



Derek Lamb (1) Failed Login Attempts 65 Issues **28 Unread** 29 ISO Tasks 17.20 °C

Customer Complaint and Non Conformance Review Screen

- [Show All Generic Issues](#)
- [Show All Viamed Issues](#)
- [Show All Vandagraph Issues](#)
- [Show All VST Issues](#)
- [Show All Viamed Properties Issues](#)
- [Show All The Pointless Logo Company Issues](#)
- [Show All Non Minor Issues](#)
- [Next: QC 21 Active / Completed Forms](#)

Any Returns to Escalate Will Show Here :

[Show All Returns Reviews](#)

To Filter to Company Issues you need to tag any in the Genetic Issues first

Unreviewed Telephone Complaints

Complaints from VST to a Supplier								
Viamed Vandagraph VST Viamed Properties The Pointless Logo Company								
Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
387970 05 Feb 2026	(3.2) Complaints from VST to a Supplier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General
05 Feb 2026 Derek Lamb

(3.2) Complaints from VST to a Supplier

while we have not issued a formal complain we have had supply issues, which we are working closly with honeywell

to resolve including a site visit where we saw the actions they are taking .

Complaints

Complaints								
Viamed Vandagraph VST Viamed Properties The Pointless Logo Company								
Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
387968 05 Feb 2026	All complaints to be logged, contained / risk controlled in 10 Days and All complaints to be satisfactorily resolved in 6 months (I)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General
 05 Feb 2026 Derek Lamb
 All complaints to be logged, contained / risk controlled in 10 Days and All complaints to be satisfactorily resolved in 6 months (I)
 No Complaints

Non Conformance Issues

Non Conformance Issues								
Viamed Vandagraph VST Viamed Properties The Pointless Logo Company								
Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		to Escalate Non conformance / or dealt with in s						
387859 05 Feb 2026	Non conformance review history VST (285)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
H.S.E. implications :No health and safety implications

Non Conformance Issues

[Viamed](#) [Vandagraph](#) [VST](#) [Viamed Properties](#) [The Pointless Logo Company](#)

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
387858 05 Feb 2026	Non conformance review history Viamed (283)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
H.S.E. implications :No health and safety implications

Audit Analysis of Data

[Viamed](#) [Vandagraph](#) [VST](#) [Viamed Properties](#) [The Pointless Logo Company](#)

Issue / Primary	Subject/Notes	Minor Internal Error i.e. not ISO	Reviewed Non Conformity	Determined Cause of Non	Evaluated action to Ensure	Planning and documenting action needed	Verify Action does not adversely	Effectiveness of corrective
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ID / Call ID		Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	/ Complaint and determine if its a vigilance Issue requiring a corrective action plan	Conformity / Complaint	does not recur	and implementation QC 28b	affect Safety Performance or regulatory requirements	action reviewed
387853 05 Feb 2026	Review Company Data (114)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
 System Generated Review Sales - Number Invoices / Credits per day reports Search for any potential problems in the Data provided

Employee Menu Check Audit Roles Titles and Processes in Employee Roles and Titles. Check the Page for Red Crosses and potentially missing objectives Search the Outstanding Jobs column for potential problems Do we have enough resources. Check the Issues Statistics in the meeting header, Check Issues are being completed in a timely manner.
 H.S.E. implications :No health and safety implications

Non Conformance Issues

Viamed Vandagraph VST Viamed Properties The Pointless Logo Company								
Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
387731 04 Feb 2026	Non conformance review history VST (286)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
 System Generated
 Check the below review is being carried out

Check the history of the last Non conformance review,
 check actions are being carried out,
 and non conformances are not reoccurring
 H.S.E. implications :No health and safety implications

Non Conformance Issues

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
387730 04 Feb 2026	Non conformance review history Viamed (284)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
 System Generated Check the below review is being carried out Check the history of the last Non conformance review,
 check actions are being carried out, and non conformances are not reoccurring
 H.S.E. implications :No health and safety implications

Non Conformance Issues

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		/ or dealt with in s						
387666 03 Feb 2026	Order Error : 161377 Viamed Date error	<input checked="" type="checkbox"/>	<input type="checkbox"/>					

Helen Lamb
 Auto Issue from Error Log 161377
 Order Entered by Sophie Lines
 Order Checked by Kate Griffiths
 Office
 Error was Viamed
 Date error
 Fault:
 Customer order states delivery in June, memo on order states delivery in June, order been placed as delivery in January.
 Possible Fix
 Edited due date to 1st June.

03 Feb 2026 Helen Lamb
 Done

Non Conformance Issues

Viamed	Vandagraph	VST	Viamed Properties	The Pointless Logo Company
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Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
386992 26 Jan 2026	Shipped Items Return to Supplier BOX1064	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
 Does this Return BOX1064 warrant a NON conformance report via the CAPA process VM3COP10

28 Jan 2026 Derek Lamb
 no issue just a calibration

Non Conformance Issues

VST								
Issue / Primary	Subject/Notes	Minor Internal Error	Reviewed Non	Determined Cause of	Evaluated action to	Planning and documenting	Verify Action does not	Effectiveness of corrective

ID / Call ID		i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Non Conformity / Complaint	Ensure does not recur	action needed and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
386585 22 Jan 2026	Shipped Items Return to Supplier BOX1062	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
Does this Return BOX1062 warrant a NON conformance report via the CAPA process VM3COP10

22 Jan 2026 Derek Lamb
VST JJ sensors bring returned, normal sensor fail type no cap required

Non Conformance Issues
VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
386584 22 Jan 2026	Shipped Items Return to Supplier BOX1061	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
Does this Return BOX1061 warrant a NON conformance report via the CAPA process VM3COP10

22 Jan 2026 Derek Lamb

vst sensor returns, normal sensor fail type, no cap required

Non Conformance Issues

VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
384915 05 Jan 2026	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
H.S.E. implications :No health and safety implications

09 Jan 2026 Helen Lamb

Checked back through all Non Conformance issues (not automatically generated) to 1st January 26. Nothing Of concern or to be investigated or reported on in Non Con issues. Review VST Product Feedback Negative (742) nothing new. Review VST Product Feedback Positive (1190) nothing new. Review VST Feedback - Customer Feedback Negative (740) nothing new. Review VST Customer Feedback Positive(1191) nothing new. Review VST Feedback - Customer Complaints (738) nothing new. Order Invoice Error Logs - only one data entry error no other issue, nothing to worry about. Non Conformance, complaints and feedback headers nothing new no concerns. Non Conformance issues review screen - No issues not already reviewed above in log. No other feedback issues relating to non conformances that need to be monitored or reviewed. Derek please review the above

12 Jan 2026 Derek Lamb

thankyou

Audit Picking and Packing

VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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		required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	requiring a corrective action plan						
384640 01 Jan 2026	Audit 01 Picking Packing VST (194)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
 System Generated Audit 01 due BEFORE starting Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18
 H.S.E. implications :No health and safety implications
14 Jan 2026 Helen Lamb
 audit done, nothing outstanding no non conformances. No problems have been found this area has had a lot of programming to make it easier and less prone to mistakes.
21 Jan 2026 Derek Lamb
 thankyou

Audit Design Control VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
384639 01 Jan 2026	Audit 03 Design Control VST (193)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb
 System Generated Audit 03 NOTE DESIGN REMOVED FROM VST, AUDIT NOT REQUIRED. LEFT IN FOR FUTURE USE Review Last years Audit see if its still suitable Before Proceeding you need to update the Processes attached to the Audit Search the Document in the Index, View the Admin Page Copy and Paste the Attached

Processes, replacing them in the current audit Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. Any non Conformances from the Audit: Create a follow up / related Issue, With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution if its a major / critical non conformance complete form QC 18
H.S.E. implications :No health and safety implications

Non Conformance Issues
VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
382914 08 Dec 2025	Shipped Items Return to Supplier BOX1058	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
Does this Return BOX1058 warrant a NON conformance report via the CAPA process VM3COP10

10 Dec 2025 Derek Lamb
80100072757445 Low Output 80100072757446 Low Output normal sensor fail types, not capa required

Non Conformance Issues
VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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		conformance / or dealt with in s						
382671 05 Dec 2025	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>					

Derek Lamb
 System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
 H.S.E. implications :No health and safety implications
22 Dec 2025 Helen Lamb
 Checked back through all Non Conformance issues (not automatically generated) to 1st December 25. Nothing Of concern or to be investigated or reported on in Non Con issues. Review VST Product Feedback Negative (742) nothing new. Review VST Product Feedback Positive (1190) nothing new. Review VST Feedback - Customer Feedback Negative (740) nothing new. Review VST Customer Feedback Positive(1191) nothing new. Review VST Feedback - Customer Complaints (738) nothing new. Order Invoice Error Logs - only one data entry error no other issue, nothing to worry about. Non Conformance, complaints and feedback headers nothing new no concerns. Non Conformance issues review screen - No issues not already reviewed above in log. No other feedback issues relating to non conformances that need to be monitored or reviewed. Derek please review the above
29 Dec 2025 Derek Lamb
 thankyou

Audit of Audits
 VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
382127 01 Dec 2025	Audit 21 Audit Of Audit VST (192)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
 System Generated Audit 21 due Review the Audit Calendar Screen ISO -> Audit Calendar Complete Audit 21 Confirm if Audit calendar needs changing. BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of

Resolution If its a major / critical non conformance complete form QC 18

H.S.E. implications :No health and safety implications

31 Dec 2025 Derek Lamb

Done

Audit Internal Audits

VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
382120 01 Dec 2025	Audit 17 Internal Audits Viamed (11)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

System Generated BSI Audits Calendar BSI Audit Internal Audits Audit 17 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18 H.S.E. implications :No health and safety implications

31 Dec 2025 Helen Lamb

completed audit attached please review. Nothing outstanding no non conformances.

31 Dec 2025 Derek Lamb

Done

31 Dec 2025 Derek Lamb

Done

Non Conformance Issues

VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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		Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	action plan						
381760 25 Nov 2025 380842	Audit 14 Complaints And Corrective Actions VST (189)_380842	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
 Added by Helen Lamb sent to Derek Lamb
 System Generated Audit 14 Rolling task 1068 Feedback VST, Three issues not completed and well out of terms -----
 ----- Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following
 - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18 H.S.E. implications :No health and safety implications
27 Nov 2025 Derek Lamb
 reviewed the issue history, its a rolling task and some have been completed after some of the older ones, so not an ISO non conformance as such, but will sit with SN and show him how to close older versions of the same rolling issues if they are still open at the time, - Training Issue
08 Jan 2026 Derek Lamb
 Done sat with SN, showed him what was happening.

Audit Customer Complaints
 VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
380842 14 Nov 2025	Audit 14 Complaints And Corrective Actions VST (189)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
 System Generated Audit 14 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the

current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18 H.S.E. implications :No health and safety implications

25 Nov 2025 Helen Lamb

Created Related Issue #381760
 Added by Helen Lamb sent to Derek Lamb
 System Generated Audit 14 Rolling task 1068 Feedback VST, Three issues not completed and well out of terms -----
 ----- Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18 H.S.E. implications :No health and safety implications

25 Nov 2025 Helen Lamb

Audit attached, nothing outstanding from the last audit. We have a VST follow on issues 381760. Sent as related issue to Derek to assess if a non conformance. SN outstanding issue from rolling task 1068 not up to date and well out of terms. No other problems

26 Nov 2025 Derek Lamb

looks ok Done

Non Conformance Issues

Viamed

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
380348 07 Nov 2025	Shipped Items Return to Supplier BOX1054	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX1054 warrant a NON conformance report via the CAPA process VM3COP10

07 Nov 2025 Derek Lamb

Leaking gas ? the figure seems unusually high. We?re waiting for a response from the supplier.

Non Conformance Issues

VST

Issue / Primary	Subject/Notes	Minor Internal Error	Reviewed Non	Determined Cause of	Evaluated action to	Planning and documenting	Verify Action does not	Effectiveness of corrective
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ID / Call ID		i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Non Conformity / Complaint	Ensure does not recur	action needed and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
380044 05 Nov 2025	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
 System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
 H.S.E. implications :No health and safety implications
07 Nov 2025 Helen Lamb
 Checked back through all Non Conformance issues (not automatically generated) to 1st November 25. Nothing Of concern or to be investigated or reported on in Non Con issues. Review VST Product Feedback Negative (742) nothing new. Review VST Product Feedback Positive (1190) nothing new. Review VST Feedback - Customer Feedback Negative (740) nothing new. Review VST Customer Feedback Positive(1191) nothing new. Review VST Feedback - Customer Complaints (738) nothing new. Order Invoice Error Logs - only one data entry error no other issue, nothing to worry about. Non Conformance, complaints and feedback headers nothing new no concerns. Non Conformance issues review screen - No issues not already reviewed above in log. No other feedback issues relating to non conformances that need to be monitored or reviewed. Derek please review the above
07 Nov 2025 Derek Lamb
 thankyou

Audit Organisation and Process Verification
 VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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		to Escalate Non conformance / or dealt with in s						
379630 03 Nov 2025	Audit 20 Process Verification To Managment VST (181)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
 System Generated Audit 20 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18
 H.S.E. implications :No health and safety implications
10 Nov 2025 Helen Lamb
 Completed audit attached, no ongoing issues no non conformances. please review
26 Nov 2025 Derek Lamb
 reviewed all ok

Non Conformance Issues
VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
379390 29 Oct 2025	Shipped Items Return to Supplier BOX1055	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
 Does this Return BOX1055 warrant a NON conformance report via the CAPA process VM3COP10
29 Oct 2025 Derek Lamb
 8010004 jj sensors normal fail types no capa required (vst)

Non Conformance Issues
VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
379167 27 Oct 2025	Shipped Items Return to Supplier BOX1052	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
Does this Return BOX1052 warrant a NON conformance report via the CAPA process VM3COP10

27 Oct 2025 Derek Lamb
8010007 vst sensor - normal output faults no cap required

Audit Management Review
VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
378136 15 Oct 2025	Audit 18 Management Review VST (188)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb
System Generated Audit 18 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the

current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18
H.S.E. implications :No health and safety implications

24 Nov 2025 Helen Lamb

Audit completed nothing outstanding from previous audit. No issues from this audit and no non conformances.

26 Nov 2025 Derek Lamb

reviewed ok

Non Conformance Issues
VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
377122 06 Oct 2025	Non conformance review history VST (285)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

H.S.E. implications :No health and safety implications

06 Oct 2025 Helen Lamb

Checked back through all Non Conformance issues (not automatically generated) to 1st October 25. Nothing Of concern or to be investigated or reported on in Non Con issues. Review VST Product Feedback Negative (742) nothing new. Review VST Product Feedback Positive (1190) nothing new. Review VST Feedback - Customer Feedback Negative (740) nothing new. Review VST Customer Feedback Positive(1191) nothing new. Review VST Feedback - Customer Complaints (738) nothing new. Order Invoice Error Logs - only one data entry error no other issue, nothing to worry about. Non Conformance, complaints and feedback headers nothing new no concerns. Non Conformance issues review screen - No issues not already reviewed above in log. No other feedback issues relating to non conformances that need to be monitored or reviewed. Derek please review the above

07 Oct 2025 Derek Lamb

Thankyou

Non Conformance Issues
VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
375561 17 Sep 2025	Shipped Items Return to Supplier BOX1045	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derek Lamb

Does this Return BOX1045 warrant a NON conformance report via the CAPA process VM3COP10

22 Sep 2025 Derek Lamb

vst 8010004 , normal sensor fail types no cap required Done

BSI Minor Non conformances

[Viamed](#) [Vandagraph](#) [VST](#) [Viamed Properties](#) [The Pointless Logo Company](#)

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
375175 11 Sep 2025	BSI Non Conformance 2700663-202509-N2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

Added by Derek Lamb sent to Helen Lamb

The medical devices files process of the organisation is not fully effective, as the organisation has not established

requirements to Nonconformity Report Page 4 of 9 ensure that product labelling is up to date and viable. The organisation has not documented labelling requirements as a distributor to verify or maintain product labels implemented and placed by the legal manufacturers are current, compliant and remain legible throughout distribution. Technical files were seen historic, predating the sampled product and existing labels on product was seen not recorded. The product sampled was in relation to Temperature Probe – Skin Contact – Ref 1010132021V – SN 210114478 – Type 0212921 – Viamed Ltd – Produced Oct 2021 – Barcode ID 1856344 – Manufacturer Bluepoint Medical GmbH # Interface Agreement – Bluepoint medical GmbH & Co KG – 21/12/2016

11 Sep 2025 Helen Lamb

I have filled in some fields it will need reviewing and adding to but its a start. HL V1

BSI Minor Non conformances

Viamed Vandagraph VST Viamed Properties The Pointless Logo Company

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
375173 11 Sep 2025	BSI Non Conformance 2700663-202509-N1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Helen Lamb

Added by Derek Lamb sent to Helen Lamb

The internal audit process is not fully effective as raised issues within audit records do not clearly differentiate between observations and non-conformities. Audit records reviewed (Audit 15 and Audit 06) highlighted issues and were raised within the Intrastat (eQMS system). The issues raised did not highlight or state if the issues were an observation or non-conformance. No investigation or CAPA related actions were seen and the issues were cleared/completed with note comment only. # Audit 06 – Performed 30 May 2025 – Issues 365729 Raised 26 June 2025; Issue 367474 Raised 18 June 2025 – Closed 26 June 2025 # Audit 15 – Performed 21 July 2025 – Issues 370409, 370410 – Raised 21 July 2025 – Closed 22 July 2025

11 Sep 2025 Helen Lamb

My first version is attached please review it and see if im on the right track. Once we are happy i will start doing the corrective actions

Non Conformance Issues

VST

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
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