

Management Review Report

Viamed

Role: Sales Controller

Report Date: 14 May 2026

Index

1. Sales Controller (ID #9)
2. **Conclusion / Executive Summary**

Task Completion History - Colour Key

Colour coding in the 'Days to Complete' column reflects performance, not formal sign-off status (some auto-issue tasks never receive formal investigation sign-off).

Green	Completed in 14 days or less (good)
Yellow	Completed in 15 - 60 days (acceptable)
Orange	Completed in over 60 days (slow)
Red	Outstanding - not yet completed (age shown)

Role: Sales Controller (ID #9)

Reports To: Director 3 (Steve) ? Managing Director ? Share Holder

Assigned Employees: Steve Nixon, Steve Nixon, Steve Nixon, Steve Nixon

Processes Assigned: 26 (15 active, 11 responsibility-only)

Role Risk Indicators - Sales Controller

- 15 linked processes
- No overdue rolling tasks
- 1 processes with NO trained staff
- 4 processes with only one trained user
- 2 processes missing measurable objective
- 8 processes with no audit configured
- 1 processes with no risk assessment at all

Dependency / Single-Point-of-Failure Risk

- 4 process(es) have only 1 trained employee - no backup coverage

Process ID #7931 — Competitor Pricing

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (4 of 6 - 67%)

Management Review

Viamed - Sales Controller

Measure	Status
Has Risk Assessment	Yes
Has Audit	No
Has Measurable Objective	Yes
Has Backup Staff	No
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Rolling issue and review screen	Derek Lamb 14 Mar 2019
Outputs to the Process	Further Actions if required	Derek Lamb 14 Mar 2019
Risks to the Process	task not carried out	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of tasks	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	Review any Logged Competitor Pricing	Derek Lamb 14 Mar 2019
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 14 Mar 2019
Severity of Risk (1-5)	1.Negligible	Derek Lamb 14 Mar 2019
Measurable Objective	check issue is carried out	Helen Lamb 02 Nov 2021
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Competitors

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 16 Sales and Marketing Viamed (Doc ID: 159461)
- Audit 16 Sales and Marketing VST (Doc ID: 159463)

Rolling Task #960

Subject: Competitor Pricing

Target User: Derek Lamb

Management Review

Viamed - Sales Controller

Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Task To be Completed

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
394652	Competitor Pricing (960)	15 Apr 2026	22 Apr 2026	7 days	Derek Lamb
391793	Competitor Pricing (960)	16 Mar 2026	19 Mar 2026	3 days	Derek Lamb
389015	Competitor Pricing (960)	16 Feb 2026	19 Feb 2026	3 days	Derek Lamb
385986	Competitor Pricing (960)	15 Jan 2026	19 Jan 2026	4 days	Derek Lamb
383458	Competitor Pricing (960)	15 Dec 2025	22 Dec 2025	7 days	Derek Lamb
381012	Competitor Pricing (960)	17 Nov 2025	20 Nov 2025	3 days	Derek Lamb
378171	Competitor Pricing (960)	15 Oct 2025	16 Oct 2025	1 day	Derek Lamb
375350	Competitor Pricing (960)	15 Sep 2025	22 Sep 2025	7 days	Derek Lamb
372818	Competitor Pricing (960)	15 Aug 2025	21 Aug 2025	6 days	Derek Lamb
369855	Competitor Pricing (960)	15 Jul 2025	18 Jul 2025	3 days	Derek Lamb
367139	Competitor Pricing (960)	16 Jun 2025	19 Jun 2025	3 days	Derek Lamb
364396	Competitor Pricing (960)	15 May 2025	22 May 2025	7 days	Derek Lamb
361582	Competitor Pricing (960)	15 Apr 2025	24 Apr 2025	9 days	Derek Lamb
358710	Competitor Pricing (960)	17 Mar 2025	25 Mar 2025	8 days	Derek Lamb
355742	Competitor Pricing (960)	17 Feb 2025	28 Feb 2025	11 days	Derek Lamb
352608	Competitor Pricing (960)	15 Jan 2025	17 Jan 2025	2 days	Derek Lamb
349728	Competitor Pricing (960)	16 Dec 2024	27 Dec 2024	11 days	Derek Lamb
347004	Competitor Pricing (960)	15 Nov 2024	21 Nov 2024	6 days	Derek Lamb
343945	Competitor Pricing (960)	15 Oct 2024	17 Oct 2024	2 days	Derek Lamb
341007	Competitor Pricing (960)	16 Sep 2024	19 Sep 2024	3 days	Derek Lamb

Process ID #8086 — Customer Climate Change Polycys

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (5 of 6 - 83%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	No
Has Measurable Objective	Yes
Has Backup Staff	Yes

Management Review

Viamed - Sales Controller

Reviewed <12 Months Yes
Recent Completion Evidence Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Customers Intrastats CRMClimate policies	Helen Lamb 31 Jan 2025
Outputs to the Process	A more complete list of customers that consider climate change policies when reviewing their suppliers. Better data to help us with our policies.	Helen Lamb 31 Jan 2025
Risks to the Process	That customers do not give use this information or we miss asking them for it.	Helen Lamb 31 Jan 2025
Steps to Minimise Process Risks	Regular reviews and record keeping.	Helen Lamb 31 Jan 2025
Scope / Definition of Process / Objective	Does the customer have climate change as a criteria for choosing suppliers	Derek Lamb 06 Jan 2025
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 31 Jan 2025
Severity of Risk (1-5)	1.Negligible	Helen Lamb 31 Jan 2025
Measurable Objective	CRM Files will contain a climate change policy on file,or will have been asked for one.	Derek Lamb 06 Jan 2025
Training Method Required	Hands on with experienced members of staff	Helen Lamb 31 Jan 2025
Verification / Effectiveness	Regular reviews of sales and issues to remind this to be reviewed.	Helen Lamb 31 Jan 2025
Covid / Pandemic Notes	This is affected by Covid or any other national or international crisis.	Helen Lamb 31 Jan 2025
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.2

Interested Parties

- Customer
- External Partners

Linked Companies

- VST

Trained Staff (4)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Helen Lamb)
- Michael Lamb (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #1270

Subject: Customer Climate Change Polycys

Management Review

Viamed - Sales Controller

Target User: Steve Nixon

Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated Task To be Completed Does the customer have climate change as a criteria for choosing suppliers

See if customer have a climate change policy on File if not see if they have one.

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
385091	Customer Climate Change Polycys (1270)	06 Jan 2026	26 Feb 2026	51 days	Steve Nixon
351377	Customer Climate Change Polycys (1270)	06 Jan 2025	25 Mar 2025	78 days	Steve Nixon

Process ID #7909 — EAN GTIN Online Database

Last Reviewed: 05 Feb 2026 by Catrin Hird

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	intrastats	Derek Lamb 06 Aug 2018
Outputs to the Process	online database updated GTIN numbers	Helen Lamb 02 Nov 2021
Risks to the Process	Task is missed	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of tasks	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	To update the online GTIN / EAN13 databases of stock descriptions for peppol use	Derek Lamb 06 Aug 2018
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 06 Aug 2018
Severity of Risk (1-5)	1.Negligible	Derek Lamb 06 Aug 2018
Measurable Objective	Check task history for completion	Derek Lamb 11 Oct 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Customer
- Regulations

Management Review

Viamed - Sales Controller

Linked Companies

- Viamed

Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Catrin Hird (trained by Derek Lamb)

Associated Documents

- Audit 16 Sales and Marketing Viamed (Doc ID: 159461)
- Audit 16 Sales and Marketing VST (Doc ID: 159463)
- VM3COP23.00 EAN13 Barcodes to Stock and the Online Databases (Doc ID: 75624)
- VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement (Doc ID: 137933)

Rolling Task #893

Subject: EAN GTIN Online Database

Target User: Derek Lamb

Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Task To be Completed

Update the Gtin online DAtabases with latest numbers after the last number

add to rolling issue last number used for use in the next issue

review for changes in the gtin list from the pen

Rolling Audit #894

Subject: EAN GTIN Online Database

Target User: Catrin Hird

Recurrence: 6 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Task To be Completed To update the online GTIN / EAN13 databases of stock descriptionsfor peppol use intrastats

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
396574	EAN GTIN Online Database (893)	06 May 2026	07 May 2026	1 day	Derek Lamb
393629	EAN GTIN Online Database (893)	06 Apr 2026	16 Apr 2026	10 days	Derek Lamb
391019	EAN GTIN Online Database (893)	06 Mar 2026	06 Mar 2026	0 days	Derek Lamb
388138	EAN GTIN Online Database (893)	06 Feb 2026	10 Feb 2026	4 days	Derek Lamb
387488	EAN GTIN Online Database (894)	02 Feb 2026	05 Feb 2026	3 days	Catrin Hird
385079	EAN GTIN Online Database (893)	06 Jan 2026	08 Jan 2026	2 days	Derek Lamb
382844	EAN GTIN Online Database (893)	08 Dec 2025	11 Dec 2025	3 days	Derek Lamb
380186	EAN GTIN Online Database (893)	06 Nov 2025	20 Nov 2025	14 days	Derek Lamb

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377181	EAN GTIN Online Database (893)	06 Oct 2025	09 Oct 2025	3 days	Derek Lamb
374764	EAN GTIN Online Database (893)	08 Sep 2025	12 Sep 2025	4 days	Derek Lamb
371915	EAN GTIN Online Database (893)	06 Aug 2025	07 Aug 2025	1 day	Derek Lamb
371475	EAN GTIN Online Database (894)	01 Aug 2025	07 Aug 2025	6 days	Derek Lamb
369078	EAN GTIN Online Database (893)	07 Jul 2025	10 Jul 2025	3 days	Derek Lamb
366371	EAN GTIN Online Database (893)	06 Jun 2025	19 Jun 2025	13 days	Derek Lamb
363301	EAN GTIN Online Database (893)	06 May 2025	08 May 2025	2 days	Derek Lamb
360794	EAN GTIN Online Database (893)	07 Apr 2025	14 Apr 2025	7 days	Derek Lamb
357655	EAN GTIN Online Database (893)	06 Mar 2025	07 Mar 2025	1 day	Derek Lamb
354758	EAN GTIN Online Database (893)	06 Feb 2025	13 Feb 2025	7 days	Derek Lamb
354369	EAN GTIN Online Database (894)	03 Feb 2025	06 Feb 2025	3 days	Catrin Hird
351288	EAN GTIN Online Database (893)	06 Jan 2025	08 Jan 2025	2 days	Derek Lamb

Process ID #8041 — Quarterly Sales And Marketing Meeting

Last Reviewed: 29 Oct 2024 by Derek Lamb

Process Maturity (0 of 6 - 0%)

Measure	Status
Has Risk Assessment	No
Has Audit	No
Has Measurable Objective	No
Has Backup Staff	No
Reviewed <12 Months	No
Recent Completion Evidence	No

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process		
Outputs to the Process		
Risks to the Process		
Steps to Minimise Process Risks		
Scope / Definition of Process / Objective		
Likelihood of Risk (1-5)		
Severity of Risk (1-5)		
Measurable Objective		
Training Method Required		
Verification / Effectiveness		
Covid / Pandemic Notes		
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	NEEDS SETTING (Frequency=0, Severity=0)	

Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)

Management Review

Viamed - Sales Controller

- Audit 18 Management Review VST (Doc ID: 159473)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

Task Completion History (Last 2 Years, Max 20 Items)

No completed tasks in the last 2 years.

Process ID #8073 — Quarterly Stock Meeting Due

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (5 of 6 - 83%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	No
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	meetings in Intrastats	Helen Lamb 03 Jan 2024
Outputs to the Process	completed meetings and follow on issues	Helen Lamb 03 Jan 2024
Risks to the Process	missed meetings	Helen Lamb 03 Jan 2024
Steps to Minimise Process Risks	regular issues	Helen Lamb 03 Jan 2024
Scope / Definition of Process / Objective	Quarterly Stock Meeting Due - Full Stock Meeting Due	Helen Lamb 03 Jan 2024
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 03 Jan 2024
Severity of Risk (1-5)	1.Negligible	Helen Lamb 03 Jan 2024
Measurable Objective	Quarterly Stock Meeting Due - Full Stock Meeting DueMeeting carried out	Helen Lamb 03 Jan 2024
Training Method Required	Hands on	Helen Lamb 03 Jan 2024
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 03 Jan 2024
Covid / Pandemic Notes	This process is affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 03 Jan 2024
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Internal Systems
- Staff

Linked Companies

- Viamed
- VST

Trained Staff (2)

- Derek Lamb (trained by Helen Lamb)
- Steve Nixon (trained by Helen Lamb)

Associated Documents

Management Review

Viamed - Sales Controller

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

Rolling Task #82

Subject: Quarterly Stock Meeting Due

Target User: Derek Lamb

Recurrence: 3 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Full Stock Meeting Due,

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
393264	Quarterly Stock Meeting Due (82)	01 Apr 2026	16 Apr 2026	15 days	Derek Lamb
384635	Quarterly Stock Meeting Due (82)	01 Jan 2026	08 Jan 2026	7 days	Derek Lamb
376697	Quarterly Stock Meeting Due (82)	01 Oct 2025	09 Oct 2025	8 days	Derek Lamb
368445	Quarterly Stock Meeting Due (82)	01 Jul 2025	10 Jul 2025	9 days	Derek Lamb
360147	Quarterly Stock Meeting Due (82)	01 Apr 2025	17 Apr 2025	16 days	Derek Lamb
350891	Quarterly Stock Meeting Due (82)	01 Jan 2025	17 Jan 2025	16 days	Derek Lamb
342405	Quarterly Stock Meeting Due (82)	01 Oct 2024	11 Nov 2024	41 days	Derek Lamb
333811	Quarterly Stock Meeting Due (82)	01 Jul 2024	11 Jul 2024	10 days	Derek Lamb

Process ID #8072 — Quartly Sales And Marketing Meeting Due

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (5 of 6 - 83%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	No
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	meetings in Intrastats	Helen Lamb 03 Jan 2024
Outputs to the Process	completed meetings and follow on issues	Helen Lamb 03 Jan 2024
Risks to the Process	missed meetings	Helen Lamb 03 Jan 2024
Steps to Minimise Process Risks	regular issues	Helen Lamb 03 Jan 2024
Scope / Definition of Process / Objective	Quarterly Sales and Marketing Meeting DueBSI REgulation meeting required, To Include UK Sales Staff, Export Sales Staff, and Sales Director	Helen Lamb 03 Jan 2024

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Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 03 Jan 2024
Severity of Risk (1-5)	1.Negligible	Helen Lamb 03 Jan 2024
Measurable Objective	BSI Regulation meeting required,To Include UK Sales Staff, Export Sales Staff, and Sales DirectorMeeting carried out	Helen Lamb 03 Jan 2024
Training Method Required	Hands on	Helen Lamb 03 Jan 2024
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 03 Jan 2024
Covid / Pandemic Notes	This process is affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 03 Jan 2024
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Staff
- Customer
- VST OEM Customers
- Internal Systems

Linked Companies

- VST
- Viamed

Trained Staff (2)

- Steve Nixon (trained by Helen Lamb)
- Derek Lamb (trained by Helen Lamb)

Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

Rolling Task #81

Subject: Quarterly Sales and Marketing Meeting Due

Target User: Steve Nixon

Recurrence: 3 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

ISO / BSI REgulation meeting required,

To Include UK Sales Staff, Export Sales Staff, and Sales Director.

?

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
390412	Quarterly Sales and Marketing Meeting Due (81)	02 Mar 2026	09 Apr 2026	38 days	Steve Nixon
382121	Quarterly Sales and Marketing Meeting Due (81)	01 Dec 2025	26 Feb 2026	87 days	Steve Nixon
373968	Quarterly Sales and	01 Sep 2025	12 Sep 2025	11 days	Steve Nixon

Management Review

Viamed - Sales Controller

Item ID	Description	Start Date	End Date	Duration	Owner
365770	Marketing Meeting Due (81) Quarterly Sales and Marketing Meeting Due (81)	02 Jun 2025	12 Sep 2025	102 days	Steve Nixon
357070	Quarterly Sales and Marketing Meeting Due (81)	03 Mar 2025	25 Mar 2025	22 days	Steve Nixon
348372	Quarterly Sales and Marketing Meeting Due (81)	02 Dec 2024	25 Mar 2025	113 days	Steve Nixon
339674	Quarterly Sales and Marketing Meeting Due (81)	02 Sep 2024	11 Nov 2024	70 days	Steve Nixon
331178	Quarterly Sales and Marketing Meeting Due (81)	03 Jun 2024	11 Nov 2024	161 days	Steve Nixon

Process ID #8093 — Review Special Price

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (4 of 6 - 67%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	No
Has Measurable Objective	Yes
Has Backup Staff	No
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Stock Price Lists	Helen Lamb 07 Jul 2025
Outputs to the Process	Up to date Stock Price Lists	Helen Lamb 07 Jul 2025
Risks to the Process	Issues missed or price list not updated	Helen Lamb 07 Jul 2025
Steps to Minimise Process Risks	regular issues	Helen Lamb 07 Jul 2025
Scope / Definition of Process / Objective	Review Price Lists Stock and Dates	Helen Lamb 07 Jul 2025
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 07 Jul 2025
Severity of Risk (1-5)	1.Negligible	Helen Lamb 07 Jul 2025
Measurable Objective	Stock Price Lists	Helen Lamb 07 Jul 2025
Training Method Required	Hands on with experience members of staff	Helen Lamb 07 Jul 2025
Verification / Effectiveness	regular reviews	Helen Lamb 07 Jul 2025
Covid / Pandemic Notes	Not affected by covid or other national or inter national crisis	Helen Lamb 07 Jul 2025
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Customer
- Internal Systems

Linked Companies

- Viamed

Management Review

Viamed - Sales Controller

Trained Staff (1)

- Catrin Hird (trained by Derek Lamb)

Associated Documents

- Audit 16 Sales and Marketing Viamed (Doc ID: 159461)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #1292

Subject: Review Special Price

Target User: Catrin Hird

Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated Task To be Completed

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
395261	Review Special Price (1292)	22 Apr 2026	30 Apr 2026	8 days	Catrin Hird
392516	Review Special Price (1292)	23 Mar 2026	02 Apr 2026	10 days	Catrin Hird
389746	Review Special Price (1292)	23 Feb 2026	26 Feb 2026	3 days	Catrin Hird
386579	Review Special Price (1292)	22 Jan 2026	23 Jan 2026	1 day	Catrin Hird
384088	Review Special Price (1292)	22 Dec 2025	02 Jan 2026	11 days	Catrin Hird
381597	Review Special Price (1292)	24 Nov 2025	27 Nov 2025	3 days	Catrin Hird
378782	Review Special Price (1292)	22 Oct 2025	30 Oct 2025	8 days	Derek Lamb
375894	Review Special Price (1292)	22 Sep 2025	25 Sep 2025	3 days	Catrin Hird
373406	Review Special Price (1292)	22 Aug 2025	12 Sep 2025	21 days	Catrin Hird
370458	Review Special Price (1292)	22 Jul 2025	24 Jul 2025	2 days	Catrin Hird
367802	Review Special Price (1292)	23 Jun 2025	26 Jun 2025	3 days	Catrin Hird
365032	Review Special Price (1292)	22 May 2025	29 May 2025	7 days	Catrin Hird

Process ID #8112 — Sales Controller Review

Last Reviewed: 14 May 2026 by Derek Lamb

Process Maturity (3 of 6 - 50%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	No
Has Measurable Objective	No
Has Backup Staff	No
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

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Viamed - Sales Controller

Risk Item	Notes / Value	Last Updated
Input to the Process		
Outputs to the Process		
Risks to the Process		
Steps to Minimise Process Risks		
Scope / Definition of Process / Objective	New Process as of 14 / 05 / 2026.Roles Titles Processes and Procedures ADMIN ViamedEnd column of Sales Controller Responsibilitys ReviewPrint to PDF,	Derek Lamb 14 May 2026
Likelihood of Risk (1-5)		
Severity of Risk (1-5)		
Measurable Objective		
Training Method Required		
Verification / Effectiveness		
Covid / Pandemic Notes		
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	NEEDS SETTING (Frequency=0, Severity=0)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.2.5
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.5

Interested Parties

- ISO Auditing Bodies
- Internal Systems

Linked Companies

- Viamed

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

- management reviews - Roles Reviews (Doc ID: 220072)

Rolling Task #1333

Subject: Sales Controller Review

Target User: Derek Lamb

Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:

System GeneratedTask To be Completed
Roles Titles Processes and Procedures ADMIN Viamed
End column of Sales Controller Responsibilitys Review
Print to PDF,

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
397368	Sales Controller Review (1333)	14 May 2026		Outstanding (0 days)	Derek Lamb

Process ID #8033 — Sales Forecasts

Management Review

Viamed - Sales Controller

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (4 of 6 - 67%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	No
Has Measurable Objective	Yes
Has Backup Staff	No
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Information from Distributors and Suppliers.Intrastats.	Helen Lamb 04 Dec 2023
Outputs to the Process	Completed Stock Sales Forecasts and Sales Warnings reports. Up to date information from customers.	Helen Lamb 04 Dec 2023
Risks to the Process	That we do not have forecasts so we do not have enough stock	Helen Lamb 04 Dec 2023
Steps to Minimise Process Risks	Regular reviews	Helen Lamb 04 Dec 2023
Scope / Definition of Process / Objective	Filling in any outstanding sales forecasts,Intrastats - Sales - Sales - Stock Sales ForecastsLook at the Sales WarningsIntrastats - Sales - Sales - Sales Warnings	Helen Lamb 04 Dec 2023
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 04 Dec 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 04 Dec 2023
Measurable Objective	The Sales Warnings and Stock Sales Forecasts pages	Helen Lamb 04 Dec 2023
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 04 Dec 2023
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 04 Dec 2023
Covid / Pandemic Notes	This process is affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job completes the issue, it will then be reviewed at the final completion of this task. It will be the job of the person who finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.	Helen Lamb 04 Dec 2023
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Interested Parties

- Internal Systems
- VST OEM Customers
- VST Supplier
- Customer

Linked Companies

- Viamed
- VST

Trained Staff (1)

Management Review

Viamed - Sales Controller

- Steve Nixon (trained by Derek Lamb)

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #56

Subject: Sales forecasts

Target User: Steve Nixon

Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Please fill in any outstanding sales forecasts,
Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.
Intrastats - Sales - Sales - Sales Warnings

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
397231	Sales forecasts (56)	14 May 2026		Outstanding (0 days)	Steve Nixon
394484	Sales forecasts (56)	14 Apr 2026		Outstanding (30 days)	Steve Nixon
391727	Sales forecasts (56)	16 Mar 2026	09 Apr 2026	24 days	Steve Nixon
388950	Sales forecasts (56)	16 Feb 2026	26 Feb 2026	10 days	Steve Nixon
385839	Sales forecasts (56)	14 Jan 2026	26 Feb 2026	43 days	Steve Nixon
383400	Sales forecasts (56)	15 Dec 2025	26 Feb 2026	73 days	Steve Nixon
380838	Sales forecasts (56)	14 Nov 2025	26 Feb 2026	104 days	Steve Nixon
377984	Sales forecasts (56)	14 Oct 2025	03 Nov 2025	20 days	Steve Nixon
375291	Sales forecasts (56)	15 Sep 2025	03 Nov 2025	49 days	Steve Nixon
372658	Sales forecasts (56)	14 Aug 2025	12 Sep 2025	29 days	Steve Nixon
369653	Sales forecasts (56)	14 Jul 2025	04 Sep 2025	52 days	Steve Nixon
367077	Sales forecasts (56)	16 Jun 2025	04 Sep 2025	80 days	Steve Nixon
364218	Sales forecasts (56)	14 May 2025	03 Nov 2025	173 days	Steve Nixon
361368	Sales forecasts (56)	14 Apr 2025	04 Sep 2025	143 days	Steve Nixon
358522	Sales forecasts (56)	14 Mar 2025	25 Mar 2025	11 days	Steve Nixon
355531	Sales forecasts (56)	14 Feb 2025	28 Feb 2025	14 days	Steve Nixon
352406	Sales forecasts (56)	14 Jan 2025	28 Feb 2025	45 days	Steve Nixon
349665	Sales forecasts (56)	16 Dec 2024	28 Feb 2025	74 days	Steve Nixon
346834	Sales forecasts	14 Nov 2024	28 Feb 2025	106 days	Steve Nixon

Management Review

Viamed - Sales Controller

343733	(56) Sales forecasts (56)	14 Oct 2024	11 Nov 2024	28 days	Steve Nixon
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Process ID #7949 — Sales Projects Send To Sales Team

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Sales Reports Project Screens	Derek Lamb 05 Sep 2023
Outputs to the Process	issues	Derek Lamb 04 Mar 2020
Risks to the Process	things will be missed	Helen Lamb 26 Oct 2020
Steps to Minimise Process Risks	regular review	Helen Lamb 26 Oct 2020
Scope / Definition of Process / Objective	review Current Sales Project Lists	Derek Lamb 05 Sep 2023
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 04 Mar 2020
Severity of Risk (1-5)	1.Negligible	Derek Lamb 04 Mar 2020
Measurable Objective	task history	Derek Lamb 04 Mar 2020
Training Method Required	hands on form experienced personnel	Helen Lamb 26 Oct 2020
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job completes the issue, it will then be reviewed at the final completion of this task. It will be the job of the person who finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Customer

Linked Companies

- Viamed

Trained Staff (3)

- Derek Lamb (trained by Derek Lamb)
- Ryan Swaine (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)

Management Review

Viamed - Sales Controller

Associated Documents

- Audit 16 Sales and Marketing Viamed (Doc ID: 159461)
- Audit 16 Sales and Marketing VST (Doc ID: 159463)

Rolling Task #1029

Subject: Review Sales Projects

Target User: Steve Nixon

Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Task To be Completed

Review Current Sales Project List

Rolling Audit #1030

Subject: Sales Projects Send To Sales Team

Target User: Derek Lamb

Recurrence: 3 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Audit check the Task history is upto date

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
396400	Review Sales Projects (1029)	05 May 2026		Outstanding (9 days)	Steve Nixon
393636	Review Sales Projects (1029)	06 Apr 2026	22 Apr 2026	16 days	Steve Nixon
390906	Review Sales Projects (1029)	05 Mar 2026	22 Apr 2026	48 days	Steve Nixon
390487	Sales Projects Send To Sales Team (1030)	02 Mar 2026	04 Mar 2026	2 days	Derek Lamb
387893	Review Sales Projects (1029)	05 Feb 2026	26 Feb 2026	21 days	Steve Nixon
384981	Review Sales Projects (1029)	05 Jan 2026	26 Feb 2026	52 days	Steve Nixon
382711	Review Sales Projects (1029)	05 Dec 2025	26 Feb 2026	83 days	Steve Nixon
382193	Sales Projects Send To Sales Team (1030)	01 Dec 2025	01 Dec 2025	0 days	Derek Lamb
380080	Review Sales Projects (1029)	05 Nov 2025	26 Feb 2026	113 days	Steve Nixon
377188	Review Sales Projects (1029)	06 Oct 2025	26 Feb 2026	143 days	Steve Nixon
374648	Review Sales Projects (1029)	05 Sep 2025	12 Sep 2025	7 days	Steve Nixon
374042	Sales Projects Send To Sales Team (1030)	01 Sep 2025	01 Sep 2025	0 days	Derek Lamb
371790	Review Sales Projects (1029)	05 Aug 2025	12 Sep 2025	38 days	Steve Nixon

Management Review

Viamed - Sales Controller

369084	Review Sales Projects (1029)	07 Jul 2025	12 Sep 2025	67 days	Steve Nixon
366254	Review Sales Projects (1029)	05 Jun 2025	12 Sep 2025	99 days	Steve Nixon
365843	Sales Projects Send To Sales Team (1030)	02 Jun 2025	10 Jun 2025	8 days	Derek Lamb
363254	Review Sales Projects (1029)	05 May 2025	12 Sep 2025	130 days	Steve Nixon
360800	Review Sales Projects (1029)	07 Apr 2025	12 Sep 2025	158 days	Steve Nixon
357502	Review Sales Projects (1029)	05 Mar 2025	25 Mar 2025	20 days	Steve Nixon
357148	Sales Projects Send To Sales Team (1030)	03 Mar 2025	27 Mar 2025	24 days	Derek Lamb

Process ID #8029 — Send Intercompany Invoices To Jean

Last Reviewed: 15 Aug 2025 by Helen Lamb

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Inter Company Invoices	Helen Lamb 02 May 2023
Outputs to the Process	list of Inter Company Invoices	Helen Lamb 02 May 2023
Risks to the Process	that invoice will be missed	Helen Lamb 02 May 2023
Steps to Minimise Process Risks	regular reviews	Helen Lamb 02 May 2023
Scope / Definition of Process / Objective	Send Inter Company Invoices to Jean. Download from sales page and email.	Helen Lamb 02 May 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 02 May 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 02 May 2023
Measurable Objective	Jean has all the Inter Company Invoices	Helen Lamb 02 May 2023
Training Method Required	Hands on from experienced members of staff	Helen Lamb 02 May 2023
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 02 May 2023
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 02 May 2023
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1

Interested Parties

- Staff

Management Review

Viamed - Sales Controller

Linked Companies

- Vandagraph
- Viamed
- VST
- Viamed Properties

Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Helen Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #1214

Subject: Send Intercompany Invoices To Jean

Target User: Derek Lamb

Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:

System GeneratedTask To be Completed

Rolling Audit #1217

Subject: Send Intercompany Invoices To Jean

Target User: Helen Lamb

Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:

System GeneratedTask To be Completed Send Inter Company Invoices to Jean

Audit to check task is being carried out

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
396197	Send Intercompany Invoices To Jean (1214)	01 May 2026	07 May 2026	6 days	Derek Lamb
393330	Send Intercompany Invoices To Jean (1214)	01 Apr 2026	02 Apr 2026	1 day	Derek Lamb
390507	Send Intercompany Invoices To Jean (1214)	02 Mar 2026	05 Mar 2026	3 days	Derek Lamb
387509	Send Intercompany Invoices To Jean (1214)	02 Feb 2026	05 Feb 2026	3 days	Derek Lamb
384709	Send Intercompany Invoices To Jean (1214)	01 Jan 2026	08 Jan 2026	7 days	Derek Lamb
382206	Send Intercompany Invoices To Jean (1214)	01 Dec 2025	04 Dec 2025	3 days	Derek Lamb
379721	Send Intercompany Invoices To Jean (1214)	03 Nov 2025	06 Nov 2025	3 days	Derek Lamb

Management Review

Viamed - Sales Controller

376761	Send Intercompany Invoices To Jean (1214)	01 Oct 2025	09 Oct 2025	8 days	Derek Lamb
374058	Send Intercompany Invoices To Jean (1214)	01 Sep 2025	04 Sep 2025	3 days	Derek Lamb
372825	Send Intercompany Invoices To Jean (1217)	15 Aug 2025	15 Aug 2025	0 days	Helen Lamb
371494	Send Intercompany Invoices To Jean (1214)	01 Aug 2025	05 Aug 2025	4 days	Derek Lamb
368510	Send Intercompany Invoices To Jean (1214)	01 Jul 2025	03 Jul 2025	2 days	Derek Lamb
365862	Send Intercompany Invoices To Jean (1214)	02 Jun 2025	05 Jun 2025	3 days	Derek Lamb
363015	Send Intercompany Invoices To Jean (1214)	01 May 2025	08 May 2025	7 days	Derek Lamb
360213	Send Intercompany Invoices To Jean (1214)	01 Apr 2025	17 Apr 2025	16 days	Derek Lamb
357169	Send Intercompany Invoices To Jean (1214)	03 Mar 2025	07 Mar 2025	4 days	Derek Lamb
354390	Send Intercompany Invoices To Jean (1214)	03 Feb 2025	13 Feb 2025	10 days	Derek Lamb
350961	Send Intercompany Invoices To Jean (1214)	01 Jan 2025	08 Jan 2025	7 days	Derek Lamb
348464	Send Intercompany Invoices To Jean (1214)	02 Dec 2024	04 Dec 2024	2 days	Derek Lamb
345637	Send Intercompany Invoices To Jean (1214)	01 Nov 2024	04 Dec 2024	33 days	Derek Lamb

Process ID #57 — Temporary Stock Notices

Last Reviewed: 28 Nov 2025 by Derek Lamb

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Intrastats report screenStock Items with Temporary Notices	Derek Lamb 23 Jun 2017
Outputs to the Process	End User stock pages have upto date memos	Derek Lamb 23 Jun 2017

Management Review

Viamed - Sales Controller

Risks to the Process	That an out of date memo is left on the account	Helen Lamb 13 Nov 2021
Steps to Minimise Process Risks	Regular reviews	Helen Lamb 13 Nov 2021
Scope / Definition of Process / Objective	To Review Memos on Stock references tagged as Temporary	Derek Lamb 23 Jun 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 Jun 2017
Measurable Objective	Date of last upload or review	Helen Lamb 17 Apr 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Derek Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

Interested Parties

- Customer
- Internal Systems
- Supplier
- VST OEM Customers

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (2)

- Steve Nixon (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 09 Goods Inward and Product Identity Viamed (Doc ID: 166168)
- Audit 09 Goods Inward and Product Identity VST (Doc ID: 166164)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

Rolling Task #207

Subject: Stock Items with Temporary Notices

Target User: Steve Nixon

Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Please check the Temporary Notice List

Intrastats -> Stock -> Temporary Notes,

Confirm / remove Notes.

Management Review

Viamed - Sales Controller

Rolling Audit #206

Subject: Stock Items with Temporary Notices

Target User: Derek Lamb

Recurrence: 3 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Please check the Temporary Notice List

Intrastats -> Stock -> Temporary Notes,

Confirm / remove Notes.

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
397000	Stock Items with Temporary Notices (207)	12 May 2026		Outstanding (2 days)	Steve Nixon
394341	Stock Items with Temporary Notices (207)	13 Apr 2026	30 Apr 2026	17 days	Steve Nixon
391541	Stock Items with Temporary Notices (207)	12 Mar 2026	30 Apr 2026	49 days	Steve Nixon
390417	Stock Items with Temporary Notices (206)	02 Mar 2026	05 Mar 2026	3 days	Derek Lamb
388702	Stock Items with Temporary Notices (207)	12 Feb 2026	26 Feb 2026	14 days	Steve Nixon
385585	Stock Items with Temporary Notices (207)	12 Jan 2026	26 Feb 2026	45 days	Steve Nixon
383263	Stock Items with Temporary Notices (207)	12 Dec 2025	02 Jan 2026	21 days	Steve Nixon
382016	Stock Items with Temporary Notices (206)	28 Nov 2025	04 Dec 2025	6 days	Derek Lamb
380629	Stock Items with Temporary Notices (207)	12 Nov 2025	02 Jan 2026	51 days	Steve Nixon
377798	Stock Items with Temporary Notices (207)	13 Oct 2025	20 Nov 2025	38 days	Steve Nixon
375194	Stock Items with Temporary Notices (207)	12 Sep 2025	20 Nov 2025	69 days	Steve Nixon
373748	Stock Items with Temporary Notices (206)	28 Aug 2025	12 Sep 2025	15 days	Derek Lamb
372379	Stock Items with Temporary Notices (207)	12 Aug 2025	12 Sep 2025	31 days	Steve Nixon
369657	Stock Items with Temporary Notices (207)	14 Jul 2025	12 Sep 2025	60 days	Steve Nixon
366863	Stock Items with Temporary Notices (207)	12 Jun 2025	12 Sep 2025	92 days	Steve Nixon
365474	Stock Items with	28 May 2025	05 Jun 2025	8 days	Derek Lamb

Management Review

Viamed - Sales Controller

Item ID	Description	Start Date	End Date	Duration	Responsible
363932	Temporary Notices (206) Stock Items with Temporary Notices (207)	12 May 2025	29 May 2025	17 days	Steve Nixon
361371	Stock Items with Temporary Notices (207)	14 Apr 2025	29 May 2025	45 days	Steve Nixon
358278	Stock Items with Temporary Notices (207)	12 Mar 2025	25 Mar 2025	13 days	Steve Nixon
356952	Stock Items with Temporary Notices (206)	28 Feb 2025	28 Feb 2025	0 days	Derek Lamb

Process ID #8075 — Tenders Review UK

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	tenders lists from NHS and other providers	Helen Lamb 02 May 2024
Outputs to the Process	applying to a relevant tendersales from a tender	Helen Lamb 02 May 2024
Risks to the Process	That a tender might be missed or an incorrect one applied for.	Helen Lamb 02 May 2024
Steps to Minimise Process Risks	regular reviews and monitoring. Secondary checks and meetings to discuss	Helen Lamb 02 May 2024
Scope / Definition of Process / Objective	To review Tenders in the UK for us to apply for	Derek Lamb 14 Feb 2024
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 02 May 2024
Severity of Risk (1-5)	2.Minor	Helen Lamb 02 May 2024
Measurable Objective	Review list of available tenders, assess if we can fulfil them Look sat list of tenders review those applied for and those not	Helen Lamb 02 May 2024
Training Method Required	online and hands on with experience staff	Helen Lamb 02 May 2024
Verification / Effectiveness	regular reviews and monitoring. Secondary checks and meetings to discuss	Helen Lamb 02 May 2024
Covid / Pandemic Notes	This should not be affected by covid or national or international issue	Helen Lamb 02 May 2024
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=2)	

Linked ISO Sections

Management Review

Viamed - Sales Controller

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.2

Interested Parties

- Customer

Linked Companies

- Viamed

Trained Staff (2)

- Catrin Hird (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)

Associated Documents

- Audit 16 Sales and Marketing Viamed (Doc ID: 159461)
- Audit 16 Sales and Marketing VST (Doc ID: 159463)
- VOP 25 Sales and Marketing (Doc ID: 31100)

Rolling Task #1236

Subject: Tenders Review UK

Target User: Catrin Hird

Recurrence: 0 Month(s) 1 Week(s) 0 Day(s)

Notes:

System Generated

Task To be Completed To review Tenders in the UK for us to apply for

Review <https://nhssupplychain.app.jaggaer.com>

Review Atamis Health Family Supplier Portal

<https://atamis-1928.my.site.com/>

Use this Issue to summarise progress with the Contracts Advanced framework / tender Tracker

Rolling Audit #1237

Subject: Tenders Review UK

Target User: Steve Nixon

Recurrence: 3 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated Task To be Completed To review Tenders in the UK for us to apply for

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
396795	Tenders Review UK (1236)	08 May 2026	14 May 2026	6 days	Catrin Hird
396200	Tenders Review UK (1236)	01 May 2026	07 May 2026	6 days	Catrin Hird
395525	Tenders Review UK (1236)	24 Apr 2026	07 May 2026	13 days	Catrin Hird
394901	Tenders Review UK (1236)	17 Apr 2026	30 Apr 2026	13 days	Catrin Hird
394286	Tenders Review UK (1236)	10 Apr 2026	16 Apr 2026	6 days	Catrin Hird
393557	Tenders Review UK (1236)	03 Apr 2026	09 Apr 2026	6 days	Catrin Hird
393007	Tenders Review	27 Mar 2026	02 Apr 2026	6 days	Catrin Hird

Management Review

Viamed - Sales Controller

Reference	Activity	Start Date	End Date	Duration	Responsible
392772	UK (1236) Tenders Review	25 Mar 2026		Outstanding (50 days)	Steve Nixon
392379	UK (1237) Tenders Review	20 Mar 2026	26 Mar 2026	6 days	Catrin Hird
391684	UK (1236) Tenders Review	13 Mar 2026	26 Mar 2026	13 days	Catrin Hird
391029	UK (1236) Tenders Review	06 Mar 2026	16 Mar 2026	10 days	Catrin Hird
390270	UK (1236) Tenders Review	27 Feb 2026	06 Mar 2026	7 days	Catrin Hird
389581	UK (1236) Tenders Review	20 Feb 2026	26 Feb 2026	6 days	Catrin Hird
388899	UK (1236) Tenders Review	13 Feb 2026	19 Feb 2026	6 days	Catrin Hird
388148	UK (1236) Tenders Review	06 Feb 2026	13 Feb 2026	7 days	Catrin Hird
387360	UK (1236) Tenders Review	30 Jan 2026	05 Feb 2026	6 days	Catrin Hird
386731	UK (1236) Tenders Review	23 Jan 2026	29 Jan 2026	6 days	Catrin Hird
386134	UK (1236) Tenders Review	16 Jan 2026	23 Jan 2026	7 days	Catrin Hird
385516	UK (1236) Tenders Review	09 Jan 2026	23 Jan 2026	14 days	Catrin Hird
384768	UK (1236) Tenders Review	02 Jan 2026	08 Jan 2026	6 days	Catrin Hird

Process ID #8031 — Tenders Review UN

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Tenders website	Helen Lamb 19 Oct 2023
Outputs to the Process	Application for tender	Helen Lamb 19 Oct 2023
Risks to the Process	A tender will be missed	Helen Lamb 19 Oct 2023
Steps to Minimise Process Risks	Regular review	Helen Lamb 19 Oct 2023
Scope / Definition of Process / Objective	This is a task to remind Ryan to review to see if there are any active tenders.	Helen Lamb 19 Oct 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 19 Oct 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 19 Oct 2023
Measurable Objective	Potential tenders are reviewed in the Wednesday meetings.	Helen Lamb 19 Oct 2023
Training Method Required	Online on the tenders website.	Helen Lamb 19 Oct 2023
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 19 Oct 2023
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international	Helen Lamb 19 Oct 2023

Management Review

Viamed - Sales Controller

Risk / Benefit Report HSE Implications Calculated Risk Code

circumstance / crisis.
No Action
No health and safety implications
No Action (Frequency=1, Severity=1)

Helen Lamb 28 Jul 2025
Helen Lamb 28 Jul 2025

Interested Parties

- Customer

Linked Companies

- Viamed

Trained Staff (2)

- Steve Nixon (trained by Derek Lamb)
- Ryan Swaine (trained by Derek Lamb)

Associated Documents

- Audit 16 Sales and Marketing Viamed (Doc ID: 159461)
- Audit 16 Sales and Marketing VST (Doc ID: 159463)
- VOP 25 Sales and Marketing (Doc ID: 31100)

Rolling Task #1221

Subject: Tenders Review

Target User: Ryan Swaine

Recurrence: 0 Month(s) 1 Week(s) 0 Day(s)

Notes:

System Generated Task To be Completed

Rolling Audit #1222

Subject: Tenders Review

Target User: Steve Nixon

Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated
Task To be Completed

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
396908	Tenders Review (1221)	11 May 2026	14 May 2026	3 days	Ryan Swaine
396359	Tenders Review (1222)	04 May 2026		Outstanding (10 days)	Steve Nixon
396358	Tenders Review (1221)	04 May 2026	14 May 2026	10 days	Ryan Swaine
395652	Tenders Review (1221)	27 Apr 2026	30 Apr 2026	3 days	Ryan Swaine
395021	Tenders Review (1221)	20 Apr 2026	22 Apr 2026	2 days	Ryan Swaine
394401	Tenders Review (1221)	13 Apr 2026	22 Apr 2026	9 days	Ryan Swaine
393650	Tenders Review (1222)	06 Apr 2026	22 Apr 2026	16 days	Steve Nixon
393649	Tenders Review (1221)	06 Apr 2026	22 Apr 2026	16 days	Ryan Swaine
393102	Tenders Review (1221)	30 Mar 2026	02 Apr 2026	3 days	Ryan Swaine

Management Review

Viamed - Sales Controller

392511	Tenders Review (1221)	23 Mar 2026	26 Mar 2026	3 days	Ryan Swaine
391801	Tenders Review (1221)	16 Mar 2026	19 Mar 2026	3 days	Ryan Swaine
391164	Tenders Review (1221)	09 Mar 2026	19 Mar 2026	10 days	Ryan Swaine
390770	Tenders Review (1222)	04 Mar 2026	22 Apr 2026	49 days	Steve Nixon
390510	Tenders Review (1221)	02 Mar 2026	19 Mar 2026	17 days	Ryan Swaine
389742	Tenders Review (1221)	23 Feb 2026	26 Feb 2026	3 days	Ryan Swaine
389024	Tenders Review (1221)	16 Feb 2026	26 Feb 2026	10 days	Ryan Swaine
388342	Tenders Review (1221)	09 Feb 2026	26 Feb 2026	17 days	Ryan Swaine
387774	Tenders Review (1222)	04 Feb 2026	26 Feb 2026	22 days	Steve Nixon
387513	Tenders Review (1221)	02 Feb 2026	05 Feb 2026	3 days	Ryan Swaine
386883	Tenders Review (1221)	26 Jan 2026	05 Feb 2026	10 days	Ryan Swaine

Process ID #7801 — VST Price Review

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	research into current sales and consultation between salesmen and customers and suppliers. Looking at market trending.	Derek Lamb 30 Aug 2017
Outputs to the Process	A pricing for products that would make a better profit margin. An accurate estimation of how much of an increase or decrease we need.	Derek Lamb 30 Aug 2017
Risks to the Process	Getting this wrong can interfere with sales.	Derek Lamb 30 Aug 2017
Steps to Minimise Process Risks	Regular reviews and research.	Derek Lamb 30 Aug 2017
Scope / Definition of Process / Objective	To review the current pricing and impact of increases	Derek Lamb 30 Aug 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 30 Aug 2017
Severity of Risk (1-5)	2.Minor	Derek Lamb 30 Aug 2017
Measurable Objective	Check prices have been reviewed. Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness	Derek Lamb 23 Oct 2020

Management Review

Viamed - Sales Controller

Covid / Pandemic Notes	during internal rolling audit issues. This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2

Interested Parties

- Internal Systems
- Supplier
- VST OEM Customers
- VST OEM Customers

Linked Companies

- VST

Trained Staff (3)

- Sarah Walton (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VOP 25 Sales and Marketing (Doc ID: 31100)

Rolling Task #653

Subject: VST Price Review

Target User: Steve Nixon

Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Task To be Completed

Include VST Opera, L Drive Price lists and any Printed Price lists

Rolling Audit #654

Subject: VST Price Review

Target User: Derek Lamb

Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

*** AUDIT *** Ensure the Task HAS been Completed

Management Review

Viamed - Sales Controller

VST Price Review

Include VST Opera, L Drive Price lists and any Printed Price lists

Task Completion History (Last 2 Years, Max 20 Items)

ID	Subject	Created	Completed	Days to Complete	Investigated By
384325	VST Price Review (654)	26 Dec 2025	02 Jan 2026	7 days	Derek Lamb
383442	VST Price Review (653)	15 Dec 2025	26 Feb 2026	73 days	Steve Nixon
350597	VST Price Review (654)	26 Dec 2024	02 Jan 2025	7 days	Derek Lamb
349708	VST Price Review (653)	16 Dec 2024	25 Mar 2025	99 days	Steve Nixon

Responsibility-Only Processes (11)

These processes represent allocated responsibilities only - no rolling task or audit is required, so they are excluded from the main report metrics and conclusion.

- **#6921:** Customer pricing agreements (last reviewed: 06 Jan 2025)
- **#5884:** Monthly Report (last reviewed: 11 Sep 2023)
- **#6889:** Post Market Surveillance (last reviewed: Never)
- **#6915:** Sales (last reviewed: Never)
- **#6882:** Sales And Marketing (last reviewed: 29 Dec 2023)
- **#6959:** Sales Forward Orders Review (last reviewed: 29 Aug 2018)
- **#6910:** Sales Targets (last reviewed: Never)
- **#6917:** Service extension (last reviewed: Never)
- **#6916:** Service existing (last reviewed: 18 Oct 2017)
- **#6816:** UK Sales (last reviewed: Never)
- **#7204:** VIAMED Board Directors Meeting Distributor Issues (last reviewed: 10 Oct 2017)

Conclusion / Executive Summary

Auto-calculated summary of findings across the report.

Coverage

- 1 roles reviewed
- 15 active processes reviewed
- 11 responsibility-only processes (excluded from metrics, listed per role)

Key Risks

- No critical risks detected.

Overdue Reviews

- All processes reviewed within last 24 months

Dependency Warnings

- No high-dependency individuals detected (threshold: 70%)

Missing Audits

- 8 process(es) with no audit configured (excluding responsibility-only)

Missing Measurable Objectives

- 2 process(es) missing measurable objective

Trained Staff Coverage

- 1 process(es) with NO trained staff
- 4 process(es) with only one trained user (no backup)

Process Maturity Overview

- 2 of 15 processes (13%) scored below 4 of 6 maturity checks
- 1 process(es) have no risk assessment fields populated at all

Per-Role Risk Indicator Summary

Role	Processes	Overdue	>24mo Review	Solo Trained	No Trained	Missing Obj	No Audit
Sales Controller	15	0	0	4	1	2	8

End of Management Review Report - Viamed