

Management Review

Viamed - Accounts Controller

Management Review Report

Viamed

Role: Accounts Controller

Report Date: 14 May 2026

Index

1. Accounts Controller (ID #5)
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).

Green	Completed in 14 days or less (good)
Yellow	Completed in 15 - 60 days (acceptable)
Orange	Completed in over 60 days (slow)
Red	Outstanding - not yet completed (age shown)

Role: Accounts Controller (ID #5)

Reports To: Director 2 (Helen) ? Managing Director ? Share Holder

Assigned Employees: Helen Lamb, Helen Lamb, Helen Lamb, Helen Lamb

Processes Assigned: 10 (10 active, 0 responsibility-only)

Role Risk Indicators - Accounts Controller

- **10** linked processes
- **1** overdue rolling tasks/audits
- **1** processes with NO trained staff
- **1** processes missing measurable objective
- **3** processes with no audit configured

Dependency / Single-Point-of-Failure Risk

- Helen Lamb linked to 90% (9 of 10) of role processes - single point of failure risk

Process ID #8104 — Accounts Controller Responsibility Review

Last Reviewed: 14 May 2026 by Derek Lamb

Process Maturity (3 of 6 - 50%)

Measure	Status
Has Risk Assessment	Yes

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Has Audit	No
Has Measurable Objective	No
Has Backup Staff	No
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process		
Outputs to the Process		
Risks to the Process		
Steps to Minimise Process Risks		
Scope / Definition of Process / Objective	New Process as of 14 / 05 / 2026.Roles Titles Processes and Procedures ADMIN ViamedEnd column of Accounts Controller Responsibilitys ReviewPrint to PDF,	Derek Lamb 14 May 2026
Likelihood of Risk (1-5)		
Severity of Risk (1-5)		
Measurable Objective		
Training Method Required		
Verification / Effectiveness		
Covid / Pandemic Notes		
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	NEEDS SETTING (Frequency=0, Severity=0)	

Associated Documents

- management reviews - Roles Reviews (Doc ID: 220072)

Rolling Task #1325

Subject: Accounts Controller Responsibilitys Review
Target User: Derek Lamb
Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated
Task To be Completed

Roles Titles Processes and Procedures ADMIN Viamed

End column of Accounts Controller Review Print to PDF,

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397360	Accounts Controller Responsibilitys Review (1325)	14 May 2026		Outstanding (0 days)	Derek Lamb

Process ID #8021 — Check Xero Bank For The Year To The Barclays Bank Account

Last Reviewed: 28 Jul 2025 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
Input to the Process	Viamed properties Barclays Bank account Xero accounts package.	Helen Lamb 10 Jan 2023
Outputs to the Process	Xero matching to the bank. Viamed properties	Helen Lamb 10 Jan 2023
Risks to the Process	A transaction will be missed.	Helen Lamb 10 Jan 2023
Steps to Minimise Process Risks	Regular reviews and annual check by the accountant.	Helen Lamb 10 Jan 2023
Scope / Definition of Process / Objective	Viamed properties Check the Barclays Bank account to the BBank feed in Xero. Check all transactions are present on Xero from Barclays.	Helen Lamb 10 Jan 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 10 Jan 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 10 Jan 2023
Measurable Objective	Check all transactions are present on Xero from Barclays..	Helen Lamb 10 Jan 2023
Training Method Required	Hands on by experienced member of staff	Derek Lamb 06 Jan 2023
Verification / Effectiveness	Regular reviews and annual check by the accountant	Derek Lamb 06 Jan 2023
Covid / Pandemic Notes	This is not affected by Covid 19 or any other national or international crisis	Derek Lamb 06 Jan 2023
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)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.2

Interested Parties

- Accountants
- Internal Systems
- Finance Banks

Linked Companies

- Viamed Properties

Trained Staff (2)

- Helen Lamb (trained by Helen Lamb)
- Michael Lamb (trained by Helen Lamb)

Associated Documents

- Audit 04 Accounts and Finance Viamed (Doc ID: 159427)
- Audit 04 Accounts and Finance VST (Doc ID: 159429)

Rolling Task #1202

Subject: Check Xero Bank For The Year To The Barclays Bank Account

Target User: Helen Lamb

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

Notes:

System Generated
Task To be Completed

Viamed properties

Check the Barclays Bank account to the Bank feed in Xero.

Check all transactions are present on Xero from Barclays.

Use Barclays account from HL internet banking.

Rolling Audit #1203

Subject: Check Xero Bank For The Year To The Barclays Bank Account

Target User: Michael Lamb

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

Notes:

System Generated Task To be Completed

Check the task has been done

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
389740	Check Xero Bank For The Year To The Barclays Bank Account (1203)	23 Feb 2026	27 Apr 2026	63 days	Michael Lamb
385639	Check Xero Bank For The Year To The Barclays Bank Account (1202)	12 Jan 2026	12 Jan 2026	0 days	Helen Lamb
356237	Check Xero Bank For The Year To The Barclays Bank Account (1203)	21 Feb 2025	27 Mar 2025	34 days	Michael Lamb
352152	Check Xero Bank For The Year To The Barclays Bank Account (1202)	10 Jan 2025	27 Jan 2025	17 days	Helen Lamb

Process ID #8020 — Checking Proformas And Quotes Vandagraph To The Bank

Last Reviewed: 27 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

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Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Bank Statement customers orders listXero accounts packagecustomer order	Helen Lamb 05 Dec 2022
Outputs to the Process	paid Proformas And QuotesUp to date listcustomer order	Helen Lamb 05 Dec 2022
Risks to the Process	Proformas And Quotes may be missed	Helen Lamb 05 Dec 2022
Steps to Minimise Process Risks	regular checking of the bank	Helen Lamb 05 Dec 2022
Scope / Definition of Process / Objective	Check Proformas And Quotes for Vandagraph To The Bank. To see if any have paid, if they have turnm to order.	Helen Lamb 05 Dec 2022
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 05 Dec 2022
Severity of Risk (1-5)	1.Negligible	Helen Lamb 05 Dec 2022
Measurable Objective	Review the customers orders list for Vandagraph and check any Proformas And Quotes have been paid	Helen Lamb 05 Dec 2022
Training Method Required	Hands on by experienced staff	Helen Lamb 05 Dec 2022
Verification / Effectiveness	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 05 Dec 2022
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 05 Dec 2022
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

- Customer

Linked Companies

- Vandagraph

Trained Staff (2)

- Helen Lamb (trained by Helen Lamb)
- Michael Lamb (trained by Helen Lamb)

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #1200

Subject: Checking Proformas And Quotes Vandagraph To The Bank

Target User: Michael Lamb

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

Notes:

System GeneratedTask To be Completed

Check Proformas And Quotes for Vandagraph To The Bank. To see if any have been paid - Check Bank Statement or Xero

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accounts package and customers orders list. Turn any paid to orders

Rolling Audit #1201

Subject: Checking Proformas And Quotes Vandagraph To The Bank

Target User: Helen Lamb

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

Notes:

System Generated Task To be Completed Check Proformas And Quotes for Vandagraph To The Bank. To see if any have paid Bank Statement customers orders list Xero accounts package

Audit only

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396793	Checking Proformas And Quotes Vandagraph To The Bank (1200)	08 May 2026		Outstanding (6 days)	Michael Lamb
396194	Checking Proformas And Quotes Vandagraph To The Bank (1200)	01 May 2026		Outstanding (13 days)	Michael Lamb
395523	Checking Proformas And Quotes Vandagraph To The Bank (1201)	24 Apr 2026	27 Apr 2026	3 days	Helen Lamb
395522	Checking Proformas And Quotes Vandagraph To The Bank (1200)	24 Apr 2026		Outstanding (20 days)	Michael Lamb
394899	Checking Proformas And Quotes Vandagraph To The Bank (1200)	17 Apr 2026		Outstanding (27 days)	Michael Lamb
394285	Checking Proformas And Quotes Vandagraph To The Bank (1200)	10 Apr 2026		Outstanding (34 days)	Michael Lamb
393555	Checking Proformas And Quotes Vandagraph To The Bank (1200)	03 Apr 2026	27 Apr 2026	24 days	Michael Lamb
393006	Checking Proformas And Quotes Vandagraph To The Bank (1200)	27 Mar 2026	27 Apr 2026	31 days	Michael Lamb
392377	Checking Proformas And Quotes Vandagraph To The Bank (1200)	20 Mar 2026	27 Apr 2026	38 days	Michael Lamb
391683	Checking Proformas And Quotes Vandagraph To The Bank (1200)	13 Mar 2026	23 Mar 2026	10 days	Michael Lamb
391026	Checking Proformas And Quotes Vandagraph To The Bank (1200)	06 Mar 2026	23 Mar 2026	17 days	Michael Lamb
390269	Checking Proformas And Quotes	27 Feb 2026	23 Mar 2026	24 days	Michael Lamb

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389579	Vandagraph To The Bank (1200) Checking Proformas 20 Feb 2026 And Quotes	23 Feb 2026	3 days	Michael Lamb
388898	Vandagraph To The Bank (1200) Checking Proformas 13 Feb 2026 And Quotes	19 Feb 2026	6 days	Michael Lamb
388145	Vandagraph To The Bank (1200) Checking Proformas 06 Feb 2026 And Quotes	19 Feb 2026	13 days	Michael Lamb
387359	Vandagraph To The Bank (1200) Checking Proformas 30 Jan 2026 And Quotes	19 Feb 2026	20 days	Michael Lamb
386880	Vandagraph To The Bank (1200) Checking Proformas 26 Jan 2026 And Quotes	26 Jan 2026	0 days	Helen Lamb
386728	Vandagraph To The Bank (1201) Checking Proformas 23 Jan 2026 And Quotes	19 Feb 2026	27 days	Michael Lamb
386133	Vandagraph To The Bank (1200) Checking Proformas 16 Jan 2026 And Quotes	20 Jan 2026	4 days	Michael Lamb
385514	Vandagraph To The Bank (1200) Checking Proformas 09 Jan 2026 And Quotes	20 Jan 2026	11 days	Michael Lamb

Process ID #8101 — Intercompany Admin Orders Processed

Last Reviewed: 27 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
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Admin order from Vandagraph and VST	Helen Lamb 09 Feb 2026
Outputs to the Process	Invoiced admin in the Internal system and the Accounts package	Helen Lamb 09 Feb 2026
Risks to the Process	Risk are the orders not being generated and invoice not being invoiced.	Helen Lamb 09 Feb 2026
Steps to Minimise Process Risks	Rolling issue to remind those involved.	Helen Lamb 09 Feb 2026
Scope / Definition of Process / Objective	To make sure the inter company orders / Admin fee are processed between Viamed and Vandagraph and viamed and	Helen Lamb 09 Feb 2026

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Likelihood of Risk (1-5)	VST. 2.Remote	Helen Lamb 09 Feb 2026
Severity of Risk (1-5)	1.Negligible	Helen Lamb 09 Feb 2026
Measurable Objective	To see if the is an order in the Viamed Sales account for Vandagraph and VST for the monthly for Admin. These invoices should then be available in the accounts package as well as the Internal system.	Helen Lamb 09 Feb 2026
Training Method Required	Hands on from experienced members of staff	Helen Lamb 09 Feb 2026
Verification / Effectiveness	The invoices being generated and being paid.	Helen Lamb 09 Feb 2026
Covid / Pandemic Notes	Not affected by Covid or any other national or international crisis.	Helen Lamb 09 Feb 2026
Risk / Benefit Report	No Action Required	Helen Lamb 09 Feb 2026
HSE Implications	No H.S.E. implications relating to this process being carried out	Helen Lamb 09 Feb 2026
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: 7.4.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.4.1

Interested Parties

- Accountants
- Internal Systems

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (2)

- Helen Lamb (trained by Helen Lamb)
- Jean Lamb (trained by Helen Lamb)

Associated Documents

- Audit 04 Accounts and Finance Viamed (Doc ID: 159427)
- VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes (Doc ID: 31088)

Rolling Task #1316

Subject: Intercomapny Admin Orders Processed

Target User: Helen Lamb

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

Notes:

System GeneratedTask To be Completed

Check we have received the Admin calculation for the current month. Then this is to be added to the Viamed contact for Vandagraph and VST. Then checked and invoiced.

Once invoiced these are added to Vandagraph and VST monthly with the intercompany transfer of purchasing from the month. This is a separate task.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395025	Intercomapny Admin	20 Apr 2026	24 Apr 2026	4 days	Helen Lamb

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392381	Orders Processed (1316) Intercomapny Admin 20 Mar 2026	23 Mar 2026	3 days	Helen Lamb
389584	Orders Processed (1316) Intercomapny Admin 20 Feb 2026	23 Feb 2026	3 days	Helen Lamb

Process ID #8100 — Login In To The Bank To Keep It Active

Last Reviewed: 27 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
Input to the Process	Barclays Business banking app lportal	Helen Lamb 09 Feb 2026
Outputs to the Process	lportal being able to log in.	Helen Lamb 09 Feb 2026
Risks to the Process	That the app with become inactive and have to be re registered and re authorised.	Helen Lamb 09 Feb 2026
Steps to Minimise Process Risks	Regular issue to remind to re log in regularly	Helen Lamb 09 Feb 2026
Scope / Definition of Process / Objective	Login to the Barclays lportal system to keep it active	Helen Lamb 09 Feb 2026
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 09 Feb 2026
Severity of Risk (1-5)	1.Negligible	Helen Lamb 09 Feb 2026
Measurable Objective	To check Accounts staff keep the Barclays Business banking app active by logging in every two weeks to 1 month	Helen Lamb 09 Feb 2026
Training Method Required	Hands on by experienced members of staff	Helen Lamb 09 Feb 2026
Verification / Effectiveness	regular reviews - issues	Helen Lamb 09 Feb 2026
Covid / Pandemic Notes	Not affected by covid or any other national or international crisis	Helen Lamb 09 Feb 2026
Risk / Benefit Report	No Action Required	Helen Lamb 09 Feb 2026
HSE Implications	No health and safety implication by carrying out this task. It is solely a simple computer activity.	Helen Lamb 09 Feb 2026
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.2

Interested Parties

- Finance Banks
- Internal Systems

Linked Companies

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- Viamed
- Vandagraph
- VST

Trained Staff (2)

- Helen Lamb (trained by Helen Lamb)
- Zoey Teal (trained by Helen Lamb)

Associated Documents

- Audit 04 Accounts and Finance Viamed (Doc ID: 159427)
- VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes (Doc ID: 31088)

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395788	Login In To The Bank To Keep It Active (1315)	28 Apr 2026	28 Apr 2026	0 days	Helen Lamb
395787	Login In To The Bank To Keep It Active (1314)	28 Apr 2026		Outstanding (16 days)	Zoey Teal
395654	Login In To The Bank To Keep It Active (1314)	27 Apr 2026		Outstanding (17 days)	Zoey Teal
393653	Login In To The Bank To Keep It Active (1314)	06 Apr 2026	27 Apr 2026	21 days	Zoey Teal
391804	Login In To The Bank To Keep It Active (1314)	16 Mar 2026	23 Mar 2026	7 days	Zoey Teal
389747	Login In To The Bank To Keep It Active (1314)	23 Feb 2026	23 Mar 2026	28 days	Zoey Teal

Process ID #8042 — PAYE Needs Paying URGENT

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	PAYE bill from the accountants	Helen Lamb 29 Dec 2023
Outputs to the Process	a paid account with HMRC	Helen Lamb 29 Dec 2023
Risks to the Process	that a payment could be missedthe amount could be incorrect	Helen Lamb 29 Dec 2023
Steps to Minimise Process Risks	we have now set up direct debit so that none are missed. Pays are done by the accountant and it is checked when returned to us for payment	Helen Lamb 29 Dec 2023

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Scope / Definition of Process / Objective	PAYE needs paying by the 21st of the month for previous month	Helen Lamb 29 Dec 2023
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 29 Dec 2023
Severity of Risk (1-5)	3.Serious	Helen Lamb 29 Dec 2023
Measurable Objective	that this has been paid every month	Helen Lamb 29 Dec 2023
Training Method Required	accountant and hands on from experienced members of staff	Helen Lamb 29 Dec 2023
Verification / Effectiveness	regular reviews and checks by the accountants	Helen Lamb 29 Dec 2023
Covid / Pandemic Notes	this is not affected by covid or national or international issue	Helen Lamb 29 Dec 2023
Risk / Benefit Report	This task has to be done and we take as many precautions we can. If we do miss or make underpayment the HMRC will inform us and we make a correction .	Helen Lamb 29 Dec 2023
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	Risk Benefits (Frequency=2, Severity=3)	

Interested Parties

- Accountants
- Government E.G. HMRC

Linked Companies

- Viamed

Trained Staff (2)

- Helen Lamb (trained by Helen Lamb)
- Jean Lamb (trained by Helen Lamb)

Associated Documents

- Audit 04 Accounts and Finance Viamed (Doc ID: 159427)
- Audit 04 Accounts and Finance VST (Doc ID: 159429)
- VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes (Doc ID: 31088)

Rolling Task #87

Subject: PAYE needs paying URGENT
Target User: Helen Lamb
Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:

System GeneratedPay the PAYE NOW....

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394846	PAYE needs paying URGENT (87)	17 Apr 2026	22 Apr 2026	5 days	Helen Lamb
391850	PAYE needs paying URGENT (87)	17 Mar 2026	19 Mar 2026	2 days	Helen Lamb
389114	PAYE needs paying URGENT (87)	17 Feb 2026	19 Feb 2026	2 days	Helen Lamb
386199	PAYE needs paying URGENT (87)	19 Jan 2026	23 Jan 2026	4 days	Helen Lamb
383696	PAYE needs paying URGENT (87)	17 Dec 2025	22 Dec 2025	5 days	Helen Lamb
380949	PAYE needs paying URGENT (87)	17 Nov 2025	20 Nov 2025	3 days	Helen Lamb
378343	PAYE needs paying URGENT (87)	17 Oct 2025	24 Oct 2025	7 days	Helen Lamb

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375502	PAYE needs paying 17 Sep 2025 URGENT (87)	22 Sep 2025	5 days	Helen Lamb
372874	PAYE needs paying 18 Aug 2025 URGENT (87)	21 Aug 2025	3 days	Helen Lamb
370024	PAYE needs paying 17 Jul 2025 URGENT (87)	18 Jul 2025	1 day	Helen Lamb
367242	PAYE needs paying 17 Jun 2025 URGENT (87)	19 Jun 2025	2 days	Helen Lamb
364596	PAYE needs paying 19 May 2025 URGENT (87)	22 May 2025	3 days	Helen Lamb
361854	PAYE needs paying 17 Apr 2025 URGENT (87)	24 Apr 2025	7 days	Helen Lamb
358645	PAYE needs paying 17 Mar 2025 URGENT (87)	25 Mar 2025	8 days	Helen Lamb
355678	PAYE needs paying 17 Feb 2025 URGENT (87)	20 Feb 2025	3 days	Helen Lamb
352842	PAYE needs paying 17 Jan 2025 URGENT (87)	17 Jan 2025	0 days	Helen Lamb
349858	PAYE needs paying 17 Dec 2024 URGENT (87)	27 Dec 2024	10 days	Helen Lamb
347128	PAYE needs paying 18 Nov 2024 URGENT (87)	21 Nov 2024	3 days	Helen Lamb
344170	PAYE needs paying 17 Oct 2024 URGENT (87)	24 Oct 2024	7 days	Helen Lamb
341113	PAYE needs paying 17 Sep 2024 URGENT (87)	19 Sep 2024	2 days	Helen Lamb

Process ID #8035 — USA Tax Book Sales

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
Input to the Process	Email from USA TAX authority Book sales in USA	Helen Lamb 18 Dec 2023
Outputs to the Process	compliant tax system for USA Book sales	Helen Lamb 18 Dec 2023
Risks to the Process	That we may miss this and not be compliant	Helen Lamb 18 Dec 2023
Steps to Minimise Process Risks	regular issues to check for emails	Helen Lamb 18 Dec 2023
Scope / Definition of Process / Objective	To redo the USA Tax Status on the Book Sales. Complete TAX Status questions every 2 years approximately. They will email to request this.It relates to the sale of the book in USA only. TIN Number is National Insurance Numberyes to Claiming Treaty Benefitsamazon prime kindle vandagraph booksvat usa book salesOur records indicate you provided your W-8 Internal Revenue Service Form (IRS) with a signature date before	Helen Lamb 18 Dec 2023

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January 1, 2020. Per the U.S. tax authority, this form will expire on December 31, 2023. To prevent expiration, please complete your tax interview as soon as possible.

Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 18 Dec 2023
Severity of Risk (1-5)	3.Serious	Helen Lamb 18 Dec 2023
Measurable Objective	Check the site to make sure we are up to date.	Helen Lamb 30 Jan 2024
Training Method Required	Hands on with experienced staff and reviewing the email from the USA TAX people.	Helen Lamb 18 Dec 2023
Verification / Effectiveness	Regular reviews and notification of completed forms from USA TAX office	Helen Lamb 18 Dec 2023
Covid / Pandemic Notes	Not affected by Covid or other extreme national or international problem.	Helen Lamb 18 Dec 2023
Risk / Benefit Report	The risk of us not completing this is very minor but the consequences are serious. There is nothing we can do to lessen this risk.	Helen Lamb 18 Dec 2023
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=3)	

Linked ISO Sections

- ISO 9001:2015: 9.3.2

Interested Parties

- Government E.G. HMRC
- External Partners
- Internal Systems

Linked Companies

- Vandagraph

Trained Staff (3)

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

Associated Documents

- Audit 04 Accounts and Finance Viamed (Doc ID: 159427)
- Audit 04 Accounts and Finance VST (Doc ID: 159429)
- VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes (Doc ID: 31088)

Rolling Task #1231

Subject: USA Tax Book Sales

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed

Dereks Google

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<https://b94epgkt.r.us-east-1.awstrack.me/L0/https:%2F%2Fkdp.amazon.com%2F/1/0100018bd20fa3a2-6b447147-f344-4327-bedf-b0f969d883e8-000000/VzTX-7hzeJ6SrS4zBOY4caDgAaM=348>

kdp.amazon.com

amazon prime kindle vandagraph books

vat usa book sales

Our records indicate you provided your W-8 Internal Revenue Service Form (IRS) with a signature date before January 1, 2020. Per the U.S. tax authority, this form will expire on December 31, 2023. To prevent expiration, please complete your tax interview as soon as possible.

Rolling Audit #1233

Subject: USA Tax Book Sales

Target User: Michael Lamb

Recurrence: 48 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated Task To be Completed To redo the USA Tax Status on the Book Sales TIN Number is National Insurance Number yes to Claiming Treaty Benefits:

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
393909	USA Tax Book Sales (1233)	08 Apr 2026		Outstanding (36 days)	Michael Lamb
383470	USA Tax Book Sales (1231)	15 Dec 2025	10 Feb 2026	57 days	Derek Lamb
349741	USA Tax Book Sales (1231)	16 Dec 2024	27 Dec 2024	11 days	Helen Lamb

Process ID #8091 — Vandagraph And VST Check And Allocate Debtors. Ready For Accountants.

Last Reviewed: 23 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
Input to the Process	Aged Receivables Summary in accounts package. Accountant review annually	Helen Lamb 13 Feb 2025
Outputs to the Process	up to date debtors	Helen Lamb 13 Feb 2025
Risks to the Process	That accounts are not updated or missed	Helen Lamb 13 Feb 2025
Steps to Minimise Process Risks	reviews by us and by the accountants	Helen Lamb 13 Feb 2025
Scope / Definition of Process /	Check the Aged Receivables Summary in	Helen Lamb 13 Feb 2025

Management Review

Viamed - Accounts Controller

Objective	the accounts package. Allocate all the credit balances where possible and allocate to bank charges credit amounts that should have been allocated to this at time of paying. Ready for accountants.	
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Feb 2025
Severity of Risk (1-5)	1.Negligible	Helen Lamb 13 Feb 2025
Measurable Objective	Check the Aged Receivables Summary is up to date and accountant review this annually	Helen Lamb 13 Feb 2025
Training Method Required	Hands on from experienced members of staff and with help from accountant and Xero online support	Helen Lamb 13 Feb 2025
Verification / Effectiveness	Accountant review and internal reviews	Helen Lamb 13 Feb 2025
Covid / Pandemic Notes	not affected by national or international emergency	Helen Lamb 13 Feb 2025
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

- Accountants
- Internal Systems

Linked Companies

- Vandagraph
- VST

Trained Staff (2)

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

Associated Documents

- Audit 04 Accounts and Finance VST (Doc ID: 159429)
- VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes (Doc ID: 31088)

Rolling Task #1281

Subject: Vandagraph And VST Check And Allocate Debtors. Ready For Accountants.

Target User: Helen Lamb

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

Notes:

System Generated
Task To be Completed

Go thought accounts package Aged Receivables Summary. Allocate credit amounts that need clearing or that are older than a few years.

Rolling Audit #1282

Subject: Vandagraph And VST Check And Allocate Debtors. Ready For Accountants.

Target User: Derek Lamb

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

Notes:

Management Review

Viamed - Accounts Controller

System Generated
Task To be Completed

Audit check task is being completed.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
392515	Vandagraph And VST Check And Allocate Debtors. Ready For Accountants. (1282)	23 Mar 2026	09 Apr 2026	17 days	Derek Lamb
391803	Vandagraph And VST Check And Allocate Debtors. Ready For Accountants. (1281)	16 Mar 2026	17 Apr 2026	32 days	Helen Lamb
359439	Vandagraph And VST Check And Allocate Debtors. Ready For Accountants. (1282)	24 Mar 2025	27 Mar 2025	3 days	Helen Lamb
358720	Vandagraph And VST Check And Allocate Debtors. Ready For Accountants. (1281)	17 Mar 2025	29 Sep 2025	196 days	Helen Lamb

Process ID #8007 — Verification Credit Notes

Last Reviewed: 25 Feb 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
Input to the Process	credit notes in intrastats	Helen Lamb 23 Feb 2022
Outputs to the Process	checked credit notes for any issues or non conformance issues.	Helen Lamb 23 Feb 2022
Risks to the Process	credit note may be a non conformance issue and it could be missed	Helen Lamb 23 Feb 2022
Steps to Minimise Process Risks	regular reviews and issues. Making those processing credits aware to review for non conformances	Helen Lamb 23 Feb 2022
Scope / Definition of Process / Objective	Review number credit notes in last 12 months see if any should be escalated to a non conformance	Derek Lamb 17 Feb 2022
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 23 Feb 2022
Severity of Risk (1-5)	2.Minor	Helen Lamb 23 Feb 2022
Measurable Objective	review last 12 months of credit notes	Derek Lamb 17 Feb 2022

Management Review

Viamed - Accounts Controller

Training Method Required Hands on Learning from experienced staffHelen Lamb 23 Feb 2022
Verification / Effectiveness This task is verified for effectiveness Helen Lamb 23 Feb 2022
during internal rolling audit issues.
Covid / Pandemic Notes This process is not affected by Covid 19 Helen Lamb 23 Feb 2022
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=1, Severity=2)

Interested Parties

- Customer
- Internal Systems

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (2)

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

Associated Documents

- Audit 04 Accounts and Finance Viamed (Doc ID: 159427)
- Audit 04 Accounts and Finance VST (Doc ID: 159429)
- VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes (Doc ID: 31088)

Rolling Task #1160

Subject: Verification Credit Notes
Target User: Derek Lamb
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed

Review number credit notes in last 12 months.

see if any should be escalated to a non conformance.

Rolling Audit #1161

Subject: Verification Credit Notes
Target User: Helen Lamb
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed Review number credit notes in last 12 monthssee if any should be escalated to a non conformance

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
389729	Verification Credit Notes (1160)	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
374054	Verification Credit Notes (1161)	01 Sep 2025	04 Sep 2025	3 days	Helen Lamb

Management Review

Viamed - Accounts Controller

356235	Verification Credit Notes (1160)	21 Feb 2025	28 Feb 2025	7 days	Derek Lamb
339766	Verification Credit Notes (1161)	02 Sep 2024	13 Sep 2024	11 days	Helen Lamb

Process ID #8090 — Viamed Check And Allocate Debtors. Ready For Accountants.

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
Input to the Process	Aged Receivables Summary in accounts package.Accountant review annually	Helen Lamb 13 Feb 2025
Outputs to the Process	up to date debtors	Helen Lamb 13 Feb 2025
Risks to the Process	That accounts are not updated or missed	Helen Lamb 13 Feb 2025
Steps to Minimise Process Risks	reviews by us and by the accountants	Helen Lamb 13 Feb 2025
Scope / Definition of Process / Objective	Check the Aged Receivables Summary in the accounts package. Allocate all the credit balances where possible and allocate to bank charges credit amounts that should have been allocated to this at time of paying. Ready for accountants.	Helen Lamb 13 Feb 2025
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Feb 2025
Severity of Risk (1-5)	1.Negligible	Helen Lamb 13 Feb 2025
Measurable Objective	Check the Aged Receivables Summary is up to date and accountant review this annually	Helen Lamb 13 Feb 2025
Training Method Required	Hands on from experienced members of staff and with help from accountant and Xero online support	Helen Lamb 13 Feb 2025
Verification / Effectiveness	Accountant review and internal reviews	Helen Lamb 13 Feb 2025
Covid / Pandemic Notes	not affected by national or international emergency	Helen Lamb 13 Feb 2025
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
- Accountants

Linked Companies

- Viamed
- Viamed Properties

Trained Staff (2)

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

Management Review

Viamed - Accounts Controller

Associated Documents

- Audit 04 Accounts and Finance Viamed (Doc ID: 159427)
- VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes (Doc ID: 31088)

Rolling Task #1279

Subject: Check And Allocate Debtors. Ready For Accountants.

Target User: Helen Lamb

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

Notes:

System GeneratedTask To be Completed

Go thought accounts package Aged Receivables Summary. Allocate credit amounts that need clearing or that are older than a few years.

Rolling Audit #1280

Subject: Check And Allocate Debtors. Ready For Accountants.

Target User: Michael Lamb

Recurrence: 48 Month(s) 0 Week(s) 0 Day(s)

Notes:

System GeneratedTask To be Completed

Audit check task is being completed.

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

ID	Subject	Created	Completed	Days to Complete Outstanding (35 days)	Investigated By
394032	Check And Allocate Debtors. Ready For Accountants. (1280)	09 Apr 2026			Michael Lamb
384087	Check And Allocate Debtors. Ready For Accountants. (1279)	22 Dec 2025	08 Jan 2026	17 days	Helen Lamb

Conclusion / Executive Summary

Auto-calculated summary of findings across the report.

Coverage

- 1 roles reviewed
- 10 active processes reviewed

Key Risks

- 1 overdue rolling task(s) / audit(s) across all roles

Overdue Reviews

- All processes reviewed within last 24 months

Dependency Warnings

Management Review

Viamed - Accounts Controller

- [Accounts Controller] Helen Lamb linked to 90% (9 of 10) of role processes - single point of failure risk

Missing Audits

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

Missing Measurable Objectives

- 1 process(es) missing measurable objective

Trained Staff Coverage

- 1 process(es) with NO trained staff

Process Maturity Overview

- 1 of 10 processes (10%) 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
Accounts Controller	10	1	0	0	1	1	3

End of Management Review Report - Viamed