

Board Meeting – Viamed 26th March 14 10.15am to 12.45pm

Chairman – John Lamb

Managing Director – Derek Lamb

Board Members – Jean Lamb, Steve Nixon and Helen Lamb Minutes taken by Helen Lamb

(1.0) Minutes of last meeting

All board members have read the minutes from the last meeting and they have been signed off.

(2.0) Matters Arising

Would like a business plan.

Need a Project meeting.

Need a sales and Marketing meeting.

JSL would like to listen in on Sales meeting if he is available.

Need to make the information the sales men are putting on the system, regarding targets, usable in intrastats. Not doing this yet.

Keith Sales travel now in intrastats, dates, locations and who he saw.

Possibly register Neomask name in the UK.

SN-

We need prove Neomasks before we upset Maxtec. We have them in ready but not many have gone out yet. They are cheaper than the rival and they are in stock so not sure why more haven't be sold.

Still needs to look at the effectiveness of Keith and Ryan's visits.

HL-

The workshop loo is clean and tidy.

(3.0) Turnover and Predicted for Year

At present £664K.

(4.0) Profitability

Not decreased.

Derek to add extra fields to the overview screen re VST and Vandagraph Debtor and Creditors etc.

(5.0) Target for Next Month

(6.0) Targets for Year

(7.0) Targets for Next Year

(8.0) Targets for Second Year

(9.0) Overdraft

We are not it the overdraft at present the bank is on £34K.

(10.0) Debtors

£337K, but no problems.

(11.0) Creditors

At £49K.

(12.0) Loans

Vandagraph loan at £120K at end of March 14.

(13.0) Stock Levels

Happy with stock.

(14.0) Back Orders

Happy with.

(15.0) Customer Complaints

Now not selling Butterflies

MHRA have closed the Flow Sensor issue.

DIL-

There is a new problem with the Flow Sensors, report that says it is “autoclavable but not in real world practice”

With MHRA we have to be extremely careful or we may have to loose the range.

The damage is happening when they scrubbed using chemical as well as being autoclaved. They are not cleaning as per the manufacturers instructions.

There is also a problem with them reading high.

Our test show it to be ok. But we are sending them to Bluepoint to find if there are problems, we should find out in about 3 weeks.

DIL-

We need a guarantee that it won't be a problem to the MHRA.

(15.2) Non Conformance Review

(16.0) ISO Issues

Risk assessment still to complete.

(16.1) H+S

Derek has been over 'working posture' with staff and provided monitor raisers and foot rests where needed.

(17.0) Company Issues

Export issues.

Waiting on a stock figure regarding the year end account.

We are looking at writing off some stock. We are removing a range from the CE certificate but the odd one has just gone out, so we can't write off if we are still selling.

(18.0) Building Fabric Issues

To Do list carried forward-

- Side of No. 15 to be painted and window frames done
- The path at the side of No. 15 needs cleaning
- Pointing at No. 17 around door and corner
- Front door at No. 15 needs work
- Get the balcony sealed and fixed up, get a quote
- Outside lights
- Paint R + D room
- Will need to order extra LED bulbs when done.

(19.0) Staff Issues

DIL-

Sales and order contacts are in intrastats for UK only, there is nothing in export, Derek is getting nowhere. Ryan has filled it in once then nothing since.

Ryan's problem is he won't fill in data, Derek has tried several different methods and written three or four different systems to make it easier for him.

He might be the best sales man on the planet but as far as I am concerned, he is not doing anything.

We need Authorised exclusive and a country list from him. We need front line info and we just can't get it from him.

Derek doesn't feel he should have to babysit him and certainly shouldn't have to sit with him and make him do it. John defends him which is a problem, none of us can do anything with him, as he has a guardian angel.

We have two choices we never get on top of export or we get someone who will. Ryan or someone else.

I have an issue from Steve N to Ryan re Drager sales Ryan's attitude is unworkable. We can't discipline, direct, anything.

Not sure who knew he was going to Jamjoom, but no one knew he was going to CMEF. Derek feels he can't move and Steve Nixon can't move. We are all stuck.

We will get the girls in the office to do what he won't do.

Derek would like to know how John wants to proceed. He wants him to go away and think about it.

A Plan to start with – If he doesn't register activity in a country, then he loses that country.

Ryan is coming to Derek regarding distributors when he should be going to Steve Nixon.

JSL-

Wants a meeting with Derek and Ryan. Derek to tell him the system and what is happening. This is the system in 3 months you will have an Export Manager that will conform to the systems.

If it is zero, if there are no distributor being cultivated in that country, if there's no communication then we can pull that out and put in the excluded pile and give to the girls.

As of the 1st April we let the girls loose on export.

If in 3 months a distributor has not been communicated with or worked towards, it will be pulled out and put in the excluded pile for the office to do. He no longer gets commissions if he is not doing.

Derek needs to say this is how it will run, you have to be able to control or stop selling export altogether. You need to state how you want it to work.

Is happy to renegotiate Ryan's contract.

If you do the meeting before I leave tomorrow I am going to look at those files and any that are not filled in then we go to stage 2 and any file not filled in, by default, will go to the general office.

GGL-

Under the impression that Ryan didn't get commissions on Vet export sales.

Feels it is right for Derek and John to sort this out and for Steve Nixon to sort out the sales details.

Didn't know that Steve Nixon was in charge of export sales.

DIL-

We need a fixed hierarchy.

It takes so long to sell into these new countries that have standards, it took 6 months to get into Taiwan. We have the full CE mark why can't we just sell these things to France. Endless tread mill of the most difficult countries when the easy countries are just a stones throw away. We already have the paperwork. No info on the system to reason why we don't sell to the easy countries.

SN-

He is being downright rude irrespective of work being done or not being done on a personal basis it is down right rude.

I am doing things through the systems and all I get from him is I'm not doing it.

Wants to know where he stands at present he is not able to do his job directing sales.

HL-

In all the other areas the staff are working well and there are no particular problems. Emily is working well, Catrin is doing Keep in Touch days. Looking at coming back in July.

Everyone seems happy with the general staff attitude and working.

JSL-

If there is a problem getting issues done or returned without being done then keep sending them back and then CC Derek in on it.

SN-

Will be sorting out a trip to Germany with Jonathan and Michael to do training on servicing of the Capnograph.

At present Jonathan is programming VM2160s at his desk, this is not ideal and is planning to clear the middle bench in workshop.

The Capnographs will need access to gases. It was suggested the Tom Thumb room would be suitable and if we are using CO2 then an alarm would be a good idea. Some research in to best place to site this is needed.

Moving forward he wants Jonathan and Michael to learn the alcohol meter too.

DIL-

We will have to get a pension scheme before January 2017, proposed that we start one and put in 1% so it is in place and working.

Need to check the costs and fees involved. Need to find out how we would deal with those that are opting out.

JSL-

We could give a pay rise and allocate it to the pension.

Get someone in to talk to the company so they understand that when it comes in to force they are looking at losing 6% out of their wages.

SN-

If pay increase goes to pension VST could give out bonuses to give staff extra wage.

JSL-

Would like a review of what everyone is getting that all are above minimum wage and living wage.

SN/HL-

We should look at Linda's, Michael Lamb's, Roberts and Phils.

DIL-

We should look at what we are doing with pensions before we decided on wages increases.

(20.0) Distributor Issues

Teledyne – orders are coming in.

Saadat – we now have a formal contract with Smiths

Jikco – they have agreed. The test rig is working, Ryan is getting it working, when this is done the job will be passed to QA.

Russia – sorted but now their maybe sanction put in place, we need to keep an eye on this.

Spain – one debt is cleared, the other we are working on.

Jamjoom – the business is there but they can't / won't pay.

Thames Medical – seem happier, done them some new leaflets and we seem to be getting there.

(21.0) Supplier Issues

SN-

Ali is repairing Capnograph probes, Steve is sure we will be able to do it. Possibly with Ali's help.

JSL-

Maxtec are having IT Gambit quality and supply issues, so there is a marketing possibilities for us.

DIL-

If IT Gambit are having problems then the customer we lost to then, Unimed, could we get them back.

JSL-

We need a meeting with Teledyne, while Steve is there he should try and get Vasu on his own. Can visit them when they in the States for the dive show Tek 2014 in May.

SN-

Teledyne should also be having R-23 problems, they buy from Maxtec who get them from IT Gambit.

We are having Teledyne manufacturing problems, we could get around a lot of problems by assembling here.

They could send kits and we put them together, sub-assembly. This way we can use their FDA.

DIL-

Start a European production line.

(22.0) Any other Business

DL-

Ryan has been approached and asked if we want to take part in a trade envoy mission to two countries, possibly including stand space. They have said it is free, so he has asked Ryan for more details on this.

Ryan is going to CMEF

HL-

Would Vandagraph benefit from a full time sales man.

I struggle with the concept that we have got a full time UK sales man but Ryan's actually part time for Viamed because he is part time for Vandagraph. So the biggest area, the world except for the UK, and we don't have a full time salesman. How do we cover the rest of the world if we don't have someone working on it full time.

JSL-

I agree

HL-

Who do the salesmen go to to authorise trips/expenses.

Feels all trips, by staff, should be signed off, and it should be by Steve Nixon, as he is in charge of all sales. At present most are checked. Steve himself always checks with Derek when making bookings.

Expenses over a certain amount should be signed off too. Most people do this already.

Can we have a heading for working aways.

GGL-

Asked if Helen thought that John should go to Steve when asking Ryan to go on trips off.

HL-

Yes I would have John go to Steve re Ryan's trips as it gives him the authority to sort. Authority he has already been given in previous board meeting.

Would like cost of trips versus sales gained.

JSL-

This is not realistic in the short term, would have to do over a longer space of time. Need to look at trends.

HL-

Should be authorising first before booking flights.

DIL-

Yes that is they way we are going.

Will make the time away separate from the holiday system.

JSL-

Want a time limit on requests.

DIL-

Only if there are no queries.

It has to be a stick as a carrot hasn't worked with Ryan.

Complicated sales to Steve H and Ryan.

Simple sales to the office.

JSL-

I can't work the system as it conflicts with memory, he relies on other people putting information in.

GGL-

Asked if we thought that trips that have already been suggested needed to be signed off.

HL-

Believes we should check everything, the whole company is based on double checking, so I don't think that trips and expenses should be any different.

GGL-

Stated that Steve Nixon had never been in charge of Export sales.

HL-

He was put solely in charge of all sales at a previous board meeting a few years ago.