Vandagraph Sensor Technologies

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# VST Management Review 2024

Written by:


**Derek Lamb Director**

**Minutes By Helen lamb 14th February 2025**


Meeting held **14th February 2025**

**Period January 2024 – December 2024**

**Primary Issue #** 345110

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# (0.0) VST Board ISO Review Directors Meeting

Objective Should be held at least yearly or as required

### Report References

Primary Issue # 310635 for 2024 Management review

Primary issue 345110 for 2025 Management review

### Notes

Agenda Item: Annual Management Meeting Schedule

### Discussion:

Last held 25th January 2024

### Action Items

### Follow on Issues

### Conclusion

Meeting held 25th February 2025 for 2024 Vandagraph Management review. SN, GGL, HL, DL present.

# (1.0) Minutes of Last Meeting

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

## Report References

Ref #345110.14868 Minutes 2023

## Notes

Reviewed minutes from last board meeting.

All agreed last minutes. These were signed off

Next meeting will be due January 2026

## Follow on Issues

## Conclusion

The minutes have been produced from the last board meeting and have been agreed and signed off. Everyone agreed happy with them. No other issues.

# (2.0) Matters Arising

Objective To ensure actions of previous meeting have been actioned

### Report References

### Notes

### Follow on Issues

### Conclusion

The ********** issues from the last meeting have all been actioned and completed. No other matters arising.

# (2.1) Follow-up actions from previous reviews

Objective To ensure previous reviews are addressed and resolved

## Report References

## Notes

## Follow on Issues

## Conclusion

No follow up actions. All previous issues addressed and reviewed.

All happy.

# (3.0) Turnover and Predicted for Year

Objective To aim for 950,000 turnover

### Report References

Ref #345110.14922 VST Turnover Report

### Notes

2024 turnover £969,061.00. Exceeded target in 2024.

### Follow on Issues

### Conclusion

The target for turnover is now £*********, Increasing as we exceeded target in 2024.
All going well no issues.

# (4.0) Profitability

Objective 25 Percent Net of Turnover

## Report References

## Notes

We hit 25% Of net turnover for profitability.

## Follow on Issues

## Conclusion

All happy with the objective of 25% Net of Turnover. We are profitable and all agree happy with current.

# (6.0) Target for Year

Objective Current projection is 1 million

### Report References

### Notes

We are All happy with this year's target of £1,000,000.

### Follow on Issues

### Conclusion

Happy with target. Happy on target.

# (9.0) Overdraft

Objective To not require an overdraft

### Report References

No overdraft facilities

### Notes

VST has no overdraft facilities.

### Follow on Issues

### Conclusion

On target not using overdraft.

# (10.0) Debtors

Objective To limit debtors to approx 15% of turnover maximum

## Report References

Ref #345110.14924 VST Debtors

## Notes

£54,440.43 Current debtors.

Envitec and JFD Australia is overdue, but not very old so not a problem.

We are well inside our 15% of turnover target.

No other issues. All happy with debtors.

## Follow on Issues

## Conclusion

No Issues with debtors. On target we are below 15 Percent of turnover.

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

Objective Review Contract review, Picking, Packing and Dispatch

## Report References

## Notes

Reviewed orders opened for editing. No issues arising and no problems with effectiveness.

Reviewed Invoices per day report and no issue.
Daily shipping reports reviewed, was ******
No issues, there is limited data due to the nature of the business. Using UPS and FEDEX.
No other reported problems.
No issues found, all happy.

All customer contracts up to date.

## Follow on Issues

## Conclusion

We have reviewed Contract review, Picking, Packing and Dispatch. All agreed happy with current.
No other issues.

(11.0) Creditors

Objective To be up to date with our creditors

## Report References

Ref #345110.14925 VST Creditors

## Notes

Creditors at £24,083.71, nothing overdue. No issues. All happy with the creditors.

We are going to increase the stock of cables.

## Follow on Issues

## Conclusion

We do not have any overdue creditors. No issues.

# (11.1) Purchasing controls

Objective Review Purchasing controls, is everyone happy with this.

### Report References

Ref #345110.14926 Supplier review

### Notes

Supplier review is realistically only Honeywell and Viamed.

back to back orders, no stock holding.

***With regards to cables, it is not easy to see where cables are in production in Viamed.

If we start putting in the required by date, VST can chase overdue orders as we would with normal suppliers. **

We are continuing to getting bags from Caltex directly, rather than through Viamed

The supplier review is up to date.

Reviewed days to deliver report from supplier.

Reviewed days to deliver report from supplier. This is mostly Honeywell. No issues.

All happy with Purchasing controls.

### Follow on Issues

### Conclusion

Reviewed and all happy with current purchase order process and purchasing controls.

(12.0) Loans

Objective To not require any loans

## Report References

No loans

No loans

## Notes

## Follow on Issues

## Conclusion

No Loans. On target.

# (13.0) Stock Levels and product performance

Objective To hold in the region 800 - 1200 cables on hand ready to ship. To have a failure rate of less 5 Percent on all products.

### Report References

## Ref #345110.14927 Cable Stock holding

Reviewed other references live in system

### Notes

Reviewed Repair Code Report - No issues.

QA fails Reports reviewed – No fails.

Global all time failures reviewed – *******

*** JFD have 3% overall warranty failures. Due to previous casing issues pre 2022, magnetic issues which are ongoing, but they are aware we can't test for this.

Recent customers returns report, new report reviewed - no issues

Product performance is exceptional, no problems or issues.

Stock levels, cables are the only issue. We hold 800 / 1200. We have 1000 in stock now, so no problems with the level. So hitting objective.

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

No other issues. All happy.

QA Fails, All Viamed products, no fails.

### Follow on Issues

### Conclusion

All happy. No further actions required.

# (13.1) Storage and Stock Control

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

## Report References

Ref #345110. Warehouse Temperatures

## Notes

The word extremes implies the temperature was reached, so renamed to limits. All agreed the warehouse temperature extremes for existing stock.

No Issues or problems. We have space allocated for cable stock.

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

No environmental concerns, all stock is kept off floor. There are no issues with temperature or damp.

All happy with stock storage.

## Follow on Issues

## Conclusion

All happy with Storage and Stock Control, no problems with levels of Stock and Storage space, no further actions required.

# (13.2) Calibration Index Review

Objective    Calibration Index up to date

### Report References

Ref #345110.14930 ISO Calibration Register

### Notes

Nothing on the list is overdue. All is up to date.

### Follow on Issues

### Conclusion

The Calibration Index up to date, All happy with current status.

## (13.3) Process performance

Objective Review Process performance, is everyone happy with this.

### Report References

Ref #345110.14931 Process Review

### Notes

Mostly Viamed processes, still a mixed report, reviewed monthly by DL.

Sherralee Lamb has left so her issues need to be sent to other staff.

The processes Audit screen is shared with Viamed. The internal processes are up to date.

All agreed, happy with current processes.

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

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

### Follow on Issues

### Conclusion

Reviewed Processes and performance.

Reviewed any follow up actions incurred.

Happy with system.

# (14.0) Back Orders

Objective	To have no back orders

## Report References

## Notes

All forward orders. No back orders.

Reviewed Days to Ship report, no issues.

Back orders Report £2813.81, Orders in processing at time of meeting.

Forward orders Report £275316.92

Current orders reviewed. No issues.

No problems. All happy with current status.

## Follow on Issues

## Conclusion

There were backorders at time of meeting but these were due to an order being processed. No issue found, all happy with current status.

# (15.0) Customer Complaints

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

### Report References

### Notes

***

Review all customer complaint from the last 12 months.

No other problems, all happy.

### Follow on Issues

### Conclusion

All customer complaints have been resolved and closed within 30 days. Review all customer complaint from the last 12 months. Nothing to do. All happy.

# (15.1) Customer and product feedback

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

Review Product Feedback from customers

### Report References

Ref #345110.14932 customer feed back

### Notes

**Customer Feedback Negative**
No Negative feedback.

**Customer Feedback Positive**
No positive feedback.

**Product Feedback Negative**
No negative feedback

**Product Feedback Positive**
No positive feedback.

????No Feedback in the last 12 months, we will actively try and get more feedback in 2024

No other issues, all happy with feedback.

### Follow on Issues

### Conclusion

No feedback was found that should have been a complaint. All happy with customer and product feedback.

# (15.2) Non Conformities Review

Objective To review and action on any non conformances within 15 days. Check for new qc 21 forms.

### Report References

Ref #345110.14933 Non Conformance Review

### Notes

Nothing new in the Non conformance stock transfer, Non conformance Audit, Non conformance review headings.

Returns boxes are now showing they are not non conformance issues.

No outstanding non conformance, except this review.

There are no internal QC21 forms.

Reviewed all non conformance, all have been dealt with ok.

No issues, all happy with current.

### Follow on Issues

### Conclusion

Reviewed all non conformances. There are no internal QC21 forms.

# (15.3) Vigilance System

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

## Report References

## Notes

QA and fail reports. No VST failures in the QA system.

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

## Follow on Issues

## Conclusion

No other reporting needs to be made that has not already been reported over the last 12 month. The board is happy with existing vigilance issue for the last 12 months.

No issues.

# (15.4) Preventive and corrective actions

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

## Report References

## Notes

Reviewed Risk Benefit Reports from rolling task area. No corrective actions required.

Mini Audits reviewed. The list not separated between companies.

Reviewed all Rolling issues back to January 2023, all completed satisfactory.

All agreed happy with current.

No preventative or corrective action required.

All happy with status.

## Follow on Issues

## Conclusion

Benefit Processes Report was reviewed. No corrective action has been required. No new risk identified.

No problems have surface in last 12 months. All Happy.

# (16.0) ISO Issues

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

## Report References

## Notes

No notifications.
No Recalls.

Discussed minors from BSI visit 2024, four minors were reviewed. No issues all completed. Waiting for BSI to sign off to.

UKCA delayed until 2028.

ISO 9001:2015 Still Current as per our certification.

Up to date for our regulatory requirements.

## Follow on Issues

## Conclusion

# (16.1) Regulatory Changes

Objective To review any standards we hold for regulatory changes

## Report References

## Notes

New change to ISO 9001:2015+A1:2024(E) on Issue 343195.

ISO 9001:2015+A1:2024(E) is up to date and current.

## Follow on Issues

## Conclusion

Reviewed and up-to-date. There has been a small update to the standard relating to climate change.

All happy.

# (16.2) Documentation and records

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

## Report References

Barcodes

Barcode Movements

Documents

Live Documents

Access Logs / Page Impressions

Tracking Customer Orders

Total Issues

## Notes

Reports discussed, no problems.

Verified that risk assessments are carried out for documents updates.

All happy no issues.

## Follow on Issues

## Conclusion

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

# (16.3) Quality planning

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

### Report References

Ref #345110.14935 VM3COP00.00 VOP00.00 VST Quality Statement policy and objectives
Ref #345110.14934 VST ISO 9001_2015 Scope

### Notes

Reviewed scope and all happy.

All happy with the Quality planning.

All happy to continue with current Quality policy.

All happy with the BSI official Certificate

Agenda was reviewed and all happy with it

Issue being sent where objectives need updating.

All happy with objectives and achievements.

Everyone agreed effectiveness.

### Follow on Issues

### Conclusion

All happy with Scope. All happy with Quality Policy. All happy with the official BSI Certificate.

# (16.4) Achievement of Quality Policy and Objectives.

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

## Report References

Ref #345110.14936 Objectives

## Notes

All happy with Quality policy, we have maintained certification, so we have achieved the objective.

We have all agreed that we have achieved all our policy objectives as per 9001:2015+A1:2024(E).

All agree the Quality Policy and Objectives is still suitable.

## Follow on Issues

## Conclusion

Confirmed Objectives and policy's are being achieved. All happy the current quality policy and that the objectives are suitable.

All happy to continue with current.

# (16.5) Changes to the Management system

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

## Report References

Ref #345110.14938 ISO Route map management system

## Notes

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

We have endeavoured to add more proof of Risk assessments, to prove changes do not affect current ISO system or require external notification.

No fundamental ISO Changes.

All happy with the effectiveness of system.

## Follow on Issues

## Conclusion

All happy with the current system and with the effectiveness of the system.

# (16.6) Design review, Projects and Existing

Objective Review the Design review for projects and existing.

## Report References

## Notes

All is good no issues. Nothing new with current sensors.

No issues with the quality to alert us to make changes.

Nothing beyond our ISO Scope.

Reviewed and All happy.

Nothing beyond our ISO Scope.

## Follow on Issues

## Conclusion

Happy with new products. Happy with current supplier design reviews for projects and existing.

Nothing beyond our ISO Scope.

# (16.7) External Parties risks and opportunities review

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

## Report References

Ref #345110.15018 External Parties risks and opportunities review

## Notes

Must Discuss
The organization shall determine whether climate change is a relevant issue.
NOTE: Relevant interested parties can have requirements related to climate change.
As Part of ISO, Steve Nixon was asked to gather requirements from customers

Reviewed external parties Risk and Opportunities.

All happy with External parties break down report, which leads to rolling issues and actions.

Reviewed and All happy with current.

## Follow on Issues

## Conclusion

All happy with External Parties risks and opportunities.

# (16.8) New products

Objective Discuss any possible new products.

## Report References

## Notes

Discussed in section 16.6. No other new products.

## Follow on Issues

## Conclusion

Discussed in section 16.6. No other new products.

# (16.9) Advisory notices & recalls

Objective Review any Advisory notices or recalls of our products.

## Report References

## Notes

No ISO advisories, notices or Recalls.

## Follow on Issues

## Conclusion

No Advisory notices or recalls.

# (16.10) Possible system changes

Objective Review any system changes.

### Report References

### Notes

We discussed the amendment log.

Nothing major pending, improvements always on going.

Some computers are being updated and the email system is being updated.

No major changes planned.

### Follow on Issues

### Conclusion

Intrastats under continual gradual improvements.

No major system changes are planned.

# (16.11) Recommendations or improvement

Objective Review and discuss any Recommendations or improvement

## Report References

## Notes

No Recommendations or improvement are required at this time.

Ongoing processes in relation to Intrastats.

Nothing big required. All happy with current.

## Follow on Issues

## Conclusion

No Recommendations or improvement are required at this time.

All happy with current.

# (16.12) Results of internal audits / Mini Audits

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

## Report References

## Notes

Reviewed mini Audits all happy.

Reviewed internal Audits all happy.

Reviewed Mini Audit Management Reviews Global.

Reviewed Mini Audit Reviews outstanding Issues.

Reviewed Main Audits 2024.

Reviewed VST Audit Calender 2025.

Discussed follow up issues to 2024 Main Audits.

ISO 9001:2015+A1:2024(E) still Current as per our certification.

All agreed happy with current years Audits.

Reviewed all Audits carried out.

All agreed to continue with existing Audit calendar and scheduled for 2025.

Next BSI Audit will be March 2025.

We reviewed all reports live on the system, nothing flagged up in 2024 audits.

## Follow on Issues

## Conclusion

Everyone is happy with the status of the current years Audits.

All agreed happy with current years mini audits and main audits and all happy with the Audit schedule for 2025.

# (16.13) Audits Meeting Closure

Objective To agree the current schedule of Top Level audits

## Report References

## Notes

All agree to current schedule of top level audits.

All agreed with 2024 audits results. Closed 2024 audits.

## Follow on Issues

## Conclusion

All Agree to the 2025 top level audits, Audit schedule.

# (17.0) Company Issues

Objective Review Company Issues.

## Report References

## Notes

No Issues.

## Follow on Issues

## Conclusion

No Issues.

# (17.1) GDPR

Objective Review GDPR and ensure it is current.

### Report References

### Notes

There have been no changes or updates in 2023, this was reviewed and all happy with policy and current status.

### Follow on Issues

### Conclusion

Reviewed GDPR Policy, and all happy it is still current and effective.

# (17.2) Review of responsibilities

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

## Report References

VST Organisation Chart

VST / Viamed Responsibilities

## Notes

We have reviewed the organisation chart everyone is happy with current.

Reviewed, audit roles and responsibilities, all agreed happy with current.

Steve Nixon is doing the purchase ordering. We have no marketing. We are happy with order processing and staff training.

There are no issues. Everyone is happy with current responsibilities.

## Follow on Issues

## Conclusion

Organisation chart and current responsibilities reviewed. Everyone is happy with them.

# (17.3) Resources required

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

## Report References

## Notes

Equipment – ongoing upgrades where needed. Nothing specific, fixing where needed.

Training – ongoing, office training, product training. Office Process training in some areas to be carried out with SN. Specifically the dates on sales order from customers.

Staffing – current levels ok at present.

Standards – UKCA in progress.

Systems – Nothing new required.

Building and fabric – adequate at present.

## Follow on Issues

## Conclusion

Reviewed and ok with the resources we currently have.

# (17.4) Net Zero Carbon Reduction

Objective To Be determined

## Report References

## Notes

## Follow on Issues

## Conclusion

# (17.5) Enviormental and Waste Management

Objective To Be determined

## Report References

## Notes

## Follow on Issues

## Conclusion

# (18.0) Building fabric Issues

Objective Review Building fabric Issues.

### Report References

### Notes

All building and fabric issues are carried out by Viamed. At present, nothing needs to be done. All happy with current status of Building and fabric issues.

### Follow on Issues

### Conclusion

Review Building fabric Issues, all happy with current status.

# (19.0) Responsibilities, Staff, Training Issues

Objective Check organisation chart is up to date. Discuss any possible training requirements. Discuss the effectiveness of training is it effective, are the staff competent. is any further training planned.

## Report References

VST / Viamed Responsibilities

## Notes

The training requirements were discussed in resources.

The organisation chat has been reviewed and found to be up to date.

VST Responsibilities have been reviewed and all happy.

The Effectiveness of training was discussed and it was agreed it was effective.

All agreed training is effective and staff are competent.

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

## Follow on Issues

## Conclusion

Training requirements were discussed, the effectiveness of training was discussed and staff competency was discussed. All happy, there are no Areas of concern.

All happy with Responsibilities, Staff and Training.

# (19.1) Staff Appraisals

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

### Report References

### Notes

These were carried out in May 2024. No issue arising reported.

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

### Follow on Issues

### Conclusion

Appraisals have been carried out within the last 18 months of the last appraisal.

Appraisals up to date, no issues.

# (20.0) Distributor Issues or OEM Issues

Objective Review Distributor or OEM Issues.

## Report References

## Notes

VST Does not technically have distributors, as all customers are OEM’s with their own products.

There have not been any OEM Issues.

All happy.

## Follow on Issues

## Conclusion

Happy with current Status of OEM.

# (21.0) Supplier Issues and review

Objective Supplier reviews up to date

## Report References

Supplier review

## Notes

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

There are no problems or issues with our current suppliers.

All happy with current system and suppliers.

## Follow on Issues

## Conclusion

Happy supplier review is up to date.

# (21.1) Supplier / subcontractor performance

Objective Review any Supplier / subcontractor performance.

## Report References

## Notes

We do not have any subcontractors.

## Follow on Issues

## Conclusion

No subcontractors.

# (22.0) Any other Business

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

## Report References

## Notes

Bonuses are continuing.

## Follow on Issues

## Conclusion

Everyone was happy that everything had been covered and reviewed. No one felt like anything had been missed.

# (22.1) Review Management Meeting Headers

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

## Report References

## Notes

Added to this Meeting compared to 2023:
17.4 Net Zero Carbon Reduction

17.5 Enviormental and Waste Management

Reviewed management meeting headers, we have reviewed these once the above have been added we all feel we have covered everything.

All the existing objectives are suitable.

All feel agenda is suitable and up to date.

## Follow on Issues

## Conclusion

All happy with updated headers, all section of the company have been covered.

All feel the new agenda suitable and up to date.