

## **Non Conformance Review up to 20th February 17**

This is a compilation of all the queries and problems we have had in the last four months, none of this is to get at anyone and I hope everyone will just take it on board.

No one should be removing equipment from the QA area, we have had test equipment taken and not returned. This means that stock can not be tested and the shipping of goods gets delayed.

Please be careful when booking in repairs, make sure you double check the warranty status, if in doubt, double check. Also don't forget to tag the repair to the correct company.

When you need to add an SRS on to Intrastats please make sure you tag it to the correct company, otherwise when it comes in it may be processed incorrectly.

A postage line Must be added to all orders no matter which company. Even if it is delivered by hand or picked up. It is in the procedures and it is important.

Orders in the Awaiting Actions tray need to be on Opera, on priority 8. If they do not go on the system, they can be forgotten about. Once on, the stock can be ordered if necessary.

When picking stock, any with serial numbers need to be picked in order and none serial numbered stock needs to be used oldest first. It should be clear from the duckets and boxes which come first, if in doubt, ask.

Stock should be picked left to right, then check in the ducket if its top to bottom or front to back.

Also please do not remove stock duckets from the shelves.

Ebay seems to be going ok, but I have a non conformance from a few months ago so please check the details and the payment before processing.

When you file the ORDs please be careful to file in ORD number order, when they are in the wrong place it makes doing the debtors and other jobs really hard.

When on Opera make sure the address has Company or Hospital, a street name, town and postcode. All export orders must have a country. There is now a procedure for this.

Always check stock before promising goods out, this includes Humanmed as well as Viamed and VST.

Don't forget to write the box sizes on and add to the active list memo.

When you change or correct an order, proforma or quote please file the old one in the file with the new, this way we can see what happened with the order if there are any problems. We should not be putting any in the bin, again this is for VST, Viamed and Humanmed too.

Make sure any account that is taken off is put back on when you have finished, or goods go out when they are not supposed to.

When filling in details in intrastats contact management please put in as much information as you can. We would like to move away from Goldmine but we need all the information in

first. So names, titles, departments, email address, contact number, company registration and VAT number etc.

When you are changing account delivery address in Opera only change them if it is something permanent.

As you may know we have an error log in intrastats. So we had 41 error reported in September, 29 in October, 16 in November, 11 in December and 15 January.

We are doing really well and things are getting better all the time. The recurring problem areas that have at least 4 errors over last 4 months are goods out missed shipping date, office invoiced in error, missing info office, paperwork not printed correctly goods out and spelling mistakes office.

Finally, I wanted to tell you all that you are doing a brilliant job, it is a real pleasure to work with all of you. On behalf of the directors thank you for working so hard.