

# Management Review Report

## Viamed

**Role: Marketing Processes**

**Report Date:** 14 May 2026

---

### Index

1. Marketing Processes (ID #14)
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).*

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

### Role: Marketing Processes (ID #14)

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

**Assigned Employees:** Catrin Hird, Catrin Hird, Catrin Hird, Catrin Hird

**Processes Assigned:** 11 (10 active, 1 responsibility-only)

#### Role Risk Indicators - Marketing Processes

- 10 linked processes
- No overdue rolling tasks
- 1 processes not reviewed >24 months
- 5 processes with only one trained user
- 1 processes missing measurable objective
- 9 processes with no audit configured

#### Dependency / Single-Point-of-Failure Risk

- Catrin Hird linked to 80% (8 of 10) of role processes - single point of failure risk
- 5 process(es) have only 1 trained employee - no backup coverage

**Process ID #5870 — Book Arab Health**

**Last Reviewed:** 28 Jul 2025 by Helen Lamb

**Process Maturity (5 of 6 - 83%)**

---

## Management Review

### Viamed - Marketing Processes

---

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
<b>Input to the Process</b>	Information from Director on whether we will be attending the exhibition.	Derek Lamb 30 Aug 2017
<b>Outputs to the Process</b>	A booked exhibition	Derek Lamb 30 Aug 2017
<b>Risks to the Process</b>	That we do not let staff know with plenty of time to book the exhibition.	Derek Lamb 30 Aug 2017
<b>Steps to Minimise Process Risks</b>	Regular reviews, Issues and meeting.	Derek Lamb 30 Aug 2017
<b>Scope / Definition of Process / Objective</b>	Book our place at Arab Health if we decided on going	Derek Lamb 30 Aug 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 30 Aug 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 30 Aug 2017
<b>Measurable Objective</b>	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	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
<b>Risk / Benefit Report</b>	No Action	Helen Lamb 28 Jul 2025
<b>HSE Implications</b>	No health and safety implications	Helen Lamb 28 Jul 2025
<b>Calculated Risk Code</b>	<b>No Action</b> (Frequency=1, Severity=1)	

#### Linked ISO Sections

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

#### Interested Parties

- Staff

#### Linked Companies

- Viamed

#### Trained Staff (2)

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

#### Associated Documents

- Audit 16 Sales and Marketing (Doc ID: 22078)

# Management Review

Viamed - Marketing Processes

- 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 #196

**Subject:** Book Arab Health

**Target User:** Steve Nixon

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

### Notes:

System Generated Ensure Arab Health has been Booked for next year

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
365774	Book Arab Health (196)	02 Jun 2025	12 Sep 2025	102 days	Steve Nixon
331182	Book Arab Health (196)	03 Jun 2024	11 Nov 2024	161 days	Steve Nixon

## Process ID #8057 — Emergency Services Show

**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
<b>Input to the Process</b>	Emergency Services Showstock marketing material	Helen Lamb 29 Dec 2023
<b>Outputs to the Process</b>	A booked Emergency Services Show	Helen Lamb 29 Dec 2023
<b>Risks to the Process</b>	missed booking or supplies	Helen Lamb 29 Dec 2023
<b>Steps to Minimise Process Risks</b>	issue sent well before exhibition	Helen Lamb 29 Dec 2023
<b>Scope / Definition of Process / Objective</b>	Emergency Services Show Emergency Services Show - September. Can we get a list of what stock and leaflets etc we need getting ready for this. This needs to be given to the marketing and warehouse teams for stock and ordering, well in advance please.	Helen Lamb 29 Dec 2023
<b>Likelihood of Risk (1-5)</b>	1. Improbable	Helen Lamb 29 Dec 2023
<b>Severity of Risk (1-5)</b>	1. Negligible	Helen Lamb 29 Dec 2023
<b>Measurable Objective</b>	Emergency Services Show - September. There is a list of what stock and leaflets etc we need getting ready for this. This needs to be given to the marketing and warehouse teams for stock and ordering. An arrange exhibition if we decide to go	Helen Lamb 29 Dec 2023
<b>Training Method Required</b>	Hands on	Helen Lamb 29 Dec 2023
<b>Verification / Effectiveness</b>	regular reviews	Helen Lamb 29 Dec 2023
<b>Covid / Pandemic Notes</b>	This is affected by covid or national or	Helen Lamb 02 May 2024

# Management Review

Viamed - Marketing Processes

---

<b>Risk / Benefit Report</b>	international issue	
<b>HSE Implications</b>	No Action	Helen Lamb 28 Jul 2025
<b>Calculated Risk Code</b>	No health and safety implications	Helen Lamb 28 Jul 2025
	<b>No Action</b> (Frequency=1, Severity=1)	

## Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1

## Interested Parties

- External Partners

## Linked Companies

- Viamed

## Trained Staff (2)

- Steve Hardaker (trained by Helen Lamb)
- Catrin Hird (trained by Helen 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 #721

**Subject:** Emergency Services Show

**Target User:** Steve Hardaker

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

### Notes:

System Generated Emergency Services Show - September.

Can we get a list of what stock and leaflets etc we need getting ready for this. This needs to be given to the marketing and warehouse teams for stock and ordering, well in advance please.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
373175	Emergency Services Show (721)	20 Aug 2025	03 Nov 2025	75 days	Steve Hardaker
338631	Emergency Services Show (721)	20 Aug 2024	21 Aug 2024	1 day	Steve Hardaker

## Process ID #8120 — Marketing Processes 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

# Management Review

Viamed - Marketing Processes

---

Recent Completion Evidence Yes

## Risk Assessment

Risk Item	Notes / Value	Last Updated
<b>Input to the Process</b>		
<b>Outputs to the Process</b>		
<b>Risks to the Process</b>		
<b>Steps to Minimise Process Risks</b>		
<b>Scope / Definition of Process / Objective</b>	New Process as of 14 / 05 / 2026.Roles Titles Processes and Procedures ADMIN ViamedEnd column of Marketing Processes Responsibilitys ReviewPrint to PDF,	Derek Lamb 14 May 2026
<b>Likelihood of Risk (1-5)</b>		
<b>Severity of Risk (1-5)</b>		
<b>Measurable Objective</b>		
<b>Training Method Required</b>		
<b>Verification / Effectiveness</b>		
<b>Covid / Pandemic Notes</b>		
<b>Risk / Benefit Report</b>		
<b>HSE Implications</b>		
<b>Calculated Risk Code</b>	<b>NEEDS SETTING</b> (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 #1340

**Subject:** Marketing Processes 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 Marketing Processes Responsibilitys Review  
Print to PDF,

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397375	Marketing Processes Review (1340)	14 May 2026		Outstanding (0 days)	Derek Lamb

# Management Review

Viamed - Marketing Processes

---

## Process ID #8058 — Preparation For Medica

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
<b>Input to the Process</b>	stock leaflets	Helen Lamb 03 Jan 2024
<b>Outputs to the Process</b>	exhibition goes well possible sales or leads	Helen Lamb 03 Jan 2024
<b>Risks to the Process</b>	that we would miss taking stock or leaflets	Helen Lamb 03 Jan 2024
<b>Steps to Minimise Process Risks</b>	regular issues and reminders	Helen Lamb 03 Jan 2024
<b>Scope / Definition of Process / Objective</b>	Can we get a list of what stock and leaflets etc we need getting ready for this. This needs to be given to the marketing and warehouse teams for stock and ordering, well in advance please.k Please let the warehouse have the list with plenty of time. Please can you give a list of leaflets and marketing material to Robert to add and Catrin to order	Helen Lamb 03 Jan 2024
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 03 Jan 2024
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 03 Jan 2024
<b>Measurable Objective</b>	A successful exhibition, annual Medica exhibition in Dusseldorf in November	Helen Lamb 03 Jan 2024
<b>Training Method Required</b>	Hands on from experienced staff	Helen Lamb 03 Jan 2024
<b>Verification / Effectiveness</b>	to speak to the staff that went and see how they felt it went with the stock and leaflets they had. Could we have sent anything else, was everything needed.	Helen Lamb 03 Jan 2024
<b>Covid / Pandemic Notes</b>	This is affected by Covid or another national or international pandemic or disaster / incident.	Helen Lamb 03 Jan 2024
<b>Risk / Benefit Report</b>	No Action	Helen Lamb 28 Jul 2025
<b>HSE Implications</b>	No health and safety implications	Helen Lamb 28 Jul 2025
<b>Calculated Risk Code</b>	<b>No Action</b> (Frequency=1, Severity=1)	

### Interested Parties

- Internal Systems
- External Partners

### Linked Companies

- Viamed

### Trained Staff (2)

- Robert Connor (trained by Helen Lamb)
- Ryan Swaine (trained by Helen Lamb)

# Management Review

Viamed - Marketing Processes

---

## 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 #722

**Subject:** Preparation for Medica

**Target User:** Ryan Swaine

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

### Notes:

System Generated

Medica - November.

Can we get a list of what stock and leaflets etc we need getting ready for this. This needs to be given to the marketing and warehouse teams for stock and ordering, well in advance please.k Please let the warehouse have the list with plenty of time. Please can you give a list of leaflets and marketing material to Robert to add and Catrin to order

## Rolling Audit #899

**Subject:** Medica preparation - Ryan has an issue chase him

**Target User:** Robert Connor

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

### Notes:

System Generated

Please can you chase Ryan re a list of things / stock for Medica. He had an issue on the first of September to produce a list of stock etc for collating or ordering for Medica.

Ryan should give you a list of leaflets and marketing material

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
375002	Medica preparation - Ryan has an issue chase him (899)	10 Sep 2025	13 Nov 2025	64 days	Robert Connor
374022	Preparation for Medica (722)	01 Sep 2025	31 Oct 2025	60 days	Ryan Swaine
340536	Medica preparation - Ryan has an issue chase him (899)	10 Sep 2024	08 Nov 2024	59 days	Robert Connor
339731	Preparation for Medica (722)	02 Sep 2024	08 Nov 2024	67 days	Ryan Swaine

## Process ID #8059 — Preparation For Medica Leaflets

**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

## Management Review

Viamed - Marketing Processes

---

Recent Completion Evidence

Yes

### Risk Assessment

Risk Item	Notes / Value	Last Updated
<b>Input to the Process</b>	leafletsMedica	Helen Lamb 03 Jan 2024
<b>Outputs to the Process</b>	exhibition goes well possible sales or leads	Helen Lamb 03 Jan 2024
<b>Risks to the Process</b>	that we would miss taking leaflets	Helen Lamb 03 Jan 2024
<b>Steps to Minimise Process Risks</b>	regular issues and reminders	Helen Lamb 03 Jan 2024
<b>Scope / Definition of Process / Objective</b>	Please can you check what leaflets / booklets / video presentation we need and get ordered anything that we do not have. Ryan got an issue on the 1st Sept too and Cathy will get an Issue on the 10th Sept	Helen Lamb 03 Jan 2024
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 03 Jan 2024
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 03 Jan 2024
<b>Measurable Objective</b>	A successful exhibition, annual Medica exhibition in Dusseldorf in November	Helen Lamb 03 Jan 2024
<b>Training Method Required</b>	Hands on from experienced staff	Helen Lamb 03 Jan 2024
<b>Verification / Effectiveness</b>	to speak to the staff that went and see how they felt it went with the stock and leaflets they had. Could we have sent anything else, was everything needed.	Helen Lamb 03 Jan 2024
<b>Covid / Pandemic Notes</b>	This is affected by Covid or another national or international pandemic or disaster / incident.	Helen Lamb 03 Jan 2024
<b>Risk / Benefit Report</b>	No Action	Helen Lamb 28 Jul 2025
<b>HSE Implications</b>	No health and safety implications	Helen Lamb 28 Jul 2025
<b>Calculated Risk Code</b>	<b>No Action</b> (Frequency=1, Severity=1)	

### Interested Parties

- Internal Systems
- Supplier
- External Partners

### Linked Companies

- Viamed

### Trained Staff (2)

- Catrin Hird (trained by Helen Lamb)
- Ryan Swaine (trained by Helen 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 #900

**Subject:** Medica preparation - Marketing material

**Target User:** Catrin Hird

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

### Notes:

System Generated

Please can you check what leaflets / booklets / video presentation we need and get ordered anything that we do not have.

Ryan got an issue on the 1st Sept too and Cathy will get an Issue on the 10th Sept

# Management Review

Viamed - Marketing Processes

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
374037	Medica preparation - Marketing material (900)	01 Sep 2025	29 Sep 2025	28 days	Catrin Hird
339746	Medica preparation - Marketing material (900)	02 Sep 2024	09 Oct 2024	37 days	Catrin Hird

## Process ID #8066 — Review Search Terms - Shopify

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
<b>Input to the Process</b>	Shopify WebsiteIssues	Helen Lamb 03 Jan 2024
<b>Outputs to the Process</b>	Up to date Shopify Websitedata to analyse	Helen Lamb 03 Jan 2024
<b>Risks to the Process</b>	that we might miss a new search term	Helen Lamb 03 Jan 2024
<b>Steps to Minimise Process Risks</b>	regular checks and issues	Helen Lamb 03 Jan 2024
<b>Scope / Definition of Process / Objective</b>	Review Search Terms - ShopifyAdminAnalyticsReportsTop online store searchesFor the last full calendar month.	Helen Lamb 03 Jan 2024
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 03 Jan 2024
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 03 Jan 2024
<b>Measurable Objective</b>	Check Shopify Website for new Search Terms	Helen Lamb 03 Jan 2024
<b>Training Method Required</b>	Hands on from experienced staff	Helen Lamb 03 Jan 2024
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 03 Jan 2024
<b>Covid / Pandemic Notes</b>	This process is affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 03 Jan 2024
<b>Risk / Benefit Report</b>	No Action	Helen Lamb 28 Jul 2025
<b>HSE Implications</b>	No health and safety implications	Helen Lamb 28 Jul 2025
<b>Calculated Risk Code</b>	<b>No Action</b> (Frequency=1, Severity=1)	

## Interested Parties

- Internal Systems
- Internet Providers
- Web Shop Hosting

## Linked Companies

- Vandagraph
- Viamed

## Trained Staff (1)

## Management Review

Viamed - Marketing Processes

---

- Catrin Hird (trained by Helen 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 #1213

**Subject:** Review Search Terms - Shopify

**Target User:** Catrin Hird

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

### Notes:

System GeneratedAdmin

Analytics

Reports

Top online store searches

For the last full calendar month.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396196	Review Search Terms - Shopify (1213)	01 May 2026	06 May 2026	5 days	Derek Lamb
393329	Review Search Terms - Shopify (1213)	01 Apr 2026	08 Apr 2026	7 days	Derek Lamb
390506	Review Search Terms - Shopify (1213)	02 Mar 2026	05 Mar 2026	3 days	Derek Lamb
387508	Review Search Terms - Shopify (1213)	02 Feb 2026	10 Feb 2026	8 days	Derek Lamb
384708	Review Search Terms - Shopify (1213)	01 Jan 2026	08 Jan 2026	7 days	Derek Lamb
382205	Review Search Terms - Shopify (1213)	01 Dec 2025	09 Dec 2025	8 days	Derek Lamb
379720	Review Search Terms - Shopify (1213)	03 Nov 2025	26 Nov 2025	23 days	Derek Lamb
376760	Review Search Terms - Shopify (1213)	01 Oct 2025	07 Oct 2025	6 days	Derek Lamb
374057	Review Search Terms - Shopify (1213)	01 Sep 2025	04 Sep 2025	3 days	Derek Lamb
371493	Review Search Terms - Shopify (1213)	01 Aug 2025	05 Aug 2025	4 days	Derek Lamb
368509	Review Search Terms - Shopify (1213)	01 Jul 2025	03 Jul 2025	2 days	Derek Lamb
365861	Review Search Terms - Shopify (1213)	02 Jun 2025	04 Jun 2025	2 days	Derek Lamb
363014	Review Search Terms - Shopify (1213)	01 May 2025	06 May 2025	5 days	Derek Lamb

## Management Review

Viamed - Marketing Processes

360212	Review Search Terms - Shopify (1213)	01 Apr 2025	08 Apr 2025	7 days	Derek Lamb
357168	Review Search Terms - Shopify (1213)	03 Mar 2025	05 Mar 2025	2 days	Derek Lamb
354389	Review Search Terms - Shopify (1213)	03 Feb 2025	11 Feb 2025	8 days	Derek Lamb
350960	Review Search Terms - Shopify (1213)	01 Jan 2025	07 Jan 2025	6 days	Derek Lamb
348463	Review Search Terms - Shopify (1213)	02 Dec 2024	30 Dec 2024	28 days	Derek Lamb
345636	Review Search Terms - Shopify (1213)	01 Nov 2024	25 Nov 2024	24 days	Derek Lamb
342466	Review Search Terms - Shopify (1213)	01 Oct 2024	04 Oct 2024	3 days	Derek Lamb

### Process ID #8065 — Review Shopify Website For Missing Images

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
<b>Input to the Process</b>	Shopify Website Issues	Helen Lamb 03 Jan 2024
<b>Outputs to the Process</b>	Up to date Shopify Website	Helen Lamb 03 Jan 2024
<b>Risks to the Process</b>	that an image is missed	Helen Lamb 03 Jan 2024
<b>Steps to Minimise Process Risks</b>	Regular reviews	Helen Lamb 03 Jan 2024
<b>Scope / Definition of Process / Objective</b>	Review Shopify Website for Missing Images	Helen Lamb 03 Jan 2024
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 03 Jan 2024
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 03 Jan 2024
<b>Measurable Objective</b>	Check Shopify Website for Missing Images review the issues	Helen Lamb 03 Jan 2024
<b>Training Method Required</b>	Procedural , Required Reading and Hands on	Helen Lamb 03 Jan 2024
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 03 Jan 2024
<b>Covid / Pandemic Notes</b>	This process is affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 03 Jan 2024
<b>Risk / Benefit Report</b>	No Action	Helen Lamb 28 Jul 2025
<b>HSE Implications</b>	No health and safety implications	Helen Lamb 28 Jul 2025
<b>Calculated Risk Code</b>	<b>No Action</b> (Frequency=1, Severity=1)	

#### Interested Parties

## Management Review

Viamed - Marketing Processes

---

- Internal Systems
- Web Shop Hosting

### Linked Companies

- Viamed
- Vandagraph

### Trained Staff (1)

- Catrin Hird (trained by Helen 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 #1205

**Subject:** Review Shopify Website for Missing Images

**Target User:** Catrin Hird

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

#### Notes:

System Generated

Review and upload any missing images.

Maxtec 0110453, 0110472 #294173

Envitec OOM range #294171

Envitec LF range #294171

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396582	Review Shopify Website for Missing Images (1205)	06 May 2026	13 May 2026	7 days	Catrin Hird
393647	Review Shopify Website for Missing Images (1205)	06 Apr 2026	07 Apr 2026	1 day	Catrin Hird
391027	Review Shopify Website for Missing Images (1205)	06 Mar 2026	10 Mar 2026	4 days	Catrin Hird
388146	Review Shopify Website for Missing Images (1205)	06 Feb 2026	12 Feb 2026	6 days	Catrin Hird
385087	Review Shopify Website for Missing Images (1205)	06 Jan 2026	06 Jan 2026	0 days	Catrin Hird
382856	Review Shopify Website for Missing Images (1205)	08 Dec 2025	09 Dec 2025	1 day	Catrin Hird
380196	Review Shopify Website for Missing Images (1205)	06 Nov 2025	18 Nov 2025	12 days	Catrin Hird

## Management Review

### Viamed - Marketing Processes

---

377198	Review Shopify Website for Missing Images (1205)	06 Oct 2025	07 Oct 2025	1 day	Catrin Hird
374777	Review Shopify Website for Missing Images (1205)	08 Sep 2025	09 Sep 2025	1 day	Catrin Hird
371922	Review Shopify Website for Missing Images (1205)	06 Aug 2025	06 Aug 2025	0 days	Catrin Hird
369092	Review Shopify Website for Missing Images (1205)	07 Jul 2025	10 Jul 2025	3 days	Catrin Hird
366379	Review Shopify Website for Missing Images (1205)	06 Jun 2025	17 Jun 2025	11 days	Catrin Hird
363309	Review Shopify Website for Missing Images (1205)	06 May 2025	08 May 2025	2 days	Catrin Hird
360809	Review Shopify Website for Missing Images (1205)	07 Apr 2025	09 Apr 2025	2 days	Catrin Hird
357665	Review Shopify Website for Missing Images (1205)	06 Mar 2025	06 Mar 2025	0 days	Catrin Hird
354768	Review Shopify Website for Missing Images (1205)	06 Feb 2025	11 Feb 2025	5 days	Catrin Hird
351304	Review Shopify Website for Missing Images (1205)	06 Jan 2025	08 Jan 2025	2 days	Catrin Hird
348992	Review Shopify Website for Missing Images (1205)	06 Dec 2024	06 Dec 2024	0 days	Catrin Hird
346144	Review Shopify Website for Missing Images (1205)	06 Nov 2024	08 Nov 2024	2 days	Catrin Hird
343096	Review Shopify Website for Missing Images (1205)	07 Oct 2024	07 Oct 2024	0 days	Catrin Hird

**Process ID #8063 — Send Calendars To Sylvia Gallagher**

**Last Reviewed:** 28 Jul 2025 by Helen Lamb

**Process Maturity (5 of 6 - 83%)**

Measure	Status
---------	--------

## Management Review

Viamed - Marketing Processes

---

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
<b>Input to the Process</b>	calendar and sales orders contact management	Helen Lamb 03 Jan 2024
<b>Outputs to the Process</b>	Calendars sent to customers	Helen Lamb 03 Jan 2024
<b>Risks to the Process</b>	customers don't receive Calendars	Helen Lamb 03 Jan 2024
<b>Steps to Minimise Process Risks</b>	regular issue to remind	Helen Lamb 03 Jan 2024
<b>Scope / Definition of Process / Objective</b>	Send Calendars To Sylvia Gallagher	Helen Lamb 03 Jan 2024
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 03 Jan 2024
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 03 Jan 2024
<b>Measurable Objective</b>	Send Calendars To Sylvia Gallagher / Calendar being added to order	Helen Lamb 03 Jan 2024
<b>Training Method Required</b>	hands on	Helen Lamb 03 Jan 2024
<b>Verification / Effectiveness</b>	regular issues and additions to system to make sure calendars are getting added.	Helen Lamb 03 Jan 2024
<b>Covid / Pandemic Notes</b>	This not affected by covid or national or international issue	Helen Lamb 03 Jan 2024
<b>Risk / Benefit Report</b>	No Action	Helen Lamb 28 Jul 2025
<b>HSE Implications</b>	No health and safety implications	Helen Lamb 28 Jul 2025
<b>Calculated Risk Code</b>	<b>No Action</b> (Frequency=1, Severity=1)	

### Interested Parties

- Internal Systems
- Customer

### Linked Companies

- Viamed

### Trained Staff (2)

- Catherine Spence (trained by Helen Lamb)
- Catrin Hird (trained by Helen 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 #1106

**Subject:** Send Calendars to Sylvia Gallagher

**Target User:** Catrin Hird

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

### Notes:

System Generated 6 x Calendar

Sylvia Gallagher

Theatres

Hairmyres

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

---

## Management Review

Viamed - Marketing Processes

ID	Subject	Created	Completed	Days to Complete	Investigated By
382200	Send Calendars to Sylvia Gallagher (1106)	01 Dec 2025	16 Dec 2025	15 days	Catrin Hird
348456	Send Calendars to Sylvia Gallagher (1106)	02 Dec 2024	02 Dec 2024	0 days	Catrin Hird

### Process ID #8069 — Viamed Shopify: Office Hours

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
<b>Input to the Process</b>	websiteshopify	Helen Lamb 03 Jan 2024
<b>Outputs to the Process</b>	updated website	Helen Lamb 03 Jan 2024
<b>Risks to the Process</b>	that this process might be missed	Helen Lamb 03 Jan 2024
<b>Steps to Minimise Process Risks</b>	regular issues	Helen Lamb 03 Jan 2024
<b>Scope / Definition of Process / Objective</b>	Viamed Shopify: Office HoursUpdate Office Hours page on website to show bank holidays for the next 12 months.	Helen Lamb 03 Jan 2024
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 03 Jan 2024
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 03 Jan 2024
<b>Measurable Objective</b>	That Office Hours page on website shows bank holidays for the next 12 months.	Helen Lamb 03 Jan 2024
<b>Training Method Required</b>	Hands on	Helen Lamb 03 Jan 2024
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 03 Jan 2024
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 03 Jan 2024
<b>Risk / Benefit Report</b>	No Action	Helen Lamb 28 Jul 2025
<b>HSE Implications</b>	No health and safety implications	Helen Lamb 28 Jul 2025
<b>Calculated Risk Code</b>	<b>No Action</b> (Frequency=1, Severity=1)	

#### Interested Parties

- Web Shop Hosting
- Internal Systems

#### Linked Companies

- Viamed
- Vandagraph

#### Trained Staff (1)

- Catrin Hird (trained by Helen Lamb)

#### Associated Documents

# Management Review

Viamed - Marketing Processes

- 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 #1228

**Subject:** Viamed Shopify: Office Hours

**Target User:** Catrin Hird

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

### Notes:

System Generated Update Office Hours page on website to show bank holidays for the next 12 months.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
384767	Viamed Shopify: Office Hours (1228)	02 Jan 2026	06 Jan 2026	4 days	Catrin Hird
351008	Viamed Shopify: Office Hours (1228)	02 Jan 2025	02 Jan 2025	0 days	Catrin Hird

## Process ID #8070 — Website Order VM-2160 VET Feedback

**Last Reviewed:** 03 Jan 2024 by Helen Lamb

### Process Maturity (2 of 6 - 33%)

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

### Risk Assessment

Risk Item	Notes / Value	Last Updated
<b>Input to the Process</b>	issuesfeedback	Helen Lamb 03 Jan 2024
<b>Outputs to the Process</b>	feedback received or at least requested	Helen Lamb 03 Jan 2024
<b>Risks to the Process</b>	that we might miss requesting feedback	Helen Lamb 03 Jan 2024
<b>Steps to Minimise Process Risks</b>	regular issues	Helen Lamb 03 Jan 2024
<b>Scope / Definition of Process / Objective</b>	Website Order VM-2160 VET Feedback	Helen Lamb 03 Jan 2024
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 03 Jan 2024
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 03 Jan 2024
<b>Measurable Objective</b>	feedback or queries recieved	Helen Lamb 03 Jan 2024
<b>Training Method Required</b>	Hands on	Helen Lamb 03 Jan 2024
<b>Verification / Effectiveness</b>	This process is affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 03 Jan 2024
<b>Covid / Pandemic Notes</b>	This process is affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 03 Jan 2024
<b>Risk / Benefit Report</b>		
<b>HSE Implications</b>		
<b>Calculated Risk Code</b>	<b>No Action</b> (Frequency=1, Severity=1)	

### Interested Parties

## Management Review

### Viamed - Marketing Processes

---

- Web Shop Hosting
- Internal Systems

#### Linked Companies

- Viamed

#### Trained Staff (1)

- Catrin Hird (trained by Helen Lamb)

#### Associated Documents

- Audit 22 Post Market Surveillance Viamed (Doc ID: 186382)
- Audit 22 Post Market Surveillance VST (Doc ID: 159385)
- VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd (Doc ID: 132118)

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

*No completed tasks in the last 2 years.*

#### Responsibility-Only Processes (1)

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

- #40: Calender (last reviewed: 28 Jul 2025)

## Conclusion / Executive Summary

*Auto-calculated summary of findings across the report.*

### Coverage

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

### Key Risks

- No critical risks detected.

### Overdue Reviews

- 1 process(es) not reviewed in over 24 months

### Dependency Warnings

- [Marketing Processes] Catrin Hird linked to 80% (8 of 10) of role processes - single point of failure risk

### Missing Audits

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

### Missing Measurable Objectives

- 1 process(es) missing measurable objective

## Management Review

Viamed - Marketing Processes

---

### Trained Staff Coverage

- 5 process(es) with only one trained user (no backup)

### Process Maturity Overview

- 2 of 10 processes (20%) scored below 4 of 6 maturity checks

### Per-Role Risk Indicator Summary

Role	Processes	Overdue	>24mo Review	Solo Trained	No Trained	Missing Obj	No Audit
Marketing Processes	10	0	1	5	0	1	9

---

End of Management Review Report - Viamed