

## Roles and Responsibilitys

Roles	Employee's Super Visor
Share Holder (1)	
Managing Director (2)	Share Holder
Company Secretary (4)	Share Holder
Director 1 (Derek) (3)	Managing Director
Director 3 (Steve) (20)	Managing Director
Director 2 (Helen) (19)	Managing Director
ISO and Compliance Controller (28)	Managing Director
QA Controller (27)	Warehouse Team Leader
IT Controller (31)	Director 2 (Helen)
Maintenance Controller (32)	Director 2 (Helen)
Documentation And Records Controller (33)	Director 1 (Derek)
Product Controller (36)	Director 3 (Steve)
Health And Safety Controller (37)	Director 2 (Helen)
Marketing Controller (13)	Director 3 (Steve)
Humanmed Controller (41)	Director 1 (Derek)
Sales Controller (9)	Director 3 (Steve)
Warehouse Team Leader (8)	Director 1 (Derek)
Office Team Leader (7)	Director 2 (Helen)
Accounts Controller (5)	Director 2 (Helen)
Vet Sales Controller (38)	Sales Controller
EX Sales Controller (11)	Sales Controller
UK Sales Controller (10)	Sales Controller
Vet Sales Export (40)	Vet Sales Controller
UK Sales Force (15)	UK Sales Controller
EX Sales Force (16)	EX Sales Controller
Vet Sales UK (39)	Vet Sales Controller
OEM Sales Controller (18)	Sales Controller
Servicing Onsite (49)	Director 3 (Steve)
OEM Sales Force (17)	OEM Sales Controller
Human Resources (6)	Director 2 (Helen)
Technical Files (29)	Product Development
Data Protection Officer (48)	Managing Director
Customer Training (47)	Sales Controller
Vandagraph (46)	Share Holder
Repairs Controller (44)	Warehouse Team Leader
Audits (43)	ISO and Compliance Controller
Accounts Processes (42)	Accounts Controller
Office Processes (12)	Office Team Leader
Marketing Processes (14)	Marketing Controller
Goods Out (21)	Warehouse Team Leader
Goods In (22)	Warehouse Team Leader
QA Goods In (23)	QA Controller
QA Repairs (35)	QA Controller
Repair Processes (34)	Repairs Controller

QA Production (24)  
 Product Development (25)  
 Production Processes (26)  
 Design Products (30)

QA Controller  
 Director 3 (Steve)  
 Warehouse Team Leader  
 Director 1 (Derek)

## Tasks Per Roles

### [1] Share Holder

### [2] Managing Director

22	Company Policys	300	1063
23	Company Objectives	300	No Audit
26	Company Resources	114	No Audit
27	Management Reviews And Quality Audits	290	775
30	MHRA Licences And Notifications Responsibility	Rolling	No Audit
31	Notified Body Notifications Responsibility	Rolling	No Audit
32	MDALL Listings	49	No Audit
34	Insurance Is Upto Date Responsibility	33	No Audit
38	Audits Up to Date and Confirm next years Audit schedule	730	No Audit
39	Enviromental Policy Document Review	46	No Audit
55	Business Continuity Plan	266	No Audit
5862	Marketing Meetings Responsibility	Rolling	No Audit
5863	Sales Meetings UK Responsibility	267	No Audit
5864	Sales Meeting EX Responsibility	268	No Audit
5869	Legal Company Car Registration Responsibility	4	No Audit
5877	Review Company Data	114	561
6861	Management Meeting Review Weekly Meeting	456	No Audit
6904	Sales And Marketing Internal sales Responsibility	Rolling	No Audit
6931	Customer Complaints	728	774

6944	Stock Meeting Responsibility	Rolling	No Audit
7033	Management commitment to ISO Responsibility	Rolling	No Audit
7037	Responsibility, authority and communication Responsibility	Rolling	No Audit
7057	Complaints and Vigilance Notifications Responsibility	Rolling	No Audit
7070	Management Review	83	No Audit
7713	Review Roles And Responsibilitys	548	1218
7741	Review Ethical Policy	47	No Audit
7830	Review Q.A. Failures Report	727	729
7837	Review External Parties Influencing The QMS VST / Viamed	743	784
7838	Review VIAMED Feedback - Customer Feedback Negative	739	No Audit
7839	Review VIAMED Feedback - Customer Complaints	737	No Audit
7840	Review VST Feedback - Customer Feedback Negative	740	No Audit
7841	Review VST Feedback - Customer Complaints	738	No Audit
7842	Review VIAMED Product Feedback Negative	741	No Audit
7843	Review VST Product Feedback Negative	742	No Audit
7845	7.1.4 Environment Of Operations	745	No Audit
7846	ISO System Management Review Viamed	746	No Audit
7848	Review ISO Scopes	749	No Audit
7849	Review Product Failures New Codes	750	751
7871	Review Exclusion From Viamed 13485:2016 And VST 9001:2015	790	No Audit
7874	Review For Latest Version Med Dev 2.12.	128	No Audit
7876	Maintain Update Of ISO Route Maps	804	805
7877	Disaster Planning	806	No Audit
7878	Review Possible Upcoming Regulation Changes	807	No Audit
7890	New UPS Rates Needs Checking	42	1070
7895	FDA Device Establishment Registration	825	No Audit
7972	ISO System Management Review Vst	1094	No Audit
8014	Review VIAMED Product Feedback Positive	1189	No Audit

8015	Review VST Product Feedback Positive	1190	No Audit
8016	Review VIAMED Customer Feedback Positive	1188	No Audit
8017	Review VST Customer Feedback Positive	1191	No Audit

#### [4] Company Secretary

#### [3] Director 1 (Derek)

8018	Wednesday Meeting	1193	No Audit
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#### [20] Director 3 (Steve)

6841	Grants Responsibility	Rolling	No Audit
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#### [19] Director 2 (Helen)

#### [28] ISO and Compliance Controller

24	Compliance ISO Standards Responsibility	Rolling	No Audit
28	Supplier Review	15	610
29	CMDCAS Updates And Licences Responsibility	49	No Audit
5887	Review ISO/EN Documents	235	No Audit
5889	Audit And Task - Audit Responsibility	290	No Audit
5890	Check Website ISO Documents	463	464
6865	Non Conformance Effectiveness Responsibility	Rolling	No Audit
6866	Internal Process Verification Complete Systems Review	55	No Audit
6871	ISO14001 Environmental management systems	748	No Audit
7069	Corrective Actions Responsibility	Rolling	No Audit
7071	Post Market Surveillance	50	14
7093	BSI Audits Calander	725	No Audit

7172	CE Technical Files Responsibility	50	No Audit
7199	Non Conformities Review Viamed	283	284
7200	ISO Issues Responsibility	Rolling	No Audit
7743	Customer Complaints Paper File	75	No Audit
7744	FDA Device Establishment Registration And Listing	565	No Audit
7827	Review The Quality Policy VST	301	No Audit
7828	Review The Quality Policy Viamed	723	No Audit
7833	Importance Of Effective Quality Management	732	No Audit
7888	Review Processes Linked To VOPs And Audits	818	819
7895	FDA Device Establishment Registration	825	No Audit
7941	Check Leaflets, Letterhead And Other Paperwork To See If The Correct BSI Logo Is In Use. Remove All Old If Found.	1005	No Audit
7264	VST Management Meeting Non Conformance Issues Responsibility	285	286
7977	Review The Agenda For The Management Review / Board Meeting Prior To The Annual Meeting	1100	1101
7978	Regulatory Requirements and Review of QC21 form template	48	No Audit
7979	Review The Template Of The QC 21 Form To Ensure It Is Current And Valid	1102	No Audit
7980	Review Gov Website For Applicable Required Standards ISO9001	1103	No Audit
7981	Review Process Updates For Risk To Systems	1104	1105
7998	Verification Calibrated Equipment	1141	1142
8036	Future Issues Review	1234	No Audit
8089	Review Any Outstanding QC 21 Forms To Sign Off	1276	1277

## [27] QA Controller

## [31] IT Controller

44	Secure Socket Level Certificate	412	No Audit
45	Main Server Status Responsibility	139	No Audit
46	Backup Server Status Responsibility	454	455
48	Internet Responsibility	Rolling	No Audit
49	Wifi Responsibility	415	416
50	Guest Access Wifi Responsibility	415	416

51	Printers Responsibility	Rolling	No Audit
52	Software Verification Clear Down Backup Emails	368	417
53	Emails	Rolling	902
5903	Weather Station Responsibility	413	414
5939	Email ISP Routing Responsibility	Rolling	No Audit
5941	Replace Main Server Responsibility	Rolling	No Audit
6813	Management Meeting Turnover Report	459	460
6838	Opera Negative Stock	461	No Audit
7121	General Computer Maintenance Responsibility	Rolling	No Audit
7124	Intrastats Responsibility	Rolling	No Audit
7125	Intrastats Urgent Problems Responsibility	Rolling	No Audit
7126	Intrastats Requested Page updates	458	No Audit
7127	Intrastats Unfinished in progress Processes Responsibility	Rolling	No Audit
7128	Intrastats Future Features needed Responsibility	Rolling	No Audit
7129	Intrastats Cross Reference Database Tables Updates	462	457
7130	Intrastats Information for Intrastats and L Drive	791	No Audit
7131	Intrastats Opera Responsibility	Rolling	No Audit
7132	Intrastats Goldmine Responsibility	Rolling	No Audit
7133	Intrastats Contact Manager Responsibility	Rolling	No Audit
7178	Systems Innovation Responsibility	Rolling	No Audit
7668	Upgrading Intrastats ISO Quality system Responsibility	Rolling	No Audit
7672	Off Site Backup	452	453
7700	Domain Name Management	510	No Audit
7701	AWS Amazon Web Services	511	No Audit
7702	Vandagraph Pay Pay Issue Refund Responsibility	Rolling	No Audit
7703	Vandagraph Pay Pal Retrieve Funds	512	780
7704	Computer Failure Diagnostics Responsibility	Rolling	No Audit
7739	Intrastats Amendment Log	562	No Audit

7755	Fast Hosts Invoice	597	No Audit
7832	Cleardown Emailed Invoices	731	1243
7850	Software Validation Scan Incorrect Product	752	753
7851	Software Validation Scan Un-QA Product To Order	754	755
7852	Software Validation Expired Stock	756	757
7853	Software Validation Non Sell Able Shelf	759	760
7854	Software Validation In Production List	761	762
7855	Software Validation - Production Lists	761	762
7856	Software Validation Unchecked Orders	764	765
7857	Software Validation Stock Tracking Check	763	1155
7858	Software Validation Attempt To QA Some Stock	766	1175
7861	Software Validation Of Training Documents Forced Reading	768	No Audit
7865	Software Validation Conflicting Audits	779	781
7870	Software Validation Non Conformance Product Risk Feedback Loop	789	No Audit
7875	Software Validation Document Control	802	803
7879	Software Validation Scheduled Tasks And Audits	808	809
7880	Software Validation Out Of Date Documents	808	809
7881	Software Validation - Live Orders	810	No Audit
7916	Google Webmaster Tools	919	1235
7918	Backup Jeans Local Folder	923	No Audit
7934	Test Website Questions	973	1176
7951	Server Review	139	1033
7963	NON REAL Test Process	1064	No Audit
7987	Sync External Telephone Logs	1120	1121
8013	Software Validation Test Email System	1179	1180
8027	Update Pricing For Viamed Shopify	1204	1215
8028	Viamed Shopify Sales Report Export	1212	1216
8083	Software Validation SRS To Nonconformance	1257	1258

### [32] Maintenance Controller

56	Warehouse Outside Heating Guard	85	No Audit
5919	Check Out Side Drain	431	No Audit
5921	Clearing Water Downstairs	433	No Audit
7120	General Maintenance Requirements	602	No Audit
7742	Boiler Check	7	No Audit
7756	Carbon Monoxide Alarm	117	No Audit

7820	North Yorkshire Council Waste Transfer	702	No Audit
7821	Controlled Waste Description And Transfer	701	No Audit
7835	Electrics Need Checking	164	No Audit
7836	Central Heating For Winter	211	No Audit
7864	ESD Work Stations	94	95
7896	Tree In Car Park	829	No Audit
7961	R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply	540	1058
7999	Building Risk Assesments	1143	1144
8038	Defrost Fridge / Freezer	72	No Audit
8039	Weee Report Due Vandagraph Annual	77	No Audit
8040	Weee Report Due Vandagraph Qtr	78	No Audit
8043	Turn Off Outside Tap On The Warehouse	102	No Audit
8045	Radiators - Bleed Radiators In Vandagraph Room In Warehouse And Loft In Offices	129	No Audit
8047	Electric Testing	145	No Audit
8048	Workshop Toilet Is To Be Cleaned And Rubbish To Be Binned	163	No Audit
8074	Carbon Reduction Planning	Rolling	No Audit

### [33] Documentation And Records Controller

41	Documentation Control Responsibility	Rolling	No Audit
59	Out Of Date Documents	371	372
5851	Duplicate Documents	370	369
5852	Retention Of Records Responsibility	Rolling	No Audit
5940	Thumb Nail Processor	155	No Audit
7907	Annual Review Doc Management	887	888
7969	Weee Waste Reporting	76	1088
7992	COSHH Datasheet Reminders	1129	1130
8001	Verification Stock Linked To Documents	1147	1148
8032	Review Contact Documentation	1223	1224
8050	Master Indemnity Register	214	1290
8053	Check The Whos Who	321	No Audit
8087	Research And Development Processing	1271	1272

8088	Research And Developement Submission	1273	1274
8098	Carry Out The HMRC Slavery Assessment	1301	1302

### [36] Product Controller

5854	Stock FAQ Admin List	231	374
5905	Price Checking Responsibility	418	71
6821	VIAMED Management Meeting Supplier Review Responsibility	Rolling	No Audit
6831	VIAMED Management Meeting Supplier Review - Min / Max - Re-Orders Responsibility	Rolling	No Audit
6833	VIAMED Management Meeting MDA Recalls Responsibility	Rolling	No Audit
6834	VIAMED Management Meeting Additional Purchase Orders Responsibility	Rolling	No Audit
6836	VIAMED Management Meeting Research and Development rnd Responsibility	Rolling	No Audit
6920	VIAMED Sales And Marketing Price Lists UK Responsibility	Rolling	No Audit
6924	VIAMED Sales And Marketing Price Lists Export Responsibility	Rolling	No Audit
6935	VIAMED Sales And Marketing Products to be Marketed Responsibility	Rolling	No Audit
6936	VIAMED Sales And Marketing NHS Supplies Future Technology Responsibility	Rolling	No Audit
6941	VIAMED Sales And Marketing New Potential Products Responsibility	Rolling	No Audit
6975	Projects Responsibility	Rolling	No Audit
7032	Document Requirements Responsibility	Rolling	No Audit
7039	Provision of Resources Responsibility	Rolling	No Audit
7043	Planning of product realization Responsibility	Rolling	No Audit
7045	Design and Development Responsibility	50	No Audit
7047	Production and service provision Responsibility	Rolling	No Audit
7072	Manufacturing Processes Responsibility	Rolling	No Audit
7181	Product Catagories Responsibility	Rolling	No Audit
7187	VIAMED Board Directors Meeting Profiability Responsibility	Rolling	No Audit
7196	VIAMED Board Directors Meeting Stock Levels Responsibility	Rolling	No Audit
7697	Yearly Pricing Review	501	502
7863	Maintain Repair Codes List	772	773

7873	On Site Environment Review	800	No Audit
7893	VST Price Lists	822	No Audit
7973	VST Product Performance - Customers	1095	No Audit
7974	VST Product Performance - Suppliers	1096	No Audit
8080	Review Back To Stock Report On Shopify	1241	No Audit

### [37] Health And Safety Controller

6849	First Aid	712	No Audit
6855	Risk Assessment HSE	12	No Audit
6856	Fire Alarms	52	No Audit
7867	Bandsaw Checklist	786	No Audit
7868	Pillar Drill Checklist	787	No Audit
7869	Hand Drill Checklist	788	No Audit
7891	Fire Alarm Evacuation Drill	141	952
7928	Fire Test Points Checking	609	953
7929	Emergency Lighting And Fire Extinguishers	954	955
8037	Projects / Products HSE Requirements	54	No Audit
8044	PAT Test	127	No Audit

### [13] Marketing Controller

5880	Marketing Review Responsibility	Rolling	No Audit
5886	Monthly Report Responsibility	386	387
6827	Customer or Product Feedback Responsibility	Rolling	No Audit
6890	VIAMED Sales And Marketing Results achieved Responsibility	Rolling	No Audit
6891	Exhibitions Co-ordinator Responsibility	Rolling	No Audit
6893	Website content administration Responsibility	Rolling	No Audit
6894	Product Cross References	673	674
6896	VIAMED Sales And Marketing Medica Exhibitions post show reports Responsibility	Rolling	No Audit

6902	VIAMED Sales And Marketing Promotions Responsibility	Rolling	No Audit
6903	VIAMED Sales And Marketing Telesales Responsibility	Rolling	No Audit
6918	Marketing CRM Databases. Responsibility	Rolling	No Audit
6919	VIAMED Sales And Marketing UK Sales Catalogue - Updates needed Responsibility	Rolling	No Audit
6927	VIAMED Sales And Marketing Search Engine Positions Responsibility	Rolling	No Audit
6942	Co ordination of Implementation Responsibility	Rolling	No Audit
7173	Material Generation Responsibility	Rolling	No Audit
7664	Marketing Job Logger Responsibility	Rolling	No Audit
7809	Pro-Active Marketing	671	672
7810	Research Activities	675	676
8024	Discontinue/Supersede Stock	971	1211
8046	Shopify Add Words	278	144
8056	Add Calendar To Order	347	No Audit
8062	Vandagraph Shopify Payouts Report	1080	No Audit
8068	Request Feedback From Unique Customer For 2 Months Prior	1227	No Audit
8076	Medica Review	1238	No Audit
8094	Meeting With DL	1293	No Audit
8095	Medica Pallet - Return Contents To Stock/exhibition	1294	1295
8096	Review Contracts Advance Renewal	1296	1297

### [41] Humanmed Controller

7670	Humanmed general Issues	611	No Audit
7671	Humanmed Non Conformances	747	No Audit
7782	Remove Started But Not Used Order Numbers	770	No Audit

### [9] Sales Controller

57	Temporary Stock Notices	207	206
5884	Monthly Report Responsibility	388	387
6816	UK Sales Responsibility	Rolling	No Audit

6882 Sales And Marketing Responsibility	Rolling	No Audit
6889 Post Market Surveillance Responsibility	Rolling	No Audit
6910 Sales Targets Responsibility	Rolling	No Audit
6915 Sales Responsibility	Rolling	No Audit
6916 Service existing Responsibility	Rolling	No Audit
6917 Service extension Responsibility	Rolling	No Audit
6921 Customer pricing agreements Responsibility	Rolling	No Audit
6959 Sales Forward Orders Review Responsibility	Rolling	No Audit
7204 VIAMED Board Directors Meeting Distributor Issues Responsibility	Rolling	No Audit
7801 VST Price Review	653	654
7909 EAN GTIN Online Database	893	894
7931 Competitor Pricing	960	No Audit
7949 Sales Projects Send To Sales Team	1029	1030
8029 Send Intercompany Invoices To Jean	1214	1217
8031 Tenders Review UN	1221	1222
8033 Sales Forecasts	56	No Audit
8041 Quarterly Sales And Marketing Meeting	Rolling	No Audit
8072 Quartly Sales And Marketing Meeting Due	81	No Audit
8073 Quarterly Stock Meeting Due	82	No Audit
8075 Tenders Review UK	1236	1237
8086 Customer Climate Change Policys	1270	No Audit
8093 Review Special Price	1292	No Audit

### **[8] Warehouse Team Leader**

54 Gents Toilets Responsibility	125	No Audit
5855 Purchase Order Requirements Teledyne	220	375
5858 Opera Stock Adjustments	110	261
5866 UPS Shipping Fuel Surcharge	64	376
5868 Return Goods To Suppliers	66	69
5906 Empty Paper Bins	541	424
5907 Hoover Warehouse	543	424

5908	Sweep Warehouse	423	424
5909	Empty Warehouse Bins	542	424
5910	Clean Duckets	426	424
5911	Clear Cardboard	427	424
5935	Stock Allocations	447	No Audit
6829	Supplier Review - Outstanding orders	616	942
6832	Supplier Review Future orders	483	964
6845	Quarantine Production Responsibility	Rolling	No Audit
6847	Quarantine Repairs Responsibility	Rolling	No Audit
6850	Current Stock Levels	615	778
6862	Current Repairs	614	895
6945	Missing Stock or Adjustments	110	783
6947	VIAMED Stock Meeting Stock Queries Responsibility	Rolling	No Audit
6948	VIAMED Stock Meeting Stock Processing Responsibility	Rolling	No Audit
6949	VIAMED Stock Meeting QA Processing Responsibility	Rolling	No Audit
6952	Lost in Shipping Claims Responsibility	Rolling	No Audit
6955	Production Requirements	907	908
6961	VIAMED Stock Meeting Purchase Order Requirements Responsibility	Rolling	No Audit
6962	VIAMED Stock Meeting Returns Overview Responsibility	Rolling	No Audit
6967	VIAMED Stock Meeting Repairs Review - Pulse Oximetry Sensors Responsibility	Rolling	No Audit
6968	VIAMED Stock Meeting Repairs Review - General Responsibility	Rolling	No Audit
6973	Stock Transfers. (QC19) Responsibility	1170	No Audit
7046	Stock Purchasing Responsibility	Rolling	No Audit
7048	Control of monitoring and measuring devices	547	1261
7051	Control of nonconforming product Responsibility	Rolling	No Audit
7091	Calibration Index	547	80
7138	Non Conformance Issues Any New QC21 Forms	795	796
7169	Production Responsibility	Rolling	No Audit
7170	Production Production Schedule Responsibility	Rolling	No Audit
7171	Production Production Problems Responsibility	Rolling	No Audit
7673	Check Expiry Dated Stock	294	477
7674	Check Repairs Ready For Invoice List	468	469
7679	Check Stock Requirements Supplier Teledyne	479	No Audit

7680	Check Stock Requirements Supplier Envitec	480	916
7681	Check Stock Requirements Supplier Posey	481	No Audit
7682	Check Stock Requirements Supplier Bluepoint	482	No Audit
7683	Check Stock For Proforma	484	No Audit
7684	Repairs Ready For Quote	486	No Audit
7685	Repairs Ready For Invoice	485	No Audit
7687	Vandagraph Duckets	488	No Audit
7689	Move Stock From QA Shelf To Stock Shelf Monday	545	No Audit
7692	Take Complete Repair Paperwork To Office Responsibility	Rolling	No Audit
7694	Move Stock From QA Shelf To Stock Shelf Tuesday	544	782
7695	Top Up Quick Shipping Shelves	495	No Audit
7698	Clean Toilets	503	No Audit
7708	Acorn 0014904	522	No Audit
7753	Management Meeting Warehouse	589	590
7784	Check Returns Supplier Envitec	622	625
7785	Check Returns Supplier Teledyne	624	625
7786	Check Returns Supplier Maxtec	623	625
7787	Check Returns All Supplier	626	625
7796	Review Franking Label Errors	645	646
7797	Check Order Are Being Picked In Priority Order	647	648
7798	Orders And Items Shipped Per Month	649	650
7825	Order Picking Responsibility	Rolling	No Audit
7826	Goods In Processes	915	734
7866	Oxygen Cylinder Check	785	No Audit
7902	Empty Depleted Sensor Bin From The Offic	876	877
7903	Empty Warehouse Depleted Sensor Bin	878	879
7904	Check Weeee Waste Pallet And Sensor Bin	880	881
7905	Generate RMA Box, Link Items And Add Faults	882	883
7914	Proofs of Delivery	917	918
7915	Reserve Stock Review	921	No Audit
7917	Human Med Purchase Order	920	No Audit
7923	Review Of Credits Received From Suppliers	935	936
7942	Do We Have Service Manual / QA For All Our Stock Coming In.	1036	1037
7956	Teledyne Stock For Vandagraph	1045	1046

7957 Warehouse Requests	1047	No Audit
7967 VST Stock Count For End April	1084	No Audit
7975 Arrange Teledyne Returns	1097	No Audit
8006 Verification Warehouse Unidentified Stock	1158	1159
8008 Verification Warehouse Hand Sanitiser	1162	1163
8009 Verification Stock Items And Locations	1164	1165
8010 Verification Of Ebay Stock	1166	1167
8011 Verification Of Demo Stock	1168	1169
8052 Check Supplier Returns	272	No Audit
8092 Sensor Recycle / Depletions Logging	1288	1289

### **[7] Office Team Leader**

6938 Customer Database Updates Responsibility	Rolling	No Audit
6940 Customer Ongoing task List Responsibility	Rolling	No Audit
6956 Sales Order Issues Responsibility	Rolling	No Audit
7090 Office Procedures Responsibility	Rolling	No Audit
8051 Purchase Order Log Viamed	264	No Audit

### **[5] Accounts Controller**

8007 Verification Credit Notes	1160	1161
8020 Checking Proformas And Quotes Vandagraph To The Bank	1200	1201
8021 Check Xero Bank For The Year To The Barclays Bank Account	1202	1203
8035 USA Tax Book Sales	1231	1233
8042 PAYE Needs Paying URGENT	87	No Audit
8090 Viamed Check And Allocate Debtors. Ready For Accountants.	1279	1280
8091 Vandagraph And VST Check And Allocate Debtors. Ready For Accountants.	1281	1282

### **[38] Vet Sales Controller**

### **[11] EX Sales Controller**

5873 Distributor Contract Reviews	204	379
5885 Monthly Reports Responsibility	385	387

6886	VIAMED Sales And Marketing Sales Viamed Medical Export Responsibility	Rolling	No Audit
6887	VIAMED Sales And Marketing Sales Viamed Automotive Export Responsibility	Rolling	No Audit
8049	Book Medica	195	No Audit

### [10] UK Sales Controller

5883	Monthly Sales Report Responsibility	384	387
6884	Viamed Medical UK Responsibility	Rolling	No Audit
6888	Viamed Automotive UK	384	387
6898	GHX Web Pricing	365	No Audit
7920	Sales Warnings	57	No Audit
7927	Contract Pricing Review	944	945
8026	Automotive Competitor Price Review	1210	No Audit

### [40] Vet Sales Export

### [15] UK Sales Force

5871	Check Sale Or Returns	292	293
5876	E.Commerce Cardea And Multiquote	361	No Audit
7971	Proforma And Quote Chasing U.K.	1091	1092

### [16] EX Sales Force

5872	Check Sale Or Returns Export	291	293
6899	VIAMED Sales And Marketing Report on Export trip Responsibility	Rolling	No Audit
7926	Sales Forecasts Export	58	No Audit
7970	Proforma And Quote Chasing Ryan	1089	1090

### [39] Vet Sales UK

### [18] OEM Sales Controller

7808	Ensure All Invoice Correctly Tagged	670	704
7894	VST Customer Agreements	823	1067
7965	VST Feedback	1068	1069

### [49] Servicing Onsite

7985	OverDue Servicing	1115	1116
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### [17] OEM Sales Force

### [6] Human Resources

5881	Training Records Review	314	380
5904	Taking On New Staff	1117	No Audit
5934	Staff Training Responsibility	316	560
5936	Wages Calculations	448	No Audit
6837	Personnel Requirements and Training	314	No Audit
6839	Personnel Holidays and Time Adjustments Responsibility	Rolling	No Audit
6851	Review Accident Book	287	No Audit
6877	Alarm Key Holders Responsibility	771	No Audit
6906	Time Working Away Responsibility	Rolling	No Audit
6928	Eye Tests Responsibility	38	No Audit
7042	Work Environment Responsibility	Rolling	No Audit
7759	Health Declaration Sheet	606	No Audit
7847	Health And Safety Review	12	1071
7883	Appraisal	813	814
7884	Pay Review	815	816
7908	Private Information Data	889	890
7937	Diversity Impact Assessment	992	No Audit
7964	Check Roles And Tasks For Incomplete Data	1065	1066
7982	Check There Are No Changes To Employment Law	1107	1109
7983	To Check On Line And See If There Have Been Any Changes To Gdpr We Need To Be Aware Of.	1110	1111

8025	Check We Do Not Require A EU European Representatives	1208	1209
8054	Team Building Event - June	334	No Audit
8055	Christmas/Team Building Event - December	336	No Audit
8067	Training Refresh Issues To Send / Questions To Write	1225	No Audit
8081	Anti Harassment Awareness And Prevention	1253	1254
8082	HSE Workplace Safety Environment And Harassment Risk Assessment Questionnaire	1255	1256
8099	Add Bank Holidays To The New Years Holidays	1311	1312

## [29] Technical Files

## [48] Data Protection Officer

7910	Review CCTV Warning Signs	910	No Audit
7911	Review Security Of The Special Category Personal Data	911	No Audit
7912	Review The Personal Information We Collect Or Store	912	No Audit
7913	Review Personnel Files	913	No Audit
7930	Review Flow Of Data	958	959

## [47] Customer Training

## [46] Vandagraph

7791	Price List Check	636	No Audit
8097	Review Shopify Delivery Notifications - Vandagraph	1300	No Audit

## [44] Repairs Controller

7811	General Area Responsibility	Rolling	No Audit
7812	Vandagraph Repairs Responsibility	Rolling	No Audit
7813	VST Repairs Responsibility	Rolling	No Audit

7814 Viamed Repairs Responsibility	Rolling	No Audit
7815 Product Types To Relevant Person Responsibility	Rolling	No Audit
7816 Repairs In Process Review	Rolling	No Audit
7823 Saftey Tester Data	79	711
7993 Verification Warranty Repairs Customer Approval	1131	1171
7994 Verification Repairs Paperwork Completed	1132	1133
7995 Verification Visual Check Repair Shelf	1134	1135
7996 Verification Repairs Older Repairs	1136	1137
7997 Verification Repair Qa Reports	1138	1140
8005 Verification Of SRS Information added	1156	1157

### [43] Audits

7714 Audit 01 Picking Packing Viamed	Rolling	24
7715 Audit 02 Contract Review Viamed	Rolling	36
7716 Audit 03 Design Control Viamed	Rolling	22
7717 Audit 05 Purchasing Suppliers Viamed	Rolling	37
7718 Audit 06 Calibration Viamed	Rolling	20
7719 Audit 07 Handling And Storage Viamed	Rolling	25
7720 Audit 08 Training Viamed	Rolling	10
7721 Audit 09 Goods Inward And Product Identity Viamed	Rolling	170
7722 Audit 10 Documentation Control Viamed	Rolling	27
7723 Audit 10b Process Verification Viamed	Rolling	3
7724 Audit 11 Repairs And Service Viamed	Rolling	171
7725 Audit 12 CE Files Viamed	Rolling	16
7726 Audit 14 Complaints And Corrective Actions Viamed	Rolling	30
7727 Audit 15 Production Viamed	Rolling	28
7728 Audit 17 Internal Audits Viamed	Rolling	11
7729 Audit 19 Health And Saftey Viamed	Rolling	13
7730 Audit 20 Process Verification To Managment Viamed	Rolling	172

7731 Audit 21 Audit Of Audit Viamed	Rolling	173
7732 Audit 22 Post Market Survellance Viamed	Rolling	14
7733 Audit 23 Analysis Of Data Viamed	Rolling	43
7762 Audit 01 Picking Packing VST	Rolling	194
7763 Audit 02 Contract Review VST	Rolling	187
7764 Audit 03 Design Control VST	Rolling	193
7765 Audit 05 Purchasing Suppliers VST	Rolling	190
7766 Audit 06 Calibration VST	Rolling	182
7767 Audit 07 Handling And Storage VST	Rolling	178
7768 Audit 08 Training VST	Rolling	184
7769 Audit 09 Goods Inward And Product Identity VST	Rolling	174
7770 Audit 10 Documentation Control VST	Rolling	183
7771 Audit 10b Process Verification VST	Rolling	177
7772 Audit 11 Repairs And Service VST	Rolling	179
7773 Audit 12 CE Files VST	Rolling	176
7774 Audit 14 Complaints And Corrective Actions VST	Rolling	189
7775 Audit 15 Production VST	Rolling	175
7776 Audit 17 Internal Audits VST	Rolling	191
7777 Audit 19 Health And Saftey VST	Rolling	186
7778 Audit 20 Process Verification To Managment VST	Rolling	181
7779 Audit 21 Audit Of Audit VST	Rolling	192
7780 Audit 22 Post Market Survellance VST	Rolling	180
7781 Audit 23 Analysis Of Data VST	Rolling	185
7885 Audit 04 Accounts and Finance Viamed	1055	817
7886 Audit 18 Management Review Viamed	Rolling	21
7887 Audit 18 Management Review VST	Rolling	188

7889 Audit 24 Servicing Viamed	Rolling	288
7892 Audit 27 Software Validation Viamed	Rolling	821
7959 Audit 16 Sales And Marketing Viamed	1056	No Audit
7960 Audit 16 Sales And Marketing VST	1057	No Audit
8019 Audit 04 Accounts And Finance VST	1196	No Audit
8079 Audit 27 Software Validation VST	Rolling	1247

## [42] Accounts Processes

5865 Vandagraph Loan	118	559
5867 Accounts On Stop	223	377
5874 Childcare Vouchers Edenred	165	No Audit
5914 End Of Year Reports For Accountants	429	No Audit
5915 Opera Sales Ledger Close	445	558
5916 Bank Details Opera reports entered Intrastats	63	679
5917 Fill in Cashbook / Bank Rec for previous Month	680	681
5918 Journals for the End of Month accounts	693	694
5920 Cheques To Bank - Fill in Paying in Book Responsibility	432	682
5922 Credit Cards Expenses Calculations	434	683
5923 Credits Note Processing	435	684
5924 Export Cheques sent by Currency Lodgement	436	No Audit
5925 Customs Clearance	437	685
5926 Petty Cash Expenses receipts and cash Responsibility	438	No Audit
5927 Accounts Filing Responsibility	439	677
5928 Filing Cabinets Responsibility	440	No Audit
5929 HMRC Intrastats Sales Data	441	687
5930 VAT Return Viamed	442	698
5931 Purchase Invoices in to Opera	443	696
5932 Remit Processing and entry into Opera	444	697
5933 Sales Accounts Reminders Responsibility	446	678
5937 Review the Delivered Not Invoiced Reports	449	686
5942 Chase the Debtors viamed	446	451
6819 Supplier Payments and Invoice processing	443	696
6876 Issues for Accountants - P11D Form re Benefits to Revenue and Customs	142	689
6946 Accounts Debtors Review - Export	446	678
6951 Accounts Debtors Review - UK	446	678
7084 Accounts Issues Responsibility	Rolling	No Audit

7195	Loans between companies Responsibility	118	No Audit
7740	Weights Per Region Needed To Submit EC Sales List	563	699
7745	UPS Invoices Viamed	572	No Audit
7746	UPS Invoices VST	573	No Audit
7747	UPS Invoices Vandagraph	571	930
7788	Petty Cash Reconciliation	629	No Audit
7789	Withdraw Funds From Paypal	630	700
7790	Humanmed Invoice them For Previous Month	635	688
7794	V1000 Commissions Review	641	No Audit
7799	Opera Purchase Ledger Close	651	695
7800	Opera Nominal Ledger Close	652	695
7817	Issues For Accountants - Check suggested invoice report in operas	104	690
7818	Issues For Accountants - Check Purchasing Journals to see if VAT handled correctly Previous Month	422	691
7819	Issues For Accountant - Check Contra account 8000 and clear it	421	692
7824	Chase The Debtors VST	713	714
7831	Intrastats Debtors And Creditor Figures	62	No Audit
7872	Embargo Countries NOT Allowed To Sell To	794	No Audit
7882	Purchase Payments	811	812
7899	Region Checker	837	838
7900	Royal Mail - Mail Retention Form	858	No Audit
7919	Send Debtors Overview To Derek	928	929
7921	VST Bags And Grey Sensor	931	No Audit
7922	Back Up Emily`s Accounts Docs	934	No Audit
7932	Check Debtors Report	961	962
7933	Purchasing Invoice Processing	965	No Audit
7935	PCI DSS Compliance	983	No Audit
7938	VAT Return Vandagraph	995	996
7939	VAT Return VST	997	998
7945	Xero Review Sales Contacts	1020	1021
7946	Xero Merge Customers That Are Duplicates	1022	No Audit
7952	Check Xero To Barclays Bank Statements End On Month GBP, USD And Euro Viamed	1034	1035
7958	Exchange Rate In To Intrastats	1052	1053
7966	Xero Sync	1078	1259
7968	Shred CC Slips	1086	1087
7984	Check For Viking Invoices	1113	1114

7986	Check Creditors	1118	1119
8012	VAT Return Viamed Properties	1177	1178
8077	Download HMRC Reports	1244	1245
8084	VST Accounts On Stop	1263	1264
8085	Stock Figure - Correct Xero To Intrastats	1265	1266

## [12] Office Processes

2	Answering Telephones	Rolling	668
3	Meeting And Greeting Visitors To The Company Responsibility	Rolling	No Audit
4	Assisting With Refreshments For Visitors Responsibility	Rolling	No Audit
5	Processing Of Sales Orders Responsibility	Rolling	No Audit
6	Updating Contact Management System Responsibility	Rolling	No Audit
7	Checking Of Sales Orders Responsibility	Rolling	901
8	Order And Status Liaison With Customers Responsibility	Rolling	No Audit
9	Distribution Of Faxes	824	No Audit
10	Distribution Of Emails	Rolling	366
11	Distribution Of Post	599	No Audit
12	Sales And Technical Information Processing Responsibility	Rolling	No Audit
14	Fax Paper	367	411
15	Filing and Archiving	567	1242
16	Photocopying Responsibility	Rolling	No Audit
19	Maintaining Leaflet Stocks	538	539
20	Processing Of Mail Shots	402	403
21	Office Sales Projects	570	534
36	Emailing Of Invoices	430	362
37	West Yorkshire Ambulance Stock	348	349
5850	Purchase Order Log	616	942
5853	Vacuuming Of The Office, Hall And Meeting Room	243	373
5856	Cleaning The Kitchen	227	No Audit
5857	Customer Service Logs	233	234
5875	Check Paypal For Orders	239	401
5878	Empty Office Bins	225	532
5879	Customer Returning Goods On Our UPS Account Responsibility	Rolling	No Audit
5882	Send Post To Humanmed Responsibility	382	383

5891 Processing Of Repair Quotes And Orders	Rolling	536
5892 Checking EBay And Amazon For Orders And Messages	397	398
5893 Answering Website Questions	643	396
5894 Checking Of Active List	896	897
5895 Completing Office Job List Responsibility	776	777
5896 Ensuring ORD`s Are Taken To Goods Out And Invoices Are Retrieved Responsibility	Rolling	No Audit
5897 Franking Mail Responsibility	564	568
5898 Processing Depleted Sensors	406	535
5899 Proforma And Quote Chasing	409	410
5900 Cleaning Of Office Windows	393	394
5901 Link Call Log Contacts To The CRM	404	405
5912 Main Recycle Bins Responsibility	107	No Audit
5913 Check For Humanmed Orders In Logistics Mailbox	465	466
5943 Check Cardea And Multiquote	530	279
5944 Chasing Lost Customers Responsibility	Rolling	No Audit
5945 Sending Samples Responsibility	Rolling	No Audit
5946 Sending Sale Or Returns Responsibility	Rolling	No Audit
5947 Search For Distributors Responsibility	Rolling	No Audit
5948 Adding New Accounts To Opera	Rolling	669
5949 Filling Credit Card Slips	903	904
6958 Shipped Order Queries Responsibility	Rolling	No Audit
6971 Freight Courier Cost Request Responsibility	Rolling	No Audit
6972 UPS Shipping Fuel Surcharge	64	467
7675 Ordering Demo Stock For Humanmed Reps Responsibility	Rolling	No Audit
7676 PDFing Of Invoices Viamed	504	505
7678 Check Catalog 360 Circle For Quotes And Orders	478	531
7686 Thorough Checking Of Awaiting Action Tray - Priority 8s	487	569
7693 Collect Repair Filing From Warehouse	506	507
7696 Send VIAMED Delivery Notifications	496	537
7699 Shred Sensitive Paperwork In JL Office	508	509
7705 Checking For Uploaded Files	517	518
7706 Update Virus Software And Scan For Viruses	519	No Audit
7707 Send Purchase Orders To Suppliers	520	521
7709 Delivered not Invoiced	523	524
7710 Proforma And Quote Processing Responsibility	Rolling	No Audit
7711 Import Bank CSV	526	527
7712 Review Inward Payments	528	529

7734	Humanmed Order Processing Responsibility	Rolling	No Audit
7735	Ensure SOR`s Are Followed Up	549	550
7750	Meeting With Management	275	No Audit
7751	VST Purchase Order Log	584	585
7752	SRS Folder	792	793
7758	Check For GHX Orders	603	604
7760	Send Service Offers	607	898
7761	Send VST Delivery Notifications	620	621
7783	PDF VST Invoices And Purchase Orders	612	613
7792	Shipped Order Success Report	637	638
7793	Team Review Meeting	639	No Audit
7795	Answering UK Web Questions	643	No Audit
7802	Clean Kitchen Sides	655	656
7803	Dishwashing	657	658
7804	Sweep Kitchen Floor	659	662
7805	Empty Kitchen Bins	225	661
7806	Watering Plants	663	664
7822	Review Oxylink Stock	708	709
7901	UPS Exceptions Checkup	859	No Audit
7910	Review CCTV Warning Signs	910	No Audit
7914	Proofs of Delivery	917	918
7924	PDFing Of Invoices Vandagraph	937	938
7925	Providing Ebay Feedback	939	940
7936	B2B Router / Peppol Responsibilitys	990	991
7943	Review Stocks Of 8000004	1006	No Audit
7947	8010004 - JJ-CCR Oxygen Sensor Orders	1026	1027
7948	8010006 - REVo Oxygen Sensor Orders	1028	No Audit
7950	Envitec Oxygen Sensor Parts Stock Check	1031	1032
7953	Vandagraph Delivery Notifications	1043	No Audit
7954	Vandagraph Email Of Invoices	Rolling	No Audit
7955	Vandagraph Shipper SignOff Collection	1044	No Audit
7988	Verification Contact Details Internal CRM	1122	1123
7989	Verification Contact Details Accounts	1124	1125
7990	Verification Invoice Details Accounts	1126	1127
8023	Vandagraph Check Shopify Order Delivery Notifications	1206	1207
8030	Purchase Order Invoice Review	1219	1220
8034	Purchase Order Invoice Review Stage 2	1229	No Audit

8061 Reconcile Invoices In B2B Router	1018	No Audit
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### [14] Marketing Processes

40 Calender Responsibility	41	No Audit
5870 Book Arab Health	196	No Audit
8057 Emergency Services Show	721	No Audit
8058 Preparation For Medica	722	899
8059 Preparation For Medica Leaflets	900	No Audit
8063 Send Calendars To Sylvia Gallagher	1106	No Audit
8065 Review Shopify Website For Missing Images	1205	No Audit
8066 Review Search Terms - Shopify	1213	No Audit
8069 Viamed Shopify: Office Hours	1228	No Audit
8070 Website Order VM-2160 VET Feedback	1230	No Audit

### [21] Goods Out

5859 Review Un-shipped Parcels	105	364
6954 Back Orders Review - By Customer	905	906
7690 Ship Repairs	492	758
7691 Ship Sale Or Returns	491	No Audit
7748 Check Repair Orders	575	1054
7749 Check Repair Quotes	576	No Audit
7860 Goods Out Picking	Rolling	24
7906 Request RMA Based On The RMA Boxes	884	No Audit
8071 Checked Repair Quotes Have Been Sent To Customers	1232	No Audit

### [22] Goods In

5938 Receive Goods Responsibility	Rolling	No Audit
6969 VIAMED Stock Meeting `Goods In` Review Responsibility	Rolling	No Audit

7859	Check POR Files For Items Delivered But Not Removed From File	767	No Audit
7898	Stamp Deliveries	836	No Audit
7976	Decontamination Of Incoming Products And Repairs	1098	1099
7991	Verification Purchasing Documentation	1128	No Audit
8002	Verification Todays Goods In	1149	1150
8003	Verification Supplier Delivery Notes	1151	1152
8004	Verification Of Non Conforming Products	1153	1154

### **[23] QA Goods In**

### **[35] QA Repairs**

### **[34] Repair Processes**

### **[24] QA Production**

### **[25] Product Development**

### **[26] Production Processes**

7736	Production Start Job List	553	554
7737	Production In Production List	556	557
7738	Production Statistics	551	552
7940	Review The Tom Thumb Grease Date	1003	1004
7944	Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST	1011	1012
8000	Verification Production Paperwork	1145	1146
8060	Sealant, Glues, Greases, Sprays, Gases And Tapes You Use In Production, Service And Repairs For Viamed And VST Phils Issue	1010	No Audit
8064	Production Of JJCCR Cables	1199	No Audit

### **[30] Design Products**

42	Design Documentation Responsibility	Rolling No Audit
43	Product Post Market Survelance Responsibility	Rolling No Audit