Hosp RVM154065-1 dated 20/12/24, replacement sent out today on RVM154189-1 FOC S/N:165023 ESZ AG Calibration RVM154064-1 dated 23/12/24, replacement sent out on RVM154188-1 FOC S/N:165024 Royal Alexander Hosp RVM154073-1 dated 23/12/24, replacement sent out today RVM154185-1 FOC All effected orders have been informed of the issue. It would appear that the boxer has only checked the last two digits of the sensor and not carried out a full check to match the type of senor and whole serial number from the unit to the barcode label. All staff who have access to boxing of sensors will be sent an issue to what has happened, and all staff will be re trained. All current pre boxed sensors that are on the ready for sale shelf are being re checked before any other orders can go out. Going forward, we will limit the amount of people able to box sensors to : Linda, myself and robert. And for the moment, before we box any sensors we will scan then to our own location , so that we can confirm who was boxing sensors.(Linda`s sensors will be pre scanned to her location for her) once all boxing has been done then they will be scanned to sellable shelf.

Audit Picking and Packing

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
350896 01 Jan 2025	Audit 01 Picking Packing VST (194)	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated Audit 01 due 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 Design 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
350895 01 Jan 2025	Audit 03 Design Control VST (193)	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated Audit 03 NOTE DESIGN REMOVED FROM VST, AUDIT NOT REQUIRED. LEFT IN FOR FUTURE USE 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

Audit Picking and Packing

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350890 01 Jan 2025	Audit 01 Picking Packing Viamed (24)	☐	☐	☐	☐	☐	☐	☐

Helen 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

Audit Design 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
350889 01 Jan 2025	Audit 03 Design Control Viamed (22)	☐	☐	☐	☐	☐	☐	☐

Helen 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

Non Conformance Issues

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

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350765 30 Dec 2024	Order Error : 154112 Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 154112
Order Entered by Aqib Majeed
Order Checked by Emily Hanson
Office
Error was Checking error
Fault:
Has been entered on the wrong priority, should be a pri 4 as its royal mail

Possible Fix
passed back to the office

Non Conformance Issues
VST

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349901 17 Dec 2024	Shipped Items Return to Supplier BOX1010	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1010 warrant a NON conformance report via the CAPA process VM3COP10

17 Dec 2024 Derek Lamb
vst sensors normal fail type no capa required

Non Conformance Issues
VST

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348823 05 Dec 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

13 Dec 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Nov 24. 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 positive feedback received, 344745 positive Feedback from Air Research 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

19 Dec 2024 Derek Lamb
thankyou

Audit of Audits

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

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348378 02 Dec 2024	Audit 21 Audit Of Audit VST (192)	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 21 due Review the Audit Calendar Screen ISO -> Audit Calendar Complete Audit 21 Confirm if Audit calendar needs changing. 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

Audit Internal Audits

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

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348377 02 Dec 2024	Audit 17 Internal Audits VST (191)	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated 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

Audit Internal Audits

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348369 02 Dec 2024	Audit 17 Internal Audits Viamed (11)	☐	☐	☐	☐	☐	☐	☐

Helen 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

Audit Customer Complaints
VST

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346837 14 Nov 2024	Audit 14 Complaints And Corrective Actions VST (189)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated 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

18 Nov 2024 Helen Lamb

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

18 Nov 2024 Derek Lamb
thankyou

BSI Minor Non conformances

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

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346434 08 Nov 2024 346177	2560663-202410-N1 Calibration Stickers	☐	☐	☐	☐	☐	☐	☐

Philip Crossley
Added by Derek Lamb sent to Philip Crossley
CE Number Barcode Serial Number Date Due CE058 102042 50613890 Dec/2025 CE059 102043 50613891 Dec/2025 CE076 102060 6939K9 Dec/2024 CE078 102062 04314 Jul/2025 CE082 102066 Unknown Oct/2026 CE138 102122 Z28-0458 Nov/2024 CE109 102094 D19477292 Sep/2018 CE111 102095 D19477299 Oct/2026 CE112 102096 D19477379 Apr/2025 CE149 102133 420720660 Jul/2025 CE169 102153 N/K Dec/2025 CE178 674700 530569434 Jul/2025 CE182 697263 2433026 Jul/2025 CE185 843663 425571 Oct/2025 CE189 995710 Unknown Oct/2026 CE195 996365 Unknown Oct/2026 CE206 1288063 3027310 Aug/2025 CE207 1303613 BM82699024 Sep/2025 CE214 2318147 Q232100069 Sep/2024 CE215 2325084 2059802/11 Oct/2025 CE216 2357823 578952 Dec/2024 CE218 2578411 Q231600080 Sep/2025 CE220 2591710 BX1651896 Nov/2028 CE221 2610182 2077396 Oct/2025 List of equipment to find to put stickers on

11 Nov 2024 Philip Crossley
Ok, I will print the list out and work through it

11 Nov 2024 Philip Crossley
Done - almost. 2 things are at Lindas - CE082 and CE111. I will pass stickers to Mike. 2 things are away for external calibration. CE076 Microcal and CE138 Seaward pat tester. They will be stickered when they return. 2 things are not in service - CE182 and CE214. I still need to find CE109, a Caltek DVM that is indication only.

11 Nov 2024 Philip Crossley
There are things missing from the list already done - CE091 CE094 maybe CE0179 CE198 CE210 CE219

12 Nov 2024 Philip Crossley
Added Excel of Calibration Sticker status with notes etc

13 Nov 2024 Philip Crossley
CE109 is lost, not seen since 2018 so I have removed it from service. I think the list is completed so I will close the issue.

Non Conformance Issues
VST

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346424 08 Nov 2024	UnShipped Items Return to Supplier BOX1005	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1005 warrant a NON conformance report via the CAPA process VM3COP10

11 Nov 2024 Derek Lamb
automotive sensors, not being returned but replace by teleldyne. no capa required

BSI Minor Non conformances

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

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346177 06 Nov 2024	2560663-202410-N1 Calibration Stickers	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Derek Lamb sent to Helen Lamb
7.6 ISO 13485 Monitoring and measuring equipment process was not fully effective for servicing activities due to calibrated equipment was not appropriately labelled with current Calibration status nor identifiable.

06 Nov 2024 Helen Lamb
first draft attached also training doc re calibration test equipment first draft

08 Nov 2024 Derek Lamb
Created Related Issue #346434
Added by Derek Lamb sent to Philip Crossley
CE Number Barcode Serial Number Date Due CE058 102042 50613890 Dec/2025 CE059 102043 50613891 Dec/2025 CE076 102060 6939K9 Dec/2024 CE078 102062 04314 Jul/2025 CE082 102066 Unknown Oct/2026 CE138 102122 Z28-0458 Nov/2024 CE109 102094 D19477292 Sep/2018 CE111 102095 D19477299 Oct/2026 CE112 102096 D19477379 Apr/2025 CE149 102133 420720660 Jul/2025 CE169 102153 N/K Dec/2025 CE178 674700 530569434 Jul/2025 CE182 697263 2433026 Jul/2025 CE185 843663 425571 Oct/2025 CE189 995710 Unknown Oct/2026 CE195 996365 Unknown Oct/2026 CE206 1288063 3027310 Aug/2025 CE207 1303613 BM82699024 Sep/2025 CE214 2318147 Q232100069 Sep/2024 CE215 2325084 2059802/11 Oct/2025 CE216 2357823 578952 Dec/2024 CE218 2578411 Q231600080 Sep/2025 CE220 2591710 BX1651896 Nov/2028 CE221 2610182 2077396 Oct/2025 List of equipment to find to put stickers on

12 Nov 2024 Derek Lamb See Issue 346434, Phil has added stickers to existing Equipment, all bat the items currently being sent off for routine calibration, and 1 Sticker to be sent to Lindas test equiment.

12 Nov 2024 Helen Lamb
update doc to include issue number and task ids updated

12 Nov 2024 Helen Lamb

Non Conformance Issues
VST

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345968 05 Nov 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

07 Nov 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Oct 24. Issue 345034 Supplier return. Nothing else 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 positive feedback received, 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

12 Nov 2024 Derek Lamb
thank you

Audit Organisation and Process Verification
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
345560 01 Nov 2024	Audit 20 Process Verification To Managment VST (181)	☑	☐	☐	☐	☐	☐	☐

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

21 Nov 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit completed issue 347600 still ongoing re adding HSE sections to processes pages. Please review

22 Nov 2024 Derek Lamb
thankyou

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
345034 25 Oct 2024	Shipped Items Return to Supplier BOX1004	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1004 warrant a NON conformance report via the CAPA process VM3COP10

25 Oct 2024 Derek Lamb
Relates to original purchase order PST3675 booked in 01-08-2024, sensors dated 2024-08. Envitec invoice: 5267472995. Original problem was due to linearity error at high ppO2 > 2.0 bar.

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
345017 25 Oct 2024 344455	Software Validation Document Control (802) Non Conformance	☐	☑	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
document did not appear, page has been reviewed as to the reason , seems the filter for pulling out documents, that are not linked to a contact, failed, so we not showing the documents flagged as out of date, but not directly linked to a contact,. the bug has now been fixed, all documents are appearing,

25 Oct 2024 Derek Lamb
See QC 21 Form for document control.

Audit Management Review
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	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

		conformance / or dealt with in s						
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
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
343426 09 Oct 2024	Shipped Items Return to Supplier BOX998	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX998 warrant a NON conformance report via the CAPA process VM3COP10

10 Oct 2024 Derek Lamb
vst sensors normal fail type 8010006 Total Sales / Units In System : 45156 Warranty Fails : 118 0% Non Warranty Fails 37 0%

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

16 Oct 2024 Derek Lamb
thankyou

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
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
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
340144 05 Sep 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

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. Nothing of concern or to be investigated or reported on. 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

18 Sep 2024 Derek Lamb
ta

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

Derek 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

17 Oct 2024 Helen Lamb

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

18 Oct 2024 Derek Lamb
thankyou

Audit Contract Review
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
339678 02 Sep 2024	Audit 02 Contract Review VST (187)	☑	☐	☐	☐	☐	☐	☐

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 #342152
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
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,

30 Oct 2024 Steve Nixon

Priority Changed From 5 To 1

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
338155 14 Aug 2024	Shipped Items Return to Supplier BOX991	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX991 warrant a NON conformance report via the CAPA process VM3COP10

14 Aug 2024 Derek Lamb
vst normal sensor fail types, 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
337082 05 Aug 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

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 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

14 Aug 2024 Derek Lamb
thank you

Audit Health and Saftey
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
336820 01 Aug 2024	Audit 19 Health And Saftey VST (186)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Do HSE Audit Audit No 19 Review Last years Audit see if its still suitable 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

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

Audit Analysis of Data
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
335184 15 Jul 2024	Audit 23 Analysis Of Data VST (185)	☑	☐	☐	☐	☐	☐	☐

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 please review nothing ongoing

10 Sep 2024 Derek Lamb
thankyou

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
335086 12 Jul 2024	Shipped Items Return to Supplier BOX979	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX979 warrant a NON conformance report via the CAPA process VM3COP10

12 Jul 2024 Derek Lamb
vst 8010020 normal sensor fail types no capa required

Non Conformance Issues
VST

Issue / Primary	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance	Reviewed Non Conformity /	Determined Cause of Non	Evaluated action to	Planning and documenting	Verify Action does not	Effectiveness of corrective

ID / Call ID		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	Conformity / Complaint	Ensure does not recur	action needed and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
335085 12 Jul 2024	Shipped Items Return to Supplier BOX988	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX988 warrant a NON conformance report via the CAPA process VM3COP10

12 Jul 2024 Derek Lamb
vst normal sensor fail types

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
334360 05 Jul 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 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. Nothing of concern or to be investigated or reported on. 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

16 Jul 2024 Derek Lamb
thankyou

Audit Training
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
333816 01 Jul 2024	Audit 08 Training VST (184)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 08 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

Next Action Changed From Michael Lamb To Derek Lamb Training audit completed and attached. Nothing Outstanding Please review

19 Sep 2024 Derek Lamb
thankyou

Audit Repairs and Service
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
333815 01 Jul 2024	Audit 11 Repairs And Service VST (179)	☑	☐	☐	☐	☐	☐	☐

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

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
333619 27 Jun 2024	Shipped Items Return to Supplier BOX985	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX985 warrant a NON conformance report via the CAPA process VM3COP10

01 Jul 2024 Derek Lamb
vst o2 sensors normal fail type

Audit Documentation Control
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
331857 10 Jun 2024	Audit 10 Documentation Control VST (183)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated 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
thankyou

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	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a	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

		Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	corrective action plan				regulatory requirements	
331849 07 Jun 2024	UnShipped Items Return to Supplier BOX977	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX977 warrant a NON conformance report via the CAPA process VM3COP10

17 Jun 2024 Derek Lamb
vst sensor 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
331493 05 Jun 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

10 Jun 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st May 24. Nothing of concern or to be investigated or reported on. 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

14 Jun 2024 Derek Lamb
thankyou

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
331399 04 Jun 2024	Shipped Items Return to Supplier BOX978	☑	☐	☐	☐	☐	☐	☐

Steve Nixon
Does this Return BOX978 warrant a NON conformance report via the CAPA process VM3COP10

04 Jun 2024 Derek Lamb

Next Action Changed From Derek Lamb To Steve Nixon
Priority Changed From 5 To 1 i dont see a fault code of anything with these, are you aware or the return

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
330478 23 May	Shipped Items Return to Supplier BOX976	☑	☐	☐	☐	☐	☐	☐

2024								

Derek Lamb
Does this Return BOX976 warrant a NON conformance report via the CAPA process VM3COP10

24 May 2024 Derek Lamb
vst sensor normal fail type no cap required

Audit Calibration
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
329966 20 May 2024	Audit 06 Calibration VST (182)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 06 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

03 Jun 2024 Helen Lamb

Next Action Changed From Helen Lamb To Michael Lamb current audit attached with up to date processes we use the same doc for viamed and VST

12 Jun 2024 Helen Lamb

Next Action Changed From Michael Lamb To Derek Lamb completed audit attached, carried out by myself and Michael No issues or anything outstanding

12 Jul 2024 Derek Lamb
thankyou

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
328650 07 May 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

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. Nothing of concern or to be investigated or reported on. 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. Non Conformance issues review screen - 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. Derek please review the above

16 May 2024 Derek Lamb
thankyou

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

328341 03 May 2024		☑	☐	☐	☐	☐	☐	☐

General
03 May 2024 Derek Lamb
just internal normal nonconformance reviews

Complaints from VST to a Supplier
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
328338 03 May 2024		☑	☐	☐	☐	☐	☐	☐

General
03 May 2024 Derek Lamb
no complaints

Complaints
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
328336 03 May 2024		☑	☐	☐	☐	☐	☐	☐

General
03 May 2024 Derek Lamb
no complaints

Audit Production
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
328012 01 May 2024	Audit 15 Production VST (175)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 15 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

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached no issues. Please review. If you want ML to review this please pass on and let him know.

08 May 2024 Derek Lamb
thankyou

Audit Post Marketing Surveillance
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	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a	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

		Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	corrective action plan				regulatory requirements	
327858 30 Apr 2024 329104	Audit 22 Post Market Survellance VST (180)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 22 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

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached, issues outstanding 327860, 327234, 311115 all referenced in issue 329104 sent relating to the Viamed Audit Please review

16 Oct 2024 Derek Lamb
all closed now thankyou

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
327683 26 Apr 2024	Shipped Items Return to Supplier BOX974	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX974 warrant a NON conformance report via the CAPA process VM3COP10

26 Apr 2024 Derek Lamb
vst sensors , normal fail types

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
327682 26 Apr 2024	Shipped Items Return to Supplier BOX971	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX971 warrant a NON conformance report via the CAPA process VM3COP10

26 Apr 2024 Derek Lamb
vst sensor high output, no cap required

Audit Handling and Storage
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
326414 15 Apr 2024	Audit 07 Handling And Storage VST (178)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 07 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
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
325635 05 Apr 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

09 Apr 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb VST 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 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. Non Conformance issues review screen - No issues. No other feedback issues relating to non conformances that need to be monitored or reviewed. Non conformance meeting header - Several positive feedbacks have been added. No issues or areas of concern. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above

10 Apr 2024 Derek Lamb
thankyou

Audit CE Files
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
324483 25 Mar 2024	Audit 12 CE Files VST (176)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated 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

16 May 2024 Helen Lamb

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

16 May 2024 Derek Lamb
thankyou

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

324145 20 Mar 2024	Shipped Items Return to Supplier BOX967	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX967 warrant a NON conformance report via the CAPA process VM3COP10

26 Mar 2024 Derek Lamb
normal vst sensor return no capa required

Audit Goods Inwards and Product Identity
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
323163 11 Mar 2024	Audit 09 Goods Inward And Product Identity VST (174)	☑	☐	☐	☐	☐	☐	☐

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

26 Apr 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Completed audit attached Issue 327056 sent re process 673 and 674. Nothing else outstanding. Please review

17 May 2024 Derek Lamb
thankyou

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
322561 05 Mar 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

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 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. Non Conformance issues review screen - No issues. No other feedback issues relating to non conformances that need to be monitored or reviewed. Non conformance meeting header - Several positive feedbacks have been added. No issues or areas of concern. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above

13 Mar 2024 Derek Lamb
thankyou

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

319657 05 Feb 2024	Non conformance review history VST (286)	☑	☐	☐	☐	☐	☐	☐

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
vst non conformances tasks upto date, no major issues found

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
319656 05 Feb 2024	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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. 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. Non Conformance issues review screen - No issues. No other feedback issues relating to non conformances that need to be monitored or reviewed. Non conformance meeting header - Update of an objective in the management review, no other issues or areas of concern. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above

Adverse incident reporting
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
319554 02 Feb 2024		☑	☐	☐	☐	☐	☐	☐

General
02 Feb 2024 Derek Lamb
no incidents

Audits Closure
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
318763 25 Jan 2024	Objective To agree the current schedule of Top Level audits.	☑	☐	☐	☐	☐	☐	☐

General
25 Jan 2024 Derek Lamb
closed lat years audits,
agreed to next year 2024 schedula

Results of internal audits / Mini Audits
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
318761 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 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
318651 25 Jan 2024	Shipped Items Return to Supplier BOX960	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX960 warrant a NON conformance report via the CAPA process VM3COP10

26 Jan 2024 Derek Lamb
vst normal sensor fail type no capa 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
316859 05 Jan 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

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 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. Non Conformance issues review screen - No issues. No other feedback issues relating to non conformances that need to be monitored or reviewed. Non conformance meeting header - Nothing in last month. Nothing further. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above

09 Jan 2024 Derek Lamb
Done

Audit Picking and Packing
VST

Issue / Primary	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No	Reviewed Non Conformity / Complaint and	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely affect	Effectiveness of corrective

ID / Call ID		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	implementation QC 28b	Safety Performance or regulatory requirements	action reviewed
316318 01 Jan 2024	Audit 01 Picking Packing VST (194)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 01 due 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
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
316317 01 Jan 2024	Audit 03 Design Control VST (193)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 03 NOTE DESIGN REMOVED FROM VST, AUDIT NOT REQUIRED. LEFT IN FOR FUTURE USE 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
thasnkyou

Audit Internal Audits
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
316128 28 Dec 2023 313880	Audit 17 Internal Audits VST (191) Task 1094 not completed	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
Audit 17 Internal Audits VST (191) Task 1094 not completed Board meeting has been delayed as a Director has been really unwell. Will be carried out in January 24

31 Jan 2024 Derek Lamb
has been done now,

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	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

		conformance / or dealt with in s						
314196 05 Dec 2023	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

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. Nothing of concern or to be investigated or reported on. 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. Non Conformance issues review screen - No issues. No other feedback issues relating to non conformances that need to be monitored or reviewed. Non conformance meeting header - Nothing in last month. Nothing further. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above

15 Dec 2023 Derek Lamb
thankyou

Audit of Audits
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
313881 01 Dec 2023	Audit 21 Audit Of Audit VST (192)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 21 due Review the Audit Calendar Screen ISO -> Audit Calendar Complete Audit 21 Confirm if Audit calendar needs changing. 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

29 Dec 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb ive given you the audit to scan and attach to this issue please

02 Jan 2024 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Completed audit attached, completed by you. no issues please check correct is attached.

02 Jan 2024 Derek Lamb

Audit Internal Audits
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
313880 01 Dec 2023	Audit 17 Internal Audits VST (191)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated 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
Created Related Issue #316128
Added by Helen Lamb sent to Derek Lamb
Audit 17 Internal Audits VST (191) Task 1094 not completed Board meeting has been delayed as a Director has been really unwell. Will be carried out in January 24

28 Dec 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit completed issue 316128 sent re task not completed. Please review the attached.

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
313647 28 Nov 2023	Shipped Items Return to Supplier BOX941	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX941 warrant a NON conformance report via the CAPA process VM3COP10

28 Nov 2023 Derek Lamb
80100082240983M01112018No Output vst normal sensor type fail no capa 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
311635 06 Nov 2023 311426	Non-Conformance Vandgraph Website	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Derek Lamb sent to Helen Lamb
See Main Issue

09 Nov 2023 Helen Lamb
have spoken to Mike and advised him these need to be carried out more regularly

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
311536 06 Nov 2023	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 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. Nothing of concern or to be investigated or reported on. 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. Non Conformance issues review screen - No issues. No other feedback issues relating to non conformances that need to be monitored or reviewed. Non conformance meeting header - Nothing in last month. Nothing further. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above

16 Nov 2023 Derek Lamb
Done

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	Reviewed Non Conformity / Complaint and determine if its a	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely affect Safety	Effectiveness of corrective action reviewed

		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	vigilance Issue requiring a corrective action plan		does not recur	implementation QC 28b	Performance or regulatory requirements	
311426 03 Nov 2023	Non-Conformance Vandgraph Website	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Catrin Hird sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Order have not been marked as fulfilled from 18th October for 13 Vandagraph orders. I will go through them now to check system and fulfil.

06 Nov 2023 Derek Lamb
Created Related Issue #311635
Added by Derek Lamb sent to Helen Lamb
See Main Issue

Audit Organisation and Process Verification
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
311116 01 Nov 2023	Audit 20 Process Verification To Managment VST (181)	☑	☐	☐	☐	☐	☐	☐

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

Audit Management Review
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
309399 16 Oct 2023	Audit 18 Management Review VST (188)	☑	☐	☐	☐	☐	☐	☐

Derek 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

15 Nov 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Completed Audit Attached please review. Assessed from the 2022 Management review, 2023 is now due and planned for next month. Nothing outstanding

15 Nov 2023 Helen Lamb
i labelled the attached doc wrong its for 2023

16 Nov 2023 Derek Lamb
Done

16 Nov 2023 Derek Lamb
Done

Complaints from VST to a Supplier
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
309020 10 Oct 2023	test	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
test

11 Oct 2023 Derek Lamb
Done

Future Reviews - Internal Audits
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
308987 10 Oct 2023	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
10 Oct 2023 Derek Lamb
on going

VST Customer Complaints
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
308961 10 Oct 2023	test	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
10 Oct 2023 Derek Lamb
test issue

11 Oct 2023 Derek Lamb
Done

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
308534 05 Oct 2023	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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 Oct 2023 Helen Lamb
Please see issue 305778. September issue was done late due to illness, so covers Octobers Non conformance review.

05 Oct 2023 Helen Lamb
Please see issue 305778. September issue was done late due to illness, so covers Octobers Non conformance review.

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
307437 22 Sep 2023	Shipped Items Return to Supplier BOX938	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX938 warrant a NON conformance report via the CAPA process VM3COP10

27 Sep 2023 Derek Lamb
vst o2 sensor unstable output, SN aware, normal fail type, no cap required at this time

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
305816 05 Sep 2023	Shipped Items Return to Supplier BOX930	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX930 warrant a NON conformance report via the CAPA process VM3COP10

05 Sep 2023 Derek Lamb
VST normal sensor fail type Done

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
305778 05 Sep 2023	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

03 Oct 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Oct 23. I have had Covid so this has been delayed this will cover the next issue too. So August and September 23. Nothing of concern or to be investigated or reported on. 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. Non Conformance issues review screen - No issues. No other feedback issues relating to non conformances that need to be monitored or reviewed. Non conformance meeting header - Nothing in last two months. Nothing further. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above

04 Oct 2023 Derek Lamb
thankyou

Audit Purchasing
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
305390 01 Sep 2023	Audit 05 Purchasing Suppliers VST (190)	☑	☐	☐	☐	☐	☐	☐

Derek 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

12 Sep 2023 Helen Lamb

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

15 Sep 2023 Derek Lamb
thankyou

Audit Contract Review
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
305388 01 Sep 2023	Audit 02 Contract Review VST (187)	☑	☐	☐	☐	☐	☐	☐

Derek 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

11 Sep 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit completed and no issues please review the attached.

11 Sep 2023 Derek Lamb
thankyou

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	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

		conformance / or dealt with in s						
303194 07 Aug 2023	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

07 Aug 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st July 23. Nothing of concern or to be investigated or reported on. 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. Non Conformance issues review screen - No issues. No other feedback issues relating to non conformances that need to be monitored or reviewed. Non conformance meeting header - 300731 issue wrong invoice sent to customer, human error, relevant staff have been spoken to. Nothing further. Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above

07 Aug 2023 Derek Lamb
thankyou

Audit Health and Saftey
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
302436 01 Aug 2023	Audit 19 Health And Saftey VST (186)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Do HSE Audit Audit No 19 Review Last years Audit see if its still suitable 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

01 Aug 2023 Helen Lamb

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

02 Aug 2023 Derek Lamb
Thankyou Done

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
301436 19 Jul 2023 299479	Audit 11 Repairs And Service VST (179) Non Conformance QA records	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
Test records have QA but not in the QA Data base. system to be updated

21 Jul 2023 Derek Lamb

Linked TaskID Changed From 0 To 456

18 Sep 2023 Derek Lamb
updated the stock refrences to havea pass fail and output gielfs to appear in the SRS system.

Audit Analysis of Data
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
300839 13 Jul 2023	Audit 23 Analysis Of Data VST (185)	☑	☐	☐	☐	☐	☐	☐

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

31 Jul 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Completed audit attached. Please check, the only issue outstanding is the one for the management review which cannot be completed until signing off in the next meeting.

31 Jul 2023 Helen Lamb

31 Jul 2023 Derek Lamb
thankyou

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
300820 12 Jul 2023 300732	Order Error : 143286 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Helen Lamb sent to Helen Lamb
Incorrect invoice sent to customer, sent invoice for M3S RST142896-1 instead of RST143286-1. We have sent the wrong invoice to a VST customer. Please be extra careful when adding invoices to your emails. Especially VST ones.

08 Aug 2023 Helen Lamb

08 Aug 2023 Helen Lamb

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
300732 12 Jul 2023	Order Error : 143286 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 143286
Order Entered by Janine Gill
Order Checked by Kate Griffiths
Office
Error was New Error
Fault:
Incorrect invoice sent to customer, sent invoice for M3S RST142896-1 instead of RST143286-1. Non-Conformance raised issue #300731

Possible Fix

12 Jul 2023 Helen Lamb
Created Related Issue #300820
Added by Helen Lamb sent to Helen Lamb

Incorrect invoice sent to customer, sent invoice for M3S RST142896-1 instead of RST143286-1. We have sent the wrong invoice to a VST customer. Please be extra careful when adding invoices to your emails. Especially VST ones.

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
300731 12 Jul 2023	rEvo x M3S Incorrect Invoice Sent to Customer	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Catrin Hird sent to Derek Lamb
Incorrect invoice sent to customer, sent invoice for M3S RST142896-1 instead of RST143286-1 for rEvo. Also raised as Log Error against rEvo order.

07 Aug 2023 Derek Lamb
first ever occurance of this - looks like human error, spoken to office staff no futher action taken

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
299811 05 Jul 2023	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

10 Jul 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st June 23. Nothing of concern or to be investigated or reported on. 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. No other feedback issues relating to non conformances that need to be monitored or reviewed. Non conformance meeting header - nothing new Order Invoice Error Logs - no issue, nothing to worry about. Derek please review the above

11 Jul 2023 Derek Lamb
Done

Audit Repairs and Service
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
299479 03 Jul 2023	Audit 11 Repairs And Service VST (179)	☑	☐	☐	☐	☐	☐	☐

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

19 Jul 2023 Helen Lamb
Created Related Issue #301436
Added by Helen Lamb sent to Derek Lamb
Test records have QA but not in the QA Data base. system to be updated

10 Aug 2023 Helen Lamb

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

25 Aug 2023 Derek Lamb
thankyou

Audit Training
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
299315 30 Jun 2023	Audit 08 Training VST (184)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 08 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

21 Jul 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

24 Jul 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached that you carried out. Please check it scanned ok

24 Jul 2023 Derek Lamb
Done

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
299310 29 Jun 2023	Shipped Items Return to Supplier BOX921	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX921 warrant a NON conformance report via the CAPA process VM3COP10

29 Jun 2023 Derek Lamb
reviewed vst , normal fail types

29 Jun 2023 Derek Lamb
reviewed vst , normal fail types

Audit Documentation Control
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
297581 12 Jun 2023	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

26 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit done no issues

26 Jun 2023 Derek Lamb
thankyou

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
296962 05 Jun 2023	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

09 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st May 23. Issue 295394 QC21 forms generated for BSI minors, not a problem and nothing else of concern or to be investigated or reported on. 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. 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. Derek please review the above

13 Jun 2023 Derek Lamb
Done

VST Customer Complaints
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
296752 01 Jun 2023	Divesoft - complaint list number 23OB0251	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Steve Nixon sent to Steve Hardaker
Concerns 8010020 oxygen sensors Please process through the updated complaints system. See the attached emails. I will get back to Divesoft with a summary of the findings concerning the overspill of the conformal coating and also process the credits relating to the SRS.

02 Jun 2023 Steve Nixon
Credit done TST143790-0

02 Jun 2023 Steve Hardaker
There are no attached emails, please can you upload them and bounce this issue back to me.

22 Jun 2023 Derek Lamb

Linked TaskID Changed From 0 To 1193

14 Aug 2023 Steve Hardaker
Customer Complain Report CCR154 was been generated. Just need to print along with supporting documents and add to the paper file.

16 Aug 2023 Steve Hardaker

Next Action Changed From Steve Hardaker To Derek Lamb Added to paper file in office meeting room. I believe this is now complete, just requires signing off by a Director.

23 Aug 2023 Derek Lamb
Done

Audit Calibration
VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective	Reviewed Non Conformity / Complaint and determine if its a	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely affect Safety	Effectiveness of corrective action reviewed

		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	vigilance Issue requiring a corrective action plan		does not recur	implementation QC 28b	Performance or regulatory requirements	
295678 22 May 2023	Audit 06 Calibration VST (182)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 06 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

23 Jun 2023 Helen Lamb

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

26 Jun 2023 Derek Lamb
thankyou

Non Conformities Review
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
295327 16 May 2023	2342435-202305-N2 ISO 9001:2015 9.2 Minor	☑	☑	☑	☑	☑	☑	☑

Helen Lamb
Added by Derek Lamb sent to Derek Lamb
1. The unique identifier (from the BSI report and also any internal reference). 2. The statement of Nonconformity as written in the BSI report. 3. Root Cause Analysis. 4. Relevant Immediate Correction (where applicable). 5. Relevant and Proportionate Corrective Action. 6. Person responsible to complete the action(s). 7. Time for completion of all identified actions. The process for internal audit is not fully effective as it was not clear that all issues raised during internal audit were part of the non- conformity review process as per documented procedure 9.2 Internal audit Picking packing audit 2023

16 May 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

18 May 2023 Helen Lamb
HL revision added 295327.12614 qc 21 initial document N2_18_05_23 HL1

21 May 2024 Helen Lamb
Effectiveness has been reviewed and completed. QC21 Non conformance has been closed by Derek Lamb today.

21 Jun 2024 Helen Lamb

Non Conformities Review
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
295321 16 May 2023	2342435-202305-N1 ISO 9001:2015 5.2 Minor	☑	☑	☑	☑	☑	☑	☑

Helen Lamb
Added by Derek Lamb sent to Derek Lamb
1. The unique identifier (from the BSI report and also any internal reference). 2. The statement of Nonconformity as written in the BSI report. 3. Root Cause Analysis. 4. Relevant Immediate Correction (where applicable). 5. Relevant and Proportionate Corrective Action. 6. Person responsible to complete the action(s). 7. Time for completion of all identified actions. The process for the quality policy is not fully effective as it was defined as a secondary level document. 22062 VM3COP.00.00 Company quality policy 16 sept 2017

16 May 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

18 May 2023 Helen Lamb
section 5.2 of 9001 first revision by me doc named 295321.12613 qc21 initial document N1_18_05_23 HL1

21 May 2024 Helen Lamb
effectiveness verified and closed by Derek Lamb doc attached.

21 Jun 2024 Helen Lamb

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
29501912 May 2023	Shipped Items Return to Supplier BOX915	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX915 warrant a NON conformance report via the CAPA process VM3COP10

15 May 2023 Derek Lamb
normal sensor type fails

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
29426805 May 2023	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 May 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st April 23 nothing of concern or to be investigated or reported on. BSI were in last week for 9001:2015 and four Minors were given, these will be investigated and processed shortly. 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. 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. Derek please review the above

15 May 2023 Derek Lamb
thankyou

Audit Post Marketing Surveillance
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
29372402 May 2023	Audit 22 Post Market Survellance VST (180)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 22 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

02 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached, no issues from this VST audit

05 Jun 2023 Derek Lamb
thankouy

Audit Production
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
293720 02 May 2023	Audit 15 Production VST (175)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 15 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

02 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached , no issues and no production carried out by VST

02 Jun 2023 Derek Lamb
thankyou

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
292702 18 Apr 2023	Shipped Items Return to Supplier BOX912	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX912 warrant a NON conformance report via the CAPA process VM3COP10

28 Apr 2023 Derek Lamb
Done

Audit Handling and Storage
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
292443 17 Apr 2023	Audit 07 Handling And Storage VST (178)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 07 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 Jun 2023 Helen Lamb

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

19 Jun 2023 Derek Lamb
thankyou

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
291403 05 Apr 2023	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

03 May 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st March 23 nothing of concern or to be investigated or reported on. 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. 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. Derek please review the above

09 May 2023 Derek Lamb
thankyou

Audit CE Files
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
290136 22 Mar 2023	Audit 12 CE Files VST (176)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated 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

29 Mar 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Scanned to issue completed by Steve Nixon and Derek Lamb. Attached.

30 Mar 2023 Derek Lamb
thankyou

14 Sep 2023 Derek Lamb

Audit Goods Inwards and Product Identity
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
288861 09 Mar 2023	Audit 09 Goods Inward And Product Identity VST (174)	☑	☐	☐	☐	☐	☐	☐

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

13 Apr 2023 Helen Lamb
Created Related Issue #292109
Added by Helen Lamb sent to Derek Lamb
there are two SRSs without email addresses All the other info is there but i though this should probably be in here too. I am unsure if this is a system thing not pulling it in or a person thing

13 Apr 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached one issue 292109 re SRS info.

18 Apr 2023 Derek Lamb
thankyou

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
288494 06 Mar 2023	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

22 Mar 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st February 23 nothing of concern or to be investigated or reported on. 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. 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. Derek please review the above

23 Mar 2023 Derek Lamb
thankyou

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
284669 25 Jan 2023 246776	Audit 01 Picking Packing VST (194) Needs a re write as system been updated	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Helen Lamb sent to Helen Lamb
Both Viamed and VSt need a re write as reflects old system

17 Feb 2023 Helen Lamb

Priority Changed From 5 To 1

11 May 2023 Derek Lamb

Header Changed From 614 VST Audits Calander Audit Picking and Packing To VST Management Non Conformance Issues

26 Jun 2023 Helen Lamb
Done

26 Jun 2023 Helen Lamb

Audit Picking and Packing
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	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue	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

		Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	requiring a corrective action plan				regulatory requirements	
281965 03 Jan 2023	Audit 01 Picking Packing VST (194)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 01 due 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

16 Feb 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb no issues, Audit attached please review

20 Feb 2023 Derek Lamb
reviewed

Audit Design Control
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
281964 03 Jan 2023	Audit 03 Design Control VST (193)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 03 NOTE DESIGN REMOVED FROM VST, AUDIT NOT REQUIRED. LEFT IN FOR FUTURE USE 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

23 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb you were going to go through this with Steve

20 Sep 2023 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

21 Sep 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached please can you check its ok . no issues

22 Sep 2023 Derek Lamb
THANKYOU

Audit of Audits
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
279306 01 Dec 2022	Audit 21 Audit Of Audit VST (192)	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated Audit 21 due Review the Audit Calendar Screen ISO -> Audit Calendar Complete Audit 21 Confirm if Audit calendar needs changing. 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 Dec 2022 Helen Lamb
Scanned Audit attached as per your request.

06 Dec 2022 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb please reveiw and complete

06 Dec 2022 Helen Lamb
Reviewed ok no issues

Audit Internal Audits
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
279305 01 Dec 2022	Audit 17 Internal Audits VST (191)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated 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

06 Dec 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit completed and reviewed, Was carried out by both of us, no issues

06 Dec 2022 Derek Lamb
reviewed thankyou

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
273702 05 Oct 2022	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

28 Oct 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st September 22 nothing of concern or to be investigated or reported on. 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. 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. Derek please review the above #276042 issue sent re Customer Complaint and Non Conformance Review Screen as not filtering to VST

31 Oct 2022 Derek Lamb
ok, will fix filter on the page

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
270891 05 Sep 2022	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

14 Sep 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues to 1st August 22 nothing of concern or to be investigated or reported on. 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. 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. Derek please review the above

16 Sep 2022 Derek Lamb
Reviewed ok

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
268177 05 Aug 2022	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

10 Aug 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues to 1st July 22 nothing of concern or to be investigated or reported on. 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. 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. Derek please review

10 Aug 2022 Derek Lamb
reviewed

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
267039 25 Jul 2022 265294	Non conformance review history VST (285) tasks	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
Positive feedback re product VST. No Task for this to be reviewed Positive feedback re customer VST. No Task for this to be reviewed Think we should have tasks for these

25 Jul 2022 Helen Lamb
there are two other issues tasks but they seem a general ones. Tasks 1068 and 1069

25 Jul 2022 Derek Lamb
added today as processes with linked tasks

29 Jul 2022 Helen Lamb

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	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

		to Escalate Non conformance / or dealt with in s						
265294 05 Jul 2022	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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

25 Jul 2022 Helen Lamb
Created Related Issue #267039
Added by Helen Lamb sent to Derek Lamb
Positive feedback re product VST. No Task for this to be reviewed Positive feedback re customer VST. No Task for this to be reviewed Think we should have tasks for these

25 Jul 2022 Helen Lamb
Checked back through all Non Conformance issues to 1st June 22 nothing of concern or to be investigated or reported on. Review VST Product Feedback Negative (742) nothing new. Positive feedback re product nothing new. No Task for this to be reviewed Review VST Feedback - Customer Feedback Negative (740) nothing new. Positive feedback re customer nothing new. No Task for this to be reviewed Review VST Feedback - Customer Complaints (738) 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.

Audit Training
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
264799 30 Jun 2022	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

14 Jul 2022 Helen Lamb
Audit completed Derek, scanned and uploaded by Helen Second scan is in the correct page order

21 Jul 2022 Derek Lamb
Done

Audit Documentation Control
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
262667 10 Jun 2022	Audit 10 Documentation Control VST (183)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated 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

07 Jul 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit completed no issues, please review

07 Jul 2022 Derek Lamb
thank you

Non Conformance Issues
VST

Issue / Primary	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No	Reviewed Non Conformity / Complaint and	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely affect	Effectiveness of corrective

ID / Call ID		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	implementation QC 28b	Safety Performance or regulatory requirements	action reviewed
262009 06 Jun 2022	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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

06 Jun 2022 Helen Lamb
checked back through all Non Conformance issues to 1st May 22 nothing of concern or to be investigated or reported on. Negative feedback re product nothing new. Positive feedback re product nothing new. Negative feedback re customer nothing new. Positive feedback re customer nothing new. 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 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
259203 05 May 2022	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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

06 May 2022 Helen Lamb
checked back through all Non Conformance issues to 1st April 22 nothing of concern or to be investigated or reported on. Order Invoice Error Logs - no issue, nothing to worry about. No feedback issues relating to non conformances that need to me monitored or reviewed

Audit Handling and Storage
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
257431 19 Apr 2022	Audit 07 Handling And Storage VST (178)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 07 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

22 Apr 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb VST Audit 07 Handling and stock 2022 attached Please review

17 Jun 2022 Derek Lamb
thanks

Audit Goods Inwards and Product Identity
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
257393 14 Apr 2022 253497	Audit 09 Goods Inward And Product Identity VST (174)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
q11 missing info from a srs 68092. think its a system issue

04 Aug 2022 Derek Lamb
was a system bug, seem the acocunt was tagged with a non existant contact ID, not sure why but it wasnt taking the correct number as things didnt match up. fixed.

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
256229 05 Apr 2022	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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 Apr 2022 Helen Lamb
checked back through all Non Conformance issues to 1st jan 22 nothing of concern or to be investigated or reported on. Order Invoice Error Logs - no issue, nothing to worry about. No feedback issues relating to non conformances that need to me monitored or reviewed

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
250131 04 Feb 2022	Non conformance review history VST (286)	☑	☐	☐	☐	☐	☐	☐

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

07 Feb 2022 Derek Lamb
reviewed, nothing stands out as a problem

Audit Picking and Packing
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	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

		conformance / or dealt with in s						
246776 03 Jan 2022	Audit 01 Picking Packing VST (194)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 01 due 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

04 Mar 2022 Helen Lamb

Priority Changed From 5 To 2

13 Apr 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb VST Audit completed as per old system as new system not ready Please review the attached.

26 Apr 2022 Derek Lamb
thankyou

25 Jan 2023 Helen Lamb
Created Related Issue #284669
Added by Helen Lamb sent to Helen Lamb
Both Viamed and VSt need a re write as reflects old system

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
244975 10 Dec 2021 244667	Audit 17 Internal Audits VST (191) Non Conformance	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
Need a QC21 form to look into this, there should not be blank sections of the standard with regard to an area being audited, unless the section is just the Title of the section. the blanks appearing are define sub sections so no reason to be blank.

13 Dec 2021 Derek Lamb
sorted

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
241419 08 Nov 2021	Shipped Items Return to Supplier BOX828	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX828 warrant a NON conformance report via the CAPA process VM3COP10

10 Nov 2021 Derek Lamb
VST normal oxyegn sensor fails no capa required

Complaints
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

239983 26 Oct 2021	Objective All complaints to be logged and All complaints to be satisfactorily resolved in 6 months	☑	☐	☐	☐	☐	☐	☐

General
26 Oct 2021 Derek Lamb
No New complaints in the Complaint headers,

Is an Issue/repair with JFD regarding the failure of 1 sensor during a test,
not at this time a complaint, but they want to know what the failure is.SRS67874

Audit Management Review
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
238809 15 Oct 2021	Audit 18 Management Review VST (188)	☑	☐	☐	☐	☐	☐	☐

Derek 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

15 Oct 2021 Helen Lamb

Priority Changed From 5 To 1

26 Oct 2021 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit attached, issues that are outstanding are noted on the viamed audit

26 Nov 2021 Derek Lamb
thankyou

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
237792 05 Oct 2021	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

07 Oct 2021 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb This is in the process of being built so some functions are not present yet. Most changes to orders are due to the customer making changes. Orders deleted is the highest over the last two months and due to lack of stock- lead times and unpaid proformas. Updates to carriage is the second highest and is due to the customer changing method due to recent delays in shipping by other methods. Covid and Brexit have caused shipping issues recently. No problems stick out and no remedial action is needed on the current figures in the Reasons for opening Orders For Editing page Customer Complaint and Non Conformance Review Screen Nothing since last review re internal errors or areas of concern. Non Conformance Issues - Non Conformance Issues. There is nothing relating to - internal / staff / processes No issues ongoing overall and no problem areas - Viamed

07 Oct 2021 Derek Lamb
thank you

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	Reviewed Non Conformity / Complaint and determine if its a	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely affect Safety	Effectiveness of corrective action reviewed

		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	vigilance Issue requiring a corrective action plan		does not recur	implementation QC 28b	Performance or regulatory requirements	
234773 06 Sep 2021	Shipped Items Return to Supplier BOX809	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX809 warrant a NON conformance report via the CAPA process VM3COP10

06 Sep 2021 Derek Lamb
vst Low Output sensor, normal fail tpe no capa required at this point

Audit Analysis of Data
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
233619 24 Aug 2021 228924	Audit 23 Analysis Of Data VST (185)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
Stock Meeting last done april now due

09 Sep 2021 Derek Lamb
done

Audit Analysis of Data
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
228924 13 Jul 2021	Audit 23 Analysis Of Data VST (185)	☑	☐	☐	☐	☐	☐	☐

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

24 Aug 2021 Helen Lamb
Created Related Issue #233619
Added by Helen Lamb sent to Derek Lamb
Stock Meeting last done april now due

25 Aug 2021 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit done and attached #233619 ongoing issues

17 Sep 2021 Derek Lamb
Done

Audit Analysis of Data
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

228026 05 Jul 2021	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Sales Menu ->

Analysis of Data Viamed Analysis of Data VST

Search for any potential problems in the Graphs provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. 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 2021 Derek Lamb
board meeting held 3 aug 2021 all data was reviewed

Audit Documentation Control
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
225277 10 Jun 2021	Audit 10 Documentation Control VST (183)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated 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

01 Jul 2021 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb one issue pending related to this 227413. Audit completed and attached

Audit Calibration
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
223116 20 May 2021	Audit 06 Calibration VST (182)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 06 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

25 Aug 2021 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit done, and attached. No issues outstanding VST doesn`t actively use Test equipment as not testing before despatch.

09 Sep 2021 Derek Lamb
Done

Audit Analysis of Data
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

221537 05 May 2021	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Sales Menu ->

Analysis of Data Viamed Analysis of Data VST

Search for any potential problems in the Graphs provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. 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 May 2021 Derek Lamb
Helen been on holiday 1 outstanding task overdue, MG on tidying his room, RS Distributor Agreements, t/o dropped in april, need to see how may goes

Audit Production
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
221169 03 May 2021	Audit 15 Production VST (175)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 15 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

04 Aug 2021 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit complete some outstanding issue attached to Viamed Audit that relate to both Viamed and VST

11 Aug 2021 Derek Lamb
Tasks have been completed

Audit Post Marketing Surveillance
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
221043 30 Apr 2021	Audit 22 Post Market Surveillance 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

01 Jul 2021 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit completed no ongoing issues

Audit Handling and Storage
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

219542 15 Apr 2021	Audit 07 Handling And Storage VST (178)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 07 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

11 Jun 2021 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb done please see audit attached. No Issues with VST

15 Jun 2021 Derek Lamb
thankyou

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
218313 06 Apr 2021	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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

07 Apr 2021 Helen Lamb

13 May 2021 Helen Lamb
There do not appear to be any inherent problems / frequently occurring issues. When a mistake has been made those responsible have been spoken to and the relevant process re gone over. So the same mistake / error doesn`t happen again.

Audit CE Files
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
217140 22 Mar 2021	Audit 12 CE Files VST (176)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated 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

01 Jul 2021 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit done no ongoing issues

Audit Goods Inwards and Product Identity
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
215995 09 Mar	Audit 09 Goods Inward And Product Identity VST	☑	☐	☐	☐	☐	☐	☐

2021	(174)							

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

22 Jun 2021 Helen Lamb
Created Related Issue #226589
Added by Helen Lamb sent to Derek Lamb
question 16 Quarterly meetings. We do for Viamed, but VST they are annually carried out. Is this ok and correct

01 Jul 2021 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb one issue pending related to this 220469. Audit completed and attached

Non Conformance Issues
VST

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212854 04 Feb 2021	Non conformance review history VST (286)	☑	☐	☐	☐	☐	☐	☐

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

11 Feb 2021 Derek Lamb
202853, needs closing, when we get to hold a vst meeting

Audit Analysis of Data
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
209745 05 Jan 2021	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Sales Menu ->

Analysis of Data Viamed Analysis of Data VST

Search for any potential problems in the Graphs provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. 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 Jan 2021 Derek Lamb
issues system upto date, no old employees, Turnover best on record.

Audit Picking and Packing
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

209457 04 Jan 2021	Audit 01 Picking Packing VST (194)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 01 due 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

27 Jan 2021 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit completed and attached

27 Jan 2021 Derek Lamb
thanks no follow on issues

Audit Analysis of Data
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
206996 07 Dec 2020	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Sales Menu ->

Analysis of Data Viamed Analysis of Data VST

Search for any potential problems in the Graphs provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. 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.

07 Dec 2020 Derek Lamb
reviewed, a few issues starting to stack up, but non that require immediate attention, will check again end of week

Audit of Audits
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
206391 01 Dec 2020	Audit 21 Audit Of Audit VST (192)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 21 due Review the Audit Calendar Screen ISO -> Audit Calendar Complete Audit 21 Confirm if Audit calendar needs changing. 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

13 Oct 2021 Helen Lamb
audit attached as requested

13 Oct 2021 Derek Lamb
thanks

Audit Internal Audits
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	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

		conformance / or dealt with in s						
206390 01 Dec 2020	Audit 17 Internal Audits VST (191)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated 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

04 Dec 2020 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb done

11 Feb 2021 Derek Lamb

Audit Analysis of Data
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
203695 05 Nov 2020	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Sales Menu ->

Analysis of Data Viamed Analysis of Data VST

Search for any potential problems in the Graphs provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. 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 Nov 2020 Derek Lamb
reviewed with bsi last week

BSI Minor Non conformances
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
202983 29 Oct 2020 155085	vst exclusions	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
Note VST also now requires an exclusion to 9001 adding will update when bsi approves viameds Next Action Changed From Derek Lamb To Helen Lamb

29 Oct 2020 Derek Lamb
found document in index already 23739 Internal use only VM3COP02.01 Boundaries ISO 9001:2015 VST

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
202853 28 Oct	Service Repair Sheet:67494	☑	☐	☐	☐	☐	☐	☐

2020								

Steve Nixon
Added by Derek Lamb sent to Derek Lamb
Service Repair Sheet:67494 SRN32620 Oxygen Sensor VST 8010050 100587 Oxygen Sensor - JFD (non-mag).. Account Non Conformance should have been raised against the sensors with incorrect body size

28 Oct 2020 Derek Lamb

Header Changed From 202 VIAMED Stock Repairs Review - General To VST Management Non Conformance Issues

28 Oct 2020 Derek Lamb

Next Action Changed From Derek Lamb To Steve Nixon Noted its Envitec Issue, however its as close to a customer complaint, via a product return. as the size was incorrect, Due to being in covid lock down and the urgency to get these turned around, a non conformance was not raised. As we do not test the sensors from Envitec we will not catch these in the future, could do with finding a response from Envitec as to what they have done to stop this happening again. We may already have this in the system, but it need printing and attaching to this issue.

15 Nov 2021 Derek Lamb
see srs 67494

Audit Management Review
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
200801 15 Oct 2020	Audit 18 Management Review VST (188)	☑	☐	☐	☐	☐	☐	☐

Derek 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

19 Oct 2020 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb done please review this and check you are happy with it

11 Feb 2021 Derek Lamb
thanks

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
199461 05 Oct 2020	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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

09 Oct 2020 Helen Lamb
No errors reoccurring

Audit Analysis of Data
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

199451 05 Oct 2020	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Sales Menu ->

Analysis of Data Viamed Analysis of Data VST

Search for any potential problems in the Graphs provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. 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.

07 Oct 2020 Derek Lamb
Check Audit Roles Titles and Processes in Employee Roles and Titles. Done, updated to make easier mass closing of relevant issues if there is a back log , and the backlog reason is fixed (i.e. covid build up non essecial jobs) While resources have been tight personel wise, we have show we can deal with a sudden large through put of stock Issue statistics now broken,

Non Conformance Issues
VST

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198689 25 Sep 2020	Shipped Items Return to Supplier BOX741	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX741 warrant a NON conformance report via the CAPA process VM3COP10

28 Sep 2020 Derek Lamb
VST sensors, no cap required

Non Conformance Issues
VST

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172324 06 Apr 2020	Non conformance review history VST (285)	☑	☐	☐	☐	☐	☐	☐

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

23 Apr 2020 Helen Lamb
nothing on going for VST

Any New QC21 Forms
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
167500 03 Mar 2020	QC 21 Form Oxygen Sensor - R17JJ-CCR Shipment Dates	☑	☑	☑	☑	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
JJCCR usually place a forward order, and need reminding when to place another order, this month the reminder was late, and while we have stock in the pipeline, Jan will usually want the sensors at the start of the month, Our required date on next supplier order was set as the 4th March, When the confirmation came in on the

3rd feb, and the estimate shipping date correctly filled in it was for the date 11th March. the dates mismatch was not picked up by office staff while confirming the order

03 Mar 2020 Derek Lamb
Raised a QC21 Form due to the fact the customer is un happy, and his stock is going to be a week later than planned

11 Mar 2020 Derek Lamb
Created Related Issue #168340
Added by Derek Lamb sent to Catrin Hird

09 Apr 2020 Derek Lamb

Header Changed From 503 VST Management Non Conformance Issues To Non Conformance Issues Any New QC21 Forms
Urgent Flag Changed To On
Subject Changed From Oxygen Sensor - R17JJ-CCR Shipment Dates
Subject Changed To QC 21 Form Oxygen Sensor - R17JJ-CCR Shipment Dates

10 Apr 2020 Derek Lamb

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
164203 04 Feb 2020	Non conformance review history VST (286)	☑	☐	☐	☐	☐	☐	☐

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

12 Mar 2020 Derek Lamb
upto date as feb

Audit Picking and Packing
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
161466 02 Jan 2020	Audit 01 Picking Packing VST (194)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 01 due 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 2020 Helen Lamb

Priority Changed From 5 To 2

10 Sep 2020 Helen Lamb
Created Related Issue #196533
Added by Helen Lamb sent to Sarah Walton
Order ID RST124142 has no customer paperwork attached. Please can you find the paperwork and add it also please make sure to add customer paperwork to all orders.

23 Sep 2020 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit completed and attached, please check you are happy with this and let me know if you have any queries.

28 Sep 2020 Derek Lamb
checked and ok

Audit Design Control

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
161465 02 Jan 2020	Audit 03 Design Control VST (193)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 03 NOTE DESIGN REMOVED FROM VST, AUDIT NOT REQUIRED. LEFT IN FOR FUTURE USE 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

08 Jan 2020 Helen Lamb

Priority Changed From 5 To 2

23 Sep 2020 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit completed and attached, please check you are happy with this and let me know if you have any queries.

28 Sep 2020 Derek Lamb
checked ok, no viamed design,