

# Management Review Report

## Viamed

**Role: Managing Director**

**Report Date:** 14 May 2026

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## Index

1. Managing Director (ID #2)
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: Managing Director (ID #2)

**Reports To:** Share Holder

**Assigned Employees:** Derek Lamb, Steve Nixon, Derek Lamb, Derek Lamb

**Processes Assigned:** 51 (39 active, 12 responsibility-only)

### Role Risk Indicators - Managing Director

- **39** linked processes
- No overdue rolling tasks
- **1** processes not reviewed >24 months
- **8** processes with only one trained user
- **1** processes missing measurable objective
- **29** processes with no audit configured

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

- Derek Lamb linked to 100% (39 of 39) of role processes - single point of failure risk
- 8 process(es) have only 1 trained employee - no backup coverage

### Process ID #7845 — 7.1.4 Environment Of Operations

**Last Reviewed:** 10 Nov 2021 by Derek Lamb

**Process Maturity (3 of 6 - 50%)**

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

### Risk Assessment

Risk Item	Notes / Value	Last Updated
<b>Input to the Process</b>	Rolling IssueSend out the staff questionnaire	Derek Lamb 25 Sep 2017
<b>Outputs to the Process</b>	Deal with questionnaires on return	Derek Lamb 25 Sep 2017
<b>Risks to the Process</b>	no risk. to the process, however risk maybe some problems may be brought up that are better left un-brought up, which may result in loss of staff while dealing with a problem that is suddenly brought to light that was better not addressed.	Derek Lamb 25 Sep 2017
<b>Steps to Minimise Process Risks</b>	Keep up to date with issues.	Helen Lamb 22 Jul 2019
<b>Scope / Definition of Process / Objective</b>	Determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.Merged into 7729 can close the tasks	Derek Lamb 22 Oct 2021
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 25 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 25 Sep 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>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
<b>Risk / Benefit Report</b>		
<b>HSE Implications</b>		
<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 ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.4
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.4

### Interested Parties

- ISO Auditing Bodies
- Internal Systems
- Physical Sites
- Government E.G. HMRC
- Regulations

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## Linked Companies

- Viamed
- VST

## Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)

## Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Staff questions relating to working environment (Doc ID: 22221)
- VOP 12 Training (Doc ID: 166222)

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

No completed tasks in the last 2 years.

## Process ID #38 — Audits Up to Date and Confirm next years Audit schedule

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>	Completed Auto Calendar report screen within intrastats.	Derek Lamb 22 Aug 2016
<b>Outputs to the Process</b>	Issues if any problems identified,otherwise the closing of automatic issues and filing to history	Derek Lamb 22 Aug 2016
<b>Risks to the Process</b>	The process itself as its a review process.Audits could be missed, issues related missed or not followed up.	Helen Lamb 30 Oct 2023
<b>Steps to Minimise Process Risks</b>	Regular issues and review in Management review	Helen Lamb 30 Oct 2023
<b>Scope / Definition of Process / Objective</b>	Management oversight ofInternal Tasks and Audits Issue(s).Review the responses to Tasks and Audits. ensure they are being fulfilled and completed.Ensure Audits performed indendantly of audit areaEnsure All ISO Sections linked to an Audit - QC 17 Route Map	Derek Lamb 31 Jan 2022
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 09 May 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 29 Aug 2018
<b>Measurable Objective</b>	Check the audit issues have a completed audit attached. Check any outstanding audit issue are being worked on.	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019

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<b>Verification / Effectiveness</b>	This task is verified for effectiveness during internal audits and management review	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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

- Internal Systems
- ISO Auditing Bodies
- Staff

### Linked Companies

- Viamed
- VST
- Vandagraph
- Viamed Properties

### Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

### Associated Documents

- Audit 08 Training, Competence and Human Resources Viamed (Doc ID: 162725)
- Audit 08 Training, Competence and Human Resources VST (Doc ID: 162731)
- Audit 21 Audit of Audit Viamed (Doc ID: 159485)
- Audit 21 Audit of Audit VST (Doc ID: 159487)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #730

**Subject:** Audits Up to Date and Confirm next years Audit schedule / calendar

**Target User:** Derek Lamb

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

#### Notes:

System Generated  
Task To be Completed

Review the Management overview of Audits  
Confirm they are suitable for purpose,  
and State we are happy with next years audit calendar  
Is there evidence that the frequency of audits should be changed  
Ensure Audits performed indendantly of audit area  
Ensure All ISO Sections linked to an Audit - QC 17 Route Map

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
384684	Audits Up to Date and Confirm next	01 Jan 2026	09 Apr 2026	98 days	Derek Lamb

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350936	years Audit schedule / calendar (730) Audits Up to Date and Confirm next years Audit schedule / calendar (730)	01 Jan 2025	02 Oct 2025	274 days	Derek Lamb
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### Process ID #55 — Business Continuity Plan

**Last Reviewed:** 19 Feb 2026 by Derek 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>	Procedure to get company up and running again	Derek Lamb 09 Mar 2016
<b>Outputs to the Process</b>	Company running again	Derek Lamb 09 Mar 2016
<b>Risks to the Process</b>	If the list is not comprehensive enough and the plan not good enough or reviewed enough then the company will not be able to be back up and running if a problem occurs.	Helen Lamb 26 Oct 2020
<b>Steps to Minimise Process Risks</b>	plan in Place reviewed regularly	Helen Lamb 26 Oct 2020
<b>Scope / Definition of Process / Objective</b>	Business Continuity Plan	Derek Lamb 09 Mar 2016
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 23 May 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 23 May 2017
<b>Measurable Objective</b>	reviewed within the last year	Derek Lamb 10 Aug 2018
<b>Training Method Required</b>	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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

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## Interested Parties

- Internal Systems
- ISO Auditing Bodies
- Staff
- Physical Sites

## Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

## Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

## Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VM3COP60.04 Viamed Disaster Planning Business Continuity Plan Reports (Doc ID: 211462)
- VM3COP60.06 BUSINESS CONTINUITY PLAN Contingency Plan Viamed VST Vandagraph (Doc ID: 74819)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

## Rolling Task #266

**Subject:** ISO 22301:2012 Business Continuity Plan

**Target User:** Derek Lamb

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

### Notes:

System Generated  
Business continuity plan

Review plan ensure its still valid.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
388955	ISO 22301:2012 Business Continuity Plan (266)	16 Feb 2026	26 Feb 2026	10 days	Derek Lamb
355537	ISO 22301:2012 Business Continuity Plan (266)	14 Feb 2025	20 Feb 2025	6 days	Derek Lamb

## Process ID #23 — Company Objectives

**Last Reviewed:** 27 Aug 2025 by Derek Lamb

**Training Course Required:** Viamed Quality Manual

## Process Maturity (4 of 6 - 67%)

Measure	Status
Has Risk Assessment	Yes

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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>	Company Objectives document, intrastats issues, management review	Helen Lamb 26 Oct 2020
<b>Outputs to the Process</b>	Company Objectives document	Derek Lamb 09 Mar 2016
<b>Risks to the Process</b>	Company shots of in directions that are not laid out in its objectives	Derek Lamb 09 Mar 2016
<b>Steps to Minimise Process Risks</b>	Document reviewed once a year	Derek Lamb 09 Mar 2016
<b>Scope / Definition of Process / Objective</b>	Ensure the company Objects are still current and upto date	Derek Lamb 09 Mar 2016
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 26 Oct 2020
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 26 Oct 2020
<b>Measurable Objective</b>	Check the reviewed date on the company Objects, check any associated issues for things missed that should have been added / reviewed	Helen Lamb 26 Oct 2020
<b>Training Method Required</b>	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
<b>Risk / Benefit Report</b>		
<b>HSE Implications</b>		
<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 ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.3
- Filter 90012015: 1
- Filter 90012015: 1
- Filter 90012015: 4.3
- Filter 90012015: 5.2
- VIAMED ISO 13485:2008 Manual: 4.2.1.a
- VIAMED ISO 13485:2008 Manual: 5.1.B
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.1
- ISO 9001 Vandagraph Sensor Technologies Manual: 4.2.1.a
- ISO 9001 Vandagraph Sensor Technologies Manual: 4.2.1.a
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.1

### Interested Parties

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- Customer
- Internal Systems
- ISO Auditing Bodies
- Staff
- Physical Sites
- VST OEM Customers
- VST OEM Customers

## Linked Companies

- Viamed
- VST

## Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

## Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- Viamed Top Level Quality Objectives Viamed Objectives (Doc ID: 214399)
- VM3COP00.00 VOP00.00 Viamed Quality Statement policy and objectives (Doc ID: 164833)
- VM3COP00.00 VOP00.00 VST Quality Statement policy and objectives (Doc ID: 164813)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

## Rolling Task #300

**Subject:** Viamed Quality Policy

**Target User:** Derek Lamb

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

### Notes:

System Generated

Review the Quality policy and check it still meets the objectives

Update the Objectives Document in the Index

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
373456	Viamed Quality Policy (300)	25 Aug 2025	28 Aug 2025	3 days	Derek Lamb
339088	Viamed Quality Policy (300)	27 Aug 2024	13 Sep 2024	17 days	Derek Lamb

## Process ID #22 — Company Policys

**Last Reviewed:** 14 May 2026 by Derek Lamb

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

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

## Risk Assessment

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Risk Item	Notes / Value	Last Updated
<b>Input to the Process</b>	Company Objectives documentManagement Meetings Designer Setting of the Objectives	Derek Lamb 09 May 2017
<b>Outputs to the Process</b>	Company Objectives documentManagement Meetings Review of the Objectives	Derek Lamb 09 May 2017
<b>Risks to the Process</b>	Company shoots of in directions that are not laid out in its policys or does not meet its objectives	Derek Lamb 09 May 2017
<b>Steps to Minimise Process Risks</b>	Out of date documents will force a review each yearsince 2015 rolling task to review	Derek Lamb 04 Oct 2017
<b>Scope / Definition of Process / Objective</b>	Ensure the company policys are still current and upto date	Derek Lamb 09 Mar 2016
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 04 Oct 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 04 Oct 2017
<b>Measurable Objective</b>	document should be within its expiry date and reviewed yearly	Derek Lamb 10 Aug 2018
<b>Training Method Required</b>	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	Assess previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness of any task or mini audit will also be reported on in an issue, upon final completion of this task or mini audit.	Helen Lamb 23 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme circumstances.	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 ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.3
- Filter 90012015: 1
- Filter 90012015: 4.3
- Filter 90012015: 5.2
- VIAMED ISO 13485:2008 Manual: 4.2.1.a
- VIAMED ISO 13485:2008 Manual: 5.1.B
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.1

### Interested Parties

- Internal Systems
- ISO Auditing Bodies
- Government E.G. HMRC
- Staff
- VST OEM Customers

### Linked Companies

- Viamed
- VST

### Trained Staff (1)

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- Derek Lamb (trained by Derek Lamb)

### Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VM3COP00.00 VOP00.00 Viamed Quality Statement policy and objectives (Doc ID: 164833)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #300

**Subject:** Viamed Quality Policy

**Target User:** Derek Lamb

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

#### Notes:

System Generated

Review the Quality policy and check it still meets the objectives

Update the Objectives Document in the Index

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
373456	Viamed Quality Policy (300)	25 Aug 2025	28 Aug 2025	3 days	Derek Lamb
339088	Viamed Quality Policy (300)	27 Aug 2024	13 Sep 2024	17 days	Derek Lamb

### Process ID #26 — Company Resources

**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>	Various Screen of Intrastats to show the through put of workload, and Task admin to located High number of outstanding Tasks	Derek Lamb 20 Sep 2017
<b>Outputs to the Process</b>	Changes to the System / addition of resources or Employees	Derek Lamb 20 Sep 2017
<b>Risks to the Process</b>	Not enough resources to complete tasks	Derek Lamb 29 Oct 2021
<b>Steps to Minimise Process Risks</b>	Task management system	Derek Lamb 29 Oct 2021
<b>Scope / Definition of Process / Objective</b>	Overview of the Company using various data Reporting Screens	Derek Lamb 20 Sep 2017
<b>Likelihood of Risk (1-5)</b>	3.Occasional	Derek Lamb 20 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 20 Sep 2017
<b>Measurable Objective</b>	none - this is a subjective review by the Managing Director	Helen Lamb 29 Aug 2018
<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	Helen Lamb 23 Oct 2020

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effectiveness required. This is an internal review only.

### Covid / Pandemic Notes

This process is not affected by Covid 19 or Helen Lamb 23 Oct 2020 other extreme national or international circumstance / crisis.

### Risk / Benefit Report

No Action

Helen Lamb 28 Jul 2025

### HSE Implications

No health and safety implications

Helen Lamb 28 Jul 2025

### Calculated Risk Code

**No Action** (Frequency=3, Severity=1)

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3

### Interested Parties

- Internal Systems
- Staff
- Physical Sites

### Linked Companies

- Viamed
- VST

### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)

### Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #114

**Subject:** Review Company Data

**Target User:** Derek Lamb

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

#### Notes:

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

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Do we have enough resources.

Check the Issues Statistics in the meeting header,  
Check Issues are being completed in a timely manner.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396365	Review Company Data (114)	05 May 2026	07 May 2026	2 days	Derek Lamb
393565	Review Company Data (114)	06 Apr 2026	16 Apr 2026	10 days	Derek Lamb
390866	Review Company Data (114)	05 Mar 2026	05 Mar 2026	0 days	Derek Lamb
387853	Review Company Data (114)	05 Feb 2026	10 Feb 2026	5 days	Derek Lamb
384905	Review Company Data (114)	05 Jan 2026	08 Jan 2026	3 days	Derek Lamb
382664	Review Company Data (114)	05 Dec 2025	22 Dec 2025	17 days	Derek Lamb
380039	Review Company Data (114)	05 Nov 2025	06 Nov 2025	1 day	Derek Lamb
377114	Review Company Data (114)	06 Oct 2025	09 Oct 2025	3 days	Derek Lamb
374598	Review Company Data (114)	05 Sep 2025	12 Sep 2025	7 days	Derek Lamb
371755	Review Company Data (114)	05 Aug 2025	07 Aug 2025	2 days	Derek Lamb
369017	Review Company Data (114)	07 Jul 2025	10 Jul 2025	3 days	Derek Lamb
366211	Review Company Data (114)	05 Jun 2025	12 Jun 2025	7 days	Derek Lamb
363187	Review Company Data (114)	05 May 2025	08 May 2025	3 days	Derek Lamb
360733	Review Company Data (114)	07 Apr 2025	14 Apr 2025	7 days	Derek Lamb
357464	Review Company Data (114)	05 Mar 2025	13 Mar 2025	8 days	Derek Lamb
354614	Review Company Data (114)	05 Feb 2025	13 Feb 2025	8 days	Derek Lamb
351223	Review Company Data (114)	06 Jan 2025	08 Jan 2025	2 days	Derek Lamb
348816	Review Company Data (114)	05 Dec 2024	12 Dec 2024	7 days	Derek Lamb
345962	Review Company Data (114)	05 Nov 2024	11 Nov 2024	6 days	Derek Lamb
343018	Review Company Data (114)	07 Oct 2024	17 Oct 2024	10 days	Derek Lamb

### Process ID #6931 — Customer Complaints

Last Reviewed: 01 May 2026 by Helen Lamb

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### 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>	Customer Complaints Issue HistoryCustomer Complaints Paper File	Derek Lamb 20 Sep 2017
<b>Outputs to the Process</b>	Review if any actions need taking to prevent reoccurrence	Derek Lamb 20 Sep 2017
<b>Risks to the Process</b>	things are not followed up in a timely manner or are missed	Helen Lamb 29 Aug 2018
<b>Steps to Minimise Process Risks</b>	All none conformance, complaints and feedback are added to intrastats so they should not be missed.	Helen Lamb 29 Aug 2018
<b>Scope / Definition of Process / Objective</b>	Review the Customer Complaints Heading	Derek Lamb 20 Sep 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 13 Nov 2021
<b>Severity of Risk (1-5)</b>	3.Serious	Helen Lamb 13 Nov 2021
<b>Measurable Objective</b>	ISO - ISO Review - Non Conformance / Customer Complaints Review Are all those listed reviewed. Do they have ticks where necessary, tasks, issues and completion notes added. Check the previous months.	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=3)	

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.1

### Interested Parties

- Customer
- ISO Auditing Bodies
- Internal Systems
- VST OEM Customers

### Linked Companies

- Viamed
- VST

### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)

## Management Review

Viamed - Managing Director

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### Associated Documents

- Audit 14 Complaints and Corrective Actions Viamed (Doc ID: 203281)
- Audit 14 Complaints and Corrective Actions VST (Doc ID: 159453)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd (Doc ID: 132118)
- VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd (Doc ID: 217154)

### Rolling Task #728

**Subject:** Customer Complaints

**Target User:** Derek Lamb

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

**Notes:**

System Generated

Task To be Completed

Review Customer Complaints Paper File

Review Customer Complaints Meeting Header History

### Rolling Audit #774

**Subject:** Customer Complaints

**Target User:** Helen Lamb

**Recurrence:** 6 Month(s) 0 Week(s) 0 Day(s)

**Notes:**

System Generated\*\*\* AUDIT \*\*\* Ensure the Task is being Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396886	Customer Complaints (728)	11 May 2026	14 May 2026	3 days	Derek Lamb
396333	Customer Complaints (728)	04 May 2026	07 May 2026	3 days	Derek Lamb
396176	Customer Complaints (774)	01 May 2026		Outstanding (13 days)	Helen Lamb
395631	Customer Complaints (728)	27 Apr 2026	30 Apr 2026	3 days	Derek Lamb
394993	Customer Complaints (728)	20 Apr 2026	22 Apr 2026	2 days	Derek Lamb
394380	Customer Complaints (728)	13 Apr 2026	16 Apr 2026	3 days	Derek Lamb
393619	Customer Complaints (728)	06 Apr 2026	09 Apr 2026	3 days	Derek Lamb
393085	Customer Complaints (728)	30 Mar 2026	09 Apr 2026	10 days	Derek Lamb
392478	Customer Complaints (728)	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb
391776	Customer Complaints (728)	16 Mar 2026	16 Mar 2026	0 days	Derek Lamb
391139	Customer Complaints (728)	09 Mar 2026	16 Mar 2026	7 days	Derek Lamb
390470	Customer Complaints (728)	02 Mar 2026	05 Mar 2026	3 days	Derek Lamb
389704	Customer Complaints (728)	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
388997	Customer Complaints (728)	16 Feb 2026	19 Feb 2026	3 days	Derek Lamb

## Management Review

Viamed - Managing Director

388317	Complaints (728) Customer	09 Feb 2026	19 Feb 2026	10 days	Derek Lamb
387471	Complaints (728) Customer	02 Feb 2026	19 Feb 2026	17 days	Derek Lamb
386859	Complaints (728) Customer	26 Jan 2026	19 Feb 2026	24 days	Derek Lamb
386243	Complaints (728) Customer	19 Jan 2026	23 Jan 2026	4 days	Derek Lamb
385622	Complaints (728) Customer	12 Jan 2026	19 Jan 2026	7 days	Derek Lamb
384966	Complaints (728) Customer	05 Jan 2026	19 Jan 2026	14 days	Derek Lamb

### Process ID #7877 — Disaster Planning

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>	Reviewsrolling audit to review	Derek Lamb 21 Oct 2017
<b>Outputs to the Process</b>	update disaster plan	Derek Lamb 21 Oct 2017
<b>Risks to the Process</b>	Total failure	Derek Lamb 21 Oct 2017
<b>Steps to Minimise Process Risks</b>	Rolling Issue to review	Derek Lamb 21 Oct 2017
<b>Scope / Definition of Process / Objective</b>	To Plan for disaster	Derek Lamb 21 Oct 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 21 Oct 2017
<b>Severity of Risk (1-5)</b>	3.Serious	Helen Lamb 13 Nov 2021
<b>Measurable Objective</b>	make sure we have a disaster plan that has been reviewed in the last 12 months.	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=3)	
<b>Linked ISO Sections</b>		

# Management Review

Viamed - Managing Director

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- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.2.1

## Interested Parties

- Internal Systems
- Customer

## Linked Companies

- Viamed
- Viamed Properties
- VST
- Vandagraph

## Trained Staff (3)

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

## Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VM3COP60.04 Viamed Disaster Planning Business Continuity Plan Reports (Doc ID: 211462)
- VM3COP60.06 BUSINESS CONTINUITY PLAN Contingency Plan Viamed VST Vandagraph (Doc ID: 74819)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

## Rolling Task #806

**Subject:** Disaster Planning

**Target User:** Derek Lamb

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

### Notes:

System Generated Task To be Completed

Review

VM3COP60.04 Viamed Disaster Planning

Is it Still Current

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
378640	Disaster Planning (806)	21 Oct 2025	20 Nov 2025	30 days	Derek Lamb
344457	Disaster Planning (806)	21 Oct 2024	04 Dec 2024	44 days	Derek Lamb

## Process ID #39 — Environmental Policy Document Review

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

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

Measure	Status
Has Risk Assessment	Yes
Has Audit	No

## Management Review

Viamed - Managing Director

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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>	Environment Policy`sGov Websites	Derek Lamb 22 Aug 2016
<b>Outputs to the Process</b>	updates or sign as current Environment Policy`s	Derek Lamb 22 Aug 2016
<b>Risks to the Process</b>	Potential to break the Law of the land with unsuitable policys	Derek Lamb 14 Sep 2016
<b>Steps to Minimise Process Risks</b>	Rolling task and audits	Derek Lamb 22 Aug 2016
<b>Scope / Definition of Process / Objective</b>	Ensure our Viamed Environment and WEEE Policys are upto date and suitable for current legislation	Derek Lamb 22 Aug 2016
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 09 May 2017
<b>Severity of Risk (1-5)</b>	2.Minor	Derek Lamb 12 Nov 2021
<b>Measurable Objective</b>	Reviewed within the last 12 months	Derek Lamb 10 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=2)	

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.4.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

### Interested Parties

- Internal Systems
- ISO Auditing Bodies
- Physical Sites
- Staff

### Linked Companies

- Viamed
- VST
- Vandagraph

### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)

### Associated Documents

# Management Review

Viamed - Managing Director

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- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- Environmental Recycling and WEEE Policy Information - Viamed (Doc ID: 197274)
- Vandagraph Environment Policy Inc WEEE (Doc ID: 197278)
- VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks (Doc ID: 151817)
- VST Environment Policy Inc WEEE (Doc ID: 197282)

## Rolling Task #46

**Subject:** Enviromental Policy Document Review

**Target User:** Helen Lamb

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

**Notes:**

System Generated

Review Enviromental Policy in the Document index to check its current and uptodate with current regulations

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
375288	Enviromental Policy Document Review (46)	15 Sep 2025	22 Sep 2025	7 days	Helen Lamb
340940	Enviromental Policy Document Review (46)	16 Sep 2024	24 Oct 2024	38 days	Helen Lamb

## Process ID #7895 — FDA Device Establishment Registration

**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>	FDA WebsiteRolling Issue	Derek Lamb 29 Oct 2017
<b>Outputs to the Process</b>	Continued Registration	Derek Lamb 29 Oct 2017
<b>Risks to the Process</b>	unable to sell in U.S.A	Derek Lamb 29 Oct 2017
<b>Steps to Minimise Process Risks</b>	rolling task	Derek Lamb 29 Oct 2017
<b>Scope / Definition of Process / Objective</b>	To conitune our FDA registration (for the Apgar timer)	Derek Lamb 29 Oct 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 29 Oct 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 29 Oct 2017
<b>Measurable Objective</b>	Check we are listed on the FDA Website,	Derek Lamb 16 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any	Helen Lamb 26 Oct 2020

# Management Review

Viamed - Managing Director

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task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.

### Covid / Pandemic Notes

This process is not affected by Covid 19 orHelen Lamb 23 Oct 2020 other extreme national or international circumstance / crisis.

### Risk / Benefit Report

No Action

Helen Lamb 28 Jul 2025

### HSE Implications

No health and safety implications

Helen Lamb 28 Jul 2025

### Calculated Risk Code

**No Action** (Frequency=1, Severity=1)

### Interested Parties

- Internal Systems
- Regulations
- ISO Auditing Bodies

### Linked Companies

- Viamed

### Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

### Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- FDA Registration Owner Number (Doc ID: 7026)

### Rolling Task #825

**Subject:** FDA Device Establishment Registration

**Target User:** Derek Lamb

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

### Notes:

System GeneratedTask To be Completed To Link

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
379689	FDA Device Establishment Registration (825)	03 Nov 2025	06 Nov 2025	3 days	Derek Lamb
345614	FDA Device Establishment Registration (825)	01 Nov 2024	11 Nov 2024	10 days	Derek Lamb

### Process ID #7846 — ISO System Management Review Viamed

**Last Reviewed:** 18 Mar 2026 by Derek 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 - Managing Director

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Recent Completion Evidence

Yes

### Risk Assessment

Risk Item	Notes / Value	Last Updated
<b>Input to the Process</b>	Management Meeting	Derek Lamb 26 Sep 2017
<b>Outputs to the Process</b>	Signed off Review	Derek Lamb 26 Sep 2017
<b>Risks to the Process</b>	Failure to do may cause major non conformities in QMS System	Derek Lamb 26 Sep 2017
<b>Steps to Minimise Process Risks</b>	Rolling Issue to flag its due	Derek Lamb 26 Sep 2017
<b>Scope / Definition of Process / Objective</b>	To Comply with Top Level Re-authorise the Current Audits for next 12 Months Cover the Agenda as Per VOP13	Derek Lamb 26 Sep 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 26 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 26 Sep 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>	This task is verified for effectiveness during external audits and BSI visits.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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 ISO13485:2016: 5.6.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

- ISO Auditing Bodies
- Internal Systems
- Government E.G. HMRC
- Physical Sites
- Regulations

### Linked Companies

- Viamed

### Trained Staff (5)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Jean Lamb (trained by Derek Lamb)
- John Lamb (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)

### Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Viamed Management Review Blank Minutes 20xx (Doc ID: 126137)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #746

# Management Review

Viamed - Managing Director

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**Subject:** ISO System Management Review Viamed

**Target User:** Derek Lamb

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

**Notes:**

System Generated  
Task To be Completed

Need to Hold Official ISO Management Review for Both Viamed and VST

As Per VOP 13

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
371466	ISO System Management Review Viamed (746)	01 Aug 2025	09 Apr 2026	251 days	Derek Lamb
336857	ISO System Management Review (746)	01 Aug 2024	22 Nov 2024	113 days	Derek Lamb

**Process ID #7972 — ISO System Management Review Vst**

**Last Reviewed:** 05 Feb 2026 by Derek 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>	Management/Board Meeting	Derek Lamb 26 Oct 2021
<b>Outputs to the Process</b>	Signed off Review	Derek Lamb 26 Oct 2021
<b>Risks to the Process</b>	Failure to do may cause major non conformites in QMS System	Derek Lamb 26 Oct 2021
<b>Steps to Minimise Process Risks</b>	Rolling Issue to flag its due	Derek Lamb 26 Oct 2021
<b>Scope / Definition of Process / Objective</b>	To Comply with Top LevelRe-authorise the Current Audits for next 12 MonthsCover the Agenda as Per VOP13*Note was linked to Viamed managment headers relinked in 2025	Derek Lamb 07 Feb 2025
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 26 Oct 2021
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 26 Oct 2021
<b>Measurable Objective</b>	Check rolling issues are completed within terms.	Derek Lamb 26 Oct 2021
<b>Training Method Required</b>	Hands on Learning from experienced staff	Derek Lamb 26 Oct 2021
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during external audits and BSI visits.	Derek Lamb 26 Oct 2021
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international	Derek Lamb 26 Oct 2021

# Management Review

Viamed - Managing Director

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<b>Risk / Benefit Report</b>	circumstance / crisis.	
<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)	

### Interested Parties

- Internal Systems
- ISO Auditing Bodies

### Linked Companies

- VST

### Trained Staff (3)

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

### Associated Documents

- Audit 17 Internal Audits Viamed (Doc ID: 159465)
- Audit 17 Internal Audits VST (Doc ID: 159467)
- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #1094

**Subject:** ISO System Management Review Vst

**Target User:** Derek Lamb

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

#### Notes:

System Generated Task To be Completed To Comply with Top Level Re-authorise the Current Audits for next 12 Months Cover the Agenda as Per VOP13 Management/Board Meeting

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

ID	Subject	Created	Completed	Days to Complete Outstanding (199 days)	Investigated By
379089	ISO System Management Review Vst (1094)	27 Oct 2025			Derek Lamb
345110	ISO System Management Review Vst (1094)	28 Oct 2024	31 Mar 2025	154 days	Derek Lamb

### Process ID #7876 — Maintain Update Of ISO Route Maps

**Last Reviewed:** 23 Mar 2026 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

## Management Review

Viamed - Managing Director

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Recent Completion Evidence Yes

### Risk Assessment

Risk Item	Notes / Value	Last Updated
<b>Input to the Process</b>	Route map Screens	Derek Lamb 21 Oct 2017
<b>Outputs to the Process</b>	New PDF of changes since last review.	Derek Lamb 21 Oct 2017
<b>Risks to the Process</b>	Summary sheet gets out of date.	Derek Lamb 21 Oct 2017
<b>Steps to Minimise Process Risks</b>	Rolling Issue	Derek Lamb 21 Oct 2017
<b>Scope / Definition of Process / Objective</b>	To reviewRoute map VIAMED 13485:2016and VST 9001:2015See if a new Summary sheet needs producing,print new PDF, and upload on top of the old summary	Derek Lamb 21 Oct 2017
<b>Likelihood of Risk (1-5)</b>	2.Remote	Derek Lamb 21 Oct 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 21 Oct 2017
<b>Measurable Objective</b>	If an update is required it should be less than 2 weeks old.Page will indicate Requires Update 22 Aug 2018 1534754042	Derek Lamb 22 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=2, Severity=1)	

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

- ISO Auditing Bodies
- Internal Systems

### Linked Companies

- Viamed
- VST

### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)

### Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- Maintain Update Of ISO Route Maps 804 (Doc ID: 164779)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #804

**Subject:** Maintain Update Of ISO Route Maps

**Target User:** Derek Lamb

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

## Management Review

Viamed - Managing Director

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### Notes:

System Generated Task To be Completed  
Check the ISO route map summaries,  
can update for recent changes

### Rolling Audit #805

**Subject:** Maintain Update Of ISO Route Maps

**Target User:** Helen Lamb

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

### Notes:

System Generated  
Check the Viamed 13485 2016 route map from ISO  
Does the Manual need an update Revision?  
will say Update Required if it does

Check the VST 9001 2015 route map from ISO  
Does the Manual need an update Revision?  
will say Update Required if it does

Check Exclusions to ISO Standard are still applicable

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396889	Maintain Update Of ISO Route Maps (804)	11 May 2026	14 May 2026	3 days	Derek Lamb
396335	Maintain Update Of ISO Route Maps (804)	04 May 2026	07 May 2026	3 days	Derek Lamb
395633	Maintain Update Of ISO Route Maps (804)	27 Apr 2026	30 Apr 2026	3 days	Derek Lamb
395001	Maintain Update Of ISO Route Maps (805)	20 Apr 2026	22 Apr 2026	2 days	Helen Lamb
395000	Maintain Update Of ISO Route Maps (804)	20 Apr 2026	22 Apr 2026	2 days	Derek Lamb
394382	Maintain Update Of ISO Route Maps (804)	13 Apr 2026	16 Apr 2026	3 days	Derek Lamb
393622	Maintain Update Of ISO Route Maps (804)	06 Apr 2026	09 Apr 2026	3 days	Derek Lamb
393087	Maintain Update Of ISO Route Maps (804)	30 Mar 2026	09 Apr 2026	10 days	Derek Lamb
392487	Maintain Update Of ISO Route Maps (804)	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb
392002	Maintain Update Of ISO Route Maps (805)	18 Mar 2026	26 Mar 2026	8 days	Helen Lamb
391778	Maintain Update Of ISO Route Maps (804)	16 Mar 2026	16 Mar 2026	0 days	Derek Lamb
391141	Maintain Update Of ISO Route Maps (804)	09 Mar 2026	16 Mar 2026	7 days	Derek Lamb
390473	Maintain Update Of	02 Mar 2026	02 Mar 2026	0 days	Derek Lamb

## Management Review

Viamed - Managing Director

Process ID	Task Description	Start Date	End Date	Duration	Responsible
389713	ISO Route Maps (804) Maintain Update Of	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
389246	ISO Route Maps (804) Maintain Update Of	18 Feb 2026	19 Feb 2026	1 day	Helen Lamb
389000	ISO Route Maps (805) Maintain Update Of	16 Feb 2026	19 Feb 2026	3 days	Derek Lamb
388319	ISO Route Maps (804) Maintain Update Of	09 Feb 2026	10 Feb 2026	1 day	Derek Lamb
387478	ISO Route Maps (804) Maintain Update Of	02 Feb 2026	05 Feb 2026	3 days	Derek Lamb
386861	ISO Route Maps (804) Maintain Update Of	26 Jan 2026	29 Jan 2026	3 days	Derek Lamb
386249	ISO Route Maps (805) Maintain Update Of	19 Jan 2026	23 Jan 2026	4 days	Helen Lamb

### Process ID #6861 — Management Meeting Review Weekly Meeting

Last Reviewed: 03 Sep 2025 by Derek 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>	Management	Derek Lamb 09 May 2017
<b>Outputs to the Process</b>	Issues information updates	Derek Lamb 09 May 2017
<b>Risks to the Process</b>	the meeting wont be held	Helen Lamb 13 Nov 2021
<b>Steps to Minimise Process Risks</b>	regular issue	Helen Lamb 13 Nov 2021
<b>Scope / Definition of Process / Objective</b>	Non Minuted Management discussions on issues	Derek Lamb 09 May 2017
<b>Likelihood of Risk (1-5)</b>	2.Remote	Helen Lamb 13 Nov 2021
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 29 Aug 2018
<b>Measurable Objective</b>	meetings - host meeting - management meeting review date of last meeting. Check done regularly - monthly	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any	Helen Lamb 26 Oct 2020

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task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.

## Covid / Pandemic Notes

This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.

## Risk / Benefit Report

No Action

Helen Lamb 28 Jul 2025

## HSE Implications

No health and safety implications

Helen Lamb 28 Jul 2025

## Calculated Risk Code

**No Action** (Frequency=2, Severity=1)

## Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

## Interested Parties

- Internal Systems
- Staff

## Linked Companies

- Viamed

## Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Helen Lamb)

## Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks (Doc ID: 151817)

## Rolling Task #456

**Subject:** Derek Meeting with Steve

**Target User:** Derek Lamb

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

## Notes:

System Generated

Task To be Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396857	Derek Meeting with Steve (456)	11 May 2026	14 May 2026	3 days	Derek Lamb
396303	Derek Meeting with Steve (456)	04 May 2026	07 May 2026	3 days	Derek Lamb
395604	Derek Meeting with Steve (456)	27 Apr 2026	30 Apr 2026	3 days	Derek Lamb
394964	Derek Meeting with Steve (456)	20 Apr 2026	22 Apr 2026	2 days	Derek Lamb
394353	Derek Meeting with Steve (456)	13 Apr 2026	16 Apr 2026	3 days	Derek Lamb
393589	Derek Meeting with Steve (456)	06 Apr 2026	09 Apr 2026	3 days	Derek Lamb

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393060	Derek Meeting with Steve (456)	30 Mar 2026	09 Apr 2026	10 days	Derek Lamb
392452	Derek Meeting with Steve (456)	23 Mar 2026	09 Apr 2026	17 days	Derek Lamb
391745	Derek Meeting with Steve (456)	16 Mar 2026	19 Mar 2026	3 days	Derek Lamb
391115	Derek Meeting with Steve (456)	09 Mar 2026	19 Mar 2026	10 days	Derek Lamb
390433	Derek Meeting with Steve (456)	02 Mar 2026	05 Mar 2026	3 days	Derek Lamb
389934	Ordering from Envitec and City Technology	24 Feb 2026	03 Mar 2026	6 days	Derek Lamb
389677	Derek Meeting with Steve (456)	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
388967	Derek Meeting with Steve (456)	16 Feb 2026	19 Feb 2026	3 days	Derek Lamb
388291	Derek Meeting with Steve (456)	09 Feb 2026	19 Feb 2026	10 days	Derek Lamb
387439	Derek Meeting with Steve (456)	02 Feb 2026	05 Feb 2026	3 days	Derek Lamb
386828	Derek Meeting with Steve (456)	26 Jan 2026	29 Jan 2026	3 days	Derek Lamb
386216	Derek Meeting with Steve (456)	19 Jan 2026	23 Jan 2026	4 days	Derek Lamb
385596	Derek Meeting with Steve (456)	12 Jan 2026	19 Jan 2026	7 days	Derek Lamb
384931	Derek Meeting with Steve (456)	05 Jan 2026	19 Jan 2026	14 days	Derek Lamb

### Process ID #7070 — Management Review

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>	Intrastats issues, staff concerns /feedback	Derek Lamb 29 Aug 2017
<b>Outputs to the Process</b>	Intrastats issues and unscheduled meetings to resolve any arising issues.	Derek Lamb 29 Aug 2017
<b>Risks to the Process</b>	Meetings not carried out regularly.	Derek Lamb 29 Aug 2017
<b>Steps to Minimise Process Risks</b>	Issue are added during the meeting so nothing gets missed. If needed meetings can be minuted.	Derek Lamb 29 Aug 2017
<b>Scope / Definition of Process / Objective</b>	To discuss any problems, to assess work load and staffing. To review issues.	Derek Lamb 29 Aug 2017
<b>Likelihood of Risk (1-5)</b>	2.Remote	Derek Lamb 29 Aug 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 29 Aug 2017
<b>Measurable Objective</b>	none - this is a subjective review by the Management of the current state of staffing / workload etc.	Helen Lamb 29 Aug 2018

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<b>Training Method Required</b>	Meeting agenda with the ISO Route Map. Helen Lamb 02 Nov 2021 Hands on with the managing Director
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit. Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis. 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=2, Severity=1)

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

- ISO Auditing Bodies
- Internal Systems
- VST OEM Customers
- VST OEM Customers

### Linked Companies

- Generic
- Vandagraph
- Viamed
- VST

### Trained Staff (4)

- Derek Lamb (trained by Derek Lamb)
- John Lamb (trained by Helen Lamb)
- Steve Nixon (trained by Helen Lamb)
- Helen Lamb (trained by Helen Lamb)

### Associated Documents

- Audit 08 Training, Competence and Human Resources Viamed (Doc ID: 162725)
- Audit 08 Training, Competence and Human Resources VST (Doc ID: 162731)
- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)
- VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd (Doc ID: 132118)
- VOP 19 Feedback Customer Complaints Vigilance and Notifications VST Ltd (Doc ID: 217154)

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### Rolling Task #83

**Subject:** 6 Monthly Management Meeting Due

**Target User:** Derek Lamb

**Recurrence:** 3 Month(s) 0 Week(s) 0 Day(s)

**Notes:**

System Generated

Management Meeting Due

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396120	6 Monthly Management Meeting Due (83)	01 May 2026	07 May 2026	6 days	Derek Lamb
387422	6 Monthly Management Meeting Due (83)	02 Feb 2026	10 Feb 2026	8 days	Derek Lamb
379623	6 Monthly Management Meeting Due (83)	03 Nov 2025	06 Nov 2025	3 days	Derek Lamb
371418	6 Monthly Management Meeting Due (83)	01 Aug 2025	05 Aug 2025	4 days	Derek Lamb
362950	6 Monthly Management Meeting Due (83)	01 May 2025	15 May 2025	14 days	Derek Lamb
354300	6 Monthly Management Meeting Due (83)	03 Feb 2025	06 Feb 2025	3 days	Derek Lamb
345553	6 Monthly Management Meeting Due (83)	01 Nov 2024	04 Dec 2024	33 days	Derek Lamb
336815	6 Monthly Management Meeting Due (83)	01 Aug 2024	05 Aug 2024	4 days	Derek Lamb

### Process ID #27 — Management Reviews And Quality Audits

**Last Reviewed:** 20 Apr 2026 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>	Completed Auto Calendar in intrastats	Helen Lamb 29 Aug 2018
<b>Outputs to the Process</b>	Followup issues created depending on the process. non conformity`s raised if appropriateEmpty list of Auto Calendar Issues	Derek Lamb 01 Feb 2017
<b>Risks to the Process</b>	that the task is missed that follow ups are missed	Helen Lamb 13 Nov 2021

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<b>Steps to Minimise Process Risks</b>	Regular reviews and issuesManagement review meeting	Helen Lamb 15 Nov 2021
<b>Scope / Definition of Process / Objective</b>	To review and close all automatic rolling Issues.Including all rolling tasks and audits	Helen Lamb 29 Aug 2018
<b>Likelihood of Risk (1-5)</b>	3.Occasional	Helen Lamb 13 Nov 2021
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 10 Nov 2021
<b>Measurable Objective</b>	Review the Management Review Rolling Issues page, ensure they are being reviewed monthly	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Procedural , Required Reading and Hands on with experience staff	Helen Lamb 13 Nov 2021
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=3, Severity=1)	

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.2.5
- VIAMED ISO 13485:2008 Manual: 5.6.2.E
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.4.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3

### Interested Parties

- Competitors
- Internal Systems
- Physical Sites
- Customer
- Internet Providers
- Staff
- ISO Auditing Bodies
- Government E.G. HMRC
- MHRA
- VST OEM Customers

### Linked Companies

- Viamed
- VST
- Vandagraph

### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)

### Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)

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- Audit 18 Management Review VST (Doc ID: 159473)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VM3COP27.17 Complete Auto\_calender Issues (Doc ID: 16995)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

## Rolling Task #290

**Subject:** Complete Auto\_calender Issues Management Review

**Target User:** Derek Lamb

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

**Notes:**

System Generated

Meetings -> Completed Auto Calendar

Check the list

Chase up any problems found and close any finished issues.

## Rolling Audit #775

**Subject:** Management Reviews And Quality Audits

**Target User:** Helen Lamb

**Recurrence:** 6 Month(s) 0 Week(s) 0 Day(s)

**Notes:**

System Generated\*\*\* AUDIT \*\*\* Ensure the Task is being CompletedIssue tab -> Completed Auto Calendar Issues Management review should be no more than 2 weeks worth, check the oldest Outstanding

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397235	Complete Auto_calender Issues Management Review (290)	14 May 2026		Outstanding (0 days)	Derek Lamb
396650	Complete Auto_calender Issues Management Review (290)	07 May 2026	14 May 2026	7 days	Derek Lamb
396006	Complete Auto_calender Issues Management Review (290)	30 Apr 2026	07 May 2026	7 days	Derek Lamb
395348	Complete Auto_calender Issues Management Review (290)	23 Apr 2026	30 Apr 2026	7 days	Derek Lamb
394888	Management Reviews And Quality Audits (775)	17 Apr 2026		Outstanding (27 days)	Helen Lamb
394744	Complete Auto_calender Issues Management Review (290)	16 Apr 2026	22 Apr 2026	6 days	Derek Lamb
393990	Complete Auto_calender Issues Management Review (290)	09 Apr 2026	16 Apr 2026	7 days	Derek Lamb
393411	Complete Auto_calender Issues Management	02 Apr 2026	09 Apr 2026	7 days	Derek Lamb

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392872	Review (290) Complete Auto_calender Issues Management	26 Mar 2026	02 Apr 2026	7 days	Derek Lamb
392107	Review (290) Complete Auto_calender Issues Management	19 Mar 2026	19 Mar 2026	0 days	Derek Lamb
391544	Review (290) Complete Auto_calender Issues Management	12 Mar 2026	19 Mar 2026	7 days	Derek Lamb
390873	Review (290) Complete Auto_calender Issues Management	05 Mar 2026	06 Mar 2026	1 day	Derek Lamb
390096	Review (290) Complete Auto_calender Issues Management	26 Feb 2026	02 Mar 2026	4 days	Derek Lamb
389427	Review (290) Complete Auto_calender Issues Management	19 Feb 2026	26 Feb 2026	7 days	Derek Lamb
388705	Review (290) Complete Auto_calender Issues Management	12 Feb 2026	19 Feb 2026	7 days	Derek Lamb
387860	Review (290) Complete Auto_calender Issues Management	05 Feb 2026	10 Feb 2026	5 days	Derek Lamb
387203	Review (290) Complete Auto_calender Issues Management	29 Jan 2026	05 Feb 2026	7 days	Derek Lamb
386528	Review (290) Complete Auto_calender Issues Management	22 Jan 2026	29 Jan 2026	7 days	Derek Lamb
385947	Review (290) Complete Auto_calender Issues Management	15 Jan 2026	19 Jan 2026	4 days	Derek Lamb
385316	Review (290) Complete Auto_calender Issues Management	08 Jan 2026	19 Jan 2026	11 days	Derek Lamb

### Process ID #8103 — Managing Director Responsibility 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

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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> <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 ADMINEnd column Management Review,Print to PDF,Find the previous months report,send both via AI to summarise progress.	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)	

## 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 #1324

**Subject:** Managing Director Responsibilitys 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

End column Management Review,Print to PDF,

Add to Issue,

Find previous Report, and confirm progress

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

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ID	Subject	Created	Completed	Days to Complete	Investigated By
397359	Managing Director Responsibilitys Review (1324)	14 May 2026		Outstanding (0 days)	Derek Lamb

### Process ID #32 — MDALL Listings

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>	We receive paperwork and upto date instructions once per year - usually october	Derek Lamb 01 Feb 2017
<b>Outputs to the Process</b>	Upto date Mdall Listing, and License	Derek Lamb 01 Feb 2017
<b>Risks to the Process</b>	no risks identified	Derek Lamb 01 Feb 2017
<b>Steps to Minimise Process Risks</b>	non required, Rolling Issue to log paperwork - No audit required	Derek Lamb 01 Feb 2017
<b>Scope / Definition of Process / Objective</b>	Complete the CMDCAS Paperwork once per year to Keep the Licence to sell in canada NO LONGER KEEP THIS CERTIFICATE	Derek Lamb 10 Aug 2018
<b>Likelihood of Risk (1-5)</b>	1. Improbable	Derek Lamb 04 Oct 2017
<b>Severity of Risk (1-5)</b>	1. Negligible	Derek Lamb 12 Nov 2021
<b>Measurable Objective</b>	NO LONGER KEEP THIS CERTIFICATE	Derek Lamb 10 Aug 2018
<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. No longer used	Helen Lamb 23 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Derek 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

- ISO Auditing Bodies
- Customer

#### Linked Companies

- Viamed

#### Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

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## Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks (Doc ID: 151817)

## Rolling Task #49

**Subject:** CMDCAS Obligation to Inform

**Target User:** Derek Lamb

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

### Notes:

System Generated  
Annual license check,

ensure no changes to Products licenced through CMDCAS,  
NO LONGER KEEP THIS CERTIFICATE

and Issue CMDCAS a statement that No changes have occurred.

Certificate will go out of date 1st November,

Check Canadian Gazette for Latest Version of the MDR

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
375290	CMDCAS Obligation to Inform (49)	15 Sep 2025	22 Sep 2025	7 days	Derek Lamb
340942	CMDCAS Obligation to Inform (49)	16 Sep 2024	19 Sep 2024	3 days	Derek Lamb

## Process ID #7890 — New UPS Rates Needs Checking

**Last Reviewed:** 03 Feb 2026 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>	UPS Spreadsheets	Derek Lamb 24 Oct 2017
<b>Outputs to the Process</b>	Up-to Date Intrastats	Derek Lamb 24 Oct 2017
<b>Risks to the Process</b>	Our pricing calculations dont work out,	Derek Lamb 24 Oct 2017
<b>Steps to Minimise Process Risks</b>	rolling issue to update the lists but can only be performed when new pricing	Derek Lamb 24 Oct 2017

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<b>Scope / Definition of Process / Objective</b>	comes in. To get the next years UPS zone and areas and PricingImport into intrastats, No formal procedure as UPS keep changing style and layout, can be done manually	Derek Lamb 24 Oct 2017
<b>Likelihood of Risk (1-5)</b>	2. Remote	Derek Lamb 24 Oct 2017
<b>Severity of Risk (1-5)</b>	1. Negligible	Derek Lamb 24 Oct 2017
<b>Measurable Objective</b>	Check the new information has been added to the system. Check last updated date and new pricing date	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=2, Severity=1)	

### Interested Parties

- Customer
- Internal Systems

### Linked Companies

- Viamed
- Vandagraph
- VST

### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)

### Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

### Rolling Task #42

**Subject:** New UPS Rates needs checking

**Target User:** Derek Lamb

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

### Notes:

System Generated New UPS rates due out in 10 Days

### Rolling Audit #1070

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**Subject:** New UPS Rates Needs Checking

**Target User:** Helen Lamb

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

### Notes:

System Generated Task To be Completed To get the next years UPS zone and areas and Pricing Import into intrastats, No formal procedure as UPS keep changing style and layout, can be done manually UPS Spreadsheets

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
387358	New UPS Rates Needs Checking (1070)	30 Jan 2026	05 Feb 2026	6 days	Helen Lamb
384009	New UPS Rates needs checking (42)	22 Dec 2025	22 Dec 2025	0 days	Derek Lamb
354092	New UPS Rates Needs Checking (1070)	30 Jan 2025	06 Feb 2025	7 days	Helen Lamb
350258	New UPS Rates needs checking (42)	20 Dec 2024	27 Dec 2024	7 days	Derek Lamb

### Process ID #5877 — Review Company Data

**Last Reviewed:** 13 Oct 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>	Analysis of Data report screen in intrastats	Derek Lamb 22 Aug 2016
<b>Outputs to the Process</b>	Decisions on staffing levels	Derek Lamb 22 Aug 2016
<b>Risks to the Process</b>	incorrect staff levels	Derek Lamb 22 Aug 2016
<b>Steps to Minimise Process Risks</b>	3 monthly rolling Task to review the data	Derek Lamb 22 Aug 2016
<b>Scope / Definition of Process / Objective</b>	To review the numbers of various departments. Showing increasing / reducing staff requirements	Derek Lamb 03 Feb 2022
<b>Likelihood of Risk (1-5)</b>	3. Occasional	Derek Lamb 09 May 2017
<b>Severity of Risk (1-5)</b>	1. Negligible	Helen Lamb 22 Jul 2019
<b>Measurable Objective</b>	Check rolling issues are completed within terms.	Derek Lamb 03 Feb 2022
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=3, Severity=1)	

## Management Review

Viamed - Managing Director

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### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

- Internal Systems
- ISO Auditing Bodies

### Linked Companies

- Viamed
- VST

### Trained Staff (3)

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

### Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VM3COP02.02 VST Company Responsibility's organisation chart structure (Doc ID: 29373)
- VM3COP02.02 Viamed Company Responsibility's organisation chart structure (Doc ID: 167103)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #114

**Subject:** Review Company Data

**Target User:** Derek Lamb

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

#### Notes:

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.

## Management Review

Viamed - Managing Director

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### Rolling Audit #561

**Subject:** Review Company Data

**Target User:** Helen Lamb

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

**Notes:**

System Generated\*\*\* AUDIT \*\*\* Enure the Task is being Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396365	Review Company Data (114)	05 May 2026	07 May 2026	2 days	Derek Lamb
393565	Review Company Data (114)	06 Apr 2026	16 Apr 2026	10 days	Derek Lamb
390866	Review Company Data (114)	05 Mar 2026	05 Mar 2026	0 days	Derek Lamb
387853	Review Company Data (114)	05 Feb 2026	10 Feb 2026	5 days	Derek Lamb
384905	Review Company Data (114)	05 Jan 2026	08 Jan 2026	3 days	Derek Lamb
382664	Review Company Data (114)	05 Dec 2025	22 Dec 2025	17 days	Derek Lamb
380039	Review Company Data (114)	05 Nov 2025	06 Nov 2025	1 day	Derek Lamb
377830	Review Company Data (561)	13 Oct 2025	16 Oct 2025	3 days	Helen Lamb
377114	Review Company Data (114)	06 Oct 2025	09 Oct 2025	3 days	Derek Lamb
374598	Review Company Data (114)	05 Sep 2025	12 Sep 2025	7 days	Derek Lamb
371755	Review Company Data (114)	05 Aug 2025	07 Aug 2025	2 days	Derek Lamb
369017	Review Company Data (114)	07 Jul 2025	10 Jul 2025	3 days	Derek Lamb
366211	Review Company Data (114)	05 Jun 2025	12 Jun 2025	7 days	Derek Lamb
363187	Review Company Data (114)	05 May 2025	08 May 2025	3 days	Derek Lamb
360733	Review Company Data (114)	07 Apr 2025	14 Apr 2025	7 days	Derek Lamb
357464	Review Company Data (114)	05 Mar 2025	13 Mar 2025	8 days	Derek Lamb
354614	Review Company Data (114)	05 Feb 2025	13 Feb 2025	8 days	Derek Lamb
351223	Review Company Data (114)	06 Jan 2025	08 Jan 2025	2 days	Derek Lamb
348816	Review Company Data (114)	05 Dec 2024	12 Dec 2024	7 days	Derek Lamb
345962	Review Company Data (114)	05 Nov 2024	11 Nov 2024	6 days	Derek Lamb

**Process ID #7741 — Review Ethical Policy**

## Management Review

Viamed - Managing Director

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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>	Look for any updates that may be required. Meetings help to review items that should be added.	Derek Lamb 29 Aug 2017
<b>Outputs to the Process</b>	A up to date relevant Ethical Policy	Derek Lamb 29 Aug 2017
<b>Risks to the Process</b>	That something is missed that we would like to include	Derek Lamb 29 Aug 2017
<b>Steps to Minimise Process Risks</b>	Complete task when issue come.	Derek Lamb 29 Aug 2017
<b>Scope / Definition of Process / Objective</b>	Review the current Ethical Policy in intrastats	Derek Lamb 29 Aug 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 29 Aug 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 29 Aug 2017
<b>Measurable Objective</b>	reviewed within the last year	Derek Lamb 10 Aug 2018
<b>Training Method Required</b>	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Derek 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 ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 11
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

### Interested Parties

- Government E.G. HMRC
- Staff
- Internal Systems

### Linked Companies

- Viamed
- Vandagraph
- VST
- Viamed Properties

# Management Review

Viamed - Managing Director

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## Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Helen Lamb)

## Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- Viamed Ethical Policy (Doc ID: 197264)
- VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks (Doc ID: 151817)
- VST Ethical Policy (Doc ID: 197268)

## Rolling Task #47

**Subject:** Review Ethical Policy

**Target User:** Helen Lamb

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

### Notes:

System Generated

Review Ethical Policy in the Document index to ensure it complys with current legislation

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
375289	Review Ethical Policy (47)	15 Sep 2025	22 Sep 2025	7 days	Helen Lamb
340941	Review Ethical Policy (47)	16 Sep 2024	19 Sep 2024	3 days	Helen Lamb

## Process ID #7871 — Review Exclusion From Viamed 13485:2016 And VST 9001:2015

**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>	The ISO route mapVM3COP02.01 Exclusions to Viamed ISO13485:2016 boundaries of ISO document	Derek Lamb 15 Oct 2017
<b>Outputs to the Process</b>	Update to documentVM3COP02.01 Exclusions to Viamed ISO13485:2016 boundaries of ISO	Derek Lamb 15 Oct 2017
<b>Risks to the Process</b>	Something is missed.	Helen Lamb 22 Jul 2019
<b>Steps to Minimise Process Risks</b>	Keep up to date with issues.	Helen Lamb 22 Jul 2019
<b>Scope / Definition of Process / Objective</b>	To review the Exclusions / boundaries to ISO 13485:2016 for Viamed	Derek Lamb 15 Oct 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 15 Oct 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 15 Oct 2017
<b>Measurable Objective</b>	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019

# Management Review

Viamed - Managing Director

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<b>Training Method Required</b>	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during external audits, BSI visits and management review meeting.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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 ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

## Interested Parties

- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Internal Systems
- Regulations

## Linked Companies

- Viamed

## Trained Staff (3)

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

## Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- VM3COP02.01 Boundaries / Exclusion ISO 9001:2015 VST (Doc ID: 69692)
- VM3COP02.01 Exclusions to Viamed ISO13485:2016 boundaries of ISO (Doc ID: 74571)

## Rolling Task #790

**Subject:** Review Exclusion From Viamed 13485:2016 And VST 9001:2015

**Target User:** Derek Lamb

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

### Notes:

System Generated  
Task To be Completed

Review the Exclusions to ISO confirm its still current

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
371470	Review Exclusion	01 Aug 2025	02 Oct 2025	62 days	Derek Lamb

## Management Review

Viamed - Managing Director

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336860	From Viamed 13485:2016 And VST 9001:2015 (790) Review Exclusion From Viamed 13485:2016 And VST 9001:2015 (790)	01 Aug 2024	08 Jan 2025	160 days	Derek Lamb
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### Process ID #7837 — Review External Parties Influencing The QMS VST / Viamed

Last Reviewed: 03 Nov 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>	Intrastats LinkDocument index File Groups - > External Parties Influencing The QMS VST / Viamed	Derek Lamb 24 Sep 2017
<b>Outputs to the Process</b>	External Parties Influencing The QMS VST / Viamed Reviewed	Derek Lamb 24 Sep 2017
<b>Risks to the Process</b>	External party has un-reviewed expectations	Derek Lamb 12 Oct 2017
<b>Steps to Minimise Process Risks</b>	Customer complaints / Non conformance reviews should highlight any missing expectations	Derek Lamb 12 Oct 2017
<b>Scope / Definition of Process / Objective</b>	To Review the External Parties Influencing The QMS VST / ViamedChecked the Scopes and Risks,Review the Underlining Processes and Tasks	Derek Lamb 24 Sep 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 24 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 24 Sep 2017
<b>Measurable Objective</b>	check that all interested parties have been filled in, review list. Check they have applies to ticked.	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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 ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.1

## Management Review

Viamed - Managing Director

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- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3

### Interested Parties

- ISO Auditing Bodies
- Internal Systems
- Government E.G. HMRC
- Physical Sites
- Regulations

### Linked Companies

- Viamed
- VST

### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)

### Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks (Doc ID: 151817)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #743

**Subject:** Review External Parties Influencing The QMS VST / Viamed

**Target User:** Derek Lamb

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

#### Notes:

System Generated

Task To be Completed

To Review the External Parties Influencing The QMS VST / Viamed

Checked the Scopes and Risks,

Review the Underlining Processes and Tasks

If any new processes are required generate an Issue linked from this Issue.

If the Scope of VST or Viamed needs updating to reflect the new processes the scope should be updated.

\*note the Notified bodies will need contacting if the Scope if changed.

If finished print the PDF and upload on top of old version,

Not the overall version of the manual(s) will also need updating

## Management Review

Viamed - Managing Director

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### Rolling Audit #784

**Subject:** Review External Parties Influencing The QMS VST / Viamed

**Target User:** Helen Lamb

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

**Notes:**

System Generated Audit To be Completed

Check the Task to Review the External Parties Influencing The QMS VST / Viamed Checked the Scopes and Risks, Review the Underlining Processes and Tasks Intrastats Link Document index File Groups - > External Parties Influencing The QMS VST / Viamed

has been completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
379685	Review External Parties Influencing The QMS VST / Viamed (784)	03 Nov 2025	06 Nov 2025	3 days	Helen Lamb
376739	Review External Parties Influencing The QMS VST / Viamed (743)	01 Oct 2025	09 Apr 2026	190 days	Derek Lamb
345612	Review External Parties Influencing The QMS VST / Viamed (784)	01 Nov 2024	30 Jan 2025	90 days	Helen Lamb
342446	Review External Parties Influencing The QMS VST / Viamed (743)	01 Oct 2024	08 Jan 2025	99 days	Derek Lamb

### Process ID #7874 — Review For Latest Version Med Dev 2.12.

**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>	MHRA Website Document index	Derek Lamb 18 Oct 2017
<b>Outputs to the Process</b>	Updated Med Dev in the system and Issues sent to management	Derek Lamb 18 Oct 2017
<b>Risks to the Process</b>	Using out of date Med Dev	Derek Lamb 18 Oct 2017
<b>Steps to Minimise Process Risks</b>	Rolling Issue	Derek Lamb 18 Oct 2017
<b>Scope / Definition of Process / Objective</b>	To Ensure we have the latest version of Med Dev 2.12. and update management if its been updated	Derek Lamb 18 Oct 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 18 Oct 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 18 Oct 2017

# Management Review

Viamed - Managing Director

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<b>Measurable Objective</b>	Med Dev document is current	Derek Lamb 11 Oct 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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 ISO13485:2016: 8.1

### Interested Parties

- ISO Auditing Bodies
- Internal Systems
- MHRA

### Linked Companies

- Viamed

### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)

### Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- MEDDEV 2.12/1 2012 rev 8 Surveillance (Doc ID: 13044)
- VOP 10 Non Conformance, Corrective and Preventive Actions (Doc ID: 215244)
- VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd (Doc ID: 132118)

### Rolling Task #128

**Subject:** Med Dev 2.12-1 Rev xxx

**Target User:** Derek Lamb

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

### Notes:

System Generated

Find in the document Index, MEDDEV 2.12-1

Take a read thru it and ensure its still up to date, and understandable as to what is required should a vigilance report arise.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
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# Management Review

Viamed - Managing Director

377797	Med Dev 2.12-1 Rev 13 Oct 2025 xxx (128)	16 Oct 2025	3 days	Derek Lamb
343609	Med Dev 2.12-1 Rev 11 Oct 2024 xxx (128)	14 Oct 2024	3 days	Derek Lamb

## Process ID #7848 — Review ISO Scopes

Last Reviewed: 10 Sep 2025 by Derek 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>	Scope Documents External Interested Parties	Derek Lamb 27 Sep 2017
<b>Outputs to the Process</b>	Updated Scopes	Derek Lamb 27 Sep 2017
<b>Risks to the Process</b>	No risks Rolling issue to perform task	Derek Lamb 27 Sep 2017
<b>Steps to Minimise Process Risks</b>	Rolling issue to perform task	Derek Lamb 27 Sep 2017
<b>Scope / Definition of Process / Objective</b>	To Review the Scope of the ISO 9001 / ISO 13485 Standards	Derek Lamb 27 Sep 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 27 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 27 Sep 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 26 Oct 2020
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during external audits and BSI visits.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Derek 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 ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

- ISO Auditing Bodies
- Internal Systems
- Government E.G. HMRC
- Physical Sites
- Regulations

# Management Review

Viamed - Managing Director

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## Linked Companies

- Viamed
- VST

## Trained Staff (3)

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

## Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Expired Viamed ISO 9001:2015 Scope (Doc ID: 22291)
- Viamed ISO 13485:2016 Scope (Doc ID: 168096)
- VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks (Doc ID: 151817)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)
- VST ISO 9001:2015 Scope (Doc ID: 164901)

## Rolling Task #749

**Subject:** Review ISO Scopes

**Target User:** Derek Lamb

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

### Notes:

System Generated  
Task To be Completed

Review

Viamed 13485 Scope,  
VST 9001 Scope,

\* Note CAN Use the Supplier Review page to formulate the Products and Service list, check its upto date.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
376486	Review ISO Scopes (749)	29 Sep 2025	09 Apr 2026	192 days	Derek Lamb
342204	Review ISO Scopes (749)	27 Sep 2024	08 Jan 2025	103 days	Derek Lamb

## Process ID #7878 — Review Possible Upcoming Regulation Changes

**Last Reviewed:** 23 Jan 2026 by Derek 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

## Management Review

Viamed - Managing Director

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### Risk Assessment

Risk Item	Notes / Value	Last Updated
<b>Input to the Process</b>	Web Search	Derek Lamb 22 Oct 2017
<b>Outputs to the Process</b>	Follow on Issues if relevant	Derek Lamb 22 Oct 2017
<b>Risks to the Process</b>	Legal / Regulatory changes stop us being able to carry out our processes as per QMS	Derek Lamb 22 Oct 2017
<b>Steps to Minimise Process Risks</b>	rolling Issues	Derek Lamb 22 Oct 2017
<b>Scope / Definition of Process / Objective</b>	Review possible legal / regulator changes that might affect Viamed / VST	Derek Lamb 22 Oct 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 12 Nov 2021
<b>Severity of Risk (1-5)</b>	3.Serious	Derek Lamb 22 Oct 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>	This task is verified for effectiveness during external audits and BSI visits.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=3)	

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.4
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

- Regulations
- ISO Auditing Bodies
- Internal Systems

### Linked Companies

- Viamed
- VST

### Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

### Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #807

**Subject:** Review Possible Upcoming Regulation Changes

**Target User:** Derek Lamb

**Recurrence:** 3 Month(s) 0 Week(s) 0 Day(s)

### Notes:

System Generated Task To be Completed  
Review any

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Legal, Device, ISO changes

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395246	Review Possible Upcoming Regulation Changes (807)	22 Apr 2026	30 Apr 2026	8 days	Derek Lamb
386559	Review Possible Upcoming Regulation Changes (807)	22 Jan 2026	29 Jan 2026	7 days	Derek Lamb
378767	Review Possible Upcoming Regulation Changes (807)	22 Oct 2025	30 Oct 2025	8 days	Derek Lamb
370442	Review Possible Upcoming Regulation Changes (807)	22 Jul 2025	24 Jul 2025	2 days	Derek Lamb
362145	Review Possible Upcoming Regulation Changes (807)	22 Apr 2025	24 Apr 2025	2 days	Derek Lamb
353228	Review Possible Upcoming Regulation Changes (807)	22 Jan 2025	23 Jan 2025	1 day	Derek Lamb
344596	Review Possible Upcoming Regulation Changes (807)	22 Oct 2024	04 Dec 2024	43 days	Derek Lamb
335906	Review Possible Upcoming Regulation Changes (807)	22 Jul 2024	26 Jul 2024	4 days	Derek Lamb

**Process ID #7849 — Review Product Failures New Codes**

**Last Reviewed:** 19 Mar 2026 by Derek 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>	Review Product Failures New Codes Intrastats Screen	Derek Lamb 01 Oct 2017
<b>Outputs to the Process</b>	All NEW Engineer repair reports and Clean and linked to existing Repair codes or a New Repair Code is added to the systemThis Triggers An entry in the relevant products risk assessment file for	Derek Lamb 01 Oct 2017

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<b>Risks to the Process</b>	review by management Product failures / returns do not get reviewed and a new Risk may occur	Derek Lamb 01 Oct 2017
<b>Steps to Minimise Process Risks</b>	Intrastats Rolling Task and Audits	Derek Lamb 01 Oct 2017
<b>Scope / Definition of Process / Objective</b>	Review the Customer Returns and Review Product Failures New Codes	Derek Lamb 01 Oct 2017
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Derek Lamb 12 Nov 2021
<b>Severity of Risk (1-5)</b>	3.Serious	Derek Lamb 12 Nov 2021
<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>	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=3)	

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.5.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

- Internal Systems
- Customer
- ISO Auditing Bodies
- MHRA
- VST OEM Customers

### Linked Companies

- Viamed
- VST
- Vandagraph

### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)

### Associated Documents

- Audit 14 Complaints and Corrective Actions Viamed (Doc ID: 203281)
- Audit 14 Complaints and Corrective Actions VST (Doc ID: 159453)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VM3COP27.45 Repair Code Failure (Doc ID: 62632)
- VOP 10 Non Conformance, Corrective and Preventive Actions (Doc ID: 215244)
- VOP 10 Non Conformance, Corrective and Preventive Actions (Doc ID: 88801)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #750

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**Subject:** Product Failures New Codes Review

**Target User:** Derek Lamb

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

**Notes:**

System Generated Task To be Completed

Review Intrastats Page:

Returns-> Repair codes Clean up

If New Faults have entered the system,

Review the Stock Repairs and apply a clean code and tag Fault / user or No Fault.

Complete all Stock References until the list is empty

### Rolling Audit #751

**Subject:** Review Product Failures New Codes

**Target User:** Steve Nixon

**Recurrence:** 3 Month(s) 0 Week(s) 0 Day(s)

**Notes:**

System Generated\*\*\* AUDIT \*\*\* Ensure the Task is being Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396784	Product Failures New Codes Review (750)	08 May 2026	14 May 2026	6 days	Derek Lamb
396173	Review Product Failures New Codes (751)	01 May 2026		Outstanding (13 days)	Steve Nixon
396172	Product Failures New Codes Review (750)	01 May 2026	07 May 2026	6 days	Derek Lamb
395514	Product Failures New Codes Review (750)	24 Apr 2026	30 Apr 2026	6 days	Derek Lamb
394887	Product Failures New Codes Review (750)	17 Apr 2026	22 Apr 2026	5 days	Derek Lamb
394278	Product Failures New Codes Review (750)	10 Apr 2026	16 Apr 2026	6 days	Derek Lamb
393545	Product Failures New Codes Review (750)	03 Apr 2026	09 Apr 2026	6 days	Derek Lamb
392999	Product Failures New Codes Review (750)	27 Mar 2026	02 Apr 2026	6 days	Derek Lamb
392366	Product Failures New Codes Review (750)	20 Mar 2026	26 Mar 2026	6 days	Derek Lamb
391675	Product Failures New Codes Review (750)	13 Mar 2026	16 Mar 2026	3 days	Derek Lamb
391015	Product Failures New Codes Review (750)	06 Mar 2026	06 Mar 2026	0 days	Derek Lamb
390262	Product Failures New Codes Review (750)	27 Feb 2026	02 Mar 2026	3 days	Derek Lamb

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389569	Product Failures New Codes Review (750)	20 Feb 2026	26 Feb 2026	6 days	Derek Lamb
388890	Product Failures New Codes Review (750)	13 Feb 2026	19 Feb 2026	6 days	Derek Lamb
388134	Product Failures New Codes Review (750)	06 Feb 2026	10 Feb 2026	4 days	Derek Lamb
387473	Review Product Failures New Codes (751)	02 Feb 2026	26 Feb 2026	24 days	Steve Nixon
387349	Product Failures New Codes Review (750)	30 Jan 2026	05 Feb 2026	6 days	Derek Lamb
386721	Product Failures New Codes Review (750)	23 Jan 2026	23 Jan 2026	0 days	Derek Lamb
386122	Product Failures New Codes Review (750)	16 Jan 2026	19 Jan 2026	3 days	Derek Lamb
385505	Product Failures New Codes Review (750)	09 Jan 2026	19 Jan 2026	10 days	Derek Lamb

### Process ID #7830 — Review Q.A. Failures Report

**Last Reviewed:** 19 Mar 2026 by Derek 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>	QA Failures Report Screen	Derek Lamb 20 Sep 2017
<b>Outputs to the Process</b>	To raise any potential Non Conformities that may alert to potential problems with products passing through QA	Derek Lamb 20 Sep 2017
<b>Risks to the Process</b>	That a high proportion of a product might fail QA and not be flagged	Helen Lamb 30 Oct 2023
<b>Steps to Minimise Process Risks</b>	Regular reviews and assessments of the QA fail reports	Helen Lamb 30 Oct 2023
<b>Scope / Definition of Process / Objective</b>	To review the Quantities of Failed product per Stock reference Passing through the Q.A. system	Derek Lamb 20 Sep 2017
<b>Likelihood of Risk (1-5)</b>	3.Occasional	Derek Lamb 20 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 20 Sep 2017
<b>Measurable Objective</b>	Quantities of Failed product per Stock reference Passing through the Q.A. system	Helen Lamb 17 Apr 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020

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### Covid / Pandemic Notes

This process is not affected by Covid 19 or Derek Lamb 23 Oct 2020  
other extreme national or international  
circumstance / crisis.

### Risk / Benefit Report

No Action

Helen Lamb 28 Jul 2025

### HSE Implications

No health and safety implications

Helen Lamb 28 Jul 2025

### Calculated Risk Code

**No Action** (Frequency=3, Severity=1)

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 10.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 6.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.5.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.3.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.5.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.5.4
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.7.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.7.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.1.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.3.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 10.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 6.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.5.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.5.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.6
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.3.6
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.4
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.6
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.7.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.7.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

- Internal Systems
- Supplier
- ISO Auditing Bodies

### Linked Companies

- Viamed
- VST

### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Robert Connor (trained by Derek Lamb)

### Associated Documents

- Audit 09 Goods Inward and Product Identity Viamed (Doc ID: 166168)
- Audit 09 Goods Inward and Product Identity VST (Doc ID: 166164)

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- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement (Doc ID: 137933)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

## Rolling Task #727

**Subject:** QA Failures Report

**Target User:** Robert Connor

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

**Notes:**

System Generated

Task To be Completed

Stock->Quality Control->QA Fails

Review Last months data for non conformances

## Rolling Audit #729

**Subject:** QA Failures Report

**Target User:** Derek Lamb

**Recurrence:** 3 Month(s) 0 Week(s) 0 Day(s)

**Notes:**

System Generated

System Generated

Task To be Completed

Stock->Quality Control->QA Fails

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396332	QA Failures Report (727)	04 May 2026	07 May 2026	3 days	Robert Connor
396171	QA Failures Report (729)	01 May 2026	07 May 2026	6 days	Derek Lamb
393436	QA Failures Report (727)	02 Apr 2026	02 Apr 2026	0 days	Robert Connor
390469	QA Failures Report (727)	02 Mar 2026	02 Mar 2026	0 days	Robert Connor
387472	QA Failures Report (729)	02 Feb 2026	05 Feb 2026	3 days	Derek Lamb

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387470	QA Failures Report (727)	02 Feb 2026	05 Feb 2026	3 days	Robert Connor
384755	QA Failures Report (727)	02 Jan 2026	08 Jan 2026	6 days	Robert Connor
382346	QA Failures Report (727)	02 Dec 2025	04 Dec 2025	2 days	Robert Connor
379679	QA Failures Report (729)	03 Nov 2025	06 Nov 2025	3 days	Derek Lamb
379677	QA Failures Report (727)	03 Nov 2025	06 Nov 2025	3 days	Robert Connor
376839	QA Failures Report (727)	02 Oct 2025	02 Oct 2025	0 days	Robert Connor
374200	QA Failures Report (727)	02 Sep 2025	04 Sep 2025	2 days	Robert Connor
371658	QA Failures Report (727)	04 Aug 2025	05 Aug 2025	1 day	Robert Connor
371465	QA Failures Report (729)	01 Aug 2025	05 Aug 2025	4 days	Derek Lamb
368610	QA Failures Report (727)	02 Jul 2025	03 Jul 2025	1 day	Robert Connor
365824	QA Failures Report (727)	02 Jun 2025	05 Jun 2025	3 days	Robert Connor
363115	QA Failures Report (727)	02 May 2025	08 May 2025	6 days	Robert Connor
362989	QA Failures Report (729)	01 May 2025	15 May 2025	14 days	Derek Lamb
360344	QA Failures Report (727)	02 Apr 2025	07 Apr 2025	5 days	Robert Connor
357129	QA Failures Report (727)	03 Mar 2025	07 Mar 2025	4 days	Robert Connor

### Process ID #7713 — Review Roles And Responsibility

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>	Review Roles And Responsibilities Screens	Derek Lamb 29 Aug 2017
<b>Outputs to the Process</b>	Staff find out there roles and responsibilities. Jobs and issues relating to this.	Derek Lamb 29 Aug 2017
<b>Risks to the Process</b>	That not all jobs will be allocated to a member of staff. That we may not share out jobs in a appropriate way. Risk of being over faced.	Derek Lamb 29 Aug 2017
<b>Steps to Minimise Process Risks</b>	Regular meetings and feed back. Review of relevant issues.	Derek Lamb 29 Aug 2017
<b>Scope / Definition of Process / Objective</b>	Ensure All tasks allocated to active Members of staff,	Derek Lamb 23 May 2017

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<b>Likelihood of Risk (1-5)</b>	2.Remote	Derek Lamb 11 Nov 2021
<b>Severity of Risk (1-5)</b>	2.Minor	Derek Lamb 11 Nov 2021
<b>Measurable Objective</b>	No Job Clashes in the list (Aside from Software Validation Conflicting Audits)No Yellow Employees in the list (aside from Auditor)No Areas with High outstanding Issues	Derek Lamb 10 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	Management review and other management meetings to pick up any areas that have not got tasks and mini audits attached. Regular review of issues.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=2, Severity=2)	

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.4.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

- Internal Systems
- Staff
- ISO Auditing Bodies
- VST OEM Customers
- VST OEM Customers
- VST Supplier
- VST Supplier
- VST Supplier

### Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

### Trained Staff (2)

- Derek Lamb
- Helen Lamb (trained by Auditor)

### Associated Documents

- Audit 08 Training, Competence and Human Resources Viamed (Doc ID: 162725)
- Audit 08 Training, Competence and Human Resources VST (Doc ID: 162731)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks (Doc ID: 151817)

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### Rolling Task #548

**Subject:** Review Roles And Responsibility's Process Manual

**Target User:** Derek Lamb

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

**Notes:**

System Generated

Task To be Completed

Check roles and responsibilities are current and up to date.

Check no X staff in the lists

Review the Audit of Audits

See whats on the Areas with High Outstanding Issues, Cut and Paste the top section.

Chase up why some jobs are Stacking up

### Rolling Audit #1218

**Subject:** Review Roles And Responsibility's

**Target User:** Helen Lamb

**Recurrence:** 6 Month(s) 0 Week(s) 0 Day(s)

**Notes:**

System Generated Task To be Completed Ensure All tasks allocated to active Members of staff, Review Roles And Responsibility's Screens

Simply check the task is being completed and there is not a big back log of over due tasks

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394984	Review Roles And Responsibility's Process Manual (548)	20 Apr 2026	22 Apr 2026	2 days	Derek Lamb
392351	Review Roles And Responsibility's Process Manual (548)	20 Mar 2026	26 Mar 2026	6 days	Derek Lamb
389554	Review Roles And Responsibility's Process Manual (548)	20 Feb 2026	26 Feb 2026	6 days	Derek Lamb
386338	Review Roles And Responsibility's Process Manual (548)	20 Jan 2026	23 Jan 2026	3 days	Derek Lamb
384988	Review Roles And Responsibility's (1218)	05 Jan 2026	08 Jan 2026	3 days	Helen Lamb
384040	Review Roles And Responsibility's Process Manual (548)	22 Dec 2025	29 Dec 2025	7 days	Derek Lamb
381321	Review Roles And Responsibility's Process Manual (548)	20 Nov 2025	27 Nov 2025	7 days	Derek Lamb
378508	Review Roles And Responsibility's Process Manual	20 Oct 2025	24 Oct 2025	4 days	Derek Lamb

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375845	(548) Review Roles And Responsibilitys Process Manual	22 Sep 2025	22 Sep 2025	0 days	Derek Lamb
373165	(548) Review Roles And Responsibilitys Process Manual	20 Aug 2025	21 Aug 2025	1 day	Derek Lamb
370287	(548) Review Roles And Responsibilitys Process Manual	21 Jul 2025	24 Jul 2025	3 days	Derek Lamb
368763	(548) Review Roles And Responsibilitys	03 Jul 2025	07 Jul 2025	4 days	Helen Lamb
367630	(1218) Review Roles And Responsibilitys Process Manual	20 Jun 2025	03 Jul 2025	13 days	Derek Lamb
364802	(548) Review Roles And Responsibilitys Process Manual	20 May 2025	22 May 2025	2 days	Derek Lamb
362066	(548) Review Roles And Responsibilitys Process Manual	21 Apr 2025	24 Apr 2025	3 days	Derek Lamb
359104	(548) Review Roles And Responsibilitys Process Manual	20 Mar 2025	25 Mar 2025	5 days	Derek Lamb
356086	(548) Review Roles And Responsibilitys Process Manual	20 Feb 2025	28 Feb 2025	8 days	Derek Lamb
352977	(548) Review Roles And Responsibilitys Process Manual	20 Jan 2025	23 Jan 2025	3 days	Derek Lamb
351125	(548) Review Roles And Responsibilitys	03 Jan 2025	07 Jan 2025	4 days	Helen Lamb
350283	(1218) Review Roles And Responsibilitys Process Manual (548)	20 Dec 2024	27 Dec 2024	7 days	Derek Lamb

### Process ID #8016 — Review VIAMED Customer Feedback Positive

**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

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Recent Completion Evidence Yes

### Risk Assessment

Risk Item	Notes / Value	Last Updated
<b>Input to the Process</b>	Review the History of the Positive Customer Feedback	Helen Lamb 29 Jul 2022
<b>Outputs to the Process</b>	completed reviewfeedback that can be fed back to staff	Helen Lamb 29 Jul 2022
<b>Risks to the Process</b>	Issues could be missed	Helen Lamb 29 Jul 2022
<b>Steps to Minimise Process Risks</b>	regular reviews	Helen Lamb 29 Jul 2022
<b>Scope / Definition of Process / Objective</b>	Review Positive Customer Feedback	Helen Lamb 29 Jul 2022
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 29 Jul 2022
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 29 Jul 2022
<b>Measurable Objective</b>	Go to the meeting heading Positive Customer Feedback and review the last 3 months, or since last review	Helen Lamb 29 Jul 2022
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 29 Jul 2022
<b>Verification / Effectiveness</b>	We assess the previous issues for any issues or anomalies. Upon final completion of this task any trends or issues will be picked up and if needed a separate issue generated in case any an investigation is needed. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 29 Jul 2022
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 29 Jul 2022
<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 ISO13485:2016: 5.6.2

### Interested Parties

- Customer
- ISO Auditing Bodies

### Linked Companies

- Viamed

### Trained Staff (3)

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

### Associated Documents

- Audit 22 Post Market Surveillance Viamed (Doc ID: 186382)
- Audit 22 Post Market Surveillance VST (Doc ID: 159385)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #1188

## Management Review

Viamed - Managing Director

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**Subject:** Review VIAMED Customer Feedback Positive

**Target User:** Derek Lamb

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

**Notes:**

System Generated

Task To be Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395256	Review VIAMED Customer Feedback Positive (1188)	22 Apr 2026	22 Apr 2026	0 days	Derek Lamb
392503	Review VIAMED Customer Feedback Positive (1188)	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb
389734	Review VIAMED Customer Feedback Positive (1188)	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
386571	Review VIAMED Customer Feedback Positive (1188)	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
384077	Review VIAMED Customer Feedback Positive (1188)	22 Dec 2025	22 Dec 2025	0 days	Derek Lamb
381586	Review VIAMED Customer Feedback Positive (1188)	24 Nov 2025	27 Nov 2025	3 days	Derek Lamb
378777	Review VIAMED Customer Feedback Positive (1188)	22 Oct 2025	30 Oct 2025	8 days	Derek Lamb
375883	Review VIAMED Customer Feedback Positive (1188)	22 Sep 2025	22 Sep 2025	0 days	Derek Lamb
373399	Review VIAMED Customer Feedback Positive (1188)	22 Aug 2025	28 Aug 2025	6 days	Derek Lamb
370450	Review VIAMED Customer Feedback Positive (1188)	22 Jul 2025	24 Jul 2025	2 days	Derek Lamb
367792	Review VIAMED Customer Feedback Positive (1188)	23 Jun 2025	26 Jun 2025	3 days	Derek Lamb
365021	Review VIAMED Customer Feedback Positive (1188)	22 May 2025	29 May 2025	7 days	Derek Lamb
362153	Review VIAMED Customer Feedback Positive (1188)	22 Apr 2025	24 Apr 2025	2 days	Derek Lamb
359426	Review VIAMED Customer Feedback Positive (1188)	24 Mar 2025	25 Mar 2025	1 day	Derek Lamb
356391	Review VIAMED Customer Feedback Positive (1188)	24 Feb 2025	28 Feb 2025	4 days	Derek Lamb
353237	Review VIAMED Customer Feedback Positive (1188)	22 Jan 2025	23 Jan 2025	1 day	Derek Lamb
350410	Review VIAMED Customer Feedback Positive (1188)	23 Dec 2024	27 Dec 2024	4 days	Derek Lamb
347653	Review VIAMED	22 Nov 2024	22 Nov 2024	0 days	Derek Lamb

## Management Review

Viamed - Managing Director

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344604	Customer Feedback Positive (1188) Review VIAMED	22 Oct 2024	24 Oct 2024	2 days	Derek Lamb
341687	Customer Feedback Positive (1188) Review VIAMED	23 Sep 2024	03 Oct 2024	10 days	Derek Lamb
	Customer Feedback Positive (1188)				

### Process ID #7839 — Review VIAMED Feedback - Customer Complaints

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>	Customer Complaints Issues	Derek Lamb 23 Sep 2017
<b>Outputs to the Process</b>	Related issues, non conformances, Product risk analysis	Derek Lamb 23 Sep 2017
<b>Risks to the Process</b>	Rolling Issue No Risk	Derek Lamb 23 Sep 2017
<b>Steps to Minimise Process Risks</b>	Keep detailed records and review	Derek Lamb 26 Sep 2017
<b>Scope / Definition of Process / Objective</b>	To Review Viamed Customer Complaints	Derek Lamb 23 Sep 2017
<b>Likelihood of Risk (1-5)</b>	3.Occasional	Derek Lamb 23 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 23 Sep 2017
<b>Measurable Objective</b>	Go to the meeting heading Customer Complaints and review the last 3 months, or since last review	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=3, Severity=1)	

#### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1

# Management Review

Viamed - Managing Director

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- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.5.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.5.5
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.3.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.5
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.2

## Interested Parties

- Customer
- Internal Systems
- ISO Auditing Bodies
- MHRA

## Linked Companies

- Viamed

## Trained Staff (3)

- Derek Lamb (trained by Derek Lamb)
- Steve Hardaker (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)

## Associated Documents

- Audit 14 Complaints and Corrective Actions Viamed (Doc ID: 203281)
- Audit 14 Complaints and Corrective Actions VST (Doc ID: 159453)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd (Doc ID: 132118)

## Rolling Task #737

**Subject:** Review VIAMED Feedback - Customer Complaints

**Target User:** Derek Lamb

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

### Notes:

System Generated  
Task To be Completed

[Follow Issue Link](#)

[Review the History Page of](#)

[VIAMED Customer Complaints](#)

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395239	Review VIAMED Feedback - Customer Complaints (737)	22 Apr 2026	22 Apr 2026	0 days	Derek Lamb
392479	Review VIAMED Feedback - Customer Complaints	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb

## Management Review

Viamed - Managing Director

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389705	Complaints (737) Review VIAMED Feedback - Customer	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
386552	Complaints (737) Review VIAMED Feedback - Customer	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
384051	Complaints (737) Review VIAMED Feedback - Customer	22 Dec 2025	22 Dec 2025	0 days	Derek Lamb
381562	Complaints (737) Review VIAMED Feedback - Customer	24 Nov 2025	27 Nov 2025	3 days	Derek Lamb
378760	Complaints (737) Review VIAMED Feedback - Customer	22 Oct 2025	30 Oct 2025	8 days	Derek Lamb
375856	Complaints (737) Review VIAMED Feedback - Customer	22 Sep 2025	22 Sep 2025	0 days	Derek Lamb
373381	Complaints (737) Review VIAMED Feedback - Customer	22 Aug 2025	28 Aug 2025	6 days	Derek Lamb
370435	Complaints (737) Review VIAMED Feedback - Customer	22 Jul 2025	24 Jul 2025	2 days	Derek Lamb
367769	Complaints (737) Review VIAMED Feedback - Customer	23 Jun 2025	26 Jun 2025	3 days	Derek Lamb
365003	Complaints (737) Review VIAMED Feedback - Customer	22 May 2025	29 May 2025	7 days	Derek Lamb
362138	Complaints (737) Review VIAMED Feedback - Customer	22 Apr 2025	02 May 2025	10 days	Derek Lamb
359402	Complaints (737) Review VIAMED Feedback - Customer	24 Mar 2025	25 Mar 2025	1 day	Derek Lamb
356364	Complaints (737) Review VIAMED Feedback - Customer	24 Feb 2025	28 Feb 2025	4 days	Derek Lamb
353221	Complaints (737) Review VIAMED Feedback - Customer	22 Jan 2025	23 Jan 2025	1 day	Derek Lamb
350387	Complaints (737) Review VIAMED Feedback - Customer	23 Dec 2024	27 Dec 2024	4 days	Derek Lamb
347637	Complaints (737) Review VIAMED Feedback -	22 Nov 2024	22 Nov 2024	0 days	Derek Lamb

## Management Review

Viamed - Managing Director

344589	Customer Complaints (737) Review VIAMED Feedback - Customer Complaints (737)	22 Oct 2024	24 Oct 2024	2 days	Derek Lamb
341663	Customer Complaints (737) Review VIAMED Feedback - Customer Complaints (737)	23 Sep 2024	24 Oct 2024	31 days	Derek Lamb

### Process ID #7838 — Review VIAMED Feedback - Customer Feedback Negative

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>	Customer Feedback Negative Issues	Derek Lamb 23 Sep 2017
<b>Outputs to the Process</b>	Product review, risk analysis, system analysis	Derek Lamb 23 Sep 2017
<b>Risks to the Process</b>	Rolling Issues No risk to process	Derek Lamb 23 Sep 2017
<b>Steps to Minimise Process Risks</b>	Regular review of the issues	Helen Lamb 02 Nov 2021
<b>Scope / Definition of Process / Objective</b>	Review Customer Feedback Negative	Derek Lamb 23 Sep 2017
<b>Likelihood of Risk (1-5)</b>	3.Occasional	Derek Lamb 23 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 23 Sep 2017
<b>Measurable Objective</b>	Go to the meeting heading Customer Feedback Negative and review the last 3 months, or since last review	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=3, Severity=1)	

#### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1

# Management Review

Viamed - Managing Director

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- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.5.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.5.5
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.3.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.5
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.2

## Interested Parties

- Customer
- ISO Auditing Bodies
- Internal Systems
- MHRA
- VST OEM Customers

## Linked Companies

- Viamed

## Trained Staff (3)

- Derek Lamb (trained by Derek Lamb)
- Steve Hardaker (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)

## Associated Documents

- Audit 14 Complaints and Corrective Actions Viamed (Doc ID: 203281)
- Audit 14 Complaints and Corrective Actions VST (Doc ID: 159453)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd (Doc ID: 132118)

## Rolling Task #739

**Subject:** Review VIAMED Feedback - Customer Feedback Negative

**Target User:** Derek Lamb

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

### Notes:

System Generated  
Task To be Completed

Folling Task Link  
Review the History Page of  
VIAMED Customer Feedback Negative

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395241	Review VIAMED Feedback - Customer Feedback Negative (739)	22 Apr 2026	22 Apr 2026	0 days	Derek Lamb
392481	Review VIAMED Feedback -	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb

## Management Review

Viamed - Managing Director

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389707	Customer Feedback Negative (739) Review VIAMED Feedback -	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
386554	Customer Feedback Negative (739) Review VIAMED Feedback -	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
384053	Customer Feedback Negative (739) Review VIAMED Feedback -	22 Dec 2025	22 Dec 2025	0 days	Derek Lamb
381564	Customer Feedback Negative (739) Review VIAMED Feedback -	24 Nov 2025	27 Nov 2025	3 days	Derek Lamb
378762	Customer Feedback Negative (739) Review VIAMED Feedback -	22 Oct 2025	30 Oct 2025	8 days	Derek Lamb
375858	Customer Feedback Negative (739) Review VIAMED Feedback -	22 Sep 2025	22 Sep 2025	0 days	Derek Lamb
373383	Customer Feedback Negative (739) Review VIAMED Feedback -	22 Aug 2025	28 Aug 2025	6 days	Derek Lamb
370437	Customer Feedback Negative (739) Review VIAMED Feedback -	22 Jul 2025	24 Jul 2025	2 days	Derek Lamb
367771	Customer Feedback Negative (739) Review VIAMED Feedback -	23 Jun 2025	26 Jun 2025	3 days	Derek Lamb
365005	Customer Feedback Negative (739) Review VIAMED Feedback -	22 May 2025	29 May 2025	7 days	Derek Lamb
362140	Customer Feedback Negative (739) Review VIAMED Feedback -	22 Apr 2025	24 Apr 2025	2 days	Derek Lamb
359404	Customer Feedback Negative (739) Review VIAMED Feedback -	24 Mar 2025	25 Mar 2025	1 day	Derek Lamb
356366	Customer Feedback Negative (739) Review VIAMED Feedback -	24 Feb 2025	28 Feb 2025	4 days	Derek Lamb
353223	Customer Feedback Negative (739) Review VIAMED Feedback -	22 Jan 2025	23 Jan 2025	1 day	Derek Lamb
350389	Customer Feedback Negative (739) Review VIAMED Feedback -	23 Dec 2024	27 Dec 2024	4 days	Derek Lamb
347639	Customer Feedback Negative (739) Review VIAMED	22 Nov 2024	22 Nov 2024	0 days	Derek Lamb

## Management Review

Viamed - Managing Director

344591	Feedback - Customer Feedback Negative (739) Review VIAMED	22 Oct 2024	24 Oct 2024	2 days	Derek Lamb
341665	Feedback - Customer Feedback Negative (739) Review VIAMED	23 Sep 2024	03 Oct 2024	10 days	Derek Lamb
	Feedback - Customer Feedback Negative (739)				

### Process ID #7842 — Review VIAMED Product Feedback Negative

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>	Review the History of the Negative Feedback Issues	Derek Lamb 26 Sep 2017
<b>Outputs to the Process</b>	Depending on whats foundNon Conformances,Customer Complaints	Derek Lamb 26 Sep 2017
<b>Risks to the Process</b>	That an issue or report might be missed. That a Negative feedback form Products might not be reviewed	Helen Lamb 30 Oct 2023
<b>Steps to Minimise Process Risks</b>	Regular review of the issues - feedbacks and customer complaints.Review meetings and management review	Helen Lamb 30 Oct 2023
<b>Scope / Definition of Process / Objective</b>	To review Negative feedback form Productssee if Non Conformance or customer Complaints need to be raised	Derek Lamb 26 Sep 2017
<b>Likelihood of Risk (1-5)</b>	3.Occasional	Derek Lamb 26 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 26 Sep 2017
<b>Measurable Objective</b>	Go to the meeting heading Product Feedback Negative and review the last 3 months, or since last review	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international	Helen Lamb 23 Oct 2020

## Management Review

Viamed - Managing Director

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<b>Risk / Benefit Report</b>	circumstance / crisis.	
<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=3, Severity=1)	

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.6.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.5.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.5.5
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.3.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.5
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.2

### Interested Parties

- Customer
- ISO Auditing Bodies
- MHRA
- Internal Systems
- VST OEM Customers

### Linked Companies

- Viamed

### Trained Staff (3)

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

### Associated Documents

- Audit 14 Complaints and Corrective Actions Viamed (Doc ID: 203281)
- Audit 14 Complaints and Corrective Actions VST (Doc ID: 159453)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd (Doc ID: 132118)

### Rolling Task #741

**Subject:** Review VIAMED Product Feedback Negative

**Target User:** Derek Lamb

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

#### Notes:

Task To be Completed

Follow Issue Direct link

Review the History Page of

Viamed Customer Feedback Negative

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395243	Review VIAMED	22 Apr 2026	22 Apr 2026	0 days	Derek Lamb

## Management Review

Viamed - Managing Director

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392483	Product Feedback Negative (741) Review VIAMED	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb
389709	Product Feedback Negative (741) Review VIAMED	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
386556	Product Feedback Negative (741) Review VIAMED	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
384055	Product Feedback Negative (741) Review VIAMED	22 Dec 2025	22 Dec 2025	0 days	Derek Lamb
381566	Product Feedback Negative (741) Review VIAMED	24 Nov 2025	27 Nov 2025	3 days	Derek Lamb
378764	Product Feedback Negative (741) Review VIAMED	22 Oct 2025	30 Oct 2025	8 days	Derek Lamb
375860	Product Feedback Negative (741) Review VIAMED	22 Sep 2025	22 Sep 2025	0 days	Derek Lamb
373385	Product Feedback Negative (741) Review VIAMED	22 Aug 2025	28 Aug 2025	6 days	Derek Lamb
370439	Product Feedback Negative (741) Review VIAMED	22 Jul 2025	24 Jul 2025	2 days	Derek Lamb
367773	Product Feedback Negative (741) Review VIAMED	23 Jun 2025	26 Jun 2025	3 days	Derek Lamb
365007	Product Feedback Negative (741) Review VIAMED	22 May 2025	29 May 2025	7 days	Derek Lamb
362142	Product Feedback Negative (741) Review VIAMED	22 Apr 2025	24 Apr 2025	2 days	Derek Lamb
359406	Product Feedback Negative (741) Review VIAMED	24 Mar 2025	25 Mar 2025	1 day	Derek Lamb
356368	Product Feedback Negative (741) Review VIAMED	24 Feb 2025	28 Feb 2025	4 days	Derek Lamb
353225	Product Feedback Negative (741) Review VIAMED	22 Jan 2025	23 Jan 2025	1 day	Derek Lamb
350391	Product Feedback Negative (741) Review VIAMED	23 Dec 2024	27 Dec 2024	4 days	Derek Lamb
347641	Product Feedback Negative (741) Review VIAMED	22 Nov 2024	22 Nov 2024	0 days	Derek Lamb
344593	Product Feedback Negative (741) Review VIAMED	22 Oct 2024	24 Oct 2024	2 days	Derek Lamb
341667	Product Feedback Negative (741) Review VIAMED	23 Sep 2024	03 Oct 2024	10 days	Derek Lamb

Process ID #8014 — Review VIAMED Product Feedback Positive

## Management Review

Viamed - Managing Director

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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>	Review the History of the Product Feedback Positive	Helen Lamb 29 Jul 2022
<b>Outputs to the Process</b>	completed reviewfeedback that can be fed back to staff	Helen Lamb 29 Jul 2022
<b>Risks to the Process</b>	Issues could be missed	Helen Lamb 29 Jul 2022
<b>Steps to Minimise Process Risks</b>	regular reviews	Derek Lamb 04 Aug 2022
<b>Scope / Definition of Process / Objective</b>	Review VIAMED Product Feedback Positive	Derek Lamb 25 Jul 2022
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 29 Jul 2022
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 29 Jul 2022
<b>Measurable Objective</b>	Go to the meeting heading Product Feedback Positive and review the last 3 months, or since last review	Helen Lamb 29 Jul 2022
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 29 Jul 2022
<b>Verification / Effectiveness</b>	We assess the previous issues for any issues or anomalies. Upon final completion of this task any trends or issues will be picked up and if needed a separate issue generated in case any an investigation is needed. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 29 Jul 2022
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 29 Jul 2022
<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 ISO13485:2016: 5.6.2

### Interested Parties

- ISO Auditing Bodies
- Supplier

### Linked Companies

- Viamed

### Trained Staff (3)

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

## Management Review

Viamed - Managing Director

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### Associated Documents

- Audit 22 Post Market Surveillance Viamed (Doc ID: 186382)
- Audit 22 Post Market Surveillance VST (Doc ID: 159385)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #1189

**Subject:** Review VIAMED Product Feedback Positive

**Target User:** Derek Lamb

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

#### Notes:

System Generated

Task To be Completed Review VIAMED Product Feedback Positive

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395257	Review VIAMED Product Feedback Positive (1189)	22 Apr 2026	22 Apr 2026	0 days	Derek Lamb
392504	Review VIAMED Product Feedback Positive (1189)	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb
389735	Review VIAMED Product Feedback Positive (1189)	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
386572	Review VIAMED Product Feedback Positive (1189)	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
384078	Review VIAMED Product Feedback Positive (1189)	22 Dec 2025	22 Dec 2025	0 days	Derek Lamb
381587	Review VIAMED Product Feedback Positive (1189)	24 Nov 2025	27 Nov 2025	3 days	Derek Lamb
378778	Review VIAMED Product Feedback Positive (1189)	22 Oct 2025	30 Oct 2025	8 days	Derek Lamb
375884	Review VIAMED Product Feedback Positive (1189)	22 Sep 2025	22 Sep 2025	0 days	Derek Lamb
373400	Review VIAMED Product Feedback Positive (1189)	22 Aug 2025	28 Aug 2025	6 days	Derek Lamb
370451	Review VIAMED Product Feedback Positive (1189)	22 Jul 2025	24 Jul 2025	2 days	Derek Lamb
367793	Review VIAMED Product Feedback Positive (1189)	23 Jun 2025	26 Jun 2025	3 days	Derek Lamb
365022	Review VIAMED Product Feedback Positive (1189)	22 May 2025	29 May 2025	7 days	Derek Lamb
362154	Review VIAMED Product Feedback Positive (1189)	22 Apr 2025	24 Apr 2025	2 days	Derek Lamb
359427	Review VIAMED Product Feedback Positive (1189)	24 Mar 2025	25 Mar 2025	1 day	Derek Lamb
356392	Review VIAMED Product Feedback Positive (1189)	24 Feb 2025	28 Feb 2025	4 days	Derek Lamb

# Management Review

Viamed - Managing Director

Process ID	Product Feedback	Review VIAMED	Product Feedback	Review VIAMED	Days	Owner
353238	Positive (1189)	22 Jan 2025	23 Jan 2025	22 Jan 2025	1 day	Derek Lamb
350411	Positive (1189)	23 Dec 2024	27 Dec 2024	23 Dec 2024	4 days	Derek Lamb
347654	Positive (1189)	22 Nov 2024	22 Nov 2024	22 Nov 2024	0 days	Derek Lamb
344605	Positive (1189)	22 Oct 2024	11 Nov 2024	22 Oct 2024	20 days	Derek Lamb
341688	Positive (1189)	23 Sep 2024	03 Oct 2024	23 Sep 2024	10 days	Derek Lamb

## Process ID #8017 — Review VST Customer Feedback Positive

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>	Review the History of the Customer Feedback Positive	Helen Lamb 29 Jul 2022
<b>Outputs to the Process</b>	completed reviewfeedback that can be fed back to staff	Helen Lamb 29 Jul 2022
<b>Risks to the Process</b>	Issues could be missed	Helen Lamb 29 Jul 2022
<b>Steps to Minimise Process Risks</b>	regular reviews	Helen Lamb 29 Jul 2022
<b>Scope / Definition of Process / Objective</b>	Review VST Customer Feedback Positive	Derek Lamb 25 Jul 2022
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 29 Jul 2022
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 29 Jul 2022
<b>Measurable Objective</b>	Go to the meeting heading Customer Feedback Positive and review the last 3 months, or since last review	Helen Lamb 29 Jul 2022
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 29 Jul 2022
<b>Verification / Effectiveness</b>	We assess the previous issues for any issues or anomalies. Upon final completion of this task any trends or issues will be picked up and if needed a separate issue generated in case any an investigation is needed. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 29 Jul 2022
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or	Helen Lamb 29 Jul 2022

## Management Review

Viamed - Managing Director

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	other extreme national or international circumstance / crisis.	
<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 VST Ltd ISO9001:2015+A1: 7.1.1 General
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1

### Interested Parties

- Customer
- ISO Auditing Bodies

### Linked Companies

- VST

### Trained Staff (3)

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

### Associated Documents

- Audit 22 Post Market Surveillance Viamed (Doc ID: 186382)
- Audit 22 Post Market Surveillance VST (Doc ID: 159385)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #1191

**Subject:** Review VST Customer Feedback Positive

**Target User:** Derek Lamb

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

### Notes:

System GeneratedTask To be Completed Review VST Customer Feedback Positive

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395259	Review VST Customer Feedback Positive (1191)	22 Apr 2026	22 Apr 2026	0 days	Derek Lamb
392506	Review VST Customer Feedback Positive (1191)	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb
389737	Review VST Customer Feedback Positive (1191)	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
386574	Review VST Customer Feedback Positive (1191)	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
384080	Review VST Customer Feedback Positive (1191)	22 Dec 2025	22 Dec 2025	0 days	Derek Lamb
381589	Review VST Customer Feedback Positive (1191)	24 Nov 2025	27 Nov 2025	3 days	Derek Lamb
378780	Review VST	22 Oct 2025	30 Oct 2025	8 days	Derek Lamb

## Management Review

Viamed - Managing Director

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375886	Customer Feedback Positive (1191) Review VST	22 Sep 2025	22 Sep 2025	0 days	Derek Lamb
373402	Customer Feedback Positive (1191) Review VST	22 Aug 2025	28 Aug 2025	6 days	Derek Lamb
370453	Customer Feedback Positive (1191) Review VST	22 Jul 2025	24 Jul 2025	2 days	Derek Lamb
367795	Customer Feedback Positive (1191) Review VST	23 Jun 2025	26 Jun 2025	3 days	Derek Lamb
365024	Customer Feedback Positive (1191) Review VST	22 May 2025	29 May 2025	7 days	Derek Lamb
362156	Customer Feedback Positive (1191) Review VST	22 Apr 2025	24 Apr 2025	2 days	Derek Lamb
359429	Customer Feedback Positive (1191) Review VST	24 Mar 2025	25 Mar 2025	1 day	Derek Lamb
356394	Customer Feedback Positive (1191) Review VST	24 Feb 2025	28 Feb 2025	4 days	Derek Lamb
353240	Customer Feedback Positive (1191) Review VST	22 Jan 2025	30 Jan 2025	8 days	Derek Lamb
350413	Customer Feedback Positive (1191) Review VST	23 Dec 2024	27 Dec 2024	4 days	Derek Lamb
347656	Customer Feedback Positive (1191) Review VST	22 Nov 2024	22 Nov 2024	0 days	Derek Lamb
344607	Customer Feedback Positive (1191) Review VST	22 Oct 2024	24 Oct 2024	2 days	Derek Lamb
341690	Customer Feedback Positive (1191) Review VST	23 Sep 2024	03 Oct 2024	10 days	Derek Lamb

### Process ID #7841 — Review VST Feedback - Customer Complaints

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
Input to the Process	Review the History of the Customer Complaints	Derek Lamb 26 Sep 2017

## Management Review

Viamed - Managing Director

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<b>Outputs to the Process</b>	Depending on whats found Non Conformances Corrective Action	Helen Lamb 30 Oct 2023
<b>Risks to the Process</b>	things are not followed up in a timely manner or are missed	Helen Lamb 30 Oct 2023
<b>Steps to Minimise Process Risks</b>	All none conformance, complaints and feedback are added to intrastats so they should not be missed.	Helen Lamb 30 Oct 2023
<b>Scope / Definition of Process / Objective</b>	To review Customer Complaints see if Non Conformance need to be raised	Derek Lamb 26 Sep 2017
<b>Likelihood of Risk (1-5)</b>	3.Occasional	Derek Lamb 26 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 26 Sep 2017
<b>Measurable Objective</b>	Go to the meeting heading Customer Complaints and review the last 3 months, or since last review	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=3, Severity=1)	

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 10.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.5.5
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.3.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 10.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.1 General
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.5
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

- Customer
- ISO Auditing Bodies
- MHRA
- Internal Systems
- VST OEM Customers

### Linked Companies

- VST

## Management Review

Viamed - Managing Director

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### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)

### Associated Documents

- Audit 14 Complaints and Corrective Actions Viamed (Doc ID: 203281)
- Audit 14 Complaints and Corrective Actions VST (Doc ID: 159453)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd (Doc ID: 132118)

### Rolling Task #738

**Subject:** Review VST Feedback - Customer Complaints

**Target User:** Derek Lamb

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

#### Notes:

System Generated

Task To be Completed

[Follow Task Link](#)

[Review the History Page of](#)

[VST Customer Complaints](#)

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395240	Review VST Feedback - Customer Complaints (738)	22 Apr 2026	22 Apr 2026	0 days	Derek Lamb
392480	Review VST Feedback - Customer Complaints (738)	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb
389706	Review VST Feedback - Customer Complaints (738)	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
386553	Review VST Feedback - Customer Complaints (738)	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
384052	Review VST Feedback - Customer Complaints (738)	22 Dec 2025	22 Dec 2025	0 days	Derek Lamb
381563	Review VST Feedback - Customer Complaints (738)	24 Nov 2025	27 Nov 2025	3 days	Derek Lamb
378761	Review VST Feedback - Customer Complaints (738)	22 Oct 2025	30 Oct 2025	8 days	Derek Lamb
375857	Review VST Feedback - Customer Complaints (738)	22 Sep 2025	22 Sep 2025	0 days	Derek Lamb

## Management Review

Viamed - Managing Director

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373382	Complaints (738) Review VST Feedback - Customer	22 Aug 2025	28 Aug 2025	6 days	Derek Lamb
370436	Complaints (738) Review VST Feedback - Customer	22 Jul 2025	24 Jul 2025	2 days	Derek Lamb
367770	Complaints (738) Review VST Feedback - Customer	23 Jun 2025	26 Jun 2025	3 days	Derek Lamb
365004	Complaints (738) Review VST Feedback - Customer	22 May 2025	29 May 2025	7 days	Derek Lamb
362139	Complaints (738) Review VST Feedback - Customer	22 Apr 2025	24 Apr 2025	2 days	Derek Lamb
359403	Complaints (738) Review VST Feedback - Customer	24 Mar 2025	25 Mar 2025	1 day	Derek Lamb
356365	Complaints (738) Review VST Feedback - Customer	24 Feb 2025	28 Feb 2025	4 days	Derek Lamb
353222	Complaints (738) Review VST Feedback - Customer	22 Jan 2025	23 Jan 2025	1 day	Derek Lamb
350388	Complaints (738) Review VST Feedback - Customer	23 Dec 2024	27 Dec 2024	4 days	Derek Lamb
347638	Complaints (738) Review VST Feedback - Customer	22 Nov 2024	22 Nov 2024	0 days	Derek Lamb
344590	Complaints (738) Review VST Feedback - Customer	22 Oct 2024	24 Oct 2024	2 days	Derek Lamb
341664	Complaints (738) Review VST Feedback - Customer Complaints (738)	23 Sep 2024	03 Oct 2024	10 days	Derek Lamb

### Process ID #7840 — Review VST Feedback - Customer Feedback Negative

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

## Management Review

Viamed - Managing Director

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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>	Review the History of the Negative Feedback Issues	Derek Lamb 26 Sep 2017
<b>Outputs to the Process</b>	Depending on whats foundNon ConformancesCustomer Complaints	Helen Lamb 30 Oct 2023
<b>Risks to the Process</b>	That an issue or report might be missed. That a Negative feedback form Products might not be reviewed	Helen Lamb 30 Oct 2023
<b>Steps to Minimise Process Risks</b>	Regular review of the issues - feedbacks and customer complaints.Review meetings and management review	Helen Lamb 30 Oct 2023
<b>Scope / Definition of Process / Objective</b>	To review Negative feedback form Productssee if Non Conformance or customer Complaints need to be raised	Derek Lamb 26 Sep 2017
<b>Likelihood of Risk (1-5)</b>	3.Occasional	Derek Lamb 26 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 26 Sep 2017
<b>Measurable Objective</b>	Go to the meeting heading Customer Feedback Negative and review the last 3 months, or since last review	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=3, Severity=1)	

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.5.5
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.3.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.1 General
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.5
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

- Customer

## Management Review

Viamed - Managing Director

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- ISO Auditing Bodies
- MHRA
- Internal Systems
- VST OEM Customers

### Linked Companies

- VST

### Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)

### Associated Documents

- Audit 14 Complaints and Corrective Actions Viamed (Doc ID: 203281)
- Audit 14 Complaints and Corrective Actions VST (Doc ID: 159453)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd (Doc ID: 132118)

### Rolling Task #740

**Subject:** Review VST Feedback - Customer Feedback Negative

**Target User:** Derek Lamb

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

#### Notes:

System Generated

Task To be Completed

Follow the Issue link

Review the History Page of

VST Customer Feedback Negative

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395242	Review VST Feedback - Customer Feedback Negative (740)	22 Apr 2026	22 Apr 2026	0 days	Derek Lamb
392482	Review VST Feedback - Customer Feedback Negative (740)	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb
389708	Review VST Feedback - Customer Feedback Negative (740)	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
386555	Review VST Feedback - Customer Feedback Negative (740)	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
384054	Review VST Feedback - Customer Feedback Negative (740)	22 Dec 2025	22 Dec 2025	0 days	Derek Lamb
381565	Review VST Feedback - Customer Feedback Negative (740)	24 Nov 2025	27 Nov 2025	3 days	Derek Lamb

## Management Review

Viamed - Managing Director

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378763	Review VST Feedback - Customer Feedback Negative (740)	22 Oct 2025	30 Oct 2025	8 days	Derek Lamb
375859	Review VST Feedback - Customer Feedback Negative (740)	22 Sep 2025	22 Sep 2025	0 days	Derek Lamb
373384	Review VST Feedback - Customer Feedback Negative (740)	22 Aug 2025	28 Aug 2025	6 days	Derek Lamb
370438	Review VST Feedback - Customer Feedback Negative (740)	22 Jul 2025	24 Jul 2025	2 days	Derek Lamb
367772	Review VST Feedback - Customer Feedback Negative (740)	23 Jun 2025	26 Jun 2025	3 days	Derek Lamb
365006	Review VST Feedback - Customer Feedback Negative (740)	22 May 2025	29 May 2025	7 days	Derek Lamb
362141	Review VST Feedback - Customer Feedback Negative (740)	22 Apr 2025	24 Apr 2025	2 days	Derek Lamb
359405	Review VST Feedback - Customer Feedback Negative (740)	24 Mar 2025	25 Mar 2025	1 day	Derek Lamb
356367	Review VST Feedback - Customer Feedback Negative (740)	24 Feb 2025	28 Feb 2025	4 days	Derek Lamb
353224	Review VST Feedback - Customer Feedback Negative (740)	22 Jan 2025	23 Jan 2025	1 day	Derek Lamb
350390	Review VST Feedback - Customer Feedback Negative (740)	23 Dec 2024	27 Dec 2024	4 days	Derek Lamb
347640	Review VST Feedback - Customer Feedback Negative (740)	22 Nov 2024	22 Nov 2024	0 days	Derek Lamb
344592	Review VST Feedback - Customer Feedback Negative (740)	22 Oct 2024	24 Oct 2024	2 days	Derek Lamb
341666	Review VST Feedback - Customer Feedback Negative (740)	23 Sep 2024	03 Oct 2024	10 days	Derek Lamb

**Process ID #7843 — Review VST Product Feedback Negative**

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

## Management Review

Viamed - Managing Director

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### 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>	Review the History of the Negative Feedback Issues	Derek Lamb 26 Sep 2017
<b>Outputs to the Process</b>	Depending on whats foundNon Conformances, Customer Complaints	Derek Lamb 26 Sep 2017
<b>Risks to the Process</b>	Issues could be missed	Helen Lamb 29 Jul 2022
<b>Steps to Minimise Process Risks</b>	regular reviews	Helen Lamb 29 Jul 2022
<b>Scope / Definition of Process / Objective</b>	To review Negative feedback form Productssee if Non Conformance or customer Complaints need to be raise	Derek Lamb 26 Sep 2017
<b>Likelihood of Risk (1-5)</b>	3.Occasional	Derek Lamb 26 Sep 2017
<b>Severity of Risk (1-5)</b>	1.Negligible	Derek Lamb 26 Sep 2017
<b>Measurable Objective</b>	Go to the meeting heading Product Feedback Negative and review the last 3 months, or since last review	Helen Lamb 29 Aug 2018
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
<b>Verification / Effectiveness</b>	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 29 Jul 2022
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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=3, Severity=1)	

### Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.5.5
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.3.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.1 General
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.5
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.3.2

### Interested Parties

## Management Review

Viamed - Managing Director

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- ISO Auditing Bodies
- Customer
- MHRA
- Internal Systems
- VST OEM Customers

### Linked Companies

- VST

### Trained Staff (3)

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

### Associated Documents

- Audit 14 Complaints and Corrective Actions Viamed (Doc ID: 203281)
- Audit 14 Complaints and Corrective Actions VST (Doc ID: 159453)
- Audit 23 Analysis of Data Viamed (Doc ID: 158752)
- Audit 23 Analysis of Data VST (Doc ID: 158748)
- VOP 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd (Doc ID: 132118)

### Rolling Task #742

**Subject:** Review VST Product Feedback Negative

**Target User:** Derek Lamb

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

#### Notes:

System Generated

[Follow Issue Direct Link](#)

Review the History Page of  
[VST Product Feedback Negative](#)

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395244	Review VST Product Feedback Negative (742)	22 Apr 2026	22 Apr 2026	0 days	Derek Lamb
392484	Review VST Product Feedback Negative (742)	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb
389710	Review VST Product Feedback Negative (742)	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
386557	Review VST Product Feedback Negative (742)	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
384056	Review VST Product Feedback Negative (742)	22 Dec 2025	22 Dec 2025	0 days	Derek Lamb
381567	Review VST Product	24 Nov 2025	27 Nov 2025	3 days	Derek Lamb

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378765	Feedback Negative (742) Review VST Product 22 Oct 2025	30 Oct 2025	8 days	Derek Lamb
375861	Feedback Negative (742) Review VST Product 22 Sep 2025	22 Sep 2025	0 days	Derek Lamb
373386	Feedback Negative (742) Review VST Product 22 Aug 2025	28 Aug 2025	6 days	Derek Lamb
370440	Feedback Negative (742) Review VST Product 22 Jul 2025	24 Jul 2025	2 days	Derek Lamb
367774	Feedback Negative (742) Review VST Product 23 Jun 2025	26 Jun 2025	3 days	Derek Lamb
365008	Feedback Negative (742) Review VST Product 22 May 2025	29 May 2025	7 days	Derek Lamb
362143	Feedback Negative (742) Review VST Product 22 Apr 2025	24 Apr 2025	2 days	Derek Lamb
359407	Feedback Negative (742) Review VST Product 24 Mar 2025	25 Mar 2025	1 day	Derek Lamb
356369	Feedback Negative (742) Review VST Product 24 Feb 2025	28 Feb 2025	4 days	Derek Lamb
353226	Feedback Negative (742) Review VST Product 22 Jan 2025	23 Jan 2025	1 day	Derek Lamb
350392	Feedback Negative (742) Review VST Product 23 Dec 2024	27 Dec 2024	4 days	Derek Lamb
347642	Feedback Negative (742) Review VST Product 22 Nov 2024	22 Nov 2024	0 days	Derek Lamb
344594	Feedback Negative (742) Review VST Product 22 Oct 2024	24 Oct 2024	2 days	Derek Lamb
341668	Feedback Negative (742) Review VST Product 23 Sep 2024	03 Oct 2024	10 days	Derek Lamb

### Process ID #8015 — Review VST Product Feedback Positive

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

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Risk Item	Notes / Value	Last Updated
<b>Input to the Process</b>	Review the History of the Product Feedback Positive	Helen Lamb 29 Jul 2022
<b>Outputs to the Process</b>	completed reviewfeedback that can be fed back to staff	Helen Lamb 29 Jul 2022
<b>Risks to the Process</b>	Issues could be missed	Helen Lamb 29 Jul 2022
<b>Steps to Minimise Process Risks</b>	regular reviews	Helen Lamb 29 Jul 2022
<b>Scope / Definition of Process / Objective</b>	Review VST Product Feedback Positive	Derek Lamb 25 Jul 2022
<b>Likelihood of Risk (1-5)</b>	1.Improbable	Helen Lamb 29 Jul 2022
<b>Severity of Risk (1-5)</b>	1.Negligible	Helen Lamb 29 Jul 2022
<b>Measurable Objective</b>	Go to the meeting heading Product Feedback Positive and review the last 3 months, or since last review	Helen Lamb 29 Jul 2022
<b>Training Method Required</b>	Hands on Learning from experienced staff	Helen Lamb 29 Jul 2022
<b>Verification / Effectiveness</b>	We assess the previous issues for any issues or anomalies. Upon final completion of this task any trends or issues will be picked up and if needed a separate issue generated in case any an investigation is needed. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 29 Jul 2022
<b>Covid / Pandemic Notes</b>	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 29 Jul 2022
<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 VST Ltd ISO9001:2015+A1: 7.1.1 General
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1

### Interested Parties

- Customer

### Linked Companies

- VST

### Trained Staff (3)

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

### Associated Documents

- Audit 22 Post Market Surveillance Viamed (Doc ID: 186382)
- Audit 22 Post Market Surveillance VST (Doc ID: 159385)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

### Rolling Task #1190

**Subject:** Review VST Product Feedback Positive

**Target User:** Derek Lamb

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

**Notes:**

System Generated Task To be Completed Review VST Product Feedback Positive

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395258	Review VST Product Feedback Positive (1190)	22 Apr 2026	22 Apr 2026	0 days	Derek Lamb
392505	Review VST Product Feedback Positive (1190)	23 Mar 2026	26 Mar 2026	3 days	Derek Lamb
389736	Review VST Product Feedback Positive (1190)	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
386573	Review VST Product Feedback Positive (1190)	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
384079	Review VST Product Feedback Positive (1190)	22 Dec 2025	22 Dec 2025	0 days	Derek Lamb
381588	Review VST Product Feedback Positive (1190)	24 Nov 2025	27 Nov 2025	3 days	Derek Lamb
378779	Review VST Product Feedback Positive (1190)	22 Oct 2025	30 Oct 2025	8 days	Derek Lamb
375885	Review VST Product Feedback Positive (1190)	22 Sep 2025	22 Sep 2025	0 days	Derek Lamb
373401	Review VST Product Feedback Positive (1190)	22 Aug 2025	28 Aug 2025	6 days	Derek Lamb
370452	Review VST Product Feedback Positive (1190)	22 Jul 2025	24 Jul 2025	2 days	Derek Lamb
367794	Review VST Product Feedback Positive (1190)	23 Jun 2025	26 Jun 2025	3 days	Derek Lamb
365023	Review VST Product Feedback Positive (1190)	22 May 2025	29 May 2025	7 days	Derek Lamb
362155	Review VST Product Feedback Positive (1190)	22 Apr 2025	24 Apr 2025	2 days	Derek Lamb
359428	Review VST Product Feedback Positive (1190)	24 Mar 2025	25 Mar 2025	1 day	Derek Lamb
356393	Review VST Product Feedback Positive (1190)	24 Feb 2025	28 Feb 2025	4 days	Derek Lamb
353239	Review VST Product Feedback Positive (1190)	22 Jan 2025	30 Jan 2025	8 days	Derek Lamb
350412	Review VST Product Feedback Positive (1190)	23 Dec 2024	27 Dec 2024	4 days	Derek Lamb
347655	Review VST Product Feedback Positive (1190)	22 Nov 2024	22 Nov 2024	0 days	Derek Lamb
344606	Review VST Product	22 Oct 2024	24 Oct 2024	2 days	Derek Lamb

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341689	Feedback Positive (1190) Review VST Product 23 Sep 2024 Feedback Positive (1190)	03 Oct 2024	10 days	Derek Lamb
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### Responsibility-Only Processes (12)

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

- **#7057:** Complaints and Vigilance Notifications (last reviewed: 25 Oct 2017)
- **#34:** Insurance Is Upto Date (last reviewed: 02 Jul 2025)
- **#5869:** Legal Company Car Registration (last reviewed: 28 Jul 2025)
- **#7033:** Management commitment to ISO (last reviewed: 19 Sep 2019)
- **#5862:** Marketing Meetings (last reviewed: 18 Oct 2017)
- **#30:** MHRA Licences And Notifications (last reviewed: 17 Oct 2017)
- **#31:** Notified Body Notifications (last reviewed: 17 Oct 2017)
- **#7037:** Responsibility, authority and communication (last reviewed: 10 Oct 2017)
- **#6904:** Sales And Marketing Internal sales (last reviewed: 15 Oct 2017)
- **#5864:** Sales Meeting EX (last reviewed: 28 Jul 2025)
- **#5863:** Sales Meetings UK (last reviewed: 28 Jul 2025)
- **#6944:** Stock Meeting (last reviewed: 24 Jul 2018)

## Conclusion / Executive Summary

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

### Coverage

- 1 roles reviewed
- 39 active processes reviewed
- 12 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

- [Managing Director] Derek Lamb linked to 100% (39 of 39) of role processes - single point of failure risk

### Missing Audits

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

### Missing Measurable Objectives

- 1 process(es) missing measurable objective

### Trained Staff Coverage

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

### Process Maturity Overview

- 2 of 39 processes (5%) 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
Managing Director	39	0	1	8	0	1	29

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End of Management Review Report - Viamed