

Management Review

Viamed - Documentation And Records Controller

Management Review Report

Viamed

Role: Documentation And Records Controller

Report Date: 14 May 2026

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1. Documentation And Records Controller (ID #33)
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: Documentation And Records Controller (ID #33)

Reports To: Director 1 (Derek) ? Managing Director ? Share Holder

Assigned Employees: Derek Lamb, Derek Lamb, Derek Lamb, Derek Lamb

Processes Assigned: 16 (14 active, 2 responsibility-only)

Role Risk Indicators - Documentation And Records Controller

- 14 linked processes
- No overdue rolling tasks
- 3 processes with only one trained user
- 1 processes missing measurable objective
- 3 processes with no audit configured

Dependency / Single-Point-of-Failure Risk

- Derek Lamb linked to 79% (11 of 14) of role processes - single point of failure risk
- Helen Lamb linked to 79% (11 of 14) of role processes - single point of failure risk
- 3 process(es) have only 1 trained employee - no backup coverage

Process ID #7907 — Annual Review Doc Management

Last Reviewed: 28 Aug 2025 by Michael Lamb

Process Maturity (6 of 6 - 100%)

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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	review screen	Derek Lamb 27 Jul 2018
Outputs to the Process	updated database	Derek Lamb 27 Jul 2018
Risks to the Process	That the system is not accessible	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	Easily retrievable back ups.	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	To review which employees have Access to sensitive areas of Intrastats	Derek Lamb 27 Jul 2018
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 27 Jul 2018
Severity of Risk (1-5)	1.Negligible	Derek Lamb 27 Jul 2018
Measurable Objective	Last review date, See previous Issue History	Derek Lamb 27 Jul 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
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

- Staff
- Regulations

Linked Companies

- Viamed
- Viamed Properties
- VST
- Vandagraph

Trained Staff (3)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Michael 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)
- VOP 02 Personnel and Responsibility , Staff and Staffing Issues, Training, Roles and Tasks (Doc ID: 151817)

Rolling Task #887

Subject: Annual Review Doc Management

Target User: Helen Lamb

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

Notes:

System Generated Task To be Completed

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Review Access to Sensitive areas of intrastats.

Intrastats,
EmployeeMenu
Admin Employee
Review Sensitive Area Access.
Ensure noone has access they dont need

Rolling Audit #888

Subject: Annual GDPR Review Doc Management
Target User: Michael Lamb
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated
Task To be Completed To review which employees have Access to sensitive areas of Intrastats review screen

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
372930	Annual GDPR Review Doc Management (888)	18 Aug 2025	28 Aug 2025	10 days	Michael Lamb
370970	Annual Review Doc Management (887)	28 Jul 2025	31 Jul 2025	3 days	Helen Lamb
338387	Annual GDPR Review Doc Management (888)	16 Aug 2024	09 Sep 2024	24 days	Michael Lamb
336463	Annual Review Doc Management (887)	29 Jul 2024	01 Aug 2024	3 days	Helen Lamb

Process ID #8098 — Carry Out The HMRC Slavery Assessment

Last Reviewed: 05 May 2026 by Catrin Hird

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	HMRC Site where we fill complete this form. Our systems and documents used to complete this assessment. Supplier review.	Helen Lamb 10 Oct 2025
Outputs to the Process	A HMRC score and completed assessment.	Helen Lamb 10 Oct 2025
Risks to the Process	that we dont do it on time and we are marked down for it. That we might do something wrong or miss something and are marked down for that.	Helen Lamb 10 Oct 2025
Steps to Minimise Process Risks	Lots of research, the willingness to be doing the right thing already and keeping	Helen Lamb 10 Oct 2025

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	up with regulation and having regular reviews, and reviewing documentation. An effective supplier review system.	
Scope / Definition of Process / Objective	Every year within 6 months after the company year end we must complete the HMRC Modern Slavery Assessment. https://supplierregistration.cabinetoffice.gov.uk/login?logout=1	Helen Lamb 10 Oct 2025
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 10 Oct 2025
Severity of Risk (1-5)	2.Minor	Helen Lamb 10 Oct 2025
Measurable Objective	The Modern Slavery score annually and feedback from the HMRC and an completed issue.	Helen Lamb 10 Oct 2025
Training Method Required	Online with HMRC and hands on with experienced members of staff	Helen Lamb 10 Oct 2025
Verification / Effectiveness	Getting a score every year and maybe even improving the score. Also completing of the issues to reflect we have carried this out.	Helen Lamb 10 Oct 2025
Covid / Pandemic Notes	This is not affected as it has to be done.	Helen Lamb 10 Oct 2025
Risk / Benefit Report	No action Required	Helen Lamb 10 Oct 2025
HSE Implications	No health and safety implications in carrying out this task.	Helen Lamb 10 Oct 2025
Calculated Risk Code	No Action (Frequency=1, Severity=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.1 General

Interested Parties

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

Linked Companies

- Viamed

Trained Staff (2)

- Helen Lamb (trained by Helen Lamb)
- Catrin Hird (trained by Derek 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 #1301

Subject: Carry Out The HMRC Slavery Assessment

Target User: Helen Lamb

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

Notes:

System GeneratedTask To be Completed

Log in to <https://supplierregistration.cabinetoffice.gov.uk/login?logout=1&alert=@JNT08=UFQxUIRXWTFWMkZ1T1VkaQ==Nj>

Once the Modern Slavery assessment is completed and submitted. Log the score and any red flags or recommendations in the issue and attached any docs to issue.

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It is expected we will update any related documents at the time of the assessment relating to the modern slavery and this review.

It may be appropriate that you note here new documents that have been added to the system as a result of this. USE the Chatgpt Project which has all the files and previous note on it to help in doing this. Search Modern Slavery Assessment in DL chatgpt

Rolling Audit #1302

Subject: Carry Out The HMRC Slavery Assessment

Target User: Catrin Hird

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

Notes:

System Generated Task To be Completed

Audit to check the task and assessment has been completed.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396205	Carry Out The HMRC Slavery Assessment (1302)	01 May 2026	07 May 2026	6 days	Helen Lamb
388587	Carry Out The HMRC Slavery Assessment (1301)	11 Feb 2026		Outstanding (92 days)	Helen Lamb
377860	Carry Out The HMRC Slavery Assessment (1302)	13 Oct 2025	31 Oct 2025	18 days	Catrin Hird

Process ID #8053 — Check The Whos Who

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
Input to the Process	Document vm3cop02.1 Whos Who	Helen Lamb 29 Dec 2023
Outputs to the Process	up to date whos who	Helen Lamb 29 Dec 2023
Risks to the Process	that a staff member would be missed	Helen Lamb 29 Dec 2023
Steps to Minimise Process Risks	regular review	Helen Lamb 29 Dec 2023
Scope / Definition of Process / Objective	Document in intrastats vm3cop02.1 Whos Who check its current and upto date	Helen Lamb 29 Dec 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 29 Dec 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 29 Dec 2023
Measurable Objective	Document in intrastats vm3cop02.1 Whos Who is up to date and reviewed annually	Helen Lamb 29 Dec 2023
Training Method Required	hands on	Helen Lamb 29 Dec 2023
Verification / Effectiveness	regular review	Helen Lamb 29 Dec 2023
Covid / Pandemic Notes	This is affected by covid or national or international issue	Helen Lamb 29 Dec 2023

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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
- Staff

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (1)

- Helen Lamb (trained by Helen Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VM3COP02.1 Organisation Whos Who VST (Doc ID: 162599)
- VM3COP02.1 Organisation Who`s Who VIAMED (Doc ID: 196050)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #321

Subject: Check the Whos Who

Target User: Helen Lamb

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

Notes:

System Generated Document in intrastats vm3cop02.1 Whos Who

check its current and upto date

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
391104	Check the Whos Who (321)	09 Mar 2026	16 Mar 2026	7 days	Helen Lamb
374716	Check the Whos Who (321)	08 Sep 2025	12 Sep 2025	4 days	Helen Lamb
357768	Check the Whos Who (321)	07 Mar 2025	31 Mar 2025	24 days	Helen Lamb
340365	Check the Whos Who (321)	09 Sep 2024	19 Sep 2024	10 days	Derek Lamb

Process ID #7992 — COSHH Datasheet Reminders

Last Reviewed: 01 Aug 2025 by Derek Lamb

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes

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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
Input to the Process	coshh and or datasheet for relevant incoming products.	Helen Lamb 23 Feb 2022
Outputs to the Process	up to data document index	Helen Lamb 23 Feb 2022
Risks to the Process	documents missed	Helen Lamb 23 Feb 2022
Steps to Minimise Process Risks	regular reviews	Helen Lamb 23 Feb 2022
Scope / Definition of Process / Objective	Remind staff to supply any new coshh and or datasheet to technical manager to be added to the system.	Helen Lamb 23 Feb 2022
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 23 Feb 2022
Severity of Risk (1-5)	1.Negligible	Helen Lamb 23 Feb 2022
Measurable Objective	Search issues with COSHH coshh and or datasheets. Make sure they have been added to the Document Index.	Helen Lamb 23 Feb 2022
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 23 Feb 2022
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 23 Feb 2022
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Feb 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

- Internal Systems
- Supplier
- VST Supplier

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #1129

Subject: COSHH Datasheet Reminders

Target User: Helen Lamb

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

Notes:

System Generated

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Task To be Completed send issue to remind staff to supply any new coshh and or datasheet to technical manager to be added to the system.

Send to goods in

Rolling Audit #1130

Subject: COSHH Datasheet Reminders

Target User: Derek Lamb

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

Notes:

System GeneratedTask To be Completed remind staff to supply any new coshh and or datasheet to technical manager to be added to the system.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
388445	COSHH Datasheet Reminders (1129)	10 Feb 2026	13 Feb 2026	3 days	Helen Lamb
371490	COSHH Datasheet Reminders (1130)	01 Aug 2025	05 Aug 2025	4 days	Derek Lamb
355069	COSHH Datasheet Reminders (1129)	10 Feb 2025	13 Feb 2025	3 days	Helen Lamb
336883	COSHH Datasheet Reminders (1130)	01 Aug 2024	08 Aug 2024	7 days	Derek Lamb

Process ID #8105 — Documentation And Records Controller 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
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 Documentation And Records 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

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HSE Implications
Calculated Risk Code

NEEDS SETTING (Frequency=0,
Severity=0)

Interested Parties

- ISO Auditing Bodies
- Internal Systems

Linked Companies

- Viamed

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Rolling Task #1326

Subject: Documentation And Records Controller 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 Viamed

End column of Documentation And Records Controller Responsibilitys Review Print to PDF,

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397361	Documentation And Records Controller Review (1326)	14 May 2026	Yes	Outstanding (0 days)	Derek Lamb

Process ID #5851 — Duplicate Documents

Last Reviewed: 30 Apr 2026 by Michael 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	Document Index duplicates listing	Derek Lamb 22 Aug 2016
Outputs to the Process	non as such.only single copies of a document in the index	Derek Lamb 22 Aug 2016
Risks to the Process	no risk as such.how duplicates in the system can waste time by having to work out if one succeeds the other.	Derek Lamb 22 Aug 2016
Steps to Minimise Process Risks	rolling task.on uploading a document a duplicate is often flagged up immediatly	Derek Lamb 22 Aug 2016

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Scope / Definition of Process / Objective	Removal of Duplicate documents	Derek Lamb 22 Aug 2016
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	should be no duplicate documents in either list over a month old	Derek Lamb 22 Aug 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	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 ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

- Internal Systems

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (3)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #370

Subject: Duplicate Documents

Target User: Michael Lamb

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

Notes:

System Generated

ISO - Document Index Admin - Find Duplicate Files,

2 sections to check,

1st section is Identical Files, Click each set of numbers,

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confirm via thumbnail they are the same file.

Tick the selection boxes

Click merge documents

See the suggest new name for the merged file

rename to take out duplicate description words.

Click Submit Merge

Repeat for all duplicates until they are gone.

stage2.

Duplicate file names.

Wise to search each description in the document index and rename individually.

or in the case of documents with the same name but different contents click the auto rename,

Repeat until all duplicates have been sorted out

Rolling Audit #369

Subject: Check for Duplicate Documents

Target User: Helen Lamb

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

Notes:

System Generated

ISO - Document Index Admin - Find Duplicate Files,

Note this is an Audit, you do not need to perform the task.

Simply check the list,

any duplicates at least one of the documents highlighted should be no more than 2 months old.

2 sections to check,

1st section is Identical Files, Click each set of numbers,

confirm via thumbnail they are the same file.

Tick the selection boxes

Click merge documents

See the suggest new name for the merged file

rename to take out duplicate description words.

Click Submit Merge

Repeat for all duplicates until they are gone.

stage2.

Duplicate file names.

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Wise to search each description in the document index and rename individually.
or in the case of documents with the same name but different contents click the auto rename,
Repeat until all duplicates have been sorted out

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394954	Duplicate Documents (370)	20 Apr 2026	07 May 2026	17 days	Michael Lamb
391976	Duplicate Documents (370)	18 Mar 2026	09 Apr 2026	22 days	Michael Lamb
389668	Check for Duplicate Documents (369)	23 Feb 2026	26 Feb 2026	3 days	Helen Lamb
389219	Duplicate Documents (370)	18 Feb 2026	16 Mar 2026	26 days	Michael Lamb
386203	Duplicate Documents (370)	19 Jan 2026	19 Jan 2026	0 days	Michael Lamb
383795	Duplicate Documents (370)	18 Dec 2025	22 Dec 2025	4 days	Michael Lamb
381097	Duplicate Documents (370)	18 Nov 2025	22 Dec 2025	34 days	Michael Lamb
378478	Duplicate Documents (370)	20 Oct 2025	20 Nov 2025	31 days	Michael Lamb
375602	Duplicate Documents (370)	18 Sep 2025	20 Nov 2025	63 days	Michael Lamb
373346	Check for Duplicate Documents (369)	22 Aug 2025	28 Aug 2025	6 days	Helen Lamb
372878	Duplicate Documents (370)	18 Aug 2025	21 Aug 2025	3 days	Michael Lamb
370149	Duplicate Documents (370)	18 Jul 2025	21 Aug 2025	34 days	Michael Lamb
367385	Duplicate Documents (370)	18 Jun 2025	18 Jul 2025	30 days	Michael Lamb
364600	Duplicate Documents (370)	19 May 2025	03 Jul 2025	45 days	Michael Lamb
361984	Duplicate Documents (370)	18 Apr 2025	02 May 2025	14 days	Michael Lamb
358815	Duplicate Documents (370)	18 Mar 2025	25 Mar 2025	7 days	Michael Lamb
356325	Check for Duplicate Documents (369)	24 Feb 2025	28 Feb 2025	4 days	Helen Lamb
355839	Duplicate Documents (370)	18 Feb 2025	21 Aug 2025	184 days	Michael Lamb
352946	Duplicate Documents (370)	20 Jan 2025	06 Feb 2025	17 days	Michael Lamb
350013	Duplicate Documents (370)	18 Dec 2024	27 Dec 2024	9 days	Michael Lamb

Process ID #8050 — Master Indemnity Register

Last Reviewed: 04 Aug 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

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Recent Completion Evidence

Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Insurance certificate	Helen Lamb 29 Dec 2023
Outputs to the Process	being able to sell to NHS UK	Helen Lamb 29 Dec 2023
Risks to the Process	that this is missed	Helen Lamb 29 Dec 2023
Steps to Minimise Process Risks	regular review	Helen Lamb 29 Dec 2023
Scope / Definition of Process / Objective	Master Indemnity RegisterViameds products and public liability insurance renews every year on 29th June. Send proof of insurance (To Whom It May Concern letter obtained from Thomas Cook and Son) to the following contacts to maintain our registration on the Department of Health Master Indemnity Register and the regional registers: - Department of Health (covers England, Wales and NI) - mia@dhsc.gov.uk cc pat.kavanagh@dhsc.gov.uk - Health Facilities Scotland - central mailbox for all NHS Scotland MIA correspondence nss.miascotland@nhs.scot - NHS Wales Shared Services Partnership - Procurement Services - MIAWales@wales.nhs.uk cc matthew.jurjavic@wales.nhs.uk	Helen Lamb 29 Dec 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 29 Dec 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 29 Dec 2023
Measurable Objective	that after 29th June we can still sell to - Department of Health (covers England, Wales and NI) - mia@dhsc.gov.uk cc pat.kavanagh@dhsc.gov.uk - Health Facilities Scotland - central mailbox for all NHS Scotland MIA correspondence nss.miascotland@nhs.scot - NHS Wales Shared Services Partnership - Procurement Services - MIAWales@wales.nhs.uk cc matthew.jurjavic@wales.nhs.uk	Helen Lamb 29 Dec 2023
Training Method Required	hands on	Helen Lamb 29 Dec 2023
Verification / Effectiveness	Effectiveness assess by being able to sell to NHS in the UK	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	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
- External Partners

Linked Companies

- Viamed

Trained Staff (4)

- Steve Hardaker (trained by Helen Lamb)
- Catrin Hird (trained by Helen Lamb)
- Ryan Swaine (trained by Helen Lamb)

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- Helen Lamb (trained by Derek Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #214

Subject: Master Indemnity Register

Target User: Catrin Hird

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

Notes:

System Generated

Viameds products and public liability insurance renews every year on 29th June. Send proof of insurance (To Whom It May Concern letter obtained from Thomas Cook and Son) to the following contacts to maintain our registration on the Department of Health Master Indemnity Register and the regional registers:

- Department of Health (covers England, Wales and NI) - mia@dhsc.gov.uk cc pat.kavanagh@dhsc.gov.uk

- Health Facilities Scotland - central mailbox for all NHS Scotland MIA correspondence nss.miascotland@nhs.scot

- NHS Wales Shared Services Partnership - Procurement Services - MIAWales@wales.nhs.uk cc matthew.jurjavcic@wales.nhs.uk

Rolling Audit #1290

Subject: Master Indemnity Register

Target User: Helen Lamb

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

Notes:

System GeneratedTask To be Completed

Audit only check been done

Master Indemnity RegisterViameds products and public liability insurance renews every year on 29th June. Send proof of insurance (To Whom It May Concern letter obtained from Thomas Cook and Son) to the following contacts to maintain our registration on the Department of Health Master Indemnity Register and the regional registers: - Department of Health (covers England, Wales and NI) - mia@dhsc.gov.uk cc pat.kavanagh@dhsc.gov.uk - Health Facilities Scotland - central mailbox for all NHS Scotland MIA correspondence nss.miascotland@nhs.scot - NHS Wales Shared Services Partnership - Procurement Services - MIAWales@wales.nhs.uk cc matthew.jurjavcic@wales.nhs.uk Insurance certificate

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
371503	Master Indemnity Register (1290)	01 Aug 2025	04 Aug 2025	3 days	Helen Lamb
368317	Master Indemnity Register (214)	30 Jun 2025	18 Jul 2025	18 days	Helen Lamb
333819	Master Indemnity Register (214)	01 Jul 2024	18 Jul 2024	17 days	Steve Hardaker

Process ID #59 — Out Of Date Documents

Last Reviewed: 03 Mar 2026 by Helen Lamb

Management Review

Viamed - Documentation And Records Controller

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	Document index admin screen,All expired documents are listed after the search options,All current related Issues to the out of date documents are also listed	Derek Lamb 22 Aug 2016
Outputs to the Process	Either Expire remove the out of date documents or reset the expire date, or replace with new versions of documentation	Derek Lamb 22 Aug 2016
Risks to the Process	Not performing task could relate to old out of date information being supplied out of the companies	Derek Lamb 22 Aug 2016
Steps to Minimise Process Risks	Monthly rolling task to check the list	Derek Lamb 22 Aug 2016
Scope / Definition of Process / Objective	Check the Document Index for any out of date documents,	Derek Lamb 22 Aug 2016
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	All out of date documents should have an Issue chasing the update status of the document,or have gone out of date within the last 30 days	Derek Lamb 10 Aug 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
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 ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

- ISO Auditing Bodies
- Internal Systems
- Customer
- Supplier
- Finance Banks
- Government E.G. HMRC
- MHRA
- VST OEM Customers

Linked Companies

- Viamed
- Vandagraph
- Viamed Properties

Management Review

Viamed - Documentation And Records Controller

- VST

Trained Staff (2)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #371

Subject: Documentation out of date

Target User: Derek Lamb

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

Notes:

System Generated

Check for Out of Date documents

ISO - Document index admin

Scroll down and check if any documents have gone out of date,

Either update the document or create an Issue to the relevant person from the document admin / details screen.

Remember if you update a document reset the expiry date

Rolling Audit #372

Subject: Documentation out of date

Target User: Helen Lamb

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

Notes:

System Generated Check for Out of Date documents

This is an audit, you do not need to perform the Task:

Simply ensure all out of date documents have an Issue attached to get them updated.

If the Issue is more than 2 Months out of date read the issue - if appropriate generate a non conformance Issue

ISO - Document index admin

Scroll down and check if any documents have gone out of date,

Either update the document or create an Issue to the relevant person from the document admin / details screen.

Remember if you update a document reset the expiry date

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395596	Documentation out	27 Apr 2026	30 Apr 2026	3 days	Derek Lamb

Management Review

Viamed - Documentation And Records Controller

392736	of date (371) Documentation out	25 Mar 2026	02 Apr 2026	8 days	Derek Lamb
390577	of date (371) Documentation out	03 Mar 2026	05 Mar 2026	2 days	Helen Lamb
389964	of date (372) Documentation out	25 Feb 2026	26 Feb 2026	1 day	Derek Lamb
386820	of date (371) Documentation out	26 Jan 2026	19 Feb 2026	24 days	Derek Lamb
384285	of date (371) Documentation out	26 Dec 2025	02 Jan 2026	7 days	Derek Lamb
381680	of date (371) Documentation out	25 Nov 2025	27 Nov 2025	2 days	Derek Lamb
379036	of date (371) Documentation out	27 Oct 2025	20 Nov 2025	24 days	Derek Lamb
376218	of date (371) Documentation out	25 Sep 2025	02 Oct 2025	7 days	Derek Lamb
374309	of date (371) Documentation out	03 Sep 2025	04 Sep 2025	1 day	Helen Lamb
373458	of date (372) Documentation out	25 Aug 2025	28 Aug 2025	3 days	Derek Lamb
370793	of date (371) Documentation out	25 Jul 2025	31 Jul 2025	6 days	Derek Lamb
367990	of date (371) Documentation out	25 Jun 2025	18 Jul 2025	23 days	Derek Lamb
365236	of date (371) Documentation out	26 May 2025	05 Jun 2025	10 days	Derek Lamb
362535	of date (371) Documentation out	25 Apr 2025	02 May 2025	7 days	Derek Lamb
359502	of date (371) Documentation out	25 Mar 2025	25 Mar 2025	0 days	Derek Lamb
357077	of date (371) Documentation out	03 Mar 2025	07 Mar 2025	4 days	Helen Lamb
356538	of date (372) Documentation out	25 Feb 2025	25 Mar 2025	28 days	Derek Lamb
353662	of date (371) Documentation out	27 Jan 2025	06 Feb 2025	10 days	Derek Lamb
350567	of date (371) Documentation out	26 Dec 2024	27 Dec 2024	1 day	Derek Lamb

Process ID #8088 — Research And Developement Submission

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	R and D formAccountantsLogging of R and D in the Issues list	Helen Lamb 20 Jan 2025
Outputs to the Process	completed R and DHMRC acceptance	Helen Lamb 20 Jan 2025
Risks to the Process	That its not done or its rejected	Helen Lamb 20 Jan 2025

Management Review

Viamed - Documentation And Records Controller

Steps to Minimise Process Risks	Lots of work and checking, submitting using the accountants so they can check for us. Logging of R and D in the Issues list	Helen Lamb 20 Jan 2025
Scope / Definition of Process / Objective	Submit the Research and Development spreadsheet to Accountant to submit to HMRC.	Helen Lamb 20 Jan 2025
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 20 Jan 2025
Severity of Risk (1-5)	1.Negligible	Helen Lamb 20 Jan 2025
Measurable Objective	Submit the Research and Development spreadsheet to Accountant to submit to HMRC. Report submitted and accepted	Helen Lamb 20 Jan 2025
Training Method Required	Hands on with experianced members of staff	Helen Lamb 20 Jan 2025
Verification / Effectiveness	Reguler issuesConfirmation from HMRC upon receipt. Accountants verifying it	Helen Lamb 20 Jan 2025
Covid / Pandemic Notes	No affected	Helen Lamb 20 Jan 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

- Government E.G. HMRC

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (3)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #1273

Subject: Research And Development Submission

Target User: Helen Lamb

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

Notes:

System GeneratedTask To be Completed

Submit the Research and Development spreadsheet to Accountant to submit to HMRC. R and D from Accountants Logging of R and D in the Issues list

Rolling Audit #1274

Subject: Research And Development Submission

Target User: Michael Lamb

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

Notes:

System GeneratedTask To be Completed

Management Review

Viamed - Documentation And Records Controller

This is an audit please check task been done

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
385879	Research And Development Submission (1273)	14 Jan 2026	09 Apr 2026	85 days	Helen Lamb
367658	Research And Development Submission (1274)	20 Jun 2025	22 Jul 2025	32 days	Michael Lamb
353145	Research And Development Submission (1273)	21 Jan 2025	24 Jan 2025	3 days	Helen Lamb

Process ID #8087 — Research And Development Processing

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	Research and development intratats HRMC	Helen Lamb 20 Jan 2025
Outputs to the Process	Log of Research and development	Helen Lamb 20 Jan 2025
Risks to the Process	that we might miss something or tag something in error. This is a list that will help provide proof of our R and D activities.	Helen Lamb 20 Jan 2025
Steps to Minimise Process Risks	This list and monthly reviews as well and the R and D submission annually	Helen Lamb 20 Jan 2025
Scope / Definition of Process / Objective	This process is in to review issues and link them to R and D. From 2025 onwards all issue will be check to see if they are related to research and development. So if we need evidence in the future for HMRC we have it now ongoing.	Helen Lamb 20 Jan 2025
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 20 Jan 2025
Severity of Risk (1-5)	1.Negligible	Helen Lamb 20 Jan 2025
Measurable Objective	an empty list and a report that has issue relating to R and D on it.	Helen Lamb 20 Jan 2025
Training Method Required	Hands on with experienced members of staff	Helen Lamb 20 Jan 2025
Verification / Effectiveness	A completed list and are accepted submission to HMRC annually	Helen Lamb 20 Jan 2025
Covid / Pandemic Notes	No this is not affected by Covid or any national or international crisis	Helen Lamb 20 Jan 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

Management Review

Viamed - Documentation And Records Controller

- External Partners
- Supplier
- VST Supplier
- Staff
- Government E.G. HMRC
- Customer

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (3)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #1271

Subject: Research And Development Processing

Target User: Helen Lamb

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

Notes:

System Generated Task To be Completed

This issue is to review issues and link them to R and D. From 2025 onwards all issue will be check to see if they are related to research and development. So if we need evidence in the future for HMRC we have it now ongoing. Research and development intratats HRMC

Check the list and tag to R and D where relevant

Rolling Audit #1272

Subject: Research And Development Processing

Target User: Michael Lamb

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

Notes:

System Generated
Audit

Check task is being completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396203	Research And Development Processing (1271)	01 May 2026	12 May 2026	11 days	Helen Lamb
393335	Research And Development Processing (1271)	01 Apr 2026		Outstanding (43 days)	Helen Lamb
390518	Research And	02 Mar 2026	06 Mar 2026	4 days	Helen Lamb

Management Review

Viamed - Documentation And Records Controller

387519	Development Processing (1271) Research And Development	02 Feb 2026	13 Feb 2026	11 days	Helen Lamb
384717	Development Processing (1271) Research And Development	01 Jan 2026	13 Feb 2026	43 days	Helen Lamb
383838	Development Processing (1271) Research And Development	18 Dec 2025	12 Jan 2026	25 days	Michael Lamb
382215	Development Processing (1272) Research And Development	01 Dec 2025	05 Dec 2025	4 days	Helen Lamb
379731	Development Processing (1271) Research And Development	03 Nov 2025	24 Nov 2025	21 days	Helen Lamb
376766	Development Processing (1271) Research And Development	01 Oct 2025	13 Oct 2025	12 days	Helen Lamb
374068	Development Processing (1271) Research And Development	01 Sep 2025	11 Sep 2025	10 days	Helen Lamb
371502	Development Processing (1271) Research And Development	01 Aug 2025	01 Sep 2025	31 days	Helen Lamb
368516	Development Processing (1271) Research And Development	01 Jul 2025	01 Sep 2025	62 days	Helen Lamb
367423	Development Processing (1271) Research And Development	18 Jun 2025	22 Jul 2025	34 days	Michael Lamb
365872	Development Processing (1272) Research And Development	02 Jun 2025	11 Jul 2025	39 days	Helen Lamb
363023	Development Processing (1271) Research And Development	01 May 2025	23 May 2025	22 days	Helen Lamb
360220	Development Processing (1271) Research And Development	01 Apr 2025	23 May 2025	52 days	Helen Lamb
357180	Development Processing (1271) Research And Development	03 Mar 2025	23 May 2025	81 days	Helen Lamb
353972	Development Processing (1271) Research And Development	29 Jan 2025	15 Aug 2025	198 days	Helen Lamb

Process ID #8032 — Review Contact Documentation

Last Reviewed: 27 Sep 2025 by Michael 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 - Documentation And Records Controller

Recent Completion Evidence Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Working List	Derek Lamb 22 Aug 2023
Outputs to the Process	Empty List	Derek Lamb 22 Aug 2023
Risks to the Process	Document go out of date,	Derek Lamb 22 Aug 2023
Steps to Minimise Process Risks	Monthly Review of working list	Derek Lamb 22 Aug 2023
Scope / Definition of Process / Objective	Review contact related external documents confirm current versions	Derek Lamb 22 Aug 2023
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 22 Aug 2023
Severity of Risk (1-5)	1.Negligible	Derek Lamb 22 Aug 2023
Measurable Objective	Working List is Empty	Derek Lamb 22 Aug 2023
Training Method Required	Hands On	Helen Lamb 19 Oct 2023
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 19 Oct 2023
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 19 Oct 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 ISO13485:2016: 4.2.4
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.5.3.2

Interested Parties

- Customer
- Supplier
- ISO Auditing Bodies

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (3)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #1223

Subject: Review Contact Documentation

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed Review contact related external documents confirm current versions Working List.

Management Review

Viamed - Documentation And Records Controller

Clear List from linked Page

Rolling Audit #1224

Subject: Review Contact Documentation

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed Review contact related external documents confirm current versions Working List

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395384	Review Contact Documentation (1223)	23 Apr 2026	30 Apr 2026	7 days	Derek Lamb
392512	Review Contact Documentation (1223)	23 Mar 2026	09 Apr 2026	17 days	Derek Lamb
390511	Review Contact Documentation (1224)	02 Mar 2026	10 Apr 2026	39 days	Michael Lamb
389743	Review Contact Documentation (1223)	23 Feb 2026	06 Mar 2026	11 days	Derek Lamb
386729	Review Contact Documentation (1223)	23 Jan 2026	23 Jan 2026	0 days	Derek Lamb
384169	Review Contact Documentation (1223)	23 Dec 2025	29 Dec 2025	6 days	Derek Lamb
381594	Review Contact Documentation (1223)	24 Nov 2025	27 Nov 2025	3 days	Derek Lamb
378880	Review Contact Documentation (1223)	23 Oct 2025	30 Oct 2025	7 days	Derek Lamb
376006	Review Contact Documentation (1223)	23 Sep 2025	25 Sep 2025	2 days	Derek Lamb
374062	Review Contact Documentation (1224)	01 Sep 2025	02 Oct 2025	31 days	Michael Lamb
373521	Review Contact Documentation (1223)	25 Aug 2025	28 Aug 2025	3 days	Derek Lamb
370587	Review Contact Documentation (1223)	23 Jul 2025	24 Jul 2025	1 day	Derek Lamb
367800	Review Contact Documentation (1223)	23 Jun 2025	10 Jul 2025	17 days	Derek Lamb
365147	Review Contact Documentation (1223)	23 May 2025	29 May 2025	6 days	Derek Lamb
362310	Review Contact Documentation (1223)	23 Apr 2025	24 Apr 2025	1 day	Derek Lamb

Management Review

Viamed - Documentation And Records Controller

359436	Review Contact Documentation (1223)	24 Mar 2025	25 Mar 2025	1 day	Derek Lamb
357173	Review Contact Documentation (1224)	03 Mar 2025	27 Mar 2025	24 days	Michael Lamb
356400	Review Contact Documentation (1223)	24 Feb 2025	25 Mar 2025	29 days	Derek Lamb
353426	Review Contact Documentation (1223)	23 Jan 2025	30 Jan 2025	7 days	Derek Lamb
350419	Review Contact Documentation (1223)	23 Dec 2024	27 Dec 2024	4 days	Derek Lamb

Process ID #5940 — Thumb Nail Processor

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
Input to the Process	Intrastats Documents in the Index	Derek Lamb 07 Mar 2016
Outputs to the Process	Thumbnail	Derek Lamb 07 Mar 2016
Risks to the Process	No real risk as pocuments with out a thumbnail do not break the system, simply show a generic thumbnail required icon.	Derek Lamb 07 Mar 2016
Steps to Minimise Process Risks	keep up to date with issues.	Helen Lamb 22 Jul 2019
Scope / Definition of Process / Objective	Generate the Thumbs nails for the document Index	Derek Lamb 07 Mar 2016
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on	Derek Lamb 01 Oct 2019
Verification / Effectiveness	No verification required	Derek Lamb 01 Oct 2019
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
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 ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

Management Review

Viamed - Documentation And Records Controller

- Internal Systems

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VM3COP20.19 Intrastats Document Index Thumbnail Generation (Doc ID: 15030)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #155

Subject: Document index Thumbnails

Target User: Derek Lamb

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

Notes:

System Generated

Follow

VM3COP20.19 Intrastats Document Index Thumbnail Generation

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396367	Document index Thumbnails (155)	05 May 2026	07 May 2026	2 days	Derek Lamb
393567	Document index Thumbnails (155)	06 Apr 2026	09 Apr 2026	3 days	Derek Lamb
390868	Document index Thumbnails (155)	05 Mar 2026	06 Mar 2026	1 day	Derek Lamb
387855	Document index Thumbnails (155)	05 Feb 2026	05 Feb 2026	0 days	Derek Lamb
384909	Document index Thumbnails (155)	05 Jan 2026	08 Jan 2026	3 days	Derek Lamb
382666	Document index Thumbnails (155)	05 Dec 2025	11 Dec 2025	6 days	Derek Lamb
380041	Document index Thumbnails (155)	05 Nov 2025	06 Nov 2025	1 day	Derek Lamb
377116	Document index Thumbnails (155)	06 Oct 2025	09 Oct 2025	3 days	Derek Lamb
374600	Document index Thumbnails (155)	05 Sep 2025	12 Sep 2025	7 days	Derek Lamb
371757	Document index Thumbnails (155)	05 Aug 2025	05 Aug 2025	0 days	Derek Lamb
369020	Document index Thumbnails (155)	07 Jul 2025	10 Jul 2025	3 days	Derek Lamb
366213	Document index	05 Jun 2025	05 Jun 2025	0 days	Derek Lamb

Management Review

Viamed - Documentation And Records Controller

363189	Thumbnails (155) Document index	05 May 2025	08 May 2025	3 days	Derek Lamb
360735	Thumbnails (155) Document index	07 Apr 2025	07 Apr 2025	0 days	Derek Lamb
357466	Thumbnails (155) Document index	05 Mar 2025	07 Mar 2025	2 days	Derek Lamb
354616	Thumbnails (155) Document index	05 Feb 2025	06 Feb 2025	1 day	Derek Lamb
351226	Thumbnails (155) Document index	06 Jan 2025	08 Jan 2025	2 days	Derek Lamb
348818	Thumbnails (155) Document index	05 Dec 2024	05 Dec 2024	0 days	Derek Lamb
345964	Thumbnails (155) Document index	05 Nov 2024	11 Nov 2024	6 days	Derek Lamb
343020	Thumbnails (155) Document index	07 Oct 2024	10 Oct 2024	3 days	Derek Lamb

Process ID #8001 — Verification Stock Linked To Documents

Last Reviewed: 29 Aug 2025 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	Document Admin, amendment log	Derek Lamb 08 Feb 2022
Outputs to the Process	up to date document index	Helen Lamb 23 Feb 2022
Risks to the Process	Items missed	Helen Lamb 23 Feb 2022
Steps to Minimise Process Risks	regular reviews and issues	Helen Lamb 23 Feb 2022
Scope / Definition of Process / Objective	Verify stock is being linked to documents when required	Derek Lamb 08 Feb 2022
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 23 Feb 2022
Severity of Risk (1-5)	1.Negligible	Helen Lamb 23 Feb 2022
Measurable Objective	review document index amendment log,check recent documents for stock links	Helen Lamb 23 Feb 2022
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 23 Feb 2022
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 23 Feb 2022
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Feb 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

- Internal Systems

Linked Companies

Management Review

Viamed - Documentation And Records Controller

- Viamed
- Vandagraph
- Viamed Properties
- VST

Trained Staff (2)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #1147

Subject: Verification Stock Linked To Documents

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed Verify stock is being linked to documents when required Document Admin, amendment log

review document index amendment log,
check recent documents for stock links

Rolling Audit #1148

Subject: Verification Stock Linked To Documents

Target User: Helen Lamb

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

Notes:

System Generated

AUDIT To be Completed Verify stock is being linked to documents when required Document Admin, amendment log
DO not perform the task just ensure teh tasks are being done

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
391158	Verification Stock Linked To Documents (1147)	09 Mar 2026	19 Mar 2026	10 days	Derek Lamb
367145	Verification Stock Linked To Documents (1148)	16 Jun 2025	19 Jun 2025	3 days	Helen Lamb
357984	Verification Stock Linked To Documents (1147)	10 Mar 2025	13 Mar 2025	3 days	Derek Lamb
332599	Verification Stock Linked To Documents (1148)	17 Jun 2024	20 Jun 2024	3 days	Helen Lamb

Process ID #7969 — Wee Waste Reporting

Management Review

Viamed - Documentation And Records Controller

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
Input to the Process	Wee Weights reporting screens	Derek Lamb 23 Aug 2021
Outputs to the Process	Stock Weights entered, Weee Report showing weight of goods put on the Market	Derek Lamb 23 Aug 2021
Risks to the Process	Lose Certification to Weee Regulations	Derek Lamb 23 Aug 2021
Steps to Minimise Process Risks	Rolling Task to perform task,	Derek Lamb 23 Aug 2021
Scope / Definition of Process / Objective	To report official weee waste Weights we have placed in the Markets	Derek Lamb 23 Aug 2021
Likelihood of Risk (1-5)	1. Improbable	Derek Lamb 23 Aug 2021
Severity of Risk (1-5)	3. Serious	Helen Lamb 13 Nov 2021
Measurable Objective	Objective to Maintain our membership certificate. No stock with no weights in the system	Helen Lamb 03 Jan 2024
Training Method Required	Hands on	Derek Lamb 23 Aug 2021
Verification / Effectiveness	Lists are maintained	Derek Lamb 23 Aug 2021
Covid / Pandemic Notes	Is not affected by Covid	Derek Lamb 23 Aug 2021
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=3)	

Interested Parties

- Weee Care Reporting

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (2)

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

Associated Documents

- 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)

Rolling Task #76

Subject: Weee Report Due Viamed Annual

Target User: Helen Lamb

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

Notes:

System Generated

Should have a form from WEECARE to report on Viamed Wee Sales and disposals

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Rolling Audit #1088

Subject: Weee Waste Reporting
Target User: Derek Lamb
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated Task To be Completed To report official weee waste Weights we have placed in the Markets Wee Weights reporting screens

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
384562	Weee Report Due Viamed Annual (76)	31 Dec 2025	10 Feb 2026	41 days	Derek Lamb
371488	Weee Waste Reporting (1088)	01 Aug 2025	01 Aug 2025	0 days	Derek Lamb
350822	Weee Report Due Viamed Annual (76)	31 Dec 2024	23 Jan 2025	23 days	Helen Lamb
336881	Weee Waste Reporting (1088)	01 Aug 2024	08 Aug 2024	7 days	Derek Lamb

Responsibility-Only Processes (2)

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

- **#41:** Documentation Control (last reviewed: 01 Oct 2017)
- **#5852:** Retention Of Records (last reviewed: 10 Oct 2017)

Conclusion / Executive Summary

Auto-calculated summary of findings across the report.

Coverage

- 1 roles reviewed
- 14 active processes reviewed
- 2 responsibility-only processes (excluded from metrics, listed per role)

Key Risks

- No critical risks detected.

Overdue Reviews

- All processes reviewed within last 24 months

Dependency Warnings

- [Documentation And Records Controller] Derek Lamb linked to 79% (11 of 14) of role processes - single point of failure risk
- [Documentation And Records Controller] Helen Lamb linked to 79% (11 of 14) of role processes - single point of failure risk

Missing Audits

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

Missing Measurable Objectives

- 1 process(es) missing measurable objective

Trained Staff Coverage

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

Process Maturity Overview

- 1 of 14 processes (7%) 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
Documentation And Records Controller	14	0	0	3	0	1	3

End of Management Review Report - Viamed