

NON CONFORMANCE ISSUE UP TO 15TH JULY 2015

When you leave work, at the end of the day, a weekend and especially when you go on holiday you must make sure that there is no work left on your desk and certainly no work left without any identifying paperwork. This directly breaks the ISO and is a disciplinary offence.

In the warehouse no knife should ever be left open on someone's desk, it is dangerous and especially on a desk that is also untidy.

When changes are made to a Proforma or an Order these need to go through the sales office so that it can be processed correctly and so there is a record of the change and who made it. No one should be just making changes as there will be no record of it in the ORD file. We need a history / paper trail so that when the customer comes back to us those answering the phone know the up to date details.

Please be careful when scanning stock to an order, when there is the same stock on more than one line, e.g. MX300 and R17, it breaks the scanning system and it means the person shipping has to be even more careful when ensuring enough of the product is sent.

When adding the free items that go with goods for example the AX/MX300, Capnograph and the VM2160, please make sure to add the correct quantity to the order.

The active list needs to be checked and updated where appropriate by the office and goods out regularly and at the very least daily. This way if an order is not scanned at checking either the office or goods out should pick it up the next day. Always add notes to the active list. When the weighing scales symbol appears on the active list it may mean the office has something to do so please can you check.

We have had several orders where it has been noted on the order that an amendment has been made but the change has not actually been corrected on Opera, there have also been a few occasions where an order should have been deleted but wasn't. These will still appear on the active list. It is fortunate that goods out only ship those that have been scanned as checked.

If there is something urgent, take ownership of it and make sure it proceeds quickly - checking and shipping. Speak to people and make sure they are aware, not just by messaging them but actually phone them as well. You should always double check jobs, if it's urgent no one should mind you checking with them.

Anything urgent should be on a priority one and anyone dealing with it should be made aware. Orders need to be put in the hands of the person doing the shipping.

When providing box dimensions to the office please take care and double check, the office also needs to be aware that it is better to have a bigger box than a smaller one quoted.

If there is a change to an order, shipping quantity etc. please let those involved know. Then they can forward the information to the customer. It is really bad practice to say you're sending 95 sensors then only send 94 as one is saved for someone else. It is also worth remembering that if you are telling a customer that a certain amount of stock is going out and we do not have much of that stock, to check it is not reserved and therefore not able to go out.

If you tell someone you are contacting a customer – do it. If you don't have time, pass it on to

someone who does. Don't take a job on you are not going to have time to do, it makes us look bad and it makes you look unreliable. Verbal communication is ok but anything important should be followed up with an issue.

Goods should go out in order, as per the active list and if something is delayed for whatever reason the active list should be updated. We should not have orders taking days to go out. If anyone is too busy they must ask for help, conversely anyone who is asked for help, should do their best to help out. We are a team and we all have the same goal.

We have three currencies in use in the company so please be careful when giving out prices that you quote in the correct currency. There are six price lists for Viamed – end user and distributor, for the Pound, Euro and Dollar. There should never be a need to convert prices to other currencies. If you find any prices missing issue please let a director know.

The checking process is to prevent mistakes going out of the building. It is an important part of our systems and you should make sure you do it carefully, goods out should not be having to correct mistakes. Always check orders are not duplicates, check the memos and put any notes on the active list, it doesn't hurt to write them on the order too.

Please be aware of dates and priorities as these show on the active list and control what goods are sent and in what order. If you are given box dimensions these should be added to the notes as different people may be picking the order to the person who gave the dimensions.

Please check your spelling and as a rule you should always check your own work before passing it on.

All orders need a contact name and telephone number, but it is especially important for UPS or courier orders, as these details are required on the shipping documents.

UK Addresses must have a town and postcode. Export ones need a city, a country and in most cases a postcode, in addition to the rest of the address.

When labelling anything - stock, mail shots etc. please try and always make sure that they are always straight and level and all the address is fully visible.

If an order comes round to goods out without carriage please can you check what, if any, the carriage should be. If the office have an order that needs carriage adding by goods out they should be putting this on a memo on the active list.

Please can everyone start using the Take a Telephone Call button on intrastats, if you are unsure of how to use it please ask for training. It inputs all the details in to the contact management system on intrastats and with Goldmine dying it will be very useful moving forward.

Visa slips are very private and any breach of the procedures could cause a lot of problems, for us and for the customer. If we lose or leave out someone's credit card details they could be taken and used by someone else fraudulently and they could lose a lot of money. How would you feel if you paid by card over the phone and they left your details out for someone to take. The visa slips also need to be fully filled in mostly by the office but also by goods out who put in the invoice number.

Please can the goods in book be filled in correctly.

Please can we tidy up, around your own area and if you see anything else around the company that you can do.

Finally, the British Standards people are coming in, in a months time. They are here for two full days and it will be hard work, they will be mostly with Derek but may also be walking round. Be aware and if you are in any doubt about what or how your, jobs / roles should be carried out, please check in intrastats or ask.

Thank you all for reading and for doing a great job keeping Viamed, Vandagraph and VST running smoothly. We appreciate that you all put a lot of hard work in to your jobs and we want to thank you very much for it.