Customer Complaint and Non Conformance Review Screen

Filter by Date Created: From: 01/01/2025 To: 18/03/2026 Filter Show All Records (Clear Dates)

Showing: Viamed Issues **× Clear Filter**

Show All Generic Issues
Show All Viamed Issues
Show All Vandagraph Issues
Show All VST Issues
Show All Viamed Properties Issues
Show All The Pointless Logo Company Issues
Show All Non Minor Issues
Next: QC 21 Active / Completed Forms

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
Call Call Call

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
ID2919	Test Issue only so somthing shows up in the customer complaints review list. (based on the tick above)	☑	☐	☐	☐	☐	☐	☐
Issue / Primary	Subject/Notes	Minor Internal Error i.e. not ISO	Reviewed Non Conformity	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed	Verify Action does not adversely	Effectiveness of corrective

ID / Call ID		Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	/ Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	affect Safety Performance or regulatory requirements	action reviewed
ID4747	test of call log complaint	☑	☐	☐	☐	☐	☐	☐
Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
ID5655	Customer has called in response to an email he has received from Zoey saying he has an invoice overdue for £518.40 - he says that is not correct, and he should actually be in credit. Helen to look into when back from annual leave tomorrow.email back and sorted	☑	☑	☐	☐	☐	☐	☐

Non Conformance Issues

Viamed | Vandagraph | VST | 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	Reviewed Non Conformity / Complaint and determine	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	if its a vigilance Issue requiring a corrective action plan					
391540 11 Mar 2026	Shipped Items Return to Supplier BOX1074	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1074 warrant a NON conformance report via the CAPA process VM3COP10

Non Conformance Issues

Viamed | Vandagraph | VST | 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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
391539 11 Mar 2026	Shipped Items Return to Supplier BOX1059	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1059 warrant a NON conformance report via the CAPA process VM3COP10

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No	Reviewed Non Conformity / Complaint and determine	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	if its a vigilance Issue requiring a corrective action plan					
391298 10 Mar 2026	Order Error : 162210 Viamed New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 162210
Order Entered by Catrin Hird
Order Checked by Emily Hanson
Office
Error was Viamed
New Error
Fault:
no stock requested to be ordered

Possible Fix
i have requested the stock

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
391229 09 Mar 2026	Order Error : 162273 Viamed Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 162273
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed

Office
Error was Viamed
Carriage - office
Fault:
down as 1st class recorded but should be second class recorded, also missed by checker

Possible Fix
passed back to office

Audit Goods Inwards and Product Identity
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
39110009 Mar 2026	Audit 09 Goods Inward And Product Identity Viamed (170)	☑	☐	☐	☐	☐	☐	☐

Helen 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. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. 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
H.S.E. implications :No health and safety implications

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	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Failure but no requirement to Escalate Non conformance / must state in issue if its an observation						
390939 05 Mar 2026	Order Error : 162100 Viamed Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 162100
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Non Selected
Error was Viamed
Address Error - Office
Fault:
wrong account should have been shared services

Possible Fix

05 Mar 2026 Helen Lamb
Done

Non Conformance Issues

Viamed | Vandagraph | VST | 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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
390936 05 Mar 2026 390520	Leaking Sensors Linked Issue 390520.1	☐	☐	☐	☐	☐	☐	☐

Steve Nixon
Added by Derek Lamb sent to Steve Nixon
FYI, looks like 0110051 we had 11 leaking sensors out of 100, its tripped a review figure due to 11 % failure rate Original Subject: 0110051 QA Data Requires Risk / Non Conformance Review Feb 2026_390520.1 Added by Robert Connor sent to Derek Lamb INFORMATION ONLY ISSUE **DO NOT** ADD NOTES! QA Failures High Numbers Barcode ID Serial Number Source Status Fault / Notes 2898002 338740 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898001 338739 Supplier Return Leaking Failed in Q.A. Did not reach end user 2897985 338723 Supplier Return Leaking Failed in Q.A. Did not reach end user 2897960 338698 Supplier Return Leaking. Failed in Q.A. Did not reach end user 2897963 338701 Supplier Return Leaking Failed in Q.A. Did not reach end user 2897978 338716 Supplier Return Leaking Failed in Q.A. Did

not reach end user 2898052 338790 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898046 338784 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898038 338776 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898034 338772 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898014 338752 Supplier Return Leaking Failed in Q.A. Did not reach end user

Non Conformance Issues

Viamed | Vandagraph | VST | 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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
390872 05 Mar 2026	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
H.S.E. implications :No health and safety implications
06 Mar 2026 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st March 26. 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 issues, nothing to worry about. Non Conformance, complaints and feedback headers nothing new, no concerns. Non Conformance issues review screen - No issues not already reviewed above in log. Only issues are those reviewing meeting headers from the Management Review. Nothing raised. No other feedback issues relating to non conformances that need to be monitored or reviewed. Derek please review
06 Mar 2026 Derek Lamb
thankyou

Non Conformance Issues

Viamed | Vandagraph | VST | 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	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 regulatory requirements	Effectiveness of corrective action reviewed

		required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	requiring a corrective action plan					
390871 05 Mar 2026	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
H.S.E. implications :No health and safety implications
06 Mar 2026 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st March 26. 390469 R17A high failure rate, 390519 0110137 high failure rate, 390936 Leaking Sensor. These are all being reviewed, nothing else of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - Only minor issue, nothing to worry about. New sorting on the page should make it easier to see what is our error and what are normal processes. Non Conformance, complaints and feedback headers nothing new no concerns. Issues 389105, 389104, 389104, 389103, 389102, 389101, 389100, 389099. Bluepoint PMS surveys. No problems and Nothing of concern. Nothing not already reviewed in the non conformance log all just general working errors. Nothing to worry about and nothing excessive. Nothing else new not already covered. 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
06 Mar 2026 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

390866 05 Mar 2026	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.
H.S.E. implications :No health and safety implications
05 Mar 2026 Derek Lamb
done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
390847 04 Mar 2026	Shipped Items Return to Supplier BOX1071	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1071 warrant a NON conformance report via the CAPA process VM3COP10

04 Mar 2026 Derek Lamb
normal o2 sensor fail types no capa required

Audit Documentation Control
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		no requirement to Escalate Non conformance / must state in issue if its an observation						
390577 03 Mar 2026	Documentation out of date (372)	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated
Check for Out of Date documents

This is an audit, you do not need to perform the Task:

Simply ensure all out of date documents have an Issue attached to get them updated.
If the Issue is more than 2 Months out of date read the issue - if appropriate generate a non conformance Issue

ISO - Document index admin

Scroll down and check if any documents have gone out of date,

Either update the document or create an Issue to the relevant person from the document admin / details screen.
Remember if you update a document reset the expiry date
H.S.E. implications :No health and safety implications
03 Mar 2026 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
390521 02 Mar 2026	0110127 QA Data Requires Risk / Non Conformance Review Feb 2026	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
QA Failures High Numbers
04 Mar 2026 Derek Lamb
automotive sensor, known yield
04 Mar 2026 Robert Connor

Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
390520 02 Mar 2026	0110051 QA Data Requires Risk / Non Conformance Review Feb 2026	☑	☐	☐	☐	☐	☐	☐

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

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05 Mar 2026 Derek Lamb
Created Related Issue #390936
Added by Derek Lamb sent to Steve Nixon
FYI, looks like 0110051 we had 11 leaking sensors out of 100, its tripped a review figure due to 11 % failure rate Original Subject: 0110051 QA Data Requires Risk / Non Conformance Review Feb 2026_390520.1 Added by Robert Connor sent to Derek Lamb INFORMATION ONLY ISSUE **DO NOT** ADD NOTES! QA Failures High Numbers Barcode ID Serial Number Source Status Fault / Notes 2898002 338740 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898001 338739 Supplier Return Leaking Failed in Q.A. Did not reach end user 2897985 338723 Supplier Return Leaking Failed in Q.A. Did not reach end user 2897960 338698 Supplier Return Leaking. Failed in Q.A. Did not reach end user 2897963 338701 Supplier Return Leaking Failed in Q.A. Did not reach end user 2897978 338716 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898052 338790 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898046 338784 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898038 338776 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898034 338772 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898014 338752 Supplier Return Leaking Failed in Q.A. Did not reach end user
06 Mar 2026 Derek Lamb
informed SN to see if we have a problem
09 Mar 2026 Robert Connor
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions	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 regulatory requirements	Effectiveness of corrective action reviewed

		required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	requiring a corrective action plan					
390519 02 Mar 2026	0110137 QA Data Requires Risk / Non Conformance Review Feb 2026	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
QA Failures High Numbers
04 Mar 2026 Derek Lamb
automotive sensor, known yield
04 Mar 2026 Robert Connor
Done

Viamed Audits Calander
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
390302 27 Feb 2026	Audits Calander - Audits Calander	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
the newer audits need adding to the audits calender so i can close them off

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non	Reviewed Non Conformity /	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely affect Safety	Effectiveness of corrective action reviewed

		Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	Performance or regulatory requirements	
389899 24 Feb 2026 380348	BOX1054 Linked Issue 380348.1	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
Original Subject: Shipped Items Return to Supplier BOX1054_380348.1 Leaking gas ? the figure seems unusually high. We? re waiting for a response from the supplier. issue untagged still yellow but low do the list

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
389811 23 Feb 2026	Shipped Items Return to Supplier BOX1063	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1063 warrant a NON conformance report via the CAPA process VM3COP10

02 Mar 2026 Derek Lamb
no capa required, Envitec Oxygen monitor MySign O going back to manufacturer for 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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
389517 19 Feb 2026	Order Error : 161533 Viamed Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 161533
Order Entered by Aqib Majeed
Order Checked by Emily Hanson
Office
Error was Viamed
Carriage - office
Fault:
spelling mistake on carriage line, missed by imputter and checker.

Possible Fix
changed at time of picking

20 Feb 2026 Helen Lamb
Done

Audit Contract Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		an observation						
389221 18 Feb 2026	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated
Note this is an Audit - simply need to ensure its being carried out

Sales -> Distributor Agreements -> Check Sales Against Agreements,

List should be up to date / empty.
H.S.E. implications :No health and safety implications
19 Feb 2026 Derek Lamb
ryan just been to arab health, but seems reasonably upto date

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
389118 17 Feb 2026	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox
H.S.E. implications :No health and safety implications
17 Feb 2026 Derek Lamb
email box is upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	action plan					
388821 13 Feb 2026	Shipped Items Return to Supplier BOX1069	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1069 warrant a NON conformance report via the CAPA process VM3COP10

16 Feb 2026 Derek Lamb
unit going back to bp for repair, originally sold 2013

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
388682 11 Feb 2026	Order Error : 161745 Vandagraph Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 161745
Order Entered by Kate Griffiths
Order Checked by Sophie Lines
Office
Error was Vandagraph
Carriage - office
Fault:
Used royal mail for northern ireland even though there is a delivery helper tagged to the order page that states that northern ireland should be UPS

Possible Fix
Passed back to the office

12 Feb 2026 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
388520 10 Feb 2026	Order Error : 161759 Viamed New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 161759
Order Entered by Aqib Majeed
Order Checked by Emily Hanson
Office
Error was Viamed
New Error
Fault:
Warehouse/Purchase order request not completed at time of order. Checker not checked stock availability or missed need for warehouse request. Memo regarding estimated delivery date has been added by the system so why have we not requested the stock.

Possible Fix
Re-training to be provided by CH to office 11/02/26.

12 Feb 2026 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning 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 / must state in issue if its an observation						
388487 10 Feb 2026	Order Error : 161409 Viamed Account error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 161409
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Viamed
Account error
Fault:
shouldnt have been charged vat. checking missed it as well

Possible Fix

12 Feb 2026 Helen Lamb
Done
12 Feb 2026 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
388465 10 Feb 2026	Order Error : 161612 Vandagraph New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 161612
Order Entered by Kate Griffiths
Order Checked by Sophie Lines
Non Selected
Error was Vandagraph
New Error
Fault:
Order not fulfilled on Shopify

Possible Fix

Done

10 Feb 2026 Helen Lamb
Done

Audits Meeting Closure
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
388321 09 Feb 2026	Audit 27 Software Validation Viamed (821)	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated Task To be Completed Audit 27 Software Validation To confirm the Prime functions of the Software used is verified. The Audit itself, Intrastats, physical process being carried out. Complete Audit 27 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. 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
H.S.E. implications :No health and safety implications

Audits Closure
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Non conformance / must state in issue if its an observation						
388026 05 Feb 2026	Objective To agree the current schedule of Top Level audits.	☑	☐	☐	☐	☐	☐	☐

General
05 Feb 2026 Derek Lamb
All agree to current schedule of top level audits.
All agreed with 2025 audits results. Closed 2025 audits.
All Agree to the 2026 top level audits, Audit schedule .

Results of internal audits / Mini Audits
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
388024 05 Feb 2026	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
05 Feb 2026 Derek Lamb
Reviewed Internal Paper Main Audits 2025 all happy, Reviewed Mini Audit Management Reviews Global all happy, Reviewed Mini Audit Reviews outstanding Issues, Reviewed VST Audit Calender 2026, Discussed follow up issues to 2025 Main Audits.

ISO 9001:2015+A1:2024(E) is 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 2026.
Next BSI Audit will be February 2026.
We reviewed all reports live on the system, nothing flagged up in 2025 audits.

Non Conformities Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
387975 05 Feb 2026	Objective To review and action on any non conformances within 15 days. Check for new qc 21 forms.	☑	☐	☐	☐	☐	☐	☐
General 05 Feb 2026 Derek Lamb reviewed non conformance headers, issues sections, contain audits, and supplier returns, all supplier returns reviewed to see if a capa should be raised, all normal sensor fail types, so did not require a capa/qc21 form								
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
387858 05 Feb 2026	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
H.S.E. implications :No health and safety implications
20 Feb 2026 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st February 26. 384994 0110361 QA Data Requires Risk. Nothing of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - Only minor issue, nothing to worry about. Non Conformance, complaints and feedback headers nothing new no concerns. We have new issues relating to Bluepoint asking us for feedback. Nothing of concern. Nothing not already reviewed in the non conformance log all just general working errors. Nothing to worry about and nothing excessive. Nothing else new not already covered. 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 Done

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
38785305 Feb 2026	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.
H.S.E. implications :No health and safety implications
05 Feb 2026 Derek Lamb
OverView :05/02/2026 SectionDate UpdatedValue Viamed Forward Orders02/02/2026£ 128,711.00 Viamed Back Orders02/02/2026£ 143,080.70 Viamed Bank Balance02/02/2026£ 227,663.35 Viamed Debtors02/02/2026£ 225,157.62 Viamed Creditors02/02/2026£ 211,813.49 Barclays Loan to Viamed:02/02/2026£ 0.00 Vandagraph Loan To Viamed:02/02/2026£ 0.00 VST Loan To Viamed:02/02/2026£ 0.00 Viamed Properties Loan to Viamed :£0.00 Loan from GGL JSL to Viamed:02/02/2026£ 0.00 Loan from DL To Viamed:02/02/2026£ 0.00 Loan from SN to Viamed:02/02/2026£ 0.00 VST Bank Balance£ 60691.38 Vandagraph Bank Balance£ 155136.09 Viamed Stock Valuation05/02/2026£ 0 Viamed Turnover30/01/26£ 246,056.59 Vst Turnover30/01/26£ 82,321.07 Vand Turnover30/01/26£ 26,473.50 VST Debtors£ 51315 VST Creditors£ 54846 VST Back Orders£ 33149 VST Forward Orders£ 419960 Vandagraph Debtors£ 15964 Vandagraph Creditors£ 15693 Vandagraph Back Orders£ 3368 Vandagraph Forward Orders£ 0

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
38773004 Feb 2026	Non conformance review history Viamed (284)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the below review is being carried out Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring
H.S.E. implications :No health and safety implications
06 Feb 2026 Derek Lamb
task is upto date just the current one due

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
38766603 Feb 2026	Order Error : 161377 Viamed Date error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 161377
Order Entered by Sophie Lines
Order Checked by Kate Griffiths

Office
Error was Viamed
Date error
Fault:
Customer order states delivery in June, memo on order states delivery in June, order been placed as delivery in January.

Possible Fix
Edited due date to 1st June.

03 Feb 2026 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
386992 26 Jan 2026	Shipped Items Return to Supplier BOX1064	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1064 warrant a NON conformance report via the CAPA process VM3COP10

28 Jan 2026 Derek Lamb
no issue just a calibration

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning 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 / must state in issue if its an observation						
386202 19 Jan 2026	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox
H.S.E. implications :No health and safety implications
19 Jan 2026 Derek Lamb
inbox empty 10am monday

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
385909 14 Jan 2026	Order Error : 161110 Viamed Memo error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 161110
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Viamed
Memo error
Fault:
Did not state on the order/ memo that these sensors were to be unboxed, only realised after picking and packing the order that the box size stated on the order was too small, and checked it and the office were given two different box sizes for boxed and unboxed, email was attached to the order to state they will try un boxed.

Possible Fix

20 Jan 2026 Helen Lamb
staff involved were spoken to at the time and are aware of the mistake.

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
385451 08 Jan 2026	Order Error : 161012 Vandagraph Spelling Mistake - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 161012
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Office
Error was Vandagraph
Spelling Mistake - office
Fault:
surname spelt two different ways on the order, been copied from web page but looks like no one has contact the customer to check which spelling is correct.

Possible Fix
passed back to office

09 Jan 2026 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		/ must state in issue if its an observation						
385109 06 Jan 2026	Order Error : 160943 Viamed New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 160943
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Goods Out
Error was Viamed
New Error
Fault:
Order not fulfilled on Shopify

Possible Fix
Done

06 Jan 2026 Helen Lamb
Done
06 Jan 2026 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
384994 05 Jan 2026	0110361 QA Data Requires Risk / Non Conformance Review Dec 2025	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
QA Failures High Numbers
06 Jan 2026 Derek Lamb
0110361Oxygen sensor R-22AHJR Jikco OEM sensorExamine 7 / 42 16.67%Examine 10 / 107 9.35%0 / 10 /Examine 34 / 277 12.27%Examine 12 / 133 9.02%0 /0 /0 / 10 /0 /Examine 14 / 100 14.00% jiko sensor, known yield, no cap requiered
06 Jan 2026 Robert Connor
Done

Non Conformance Issues

Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
384914 05 Jan 2026	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
H.S.E. implications :No health and safety implications
09 Jan 2026 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st January 26. Nothing of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - only one data entry error no other issue, nothing to worry about. Non Conformance, complaints and feedback headers nothing new no concerns. Nothing not already reviewed in the non conformance log all just general working errors. Nothing to worry about and nothing excessive. Nothing else new not already covered. 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 Jan 2026 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		no requirement to Escalate Non conformance / must state in issue if its an observation						
384905 05 Jan 2026	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.
H.S.E. implications :No health and safety implications
06 Jan 2026 Derek Lamb
Done

Audit Picking and Packing
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
384634 01 Jan 2026	Audit 01 Picking Packing Viamed (24)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated BEFORE starting Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. 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
H.S.E. implications :No health and safety implications
14 Jan 2026 Helen Lamb
audit done, nothing outstanding no non conformances. No problems have been found this area has had a lot of programming to make it easier and less prone to mistakes.
21 Jan 2026 Derek Lamb
thankytou

Audit Design Control
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
384633 01 Jan 2026	Audit 03 Design Control Viamed (22)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Audit 03 Design Control Review Last years Audit see if its still suitable Before Proceeding you need to update the Processes attached to the Audit Search the Document in the Index, View the Admin Page Copy and Paste the Attached Processes, replacing them in the current audit Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. 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
H.S.E. implications :No health and safety implications
19 Feb 2026 Helen Lamb
Audit completed no issues either observations or non conformances. Please review this
20 Feb 2026 Derek Lamb
thankyou

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		an observation						
384513 30 Dec 2025	Order Error : 160911 Viamed Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 160911
Order Entered by Aqib Majeed
Order Checked by Michael Lamb
Office
Error was Viamed
Carriage - office
Fault:
Down as free carriage, but this customer is a distributer and should pay for carriage.

Possible Fix
passed back to office for correction

30 Dec 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
383890 18 Dec 2025	eBay Order Should be VAT Exempt	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Catrin Hird sent to Helen Lamb
Please can you amend CVM160748 as it should have been VAT exempt. Proof of export attached to order. eBay order 17-13968-62623
29 Dec 2025 Helen Lamb
Done
30 Dec 2025 Catrin Hird
Sorry, VAT had been charged and shows on invoice against order, how do I see if there has been a credit put against the order? Apologies if I`ve misunderstood :)
06 Jan 2026 Helen Lamb
sorry i corrected the involve, didnt do a credit and fixed invoice in Xero
08 Jan 2026 Catrin Hird
Presume all ok now Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
383889 18 Dec 2025	Order Error : 160748 Viamed Ebay error - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 160748
Order Entered by Sophie Lines
Order Checked by Kate Griffiths
Office
Error was Viamed
Ebay error - office
Fault:
Order should have been VAT exempt, order was being exported straight out of the country. Proof of export attached to documentation.

Possible Fix
Not charge VAT on Global Shipping Service orders.

19 Dec 2025 Helen Lamb
Done

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		in issue if its an observation						
383699 17 Dec 2025	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox
H.S.E. implications :No health and safety implications
23 Dec 2025 Derek Lamb
Email box empty and upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
383494 15 Dec 2025	Order Error : 160197 Viamed Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 160197
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Viamed
Missing info - office
Fault:
Missed wording stated on order that they require a test certificate, also missed by checker. Customer has asked for one, but we are unable to now as the unit is now with them. The request was made on the PO right underneath the stock that they requested

Possible Fix

15 Dec 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non	Reviewed Non Conformity /	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely affect Safety	Effectiveness of corrective action reviewed

		Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	Performance or regulatory requirements	
383215 11 Dec 2025	Order Error : 160444 Vandagraph New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 160444
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Non Selected
Error was Vandagraph
New Error
Fault:
Order not fulfilled on Shopify

Possible Fix
Done

11 Dec 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
382953 09 Dec	Reading of stock Memos	☑	☐	☐	☐	☐	☐	☐

2025								

Derek Lamb
Added by Robert Connor sent to Helen Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
We have had 4 instances in the last month of office staff not taking action on stock memos which has delayed the shipping of orders that otherwise could have been sent out very quickly. We have several part numbers which are not kept in regular stock as they sell infrequently, but can be made up from regular stock as-needed, these stock items all have memos instructing the office to inform the warehouse when putting an order on for these items. Part numbers for these are 0110073 R22VA matched pair, and 0021015 case of 96 Posey wraps. We have had multiple orders in the last month where customer orders for these items have been placed without informing me that they need to be made up, resulting in customer orders sitting unfulfilled for up to 3 weeks in one case. The most recent example with 0021015s was placed after I had already reminded the office that they must inform the warehouse about this kind of order. It is very important that people read and take action on stock memos when they are placing orders as they are generally added for good reason.
06 Jan 2026 Helen Lamb
spoke to the office about this but also Derek said he is looking at putting stock memo on the order entry page. Hopefully both will help changing user to Derek as a nudge
06 Jan 2026 Helen Lamb
spoke to the office about this but also Derek said he is looking at putting stock memo on the order entry page. Hopefully both will help changing user to Derek as a nudge
06 Jan 2026 Derek Lamb
ok first implementation of stock memos on order entry screen has been done.
06 Jan 2026 Robert Connor
Sounds good thanks, I`ll try too keep an eye on this and see how it turns out.

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
38267005 Dec 2025	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
H.S.E. implications :No health and safety implications
22 Dec 2025 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st December 25.Nothing of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - only one data entry error no other issue, nothing to worry about. Non Conformance, complaints and feedback headers 381787 Honeywell error shipping wrong

senor in box, issues 381351, 381375, 381653, 381760, 381892, 381958, 381987, 382119, 382537, 382613, 382624, 382914, 382953, 383214, 383215, 383216, 383217, 383494, 383637, 383889, 383890. These are all office errors from the error log. We have staff ill and this has affected the amount of errors we have been having. Will monitor these in the new year and see if we need to do anything to make this more efficient. Nothing else new not already covered. 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 Done

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
382664 05 Dec 2025	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.
H.S.E. implications :No health and safety implications
11 Dec 2025 Derek Lamb
reveiewed Viamed Forward Orders 02/12/2025£ 81,439.00 Viamed Back Orders 02/12/2025£ 160,393.66 Viamed Bank Balance 02/12/2025£ 169,260.01 Viamed Debtors 02/12/2025£ 230,285.49 Viamed Creditors 02/12/2025£ 203,688.41

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	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning 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 / must state in issue if its an observation						
382613 04 Dec 2025	Order Error : 160171 Viamed New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 160171
Order Entered by Kate Griffiths
Order Checked by Emily Hanson
Office
Error was Viamed
New Error
Fault:
down as CIP but is EXW ..NO courier details EC 3/12/25

Possible Fix

05 Dec 2025 Helen Lamb
Done

Audit Internal Audits
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
382126 01 Dec 2025	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. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. 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
H.S.E. implications :No health and safety implications
31 Dec 2025 Helen Lamb
completed audit attached please review. Nothing outstanding no non conformances.
31 Dec 2025 Derek Lamb

Done
31 Dec 2025 Derek Lamb
done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
382119 28 Nov 2025	Order Error : 160173 Viamed New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 160173
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Goods Out
Error was Viamed
New Error
Fault:
Order not fulfilled on ebay

Possible Fix
Done

30 Nov 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		no requirement to Escalate Non conformance / must state in issue if its an observation						
381987 27 Nov 2025	Order Error : 156530 Viamed Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 156530
Order Entered by Emily Hanson
Order Checked by Sophie Lines
Office
Error was Viamed
Checking error
Fault:
Order put on the wrong account. Should have been Victoria Blackpool not Scotland.

Possible Fix

28 Nov 2025 Helen Lamb
duplicate issue Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
381986 27 Nov 2025	Order Error : 156530 Viamed Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 156530
Order Entered by Emily Hanson
Order Checked by Sophie Lines
Office
Error was Viamed
Address Error - Office
Fault:
Order put on the wrong account. Should have been Victoria Blackpool not Scotland.

Possible Fix

28 Nov 2025 Helen Lamb
duplicate issue Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
381985 27 Nov 2025	Order Error : 156530 Viamed Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 156530
Order Entered by Emily Hanson
Order Checked by Sophie Lines
Office
Error was Viamed
Address Error - Office
Fault:
Order put on the wrong account. Should have been Victoria Blackpool not Scotland.

Possible Fix

28 Nov 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
381892 26 Nov 2025	PVM3772 Due Nov 2024, not chased or delivered	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Catrin Hird sent to Derek Lamb
PVM3772 Due Nov 2024, not chased or delivered Customer now placed an order.
01 Dec 2025 Derek Lamb
Supplier Issue, order should be on its way now,
09 Dec 2025 Catrin Hird
Done

Suppler Complaints (us to them)
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
381787 25 Nov 2025	Honeywell error shipping wrong senor in box	☑	☐	☐	☐	☐	☐	☐

Catherine Spence
Added by Helen Lamb sent to Catherine Spence
Honeywell have sold us a R-47 0110047 but the sensor inside is 0110814 OOMLF204. The outer pack says R-47 0110047 V107762 expire date 2025-03-01. The sensor inside says OOMLF204 B110191 expire date 2024-04-01 Photos attached. Its

definitely the wrong sensor in side the customer has been asked to return this to us and we will be sending a FOC replacement out to them now. Cathy to let me know when this comes back in.
16 Dec 2025 Catherine Spence
noted
29 Jan 2026 Catherine Spence
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
381653 24 Nov 2025	Order Error : 160261 Vandagraph Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 160261
Order Entered by Sophie Lines
Order Checked by Emily Hanson
Office
Error was Vandagraph
Carriage - office
Fault:
Wrong priority on the order

Possible Fix
sent back to office for correction

24 Nov 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	action plan					
381375 20 Nov 2025	Order Error : 158795 Viamed Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 158795
Order Entered by Kate Griffiths
Order Checked by Sophie Lines
Non Selected
Error was Viamed
Missing info - office
Fault:
requirement on PO was not mentioned on the order and also missed by the checker

Possible Fix
passed back to the office to correct

24 Nov 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
381351 20 Nov 2025	Order Error : 160236 Viamed Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 160236
Order Entered by Aqib Majeed
Order Checked by Sophie Lines
Office
Error was Viamed
Missing info - office
Fault:

email address for contact was entered as the PO number,

Possible Fix
sent back to office to correct

20 Nov 2025 Helen Lamb
Done

Audit Documentation Control
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
381136 18 Nov 2025	PAQ required: 0111261	☑	☐	☐	☐	☐	☐	☐

Catrin Hird
Added by Catrin Hird sent to Catrin Hird
for QVM159991 & QVM160136
19 Nov 2025 Catrin Hird
Updated name and date. Need information from Maxtec to change to new versions.

Audit Contract Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		in issue if its an observation						
381099 18 Nov 2025	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated
Note this is an Audit - simply need to ensure its being carried out

Sales -> Distributor Agreements -> Check Sales Against Agreements,

List should be up to date / empty.
H.S.E. implications :No health and safety implications
25 Nov 2025 Derek Lamb
task is upto date, just had medica

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
380952 17 Nov 2025	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox
H.S.E. implications :No health and safety implications
18 Nov 2025 Derek Lamb
emali box empty, 10am all good

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	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	action plan					
380933 14 Nov 2025	Shipped Items Return to Supplier BOX1056	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1056 warrant a NON conformance report via the CAPA process VM3COP10

14 Nov 2025 Derek Lamb
the leaky sensors going back to supplier already mention in other reviews

Audit Customer Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
380837 14 Nov 2025	Audit 14 Complaints And Corrective Actions Viamed (30)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated BSI Audits Calendar BSI Audit Customer Complaints Audit 14 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. 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
H.S.E. implications :No health and safety implications
25 Nov 2025 Helen Lamb
Audit attached, nothing outstanding from the last audit. No viamed issues. There is a VST outstanding follow issue from rolling tasks 381760 task 1068 not up to date. But this is not Viamed No problems no non conformances for Viamed
26 Nov 2025 Derek Lamb
reviewed ok

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
380813 13 Nov 2025	Order Error : 160012 Viamed Account error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 160012
Order Entered by Sophie Lines
Order Checked by Aqib Majeed
Office
Error was Viamed
Account error
Fault:
VAT has been added to order even though it is a thailand order. should not have VAT on it ACC has been set up incorrectly, checker did not spot either, stopped at goods out.

Possible Fix
passed back to office

14 Nov 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning 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 / must state in issue if its an observation						
380348 07 Nov 2025	Shipped Items Return to Supplier BOX1054	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1054 warrant a NON conformance report via the CAPA process VM3COP10

07 Nov 2025 Derek Lamb
Leaking gas ? the figure seems unusually high. We?re waiting for a response from the supplier.

---

24 Feb 2026 Derek Lamb
Created Related Issue #389899
Added by Derek Lamb sent to Derek Lamb
Original Subject: Shipped Items Return to Supplier BOX1054_380348.1 Leaking gas ? the figure seems unusually high. We?re waiting for a response from the supplier. issue untagged still yellow but low do the list

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
380043 05 Nov 2025	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
H.S.E. implications :No health and safety implications
07 Nov 2025 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st November 25. We have a non conformances QC21 form Issues 378839 sensors labelled wrong in goods in. Nothing else of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - only one data entry error no other issue, nothing to worry about. Non Conformance, complaints and feedback headers Positive Feedback 377363 07/10/25 2810049 - feedback via ebay and 378028 14/10/25 Flowsensor A Reprocessing Survey: Medtrest LLC. Nothing else new not already covered. 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

07 Nov 2025 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
380039 05 Nov 2025	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.
H.S.E. implications :No health and safety implications
05 Nov 2025 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		an observation						
379748 03 Nov 2025	Test Non Conformance Issue	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
Service Repair Sheet:69286 SRN38292 Accessory testitem PR03575A10 . test issues from SRS repair
03 Nov 2025 Derek Lamb
TEST ISSUE COMPLETING OFF Done

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
379629 03 Nov 2025	Audit 20 Process Verification To Managment Viamed (172)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 20 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. 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
H.S.E. implications :No health and safety implications
10 Nov 2025 Helen Lamb
Completed audit attached, no ongoing issues no non conformances. please review
26 Nov 2025 Derek Lamb
reviewed ok

Any New QC21 Forms
Viamed

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 vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Issue requiring a corrective action plan					
37883922 Oct 2025	QC 21 Non Conformance Report - We have labelled 25 Maxtec MAX55E 0110452 sensors as MAX250E 01104294, in goods in.	☐	☑	☑	☑	☑	☑	☑

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
We have labelled 25 Maxtec MAX55E 0110452 sensors as MAX250E 01104294, in goods in. QC 21 form has been generated and attached. please review and add anything you think i may have missed. Once you have accepted this i`ll crack on with the corrective actions
22 Oct 2025 Helen Lamb
Done
22 Oct 2025 Helen Lamb
Email being sent out Important: Incorrectly Labelled Oxygen Sensors ? Action Required Inbox Sophie Lines Attachments 14:41 (1 hour ago) to deirdre.evans, cathy.green, Helen.lamb Good afternoon, I?m reaching out regarding your recent order with us ? 70004698. We?ve identified an issue affecting a batch of oxygen sensors that were incorrectly labelled as MAX-250E, while the sensors inside the packaging are a different type. Unfortunately, the 10x MAX-250E sensors shipped to you on 15th October are part of this batch (please refer to Line 1 on the attached delivery note). To resolve this promptly, we kindly ask that you return the affected units (if still in your possession) at your earliest convenience. A prepaid returns label will be emailed to you shortly for this purpose. We are also arranging for 10x correctly labelled MAX-250E sensors to be sent to you as soon as possible. We sincerely apologise for any inconvenience this may have caused and truly appreciate your cooperation in helping us correct the issue quickly. If you have any questions or need further assistance, please don?t hesitate to contact me. Kind regards Sophie Lines Office Administrator Viamed Ltd. Done
22 Oct 2025 Helen Lamb
Please review
22 Oct 2025 Derek Lamb
ok
24 Oct 2025 Derek Lamb
noted
07 Nov 2025 Derek Lamb
reviewed happy with this,
11 Dec 2025 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		requirement to Escalate Non conformance / must state in issue if its an observation						
378691 21 Oct 2025 378259	Software Validation Non Conformance Product Risk Feedback Loop (789)_378259	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
System Generated Task To be Completed testitem TEST FEEDBACK LOOP Create a Non Conformance from this Issue then review the Post Market Surveillance against the Test Technical file zztest not real file. Scroll down to the Issues section, the Non conformance issue and this Issue Should be present H.S.E. implications :No health and safety implications
21 Oct 2025 Derek Lamb
test issue only, works as intened

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
378348 17 Oct 2025	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox
H.S.E. implications :No health and safety implications
21 Oct 2025 Derek Lamb
emails upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective	Reviewed Non Conformity / Complaint and determine if its a vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Issue requiring a corrective action plan					
378315 16 Oct 2025	Order Error : 159472 Viamed Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 159472
Order Entered by Sophie Lines
Order Checked by Aqib Majeed
Office
Error was Viamed
Checking error
Fault:
Uploaded amended order and added the two extra lines of stock, but missed that they had also increased one of the original stock lines. Checker also did not spot this even though the final total did not match

Possible Fix
new order for the missed product and foc carriage for the error

21 Oct 2025 Helen Lamb
Done

Audit Management Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
378231 16 Oct 2025	Audit 18 Management Review Viamed (21)	☑	☐	☐	☐	☐	☐	☐

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. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. 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
H.S.E. implications :No health and safety implications
24 Nov 2025 Helen Lamb
audit completed nothing outstanding from previous audit. No issues from this audit and no non conformances.
26 Nov 2025 Derek Lamb
reviewed ok

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
377389 07 Oct 2025	Order Error : 159359 Viamed Account error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 159359
Order Entered by Aqib Majeed
Order Checked by Zoey Teal
Office
Error was Viamed
Account error
Fault:
wrong prioity

Possible Fix
sent back to office to change

09 Oct 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative	Reviewed Non Conformity / Complaint and determine if its 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 regulatory requirements	Effectiveness of corrective action reviewed

		or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	vigilance Issue requiring a corrective action plan					
377121 06 Oct 2025	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
H.S.E. implications :No health and safety implications
06 Oct 2025 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st October 25. We have two non conformances from BSI minors. Issues 375173 and 375175. Issue 375262 Extra sensors sent in error. QC21 form sent investigated and signed off. Nothing else of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - only one data entry error no other issue, nothing to worry about. Non Conformance, complaints and feedback headers 376408 26/09/25 Mediq purchase order PVM4595 short delivery, 377072 03/10/25 Positive Feedback from Beyond Borders CID34730 and 375667 18/09/25 Leidos MOD David Ford Positive Feedback. First is only negative feedback and not our mistake. Nothing else 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
07 Oct 2025 Derek Lamb
Thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		an observation						
377114 06 Oct 2025	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.
H.S.E. implications :No health and safety implications
06 Oct 2025 Derek Lamb
not many overdue issues: system appear ok, we are having a power outage thurday so need to move the servers this week, maybe tomorrow? OverView :06/10/2025 SectionDate UpdatedValue Viamed Forward Orders02/10/2025£ 63,931.00 Viamed Back Orders02/10/2025£ 193,018.46 Viamed Bank Balance02/10/2025£ 207,618.94 Viamed Debtors02/10/2025£ 209,092.47 Viamed Creditors02/10/2025£ 221,632.82 Barclays Loan to Viamed:02/10/2025£ 0.00 Vandagraph Loan To Viamed:02/10/2025£ 0.00 VST Loan To Viamed:02/10/2025£ 0.00 Viamed Properties Loan to Viamed :£0.00 Loan from GGL JSL to Viamed:02/10/2025£ 0.00 Loan from DL To Viamed:02/10/2025£ 0.00 Loan from SN to Viamed:02/10/2025£ 0.00 VST Bank Balance£ 96843.09 Vandagraph Bank Balance£ 140746.19 Viamed Stock Valuation06/10/2025£ 0 Viamed Turnover01/10/25£ 2,228,216.05 Vst Turnover01/10/25£ 823,758.36 Vand Turnover01/10/25£ 300,009.87 VST Debtors£ 53083 VST Creditors£ 49847 VST Back Orders£ 3689 VST Forward Orders£ 137051 Vandagraph Debtors£ 41785 Vandagraph Creditors£ 20694 Vandagraph Back Orders£ 13331 Vandagraph Forward Orders£ 0 Documents AI Processing StatusTypeCount 0Unprocessed25501 1Processing92 2Completed (no summary)58865 3Failed4690 4Summarizing8 5Summarized3355 6Summary failed344 System Resources FilesystemSizeUsedAvailUse%Mountedon /dev/nvme0n1p21.8T259G1.5T15%/ tmpfs16G016G0%/dev/shm tmpfs3.2G1.8M3.2G1%/run tmpfs5.0M05.0M0%/run/lock /dev/nvme0n1p11.1G6.1M1.1G1%/boot/efi

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
376937 02 Oct 2025	Shipped Items Return to Supplier BOX1050	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1050 warrant a NON conformance report via the CAPA process VM3COP10

03 Oct 2025 Derek Lamb
envitec sensors normal fail type no cap required

Suppler Complaints (us to them)
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
376408 26 Sep 2025	Mediq purchase order PVM4595 short delivery	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
23-09-25 Just one box was delivered instead of ten. Also, the goods were not packaged and nor was there a delivery note. There is just a shipping label (no references to P.O. or invoice...) stuck directly on to the box. This is not good as it covers up some of the goods labelling and would be seen as a non conformance by ISO auditors.
26 Sep 2025 Steve Nixon
Response from Mediq: Hi Steve, Please see below the actions we`ve taken to resolve the issue: The shortage has been reported to our warehouse and transport teams for investigation. Due to the high value of the order, we must complete an investigation. A credit may be issued upon outcome of investigation. If you require the stock urgently, please feel free to place a new order. We apologise for any inconvenience this may have caused you and your team. Kind regards, Carmen Green Customer Account Executive
09 Jan 2026 Derek Lamb
resolved Done

Audit Customer Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

376214 25 Sep 2025	Review Paper Customer Complaints File (75)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Review Paper Customer Complaints File

H.S.E. implications :No health and safety implications
25 Sep 2025 Derek Lamb
nothing new in the file

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
376125 24 Sep 2025	Shipped Items Return to Supplier BOX1051	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1051 warrant a NON conformance report via the CAPA process VM3COP10

24 Sep 2025 Derek Lamb
0110040 normal sensor fail, and more of the man defect being returned, no fursth cap required Done

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		requirement to Escalate Non conformance / must state in issue if its an observation						
375505 17 Sep 2025	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox
H.S.E. implications :No health and safety implications
17 Sep 2025 Derek Lamb
main box is upto date

VIAMED Customer Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
375265 12 Sep 2025 375260	Invoice RVM158724-1 8 extra 0110132 supplied by mistake_375260.1	☑	☑	☑	☑	☑	☑	☑

Catherine Spence
Added by Derek Lamb sent to Catherine Spence
Added by Steve Nixon sent to Derek Lamb Ref. invoice RVM158724-1 Ichinen have received 8 x 0110132 R-22AV sensors supplied to them FOC by mistake. They were offered these FOC, but they are unable to accept FOC goods. Serial numbers 2791148, 2791149, 2791150, 2791151, 2791174, 2791175, 2791176, 2791177 Cathy can you scan these barcodes to a new location lable it as Ichinen Complaint
12 Sep 2025 Catherine Spence
The serial numbers listed in the issue are not the serial numbers but the barcode id numbers , the serial numbers are 277607,277608,277609,277610,277633,277634,277635,277636. I will scan these to a new location now on Location 412497
19 Feb 2026 Derek Lamb
Was a duplicate Issue, still showing on qc report
20 Feb 2026 Catherine Spence
noted Done

VIAMED Customer Complaints
Viamed

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

ID / Call ID		Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	/ Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	affect Safety Performance or regulatory requirements	action reviewed
375260 12 Sep 2025	Invoice RVM158724-1 8 extra 0110132 supplied by mistake	☑	☑	☐	☐	☐	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
Ref. invoice RVM158724-1 Ichinen have received 8 x 0110132 R-22AV sensors supplied to them FOC by mistake. They were offered these FOC, but they are unable to accept FOC goods. Serial numbers 2791148, 2791149, 2791150, 2791151, 2791174, 2791175, 2791176, 2791177 Ichinen have suggested that to resolve this they want to return 8 different sensors that are deemed to be faulty. Initially they will return 6 sensors, SRS Number 69240. Initial investigation alludes that 100 sensors were scanned to the order, but 108 were picked/packed.

---

12 Sep 2025 Derek Lamb
Created Related Issue #375265
Added by Derek Lamb sent to Catherine Spence
Added by Steve Nixon sent to Derek Lamb Ref. invoice RVM158724-1 Ichinen have received 8 x 0110132 R-22AV sensors supplied to them FOC by mistake. They were offered these FOC, but they are unable to accept FOC goods. Serial numbers 2791148, 2791149, 2791150, 2791151, 2791174, 2791175, 2791176, 2791177 Cathy can you scan these barcodes to a new location lable it as Ichinen Complaint
06 Feb 2026 Derek Lamb
reviewed, and happy it has been dealty with, closing the issue Done

BSI Minor Non conformances

Viamed | Vandagraph | VST | 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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

375175 11 Sep 2025	BSI Non Conformance 2700663-202509-N2	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Derek Lamb sent to Helen Lamb
The medical devices files process of the organisation is not fully effective, as the organisation has not established requirements to Nonconformity Report Page 4 of 9 ensure that product labelling is up to date and viable. The organisation has not documented labelling requirements as a distributor to verify or maintain product labels implemented and placed by the legal manufacturers are current, compliant and remain legible throughout distribution. Technical files were seen historic, predating the sampled product and existing labels on product was seen not recorded. The product sampled was in relation to Temperature Probe – Skin Contact – Ref 1010132021V – SN 210114478 – Type 0212921 – Viamed Ltd – Produced Oct 2021 – Barcode ID 1856344 – Manufacturer Bluepoint Medical Gmbh # Interface Agreement – Bluepoint medical GmbH & Co KG – 21/12/2016
11 Sep 2025 Helen Lamb
I have filled in some fields it will need reviewing and adding to but its a start. HL V1

BSI Minor Non conformances

Viamed | Vandagraph | VST | 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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
375173 11 Sep 2025	BSI Non Conformance 2700663-202509-N1	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Derek Lamb sent to Helen Lamb
The internal audit process is not fully effective as raised issues within audit records do not clearly differentiate between observations and non-conformities. Audit records reviewed (Audit 15 and Audit 06) highlighted issues and were raised within the Intrastat (eQMS system). The issues raised did not highlight or state if the issues were an observation or non-conformance. No investigation or CAPA related actions were seen and the issues were cleared/completed with note comment only. # Audit 06 – Performed 30 May 2025 – Issues 365729 Raised 26 June 2025; Issue 367474 Raised 18 June 2025 – Closed 26 June 2025 # Audit 15 – Performed 21 July 2025 – Issues 370409, 370410 – Raised 21 July 2025 – Closed 22 July 2025
11 Sep 2025 Helen Lamb
My first version is attached please review it and see if im on the right track. Once we are happy i will start doing the corrective actions

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No	Reviewed Non Conformity / Complaint and determine	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	if its a vigilance Issue requiring a corrective action plan					
374604 05 Sep 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
H.S.E. implications :No health and safety implications
05 Sep 2025 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st September 25. Nothing Of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - only one data entry error no other issue, nothing to worry about. Non Conformance, complaints and feedback headers issue re not fulfilling orders on website. Staff have been reminded to do this. 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 Done

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
374598 05 Sep	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

2025								

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.
H.S.E. implications :No health and safety implications
11 Sep 2025 Derek Lamb
done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
374520 04 Sep 2025	Order Error : 158513 Vandagraph New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 158513
Order Entered by Aqib Majeed
Order Checked by Michael Lamb
Goods Out
Error was Vandagraph
New Error
Fault:
Order not fulfilled on Shopify

Possible Fix
Done

04 Sep 2025 Helen Lamb
I have chased this again but also added a process and rolling issue to try and stop this happening Done

Audit Documentation Control
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No	Reviewed Non Conformity / Complaint and determine	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	if its a vigilance Issue requiring a corrective action plan					
37430903 Sep 2025	Documentation out of date (372)	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated
Check for Out of Date documents

This is an audit, you do not need to perform the Task:

Simply ensure all out of date documents have an Issue attached to get them updated.
If the Issue is more than 2 Months out of date read the issue - if appropriate generate a non conformance Issue

ISO - Document index admin

Scroll down and check if any documents have gone out of date,

Either update the document or create an Issue to the relevant person from the document admin / details screen.
Remember if you update a document reset the expiry date
H.S.E. implications :No health and safety implications
03 Sep 2025 Helen Lamb
Done

Audit Contract Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
37397201 Sep 2025	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
H.S.E. implications :No health and safety implications
03 Sep 2025 Helen Lamb
Audit completed no non conformances. Nothing outstanding and nothing ongoing. Please review
03 Sep 2025 Derek Lamb
thankyou

Audit Purchasing
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
373965 01 Sep 2025	Audit 05 Purchasing Suppliers Viamed (37)	☑	☐	☐	☐	☐	☐	☐

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
H.S.E. implications :No health and safety implications
08 Sep 2025 Helen Lamb
Completed Audit attached, no outstanding issue. No non conformances. Please review
09 Sep 2025 Derek Lamb
thankyou

Audit Contract Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No	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 regulatory requirements	Effectiveness of corrective action reviewed

		Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	corrective action plan					
373964 01 Sep 2025	Audit 02 Contract Review Viamed (36)	☑	☐	☐	☐	☐	☐	☐

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
H.S.E. implications :No health and safety implications
03 Sep 2025 Helen Lamb
Audit completed no non conformances. Nothing outstanding and nothing ongoing. Please review
03 Sep 2025 Derek Lamb
thankyou

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
373734 27 Aug 2025	Shipped Items Return to Supplier BOX1044	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1044 warrant a NON conformance report via the CAPA process VM3COP10

27 Aug 2025 Derek Lamb
8010006 various output errors normal for o2 sensors no cap required recent failure rate (0.31 %)

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
373624 27 Aug 2025	Order Error : 158466 Viamed New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 158466
Order Entered by Aqib Majeed
Order Checked by Sophie Lines
Non Selected
Error was Viamed
New Error
Fault:
website error - order not fulfilled on website

Possible Fix
done

27 Aug 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		an observation						
373242 20 Aug 2025	Filling in or entering an SRS Please tag them correctly	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Helen Lamb sent to Helen Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Anyone filling in a SRS please can you make sure that you tag them correctly. The repair/quote option Is being set to Repair or Service/Calibration, When it should say Quote . It should only be turned from quote to Repair or Service/Calibration when we have the customer purchase order.
20 Aug 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
373120 19 Aug 2025	Order Error : 158339 Viamed Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 158339
Order Entered by Sophie Lines
Order Checked by Kate Griffiths
Office
Error was Viamed
Carriage - office
Fault:
put the export ups express saver on a UK order

Possible Fix
sent back to office for them to amend

20 Aug 2025 Helen Lamb
done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance	Reviewed Non Conformity / Complaint	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and	Verify Action does not adversely affect Safety Performance	Effectiveness of corrective action reviewed

		or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	and determine if its a vigilance Issue requiring a corrective action plan			implementation QC 28b	or regulatory requirements	
373092 19 Aug 2025	Shipped Items Return to Supplier BOX1043	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1043 warrant a NON conformance report via the CAPA process VM3COP10

20 Aug 2025 Derek Lamb
4410540 The unit has a red ring ISA fault returning to supplier no cap required by us

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
373079 19 Aug 2025 363316	Repairs details not being entered correctly	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Added by Robert Connor sent to Helen Lamb
Still no improvement, it`s the same as ever
16 Jan 2026 Helen Lamb
Derek has added the stock memo to the order entry page and i have also spoken to the office. I hope this gets better Done
19 Jan 2026 Robert Connor
Ok, hopefully that will make a difference, thanks.

Audit Contract Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
372880 18 Aug 2025	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated
Note this is an Audit - simply need to ensure its being carried out

Sales -> Distributor Agreements -> Check Sales Against Agreements,

List should be up to date / empty.
H.S.E. implications :No health and safety implications
19 Aug 2025 Derek Lamb
some on list but only a few distributors, so the list is being maintained

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
372877 18 Aug	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

2025								

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox
H.S.E. implications :No health and safety implications
19 Aug 2025 Derek Lamb
main box has been done, all upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
372591 13 Aug 2025	Shipped Items Return to Supplier BOX1042	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1042 warrant a NON conformance report via the CAPA process VM3COP10

13 Aug 2025 Derek Lamb
Supplier Return ? Summary (BOX?1042) #Stock RefSupply RefBar?codeSerial No.Fault / IssueCountry of OriginCustoms ValueEst. Date inAdded to BOX?1042Added By 10110040??V108401Leaking gasesGermany€?5.0003?Mar?202501?Aug?2025Catherine?Spence 20110040??V108402Leaking gasesGermany€?5.0003?Mar?202501?Aug?2025Catherine?Spence 30110040??V108403Leaking gasesGermany€?5.0003?Mar?202501?Aug?2025Catherine?Spence 40110049??V104860UnstableGermany€?5.0019?Dec?202401?Aug?2025Catherine?Spence 50110182??V118077No OutputGermany€?5.0028?Apr?202501?Aug?2025Catherine?Spence Key Points ItemTotal ValuePrimary IssueNumber of Units 0110040 (3 units)€?15.00Leaking gases3 0110049 (1 unit)€?5.00Unstable1 0110182 (1 unit)€?5.00No output1 Grand Total€?25.00?5 Operations Overview Print RMA Request PDF ? All items are ready for RMA processing; PDFs are queued for printing. Add Items from Print Queue ? The five items above have already been added to the print queue for shipment. Non?Serial/Bar?coded Items ? All units are non?serial and bar?coded, so the system uses ?N/A? for the serial number field where applicable. Customs Information ? Each item is from Germany, with a declared customs value of €?5.00. Shipping Invoice / Fault Sheets ? Fault sheets are generated using the serial numbers provided (e.g., V108401). Boxing / Packaging ? All items are listed under BOX?1042 with the same ?Date Added? (01?Aug?2025) for consistency in the packing list.
13 Aug 2025 Derek Lamb
reviewed no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative	Reviewed Non Conformity / Complaint and determine if its 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 regulatory requirements	Effectiveness of corrective action reviewed

		or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	vigilance Issue requiring a corrective action plan					
372212 08 Aug 2025	Shipped Items Return to Supplier BOX1041	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1041 warrant a NON conformance report via the CAPA process VM3COP10

11 Aug 2025 Derek Lamb
sensor output errors, no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
371760 05 Aug 2025	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
H.S.E. implications :No health and safety implications
08 Aug 2025 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st August 25. 370242 Manufacturing defect, the sensor is leaking at the O ringno cap required returning to supplier, 370602 Calibrate button not working, Nothing else of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED

Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - No issue, nothing to worry about. Non Conformance, complaints and feedback headers. 368629, 368630, 368631, 368990, 369141, 369316, 369493, 369494, 369991, 370005 errors covered in the error log. Issue 367345 missing sensors from Maxtec. Nothing else and nothing of 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
08 Aug 2025 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
371755 05 Aug 2025	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.
H.S.E. implications :No health and safety implications
05 Aug 2025
done, still need to remove SH from th eprocess logs
05 Aug 2025 Derek Lamb
done

Future Reviews - Internal Audits
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested /	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation						
371570 01 Aug 2025	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
01 Aug 2025 Derek Lamb
audits ongoing

Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
371545 01 Aug 2025	Objective: All complaints to be logged, contained / risk controlled in 10 Days and All complaints to be satisfactorily resolved in 6 months (I)	☑	☐	☐	☐	☐	☐	☐

General
01 Aug 2025 Derek Lamb
no complaints

Audit Repairs and Service
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non	Reviewed Non Conformity /	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely affect Safety	Effectiveness of corrective action reviewed

		Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	Performance or regulatory requirements	
371427 01 Aug 2025	Audit 24 Due Servicing (288)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 24 Due Servicing BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18
H.S.E. implications :No health and safety implications
15 Aug 2025 Derek Lamb
thankyou

Audit Health and Saftey
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
371416 01 Aug 2025	Audit 19 Health And Saftey Viamed (13)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Do HSE Audit Audit No 19. Send out HSE Personnel Questionaire, and the HSE DSE Personnel Questionaire and reissue message of the day reminding users all HSE Documents are available in Intrastats BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still

suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18
H.S.E. implications :No health and safety implications
29 Aug 2025 Helen Lamb
Completed Audits attached, No outstanding issues, no non conformances. Please review
29 Aug 2025 Derek Lamb
thankyou Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
371116 29 Jul 2025	Shipped Items Return to Supplier BOX1039	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1039 warrant a NON conformance report via the CAPA process VM3COP10

29 Jul 2025 Derek Lamb
Here`s a summary of failure reports and related QA activity for the Vandagraph VST Sensors (Part 8010007) covering the period 29 Jul 2023 ? 30 Jul 2025: Product Overview Part Number: 8010007 (VST Oxygen Sensor Module) Total Units Booked In (2 Years): 3,950 Total Units in System: 3,943 Installations span: Multiple SOs with new membrane implementations as of Oct 2024 Main configuration: OOD103 variants with individual sensor serial ranges tracked Fault Summary Global Failures (All Time): Total Global Failures Recorded: 68 faults out of 18,650 units in the system Warranty Failures: 57 (??0.31%) Non-Warranty Failures: 11 (??0.06%) No Fault Found cases: 44 (not included in fault rate) Unique Faults (29 Jul 2023 ? 30 Jul 2025): High Output: 1 Low Output: 2 Unstable Output Signal: 1 All from same product code (8010007), using sensor E1001581 Customer Return Timing (from invoice to failure): Fault Type3 Mo4 Mo10 Mo11 Mo Unstable Output Signal1 High Output1 Low Output11 Batch QA Observations Known batches received between Aug 2023 and May 2025 4 warranty failures found across multiple batches Most returns booked from Feb to May 2024, with no significant cluster after May 2024 Single unit returns tracked with serials, e.g. SN 100016?100027 (SO 263031148) ? Breakdown by Fault Code Fault CodeCountFault TypeNotes No Output11FaultMinor occurrence Low Output6FaultIncludes demo/customer returns Unstable Output Signal34FaultHighest single-code fault Linearity Error2FaultNo recent spike Zero Offset Signal Out Of Tolerance4FaultStable trend Output Cap Detached2FaultNo trend High Output4FaultNo spike PCB Corrosion / Connector Corrosion8No FaultLikely environmental Electrolyte Leakage2FaultUncommon PCB Movement Within Casing2FaultHardware issue Connector - unstable connection1FaultSingle instance Total QA-faulted units (true hardware or performance faults): 68 Non-Conformance Risk Review: Currently not triggered (no fault code exceeds 5% failure rate) Monthly Fault Trends No spikes in any month from Jan to Jun 2025; returns remain low volume and evenly spread. ? Risk Assessment Summary Overall Fault Rate: Very low (<?0.4%) No fault code exceeds 5% threshold ? No non-conformance raised Environmental & assembly issues (corrosion, movement, connector) noted but infrequent Recommendations Continue tracking serial ranges against faults (especially post-Oct 2024 batches with new membranes) Monitor ?Unstable Output Signal? in future returns?has highest fault count globally Document all ?No Fault Found? cases separately to avoid skewing future metrics Audit OOD103-1V and similar variants more closely, as most faults relate to this configuration Let me know if you want this formatted as a report or added into a .docx, .xlsx, or presentation

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
371028 28 Jul 2025	Order Error : 158102 Viamed Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 158102
Order Entered by Ryan Swaine
Order Checked by Aqib Majeed
Vandagraph Office
Error was Viamed
Address Error - Office
Fault:
Postcode/ Zip code missed off order, even though it was in the address listed on the email

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		an observation						
370655 23 Jul 2025	Order Error : 157850 Viamed Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 157850
Order Entered by Aqib Majeed
Order Checked by Emily Hanson
Office
Error was Viamed
Missing info - office
Fault:
no PO added and there was one on the paperwork .11072594AM auto generate in intrastats should have been LR746607

Possible Fix
missed on entry and also on checking

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
370635 23 Jul 2025	Order Error : 156402 Viamed New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 156402
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Non Selected
Error was Viamed
New Error
Fault:
Estimated delivery date not updated as per RocketChat message.

Possible Fix
If aware delivery date will be earlier, requires to be changed.

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
370634 23 Jul 2025	Order Error : 157477 Viamed New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 157477
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Goods Out
Error was Viamed
New Error
Fault:
Estimated delivery date not updated as per RocketChat message.

Possible Fix
If aware delivery date will be earlier, requires to be changed.

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

370602 23 Jul 2025	Shipped Items Return to Supplier BOX1037	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1037 warrant a NON conformance report via the CAPA process VM3COP10

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23 Jul 2025 Derek Lamb
maxo2 me2 Did not reach end user Calibrate button not working. Missing Parts No lanyard, adapter, flow diverter and tee adapter Failed in Q.A. Did not reach end user On/Off button is intermittent still less 1 % fail rate, Display fault Failed in service

Audit Production
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
370410 21 Jul 2025 362949	Audit 15 Production Viamed (28) - Q13 Production in Production List, in production.	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
Production in Production List, in production. Has PRO3719 / PO3718 sent for EMC testing Can you review this and see if it should still being the list and why its there

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22 Jul 2025 Derek Lamb
ive closed it off,

Audit Production
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		no requirement to Escalate Non conformance / must state in issue if its an observation						
370409 21 Jul 2025 362949	Audit 15 Production Viamed (28) Q12 Jobs in Start Job List	☑	☐	☐	☐	☐	☐	☐

Catherine Spence
Added by Helen Lamb sent to Catherine Spence
PRO3457 / PS3757 part 0110073 from March is still on the Start Job List in production. please can you review it and see if it should be there

---

22 Jul 2025 Catherine Spence
will get derek to clear as we do not make that sensor this way, job not added by me

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
370384 21 Jul 2025	Order Error : 157328 Viamed Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 157328
Order Entered by Kate Griffiths
Order Checked by Emily Hanson
Office
Error was Viamed
Missing info - office
Fault:
Customer was told stock 0110805 was due 23/07/25 and was told this on 18/06/25, but the PVM was updated on the 18/06/25 to stated expected Sept 2025, no one had informed customer until today 21/07/25. Customer wanted a part shipment, but due to being proforma , they should pay a second shipment

Possible Fix
Agreed to second second carriage cost FOC as we had not informed customer agreed with DL. Also have spoken to office to show them how to stop this from happening again, by watching the PVM on the system, so that any amendments done to the order, it will send an issue to all the people watching that order, and will let them know its been amended, and then they can then contact the customer with an advised lead time if needed.

Suppler Complaints (us to them)
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
370352 21 Jul 2025	Maxtec sales order 352188 - 10 x R125P01-007 missing from the shipment	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
See the attached.

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21 Jul 2025 Steve Nixon

Suppler Complaints (us to them)
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

370349 21 Jul 2025	Maxtec sales order 352188 - 10 x R125P01-007 missing from the shipment	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
See the attached.

21 Jul 2025 Steve Nixon
Once read/processed this can be closed. 10 sensors were later supplied on 16.06.25

21 Jul 2025 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
370242 18 Jul 2025	Shipped Items Return to Supplier BOX1040	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1040 warrant a NON conformance report via the CAPA process VM3COP10

21 Jul 2025 Derek Lamb
0110040 Manufacturing defect, the sensor is leaking at the O ring no cap required returning to supplier

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		no requirement to Escalate Non conformance / must state in issue if its an observation						
370029 17 Jul 2025	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

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18 Jul 2025 Derek Lamb
all upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
369991 16 Jul 2025	Order Error : 157721 Viamed Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 157721
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Viamed
Missing info - office
Fault:
No message to state to add their BTL reference to all stock, even though its stated on the Purchase Order

Possible Fix

Audit Health and Saftey
Viamed

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

ID / Call ID		i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Non Conformity / Complaint	Ensure does not recur	action needed and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
369978 16 Jul 2025		☑	☐	☐	☐	☐	☐	☐

General
Who:Helen Lamb
Where:Ghyll House - Garden
Hazard:Got a blister from racking the back garden
First Aid Box
Items used from First aid BoxNeeded a couple of plasters.
Accident Notes:Laying a lawn in the garden got a blister and the plaster needed replacing a few times over the two days of work.
Roddor form:No

20 Aug 2025 Helen Lamb
Done

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
369652 14 Jul 2025	Audit 23 Analysis Of Data Viamed (43)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 23 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18
11 Aug 2025 Helen Lamb
Audit completed, nothing ongoing, nothing from last audit and no non conformances. Please review
15 Aug 2025 Derek Lamb
needs rescanning, document now dated

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
36931608 Jul 2025	Shipped Items Return to Supplier BOX1038	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1038 warrant a NON conformance report via the CAPA process VM3COP10

09 Jul 2025 Derek Lamb
o2 sensors normal fail type no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning 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 / must state in issue if its an observation						
369024 07 Jul 2025	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

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17 Jul 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st July 25. 368610 R17AH high failure rate, 368629, 368630, 368631. Nothing else of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - No issue, nothing to worry about. Non Conformance, complaints and feedback headers. 368629, 368630, 368631, 368990, 369141, 369316, 369493, 369494, 369991, 370005 errors covered in the error log. Issue 367345 missing sensors from Maxtec. Nothing else and nothing of 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

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18 Jul 2025 Derek Lamb
Done

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
369017 07 Jul 2025	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

07 Jul 2025 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
368990 04 Jul 2025	Order Error : 157677 Vandagraph Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 157677
Order Entered by Ryan Swaine
Order Checked by Kate Griffiths
Vandagraph Office
Error was Vandagraph
Checking error
Fault:
Down as a pri 3 but with recoreded delivery line for carriage , if its a true recoreded delivery then it shouyld be a pri 4

Possible Fix
passed back to office to correct

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Failure but no requirement to Escalate Non conformance / must state in issue if its an observation						
368631 02 Jul 2025	0110361 QA Data Requires Risk / Non Conformance Review Jun 2025	☑	☐	☐	☐	☐	☐	☐

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

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
368630 02 Jul 2025	0110121 QA Data Requires Risk / Non Conformance Review Jun 2025	☑	☐	☐	☐	☐	☐	☐

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

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No	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 regulatory requirements	Effectiveness of corrective action reviewed

		Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	corrective action plan					
368629 02 Jul 2025	0110137 QA Data Requires Risk / Non Conformance Review Jun 2025	☑	☐	☐	☐	☐	☐	☐

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

Audit Repairs and Service
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
368451 01 Jul 2025	Audit 11 Repairs And Service Viamed (171)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 11 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

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24 Jul 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached no outstanding issues no non conformances. Nothing outstanding from last audit. Please review

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24 Jul 2025 Derek Lamb
Done

Audit Training
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
368315 30 Jun 2025	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

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11 Jul 2025 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb please update the check list print and return to me to fill in thankyou

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22 Jul 2025 Helen Lamb
Done and printed for you

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24 Jul 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb ive scanned the audit as requested. Please find it attached, i do not see any outstanding issues.

---

24 Jul 2025 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested /	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation						
368312 27 Jun 2025	UnShipped Items Return to Supplier BOX1026	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1026 warrant a NON conformance report via the CAPA process VM3COP10

03 Jul 2025 Derek Lamb
Maxtec Oxygen sensor MAX-250E not returned, no cap required

Audit Calibration
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
367474 18 Jun 2025 364782	Audit 06 Calibration Viamed (20) Need to make sure labels Indication Only NOT Calibrated	☑	☐	☐	☐	☐	☐	☐

Philip Crossley
Added by Helen Lamb sent to Philip Crossley
Need to make sure labels Indication Only NOT Calibrated are available. These are for the items in the calibration index that are not calibrated. More labels coming tomorrow so they can continue to be used.

19 Jun 2025 Philip Crossley
The stickers have arrived so I have stickered the devices from Lindas area and the DVM. I will have a look around next week to see if I have missed anything.

25 Jun 2025 Philip Crossley
I have stickered a few more things in Michael Greens room. I think Im probably done, if you come across any more I have plenty of stickers left.

Complaints from Viamed to a Supplier
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
367346 17 Jun 2025	Maxec shpment - 10 missing MAX-250 oxygen sensors	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
From shipment dated 02-06-2025 10 of the R125P01-007 MAX-250 sensors are missing (serial numbers LD30499051 to LD30499060) We have received 40 sensors instead of 50 See the attached documents.

17 Jun 2025 Derek Lamb

03 Jul 2025 Derek Lamb
noted

Complaints from Viamed to a Supplier
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
367345 17 Jun 2025	Maxec shpment - 10 missing MAX-250 oxygen sensors	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb

From shipment dated 02-06-2025 10 of the R125P01-007 MAX-250 sensors are missing (serial numbers LD30499051 to LD30499060) We have received 40 sensors instead of 50 See the attached documents.

17 Jun 2025 Derek Lamb
duplicate issue

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
367248 17 Jun 2025	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

17 Jun 2025 Derek Lamb
emails inbox all upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		an observation						
366954 12 Jun 2025	Order Error : 157293 Viamed Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 157293
Order Entered by Kate Griffiths
Order Checked by Emily Hanson
Office
Error was Viamed
Missing info - office
Fault:
Missed contact number off order, and checker did not spot it either.

Possible Fix

Audit Documentation Control
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
366637 10 Jun 2025	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

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13 Jun 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached no ongoing issues. No issues outstanding from last time and no non conformances. Please review

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16 Jun 2025 Derek Lamb
thankyu

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
366597 09 Jun 2025	Order Error : 157193 Viamed Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 157193
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Viamed
Checking error
Fault:
Should be on a pri8 as we are unable to send Teledyne sensors to uk customers for the time being

Possible Fix
passed back to office

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

366297 05 Jun 2025	UnShipped Items Return to Supplier BOX1025	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1025 warrant a NON conformance report via the CAPA process VM3COP10

06 Jun 2025 Derek Lamb
items replaced did not ship back no issues

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
366296 05 Jun 2025	UnShipped Items Return to Supplier BOX903	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX903 warrant a NON conformance report via the CAPA process VM3COP10

06 Jun 2025 Derek Lamb
items replaced did not ship back no issues

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		/ must state in issue if its an observation						
366217 05 Jun 2025	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

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05 Jun 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st June 25. 363312, 363313, 363314, 363315, 365824, 365873, 365874, 365875 high failure from Goods in. Normal issues. Nothing else of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - No issue, nothing to worry about. Non Conformance, complaints and feedback headers 366269 positive feedback. 366297, 366296, 366209, 366206 returns boxes. 365875, 365874, 365873 review of stock. Nothing else and nothing of 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

---

06 Jun 2025 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
366211 05 Jun 2025	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

11 Jun 2025 Derek Lamb
reviewed, re allocated steve hardaker issues

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
366209 04 Jun 2025	UnShipped Items Return to Supplier BOX1022	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1022 warrant a NON conformance report via the CAPA process VM3COP10

05 Jun 2025 Derek Lamb
automotive sensors failed qa, going back to supplier, no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
366206 04 Jun	UnShipped Items Return to Supplier	☑	☐	☐	☐	☐	☐	☐

2025	BOX1028							

Derek Lamb
Does this Return BOX1028 warrant a NON conformance report via the CAPA process VM3COP10

05 Jun 2025 Derek Lamb
automotive sensors failed qa, going back to supplier, no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
365875 02 Jun 2025	0110142 QA Data Requires Risk / Non Conformance Review May 2025	☑	☐	☐	☐	☐	☐	☐

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

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		an observation						
365874 02 Jun 2025	0110361 QA Data Requires Risk / Non Conformance Review May 2025	☑	☐	☐	☐	☐	☐	☐

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

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
365873 02 Jun 2025	0110137 QA Data Requires Risk / Non Conformance Review May 2025	☑	☐	☐	☐	☐	☐	☐

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

Audit Calibration
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Non conformance / must state in issue if its an observation						
365729 30 May 2025 364782	Audit 06 Calibration Viamed (20) Checking areas for calibration equipment that does not have a sticker	☑	☐	☐	☐	☐	☐	☐

Michael Green
Added by Helen Lamb sent to Michael Green
Checking areas for calibration equipment that does not have a sticker. Please review your areas and look for calibration equipment that does not have a identifying calibration label. Any found unidentified need to be added please.

---

11 Jun 2025 Michael Green
I believe all my items are up to date.

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
364967 21 May 2025	Order Error : 156792 Viamed Carriage - goods out	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 156792
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Goods Out
Error was Viamed
Carriage - goods out
Fault:
Missed two serial numbers off customer paperwork

Possible Fix
Given to helen to ammend paperwork

Non Conformance Issues
Viamed

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

ID / Call ID		i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Non Conformity / Complaint	Ensure does not recur	action needed and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
364941 21 May 2025	Shipped Items Return to Supplier BOX1032	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1032 warrant a NON conformance report via the CAPA process VM3COP10

21 May 2025 Derek Lamb
oxygen sensor normal fail types, no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
364934 21 May 2025	Shipped Items Return to Supplier BOX1030	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1030 warrant a NON conformance report via the CAPA process VM3COP10

21 May 2025 Derek Lamb
oxygen sensors , normal faults no cap required

Audit Calibration
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
364782 20 May 2025	Audit 06 Calibration Viamed (20)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Please Complete Calibration Audit 6 BEFORE starting Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

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30 May 2025 Helen Lamb
Created Related Issue #365729
Added by Helen Lamb sent to Michael Green
Checking areas for calibration equipment that does not have a sticker. Please review your areas and look for calibration equipment that does not have a identifying calibration label. Any found unidentified need to be added please.

---

18 Jun 2025 Helen Lamb
Created Related Issue #367474
Added by Helen Lamb sent to Philip Crossley
Need to make sure labels Indication Only NOT Calibrated are available. These are for the items in the calibration index that are not calibrated. More labels coming tomorrow so they can continue to be used.

---

19 Jun 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Audit completed issue sent 367474 to PC and HL to order more Indication only not calibrated stickers to put on equipment that is not calibrated and therefore does not have a date. We have run out. No other issues. nothing outstanding from the last audit and no non conformances.

---

19 Jun 2025 Derek Lamb
thankyou

Audit Contract Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective	Reviewed Non Conformity / Complaint and determine if its a vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Issue requiring a corrective action plan					
364602 19 May 2025	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated
Note this is an Audit - simply need to ensure its being carried out

Sales -> Distributor Agreements -> Check Sales Against Agreements,

List should be up to date / empty.

---

19 May 2025 Derek Lamb
List all Allocated Distributors PulmocorCID10477 PO Portugal 01 Jan 1970 0110701 list is being maintained

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
364599 19 May 2025	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

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19 May 2025 Derek Lamb
emails upto date

Non Conformance Issues

Viamed

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364197 13 May 2025 339868	Quantity discounts not applied to a quote	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb

03 Jul 2025 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
363890 09 May 2025	UnShipped Items Return to Supplier BOX1014	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1014 warrant a NON conformance report via the CAPA process VM3COP10

13 May 2025 Derek Lamb
jiko and automotive sensors no cap required

Audits Closure
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
363574 07 May 2025	Objective To agree the current schedule of Top Level audits.	☑	☐	☐	☐	☐	☐	☐

General
07 May 2025 Derek Lamb
All agree to current schedule of top level audits.
All agreed with 2024 audits results. Closed 2024 audits.

Results of internal audits / Mini Audits
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
363572 07 May	Objective Review the results of internal	☑	☐	☐	☐	☐	☐	☐

2025	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
07 May 2025 Derek Lamb
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) is 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

Non Conformities Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
363540 07 May 2025	Objective To review and action on any non conformances within 15 days. Check for new qc 21 forms.	☑	☐	☐	☐	☐	☐	☐

General
07 May 2025 Derek Lamb
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.

There are no internal QC21 forms.

No issues, all happy with current.

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
363482 07 May 2025 354650	Discontinue/Supersede Stock Once Depleted (971) Non Conformance	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Catrin Hird sent to Helen Lamb
Issue not been dealt with for at least 3 months.

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09 May 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb can you review and investigate this please

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22 May 2025 Catrin Hird Resolved

VIAMED Customer Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		an observation						
363355 06 May 2025	Customer Complaint - 4421517 - Sedana - Maidstone Hospital	☑	☑	☐	☐	☐	☐	☐

Derek Lamb
Added by Ryan Swaine sent to Derek Lamb
On the 5th May (bank holiday) Sedana informed us of a complaint they had received from Maidstone Hospital in regards to the sampling line pn. 4421517. Original email attached. Message from Sedana as follows: Hi Ryan, We got a complaint from Maidstone hospital /ITU. beula.clarkson@nhs.net, registered as QE-000560 “Gas sample line is the new viamed line and it is a disaster waiting to happen. It looks like a feed line whereas the old line was a shiny plastic one which could not be confused with other lines. Immediate action taken as a result of this event: Report to Sedana Medical” I have requested a Feed line from them or a reference to which line it is. When we have got that we will do a Risk assessment and see what we must do(if anything). It is the first complaint we have got on this line. Let me know if you want us to do anything else. I will keep you updated with what happens. Best Regards Morgan Nilsson | QA Manager

---

06 May 2025 Ryan Swaine
I responded by email on the 5th May to inform them that it was a national holiday and that I would in contact on the 6th May.

---

06 May 2025 Ryan Swaine
I have attached a copy of the labels as a reference, as I believe the lines are clearly labelled that they are not to be used with liquids.

---

06 May 2025 Ryan Swaine
I have replied to Sedana to inform them that I have opened a complaint file and that all relevant parties would be informed. I have requested they send us pictures of the feed lines as soon as they receive them. I have provided pictures of the hang tag label which indicates our lines are not to be connected to a syringe and is intended solely for gas connection.

---

07 May 2025 Ryan Swaine Sedana replied 06/05, they agree completely that the gas sampling lines are clearly labelled. They will be in contact when they receive more information from the end user.

---

13 May 2025 Derek Lamb
ccr 157

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04 Jun 2025 Derek Lamb
This was not a complaint of our product, all information was passed onto the supplier, but all in the chain do not believe this is a problem and the products are correctly labelled, can close this off

---

06 Jun 2025 Ryan Swaine

Non Conformance Issues
Viamed

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363316 06 May 2025	Repairs details not being entered correctly	☑	☐	☐	☐	☐	☐	☐

Robert Connor
Added by Robert Connor sent to Helen Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
There have been multiple repairs in the last few months where the repair/quote option has been incorrectly set to Repair or Service/Calibration without any justification. I am repeatedly having to change SRS sheets to Quote when I receive them, as evidence of any customer purchase orders have not been entered correctly into the system. The most recent example of this is SRS69084 Leicester Royal Infirmary, notes indicate a purchase order has been sent but the SRS system has not been updated correctly, so I have changed the repair to "Quote before repair". When I have to do this it delays repairs as the devices will not be serviced/repaired until a purchase order is properly confirmed.
13 Aug 2025 Helen Lamb
did this get any better

---

19 Aug 2025 Robert Connor
Created Related Issue #373079
Added by Robert Connor sent to Helen Lamb
Still no improvement, it`s the same as ever

Non Conformance Issues
Viamed

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36331506 May 2025	0110137 QA Data Requires Risk / Non Conformance Review Apr 2025	☑	☐	☐	☐	☐	☐	☐

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

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	action plan					
36331406 May 2025	0110132 QA Data Requires Risk / Non Conformance Review Apr 2025	☑	☐	☐	☐	☐	☐	☐

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

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
36331306 May 2025	0110121 QA Data Requires Risk / Non Conformance Review Apr 2025	☑	☐	☐	☐	☐	☐	☐

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

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective	Reviewed Non Conformity / Complaint and determine if its a vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Issue requiring a corrective action plan					
36331206 May 2025	0110107 QA Data Requires Risk / Non Conformance Review Apr 2025	☑	☐	☐	☐	☐	☐	☐

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

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
36319405 May 2025	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

---

19 May 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st May 25. 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 - only one data entry error no other issue, nothing to worry about. Non Conformance, complaints and feedback headers 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 May 2025 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
36318705 May 2025	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

07 May 2025 Derek Lamb
reviewed

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	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning 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 / must state in issue if its an observation						
363027 01 May 2025	Order Error : 156056 Vandagraph New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 156056
Order Entered by Kate Griffiths
Order Checked by Emily Hanson
Goods Out
Error was Vandagraph
New Error
Fault:
Order not fulfilled on website

Possible Fix
Done

Audit Production
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
362949 01 May 2025	Audit 15 Production Viamed (28)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 15 Production BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

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21 Jul 2025 Helen Lamb
Created Related Issue #370409
Added by Helen Lamb sent to Catherine Spence
PRO3457 / PS3757 part 0110073 from March is still on the Start Job List in production. please can you review it and see if it should be there

---

21 Jul 2025 Helen Lamb
Created Related Issue #370410
Added by Helen Lamb sent to Derek Lamb
Production in Production List, in production. Has PRO3719 / PO3718 sent for EMC testing Can you review this and see if it should still being the list and why its there

22 Jul 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb competed audit attached, no issues from the last audit no non conformance issues. Two issues outstanding, neither are none conformances. Please review

23 Jul 2025 Derek Lamb
thankoyou

Audit Post Marketing Surveillance
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
362859 30 Apr 2025	Audit 22 Post Market Survellance Viamed (14)	☑	☐	☐	☐	☐	☐	☐

Helen 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

23 May 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Issue 365215 sent as some rolling issue are out of terms. No other problems nothing outstanding from previous audit and no non conformances. Please find completed audit attached.

27 May 2025 Derek Lamb
thnks Done

27 May 2025 Derek Lamb
wrong file vst / viamed

27 May 2025 Derek Lamb

Next Action Changed From Derek Lamb To Helen Lamb

27 May 2025 Derek Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
362036 19 Apr 2025	Shipped Items Return to Supplier BOX914	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX914 warrant a NON conformance report via the CAPA process VM3COP10

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23 Apr 2025 Derek Lamb
o2 sensors being return no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
362035 19 Apr 2025	Shipped Items Return to Supplier BOX1013	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1013 warrant a NON conformance report via the CAPA process VM3COP10

23 Apr 2025 Derek Lamb
o2 sensors being returned , no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
362034 19 Apr 2025	Shipped Items Return to Supplier BOX913	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX913 warrant a NON conformance report via the CAPA process VM3COP10

23 Apr 2025 Derek Lamb
o2 sensors, normal sensor fail types

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
361858 17 Apr	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

2025								

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

17 Apr 2025 Derek Lamb
working, all upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
361841 16 Apr 2025	Order Error : 156300 Vandagraph Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 156300
Order Entered by Aqib Majeed
Order Checked by Emily Hanson
Office
Error was Vandagraph
Carriage - office
Fault:
put at PPRD, but its an export order and should be PPRMITS

Possible Fix
Sent back to office

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	action plan					
361763 16 Apr 2025	Product training not for for purpose	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Robert Connor sent to Helen Lamb
Not sure what category this belongs under so I`m putting this here. The current method of having Catrin use an LLM to generate quizzes to test training competency is not fit for purpose for two reasons. Catrin has no better training on this than most of us, and LLMs routinely make stuff up because they don`t actually understand language. The current quiz for Radiant Warmers is the third round of training in which I have had to inform Catrin that the quiz contains a question that is not answerable, in this case because it has 3 valid answers. Previous quizzes have had questions with no valid answers, and questions where the LLM made up a fact for a question which made it impossible to answer. The way training and testing is done to be reviewed, to ensure that it is done by someone who understands the stock lines in question.

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23 May 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb

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27 May 2025 Derek Lamb
I will discuss this with catrin ,

---

27 May 2025 Robert Connor
Noted, thanks

Audit Handling and Storage
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
361544 15 Apr 2025	Audit 07 Handling And Storage Viamed (25)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 07 handling and stock control BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue

including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

23 May 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached no on going issues, non issues from the last audit and no non conformances Please review

27 May 2025 Derek Lamb
thankyou Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
361144 09 Apr 2025	Shipped Items Return to Supplier BOX902	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX902 warrant a NON conformance report via the CAPA process VM3COP10

10 Apr 2025 Derek Lamb
automotive sensors failed in QA going back to supplier Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning 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 / must state in issue if its an observation						
36104908 Apr 2025	Shipped Items Return to Supplier BOX1024	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1024 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2025 Derek Lamb
o2 sensor normal fail type

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
36095808 Apr 2025	Shipped Items Return to Supplier BOX1027	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1027 warrant a NON conformance report via the CAPA process VM3COP10

14 Apr 2025 Derek Lamb
Oxygen monitor MySign O going back to supplier, no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		no requirement to Escalate Non conformance / must state in issue if its an observation						
360739 07 Apr 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

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08 Apr 2025 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st April 25. Issue 360064 account issue from customer. Resolve nothing ongoing, Issue360344 (360357) high failure rate 0110107. Nothing else of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - No issue, nothing to worry about. Non Conformance, complaints and feedback headers nothing else and nothing of 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

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
360733 07 Apr 2025	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

---

07 Apr 2025 Derek Lamb
reviewed, tasks realativly ok, monitoring disk space as extra logging turned on

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
360357 02 Apr 2025	0110137 QA Data Requires Risk / Non Conformance Review Mar 2025	☑	☐	☐	☐	☐	☐	☐

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

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
360356 02 Apr	0110107 QA Data Requires Risk / Non	☑	☐	☐	☐	☐	☐	☐

2025	Conformance Review Mar 2025							

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

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
360064 31 Mar 2025 360019	Customer Complaints (728) Non Conformance	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
call log ID 5655, Customer has called in response to an email he has received from Zoey saying he has an invoice overdue for £518.40 - he says that is not correct, and he should actually be in credit. Helen to look into when back from annual leave tomorrow.email back and sorted.

---

20 May 2025 Derek Lamb
was not really a complaint, was dealt with , helen fixed when returned froom holiday

Audit Customer Complaints
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Non conformance / must state in issue if its an observation						
359497 25 Mar 2025	Review Paper Customer Complaints File (75)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated

Review Paper Customer Complaints File

25 Mar 2025 Derek Lamb
reviewed in audit last week all upto date nothing new

Audit CE Files
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
359360 24 Mar 2025	Audit 12 CE Files Viamed (16)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated BSI Audits Calendar BSI Audit CE Files Audit 12 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

31 Mar 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb audit 12 Technical files Viamed 2024 attached no outstanding issues please review

01 Apr 2025 Derek Lamb
Done

Audit Organisation and Process Verification Internal Process Verification
Viamed

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

ID / Call ID		Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	/ Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	affect Safety Performance or regulatory requirements	action reviewed
358650 17 Mar 2025	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

17 Mar 2025 Derek Lamb
mail box empty

Suppler Complaints (us to them)
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
358580 14 Mar 2025	test4	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
test4

14 Mar 2025 Derek Lamb

Suppler Complaints (Them to Us)
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
358579 14 Mar 2025	test3	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
test3

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14 Mar 2025 Derek Lamb

Complaints from VST to a Supplier
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
358578 14 Mar 2025	test2	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
test2

14 Mar 2025 Derek Lamb

Complaints from Viamed to a Supplier
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
358577 14 Mar 2025	test1	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
teset1

14 Mar 2025 Derek Lamb

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 / must state	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		in issue if its an observation						
358213 11 Mar 2025	Order Error : 155158 Viamed Memo error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 155158
Order Entered by Kate Griffiths
Order Checked by Sophie Lines
Goods Out
Error was Viamed
Memo error
Fault:
Serial numbers too long for the invoice

Possible Fix
Suggested only have 2 sets of matched pairs per line.

Audit Goods Inwards and Product Identity
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
357925 10 Mar 2025	Audit 09 Goods Inward And Product Identity Viamed (170)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 09 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

09 May 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached. Nothing ongoing no problems or issues. nothing from last audit or non conformances. Please review

09 May 2025 Derek Lamb
thankyou

Non Conformance Issues

Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
35775006 Mar 2025	Shipped Items Return to Supplier BOX1023	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1023 warrant a NON conformance report via the CAPA process VM3COP10

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07 Mar 2025 Derek Lamb
for calibration no issues

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
35746805 Mar 2025	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if

anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

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17 Mar 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st March 25. Issue 354351 (also 354400) high failure rate on 0110361. 355521 Ceratherm 600-2 and 600-3 Casing. holes drilled in incorrect place, replaced by supplier asked us to dispose of. 356739 MySign Ono cap required. 356891 cracked display. None of these require a capa. No problems. Nothing else of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - a lot of address amends but some are customer and only a few are input error based. Some spelling errors. Will speak to the office about being more careful. No issue, nothing to worry about. Non Conformance, complaints and feedback headers nothing else and nothing of concerns. Test issues have been sent to make sure they show in the correct areas. Several issues in the non conformance header re error logging. All checked and where needed relevant staff have been spoken to. 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

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17 Mar 2025 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
35746405 Mar 2025	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

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10 Mar 2025 Derek Lamb
reviewed, went through issues roles with office last wednesday

Non Conformance Issues
Viamed

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

ID / Call ID		i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Non Conformity / Complaint	Ensure does not recur	action needed and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
357238 03 Mar 2025	Order Error : 153875 Viamed Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 153875
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Non Selected
Error was Viamed
Missing info - office
Fault:
Carriage was missed from the proforma. Customer paid it and missed $299.38. Now having to chase this

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
357195 03 Mar	Order Error : 155201 Viamed	☑	☐	☐	☐	☐	☐	☐

2025	Missing info - office							

Helen Lamb
Auto Issue from Error Log 155201
Order Entered by Emily Hanson
Order Checked by Aqib Majeed
Office
Error was Viamed
Missing info - office
Fault:
wrong quantity was for 3 we put 2 so had wrong price. Credited difference and sent third posey box at the 3 off price.

Possible Fix

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
357181 03 Mar 2025	0110361 QA Data Requires Risk / Non Conformance Review Feb 2025	☑	☐	☐	☐	☐	☐	☐

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

Audit Documentation Control
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested /	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation						
357077 03 Mar 2025	Documentation out of date (372)	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated
Check for Out of Date documents

This is an audit, you do not need to perform the Task:

Simply ensure all out of date documents have an Issue attached to get them updated.
If the Issue is more than 2 Months out of date read the issue - if appropriate generate a non conformance Issue

ISO - Document index admin

Scroll down and check if any documents have gone out of date,

Either update the document or create an Issue to the relevant person from the document admin / details screen.
Remember if you update a document reset the expiry date

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03 Mar 2025 Helen Lamb
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
356891 27 Feb 2025	Shipped Items Return to Supplier BOX1021	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1021 warrant a NON conformance report via the CAPA process VM3COP10

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28 Feb 2025 Derek Lamb
The unit has a cracked display physical damge, no cap at this time 2510091 tof

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
356876 27 Feb 2025	Order Error : 155251 Viamed ebay error - goods out	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 155251
Order Entered by Kate Griffiths
Order Checked by Emily Hanson
Non Selected
Error was Viamed
ebay error - goods out
Fault:
Order not fulfilled on eBay

Possible Fix
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		in issue if its an observation						
356860 27 Feb 2025	Order Error : 155255 Viamed New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 155255
Order Entered by Emily Hanson
Order Checked by Kate Griffiths
Goods Out
Error was Viamed
New Error
Fault:
Order not fulfilled on Shopify website.

Possible Fix
Done

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
356739 26 Feb 2025	Shipped Items Return to Supplier BOX1020	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1020 warrant a NON conformance report via the CAPA process VM3COP10

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26 Feb 2025 Derek Lamb
0111276 Displaying Self-test Oxygen monitor MySign O no cap required at this point, very low number returns

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective	Reviewed Non Conformity / Complaint and determine if its a vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Issue requiring a corrective action plan					
356467 24 Feb 2025	Order Error : 153642 Viamed Memo error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 153642
Order Entered by Aqib Majeed
Order Checked by Sophie Lines
Director
Error was Viamed
Memo error
Fault:
TEST ERRROR NOT REAL

Possible Fix

Audit Contract Review
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
355841 18 Feb 2025	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated
Note this is an Audit - simply need to ensure its being carried out

Sales -> Distributor Agreements -> Check Sales Against Agreements,

List should be up to date / empty.

20 Feb 2025 Derek Lamb
task appears reasonably upto date

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
355681 17 Feb 2025	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

20 Feb 2025 Derek Lamb
reviewed

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 / must state in issue if its	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		an observation						
355583 14 Feb 2025	Shipped Items Return to Supplier BOX1018	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1018 warrant a NON conformance report via the CAPA process VM3COP10

17 Feb 2025 Derek Lamb
8010007 (0.17 %) 8010026 (0.20 %) 8010006 (0.34 %) normal sensor type fails, no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
355521 13 Feb 2025	UnShipped Items Return to Supplier BOX1019	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1019 warrant a NON conformance report via the CAPA process VM3COP10

17 Feb 2025 Derek Lamb
Ceratherm 600-2 & 600-3 Casing. holes drilled in incorrect place, replaced by supplier asked us to dispose of

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Non conformance / must state in issue if its an observation						
355495 13 Feb 2025	Order Error : 153642 Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 153642
Order Entered by Aqib Majeed
Order Checked by Sophie Lines
Office
Error was Missing info - office
Fault:
Incorrect Inco term used on a EXW order

Possible Fix
passed to helen to correct

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
355144 10 Feb 2025	Order Error : 154818 wrong account - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 154818
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was wrong account - office
Fault:

Possible Fix

Audits Meeting Closure

Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
35505510 Feb 2025	Audit 27 Software Validation Viamed (821)	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated Task To be Completed Audit 27 Software Validation To confirm the Prime functions of the Software used is verified. The Audit itself, Intrastats, physical process being carried out. Complete Audit 27 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

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11 Feb 2025 Helen Lamb
completed audit attached, no issues or problems. Nothing outstanding.

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
35500107 Feb	Shipped Items Return to Supplier BOX1016	☑	☐	☐	☐	☐	☐	☐

2025								

Derek Lamb
Does this Return BOX1016 warrant a NON conformance report via the CAPA process VM3COP10

10 Feb 2025 Derek Lamb
0110432History of 25464842546484 KF69099174Non Linear normal sensor type, no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
35470705 Feb 2025	Shipped Items Return to Supplier BOX1017	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1017 warrant a NON conformance report via the CAPA process VM3COP10

06 Feb 2025 Derek Lamb
calibration no cap

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 / must state in issue if its	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		an observation						
354618 05 Feb 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

10 Feb 2025 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st Jan 25. Issue 352880 wrong sensors in boxes still ongoing from last review. 354351 high failure rate on 0110361 R22AHJR sensors no cap. Nothing new to add, just resolving. Nothing else of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - a lot of address amends but some are customer and only a few are input error based. No issue, nothing to worry about. Non Conformance, complaints and feedback headers 351507 a request for PMS, 353625 Ceratherm cases incorrectly drilled - ongoing, 351010 + 354400 0110361 QA Data Requires Risk / Non Conformance Review Dec 2024, 351194 + 351875Incorrect oxygen sensors in boxes, 353250, 353881, 354144, 354707, 355001 auto issues. Everything underway nothing else and nothing of 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

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
354614 05 Feb 2025	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

06 Feb 2025 Derek Lamb
reviewed

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
354495 04 Feb 2025	Non conformance review history Viamed (284)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the below review is being carried out Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring

06 Feb 2025 Derek Lamb
task is upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
354461 03 Feb 2025 354400	0110361 QA Data Requires Risk / Non Conformance Review Jan 2025	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
Oxygen sensor R-22AHJR Jikco OEM sensor known yield, no cap required

03 Feb 2025 Derek Lamb

21 Feb 2025 Derek Lamb

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
354400 03 Feb 2025	0110361 QA Data Requires Risk / Non Conformance Review Jan 2025	☑	☐	☐	☐	☐	☐	☐

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

03 Feb 2025 Derek Lamb
Created Related Issue #354461
Added by Derek Lamb sent to Derek Lamb
Oxygen sensor R-22AHJR Jikco OEM sensor known yield, no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		no requirement to Escalate Non conformance / must state in issue if its an observation						
354239 31 Jan 2025	UnShipped Items Return to Supplier BOX956	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX956 warrant a NON conformance report via the CAPA process VM3COP10

31 Jan 2025 Derek Lamb
automotive sensors normal sensor fail type, no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
354144 30 Jan 2025	Order Error : 153234 wrong account - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 153234
Order Entered by Emily Hanson
Order Checked by Aqib Majeed
Office
Error was wrong account - office
Fault:
on wrong account should have been Scottish Ambulance Service. also no email address for invoices either

Possible Fix
better checking and looking at paperwork

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non	Reviewed Non Conformity /	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed and	Verify Action does not adversely affect Safety	Effectiveness of corrective action reviewed

		Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	implementation QC 28b	Performance or regulatory requirements	
353881 28 Jan 2025	Order Error : 154654 ebay error - goods out	☑	☐	☐	☐	☐	☐	☐
Helen Lamb Auto Issue from Error Log 154654 Order Entered by Kate Griffiths Order Checked by Emily Hanson Goods Out Error was ebay error - goods out Fault: Order not fulfilled on Ebay Possible Fix Done								
Complaints from Viamed to a Supplier 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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
353625 24 Jan 2025	Ceratherm cases incorrectly drilled	☑	☐	☐	☐	☐	☐	☐
Catherine Spence Added by Steve Hardaker sent to Catherine Spence								

Burnley General has reported that they received a Ceratherm case 0330000 that has holes that are incorrectly drilled, the front one is higher than the back one. Please can you check al existing stock ASAP as we need to send a replacement to them, see SRS69010.

24 Jan 2025 Catherine Spence
done, replacement sent

24 Jan 2025 Steve Hardaker
They need a returns label sending to collect the faulty one. Please can you generate a returns label for the faulty Ceratherm case on SRS69010, the address is as follows: Clinical Engineering Department Burnley General Hospital Casterton Avenue, Burnley, Lancashire. BB10 2PY Billy Rafiq - tel: 01254 733140

27 Jan 2025 Catherine Spence
UPS Label generated and passed to office to send to customer

31 Jan 2025 Steve Hardaker

Next Action Changed From Catherine Spence To General Sent pictures to Daniel at Nufer and asked if they want it sending back.

03 Feb 2025 Steve Hardaker

Next Action Changed From General To Catherine Spence Ewimed Nufer have agreed to send a replacement FOC and said to not bother sending the faulty one back. Not sure if this will need some paperwork to book it it?

13 Feb 2025 Catherine Spence
will generate the return so that we can accept the replacement in to stock. No stock will be returned to nufer

13 Feb 2025 Steve Hardaker

Urgent Flag Changed To Off When you have the resolved returns reference from Nufer, can you add it here for closure, thanks.

13 Feb 2025 Catherine Spence
RMA was created for internal purpose only Box 1019, will complete off with replacement already received from supplier

13 Feb 2025 Steve Hardaker

Viamed Audits Calander
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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
353284 22 Jan 2025	happy to continue schedule	☑	☐	☐	☐	☐	☐	☐

General
22 Jan 2025 Derek Lamb

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
353250 22 Jan 2025	Order Error : 154568 New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 154568
Order Entered by Sophie Lines
Order Checked by Kate Griffiths
Goods Out
Error was New Error
Fault:
Order not fulfilled on Shopify

Possible Fix
Done

Audit Organisation and Process Verification Internal Process Verification
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		/ must state in issue if its an observation						
352847 17 Jan 2025	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, there should be no mails more than a Day old. Give allowance for Monday mornings, there should be no emails older than Friday afternoon. Also note size of space used in Global inbox

17 Jan 2025 Derek Lamb
All good and upto date

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
352217 10 Jan 2025	Shipped Items Return to Supplier BOX1011	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1011 warrant a NON conformance report via the CAPA process VM3COP10

10 Jan 2025 Derek Lamb
0110429 Oxygen sensor MAX-250E (0.80 % fails) no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		no requirement to Escalate Non conformance / must state in issue if its an observation						
352212 10 Jan 2025	Shipped Items Return to Supplier BOX1012	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1012 warrant a NON conformance report via the CAPA process VM3COP10

10 Jan 2025 Derek Lamb
8010006 (0.32 %) (vst) normal o2 senor fail type no cap required

Future Reviews - Internal Audits
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
351914 08 Jan 2025	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
08 Jan 2025 Derek Lamb
few backuoed due to christmas, but realtivly oke

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	Reviewed Non Conformity / Complaint and determine if its a vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Issue requiring a corrective action plan					
351875 08 Jan 2025 351194	QC 21 Non Conformance Report - Incorrect oxygen sensors in boxes Non Conformance	☐	☑	☑	☑	☑	☑	☑

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
From issue 351194. There have been some oxygen sensors that have been boxed, but have been placed in the wrong box with the wrong barcode attached. Original issue from Cathy 3rd January 25. To be investigated.

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24 Feb 2025 Helen Lambthis has been resolved and no reoccurrence has happened. Staff have been re trained and a new policy where no different types of stock as placed together for boxing has been implemented. QC21 form needs to be updated

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26 Feb 2025 Helen Lambthis has been resolved and no reoccurrence has happened. Staff have been re trained and a new policy where no different types of stock as placed together for boxing has been implemented. QC21 form needs to be updated

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 / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
351232 06 Jan 2025	Non conformance review history Viamed (283)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

08 Jan 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Checked back through all Non Conformance issues (not automatically generated) to 1st Dec 24. 350995 0110361 R22AHJR high failure rate. Nothing on going. Nothing else of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - no issue, nothing to worry about. Nothing else new, no concerns. Non Conformance, complaints and feedback headers reviewed, Issue 351194 Wrong sensors placed in wrong boxes and have been sold QC21 form to be generate. 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

08 Jan 2025 Derek Lamb
thankyou

Audit Analysis of Data
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
351223 06 Jan 2025	Review Company Data (114)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.

06 Jan 2025 Derek Lamb
just been christmas so lots of staff off, not a suitable time to review outstanding issues, they need time to catch up,

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	Reviewed Non Conformity / Complaint and determine if its a vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Issue requiring a corrective action plan					
351203 03 Jan 2025	UnShipped Items Return to Supplier BOX986	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX986 warrant a NON conformance report via the CAPA process VM3COP10

06 Jan 2025 Derek Lamb
nitrogen senor leaked, normal fail type, single unit, no cap required

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning 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.

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08 Jan 2025 Helen Lamb
Created Related Issue #351875
Added by Helen Lamb sent to Derek Lamb
From issue 351194. There have been some oxygen sensors that have been boxed, but have been placed in the wrong box with the wrong barcode attached. Original issue from Cathy 3rd January 25. To be investigated.

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16 Jan 2025 Helen Lamb
RVM154184 is seaward and sensor has been returned. Credit done TVM153007-1

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24 Feb 2025 Helen Lamb
this has been resolved and no reoccurrence has happened. Staff have been re trained and a new policy where no different types of stock as placed together for boxing has been implemented.

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14 May 2025 Catherine Spence

Non Conformance Issues
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
351010 02 Jan 2025	0110361 QA Data Requires Risk / Non Conformance Review Dec 2024	☑	☐	☐	☐	☐	☐	☐

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

Audit Design Control
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective	Reviewed Non Conformity / Complaint and determine if its a vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Issue requiring a corrective action plan					
350895 01 Jan 2025	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

22 Jan 2025 Helen Lamb
signed off in error in meeting closing 2024. Audit carried out 22nd Jan 25

22 Jan 2025 Helen Lamb

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

23 Jan 2025 Derek Lamb
No requiremnet for this audit anymore, design sections not included in the ISO

Audit Picking and Packing
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
350890 01 Jan 2025	Audit 01 Picking Packing Viamed (24)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated BEFORE starting Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last

years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

22 Jan 2025 Helen Lamb
signed off in error in meeting closing 2024. Audit carried out 22nd Jan 25

27 Jan 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb Issue completed and no problems or outstanding issues.

27 Jan 2025 Derek Lamb
reviewed, thankyou

Audit Design Control
Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
35088901 Jan 2025	Audit 03 Design Control Viamed (22)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Audit 03 Design Control Review Last years Audit see if its still suitable Before Proceeding you need to update the Processes attached to the Audit Search the Document in the Index, View the Admin Page Copy and Paste the Attached Processes, replacing them in the current audit Any non Conformances from the Audit: Create a follow up / related Issue, With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution if its a major / critical non conformance complete form QC 18

22 Jan 2025 Helen Lamb
signed off in error in meeting closing 2024. Audit carried out 22nd Jan 25

22 Jan 2025 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached no issues nothing outstanding.

23 Jan 2025 Derek Lamb
Design removed formt he ISO standards, audit not really required any more