

Management Review Report

Viamed

Role: IT Controller

Report Date: 14 May 2026

Index

- 1. IT Controller (ID #31)
- 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: IT Controller (ID #31)

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

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

Processes Assigned: 63 (42 active, 21 responsibility-only)

Role Risk Indicators - IT Controller

- 42 linked processes
- 2 overdue rolling tasks/audits
- 4 processes not reviewed >24 months
- 7 processes with only one trained user
- 1 processes missing measurable objective
- 14 processes with no audit configured

Dependency / Single-Point-of-Failure Risk

- Derek Lamb linked to 98% (41 of 42) of role processes - single point of failure risk
- 7 process(es) have only 1 trained employee - no backup coverage

Process ID #7701 — AWS Amazon Web Services

Last Reviewed: 10 Oct 2025 by Helen Lamb

Process Maturity (5 of 6 - 83%)

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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	Amazon	Derek Lamb 23 May 2016
Outputs to the Process	Web Sites	Derek Lamb 23 May 2016
Risks to the Process	No risks as its used for development and backups of working websites	Derek Lamb 23 May 2016
Steps to Minimise Process Risks	Keep up to date with issues.	Helen Lamb 22 Jul 2019
Scope / Definition of Process / Objective	Amazon Web Services, is an online service, which basically simply provides a Linux PC out on the Web.Viamed uses this, for Web development of Websites:It hosts a working backup of many websites.Viamed / vst / vandagraph etc..	Derek Lamb 23 May 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	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Derek 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: 8.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.4.1

Interested Parties

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

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (3)

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

Management Review

Viamed - IT Controller

Associated Documents

- Audit 16 Sales and Marketing (Doc ID: 22078)
- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- VM3COP27.15 Amazon Web Services Invoice Pickup (Doc ID: 16949)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #511

Subject: AWS Amazon Web Services Collect Invoice

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

Collect the previous 12 Months Invoice and Send all on an Issue to Accounts

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
377820	AWS Amazon Web Services Collect Invoice (511)	13 Oct 2025	20 Nov 2025	38 days	Michael Lamb
377307	AWS Amazon Web Services Collect Invoice (511)	07 Oct 2025	16 Oct 2025	9 days	Michael Lamb
374735	AWS Amazon Web Services Collect Invoice (511)	08 Sep 2025	16 Oct 2025	38 days	Michael Lamb
372019	AWS Amazon Web Services Collect Invoice (511)	07 Aug 2025	04 Sep 2025	28 days	Michael Lamb
369045	AWS Amazon Web Services Collect Invoice (511)	07 Jul 2025	18 Jul 2025	11 days	Michael Lamb
366485	AWS Amazon Web Services Collect Invoice (511)	09 Jun 2025	18 Jul 2025	39 days	Michael Lamb
363425	AWS Amazon Web Services Collect Invoice (511)	07 May 2025	03 Jul 2025	57 days	Michael Lamb
360760	AWS Amazon Web Services Collect Invoice (511)	07 Apr 2025	02 May 2025	25 days	Michael Lamb
357785	AWS Amazon Web Services Collect Invoice (511)	07 Mar 2025	25 Mar 2025	18 days	Michael Lamb
354861	AWS Amazon Web Services Collect Invoice (511)	07 Feb 2025	07 Mar 2025	28 days	Michael Lamb
351404	AWS Amazon Web Services Collect Invoice (511)	07 Jan 2025	30 Jan 2025	23 days	Michael Lamb
349095	AWS Amazon Web Services Collect Invoice (511)	09 Dec 2024	30 Jan 2025	52 days	Michael Lamb

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346246	Services Collect Invoice (511) AWS Amazon Web	07 Nov 2024	04 Dec 2024	27 days	Michael Lamb
343045	Services Collect Invoice (511) AWS Amazon Web	07 Oct 2024	11 Nov 2024	35 days	Michael Lamb
340387	Services Collect Invoice (511) AWS Amazon Web	09 Sep 2024	14 Oct 2024	35 days	Michael Lamb
337459	Services Collect Invoice (511) AWS Amazon Web	07 Aug 2024	05 Sep 2024	29 days	Michael Lamb
334578	Services Collect Invoice (511) AWS Amazon Web	08 Jul 2024	05 Sep 2024	59 days	Michael Lamb
331753	Services Collect Invoice (511) AWS Amazon Web	07 Jun 2024	05 Sep 2024	90 days	Michael Lamb

Process ID #7918 — Backup Jeans Local Folder

Last Reviewed: 19 Nov 2021 by Derek Lamb

Process Maturity (2 of 6 - 33%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Jeans Folder	Derek Lamb 08 Nov 2018
Outputs to the Process	Network T Drive	Derek Lamb 08 Nov 2018
Risks to the Process	documents maybe lost of their is an issue with PC	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	review of issues	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	To backup Jeans files NO LONGER REQUIRED JEAN DOES NOT HAVE FOLDER ANYMORE	Derek Lamb 19 Nov 2021
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 08 Nov 2018
Severity of Risk (1-5)	1.Negligible	Derek Lamb 08 Nov 2018
Measurable Objective	THIS JOB IS NO LONGER CARRIED OUT AS JEAN NO LONGER WORKS IN THE OFFICE	Helen Lamb 02 Nov 2021
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job completes the issue, it will then be	Helen Lamb 23 Oct 2020

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reviewed at the final completion of this task. It will be the job of the person who finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.

Risk / Benefit Report
HSE Implications
Calculated Risk Code

No Action (Frequency=1, Severity=1)

Interested Parties

- Internal Systems

Linked Companies

- Vandagraph

Trained Staff (1)

- Helen Lamb (trained by Derek Lamb)

Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)

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

No completed tasks in the last 2 years.

Process ID #7832 — Cleardown Emailed Invoices

Last Reviewed: 21 Oct 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	Main Email Box	Derek Lamb 27 Oct 2020
Outputs to the Process	Invoices being Emailed out checked for validity,Clear down of Emails to save space in private box	Derek Lamb 20 Sep 2017
Risks to the Process	that we may loose some emails	Helen Lamb 13 Nov 2021
Steps to Minimise Process Risks	regular issues to remind to do job	Helen Lamb 13 Nov 2021
Scope / Definition of Process / Objective	Backup of all Sent Emails sent to External Address for Verification	Derek Lamb 20 Sep 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 20 Sep 2017
Measurable Objective	Emails out get copied to a Holding Email box,Checking the last two Invoices have the correct Invoice Attached.	Derek Lamb 12 Jul 2018

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Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 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)	

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 Viamed Ltd ISO9001:2015: 4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 6.1.2
- 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: 6.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

- Customer
- Internal Systems
- VST OEM Customers
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #731

Subject: Emailed Invoices Cleardown

Target User: Michael Lamb

Recurrence: 0 Month(s) 2 Week(s) 0 Day(s)

Notes:

System Generated

Task To be Completed

Check the top 2 Emails in the copy of sent Invoices,

check the Linked Invoice number it the same as the one in the Subject Line.

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Rolling Audit #1243

Subject: Cleardown Emailed Invoices

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed Backup of all Sent Emails sent to External Address for Verification Main Email Box

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396570	Emailed Invoices Cleardown (731)	06 May 2026		Outstanding (8 days)	Michael Lamb
395238	Emailed Invoices Cleardown (731)	22 Apr 2026	30 Apr 2026	8 days	Michael Lamb
393897	Emailed Invoices Cleardown (731)	08 Apr 2026	30 Apr 2026	22 days	Michael Lamb
392760	Emailed Invoices Cleardown (731)	25 Mar 2026	09 Apr 2026	15 days	Michael Lamb
391431	Emailed Invoices Cleardown (731)	11 Mar 2026	26 Mar 2026	15 days	Michael Lamb
389990	Emailed Invoices Cleardown (731)	25 Feb 2026	26 Mar 2026	29 days	Michael Lamb
388577	Emailed Invoices Cleardown (731)	11 Feb 2026	19 Feb 2026	8 days	Michael Lamb
387137	Emailed Invoices Cleardown (731)	28 Jan 2026	19 Feb 2026	22 days	Michael Lamb
385869	Emailed Invoices Cleardown (731)	14 Jan 2026	19 Feb 2026	36 days	Michael Lamb
384588	Emailed Invoices Cleardown (731)	31 Dec 2025	08 Jan 2026	8 days	Michael Lamb
383727	Emailed Invoices Cleardown (731)	17 Dec 2025	22 Dec 2025	5 days	Michael Lamb
382473	Emailed Invoices Cleardown (731)	03 Dec 2025	22 Dec 2025	19 days	Michael Lamb
381231	Emailed Invoices Cleardown (731)	19 Nov 2025	20 Nov 2025	1 day	Michael Lamb
380072	Emailed Invoices Cleardown (731)	05 Nov 2025	20 Nov 2025	15 days	Michael Lamb
378759	Emailed Invoices Cleardown (731)	22 Oct 2025	20 Nov 2025	29 days	Michael Lamb
378274	Cleardown Emailed Invoices (1243)	16 Oct 2025	24 Oct 2025	8 days	Derek Lamb
377453	Emailed Invoices Cleardown (731)	08 Oct 2025	16 Oct 2025	8 days	Michael Lamb
376112	Emailed Invoices Cleardown (731)	24 Sep 2025	16 Oct 2025	22 days	Michael Lamb
374998	Emailed Invoices Cleardown (731)	10 Sep 2025	22 Sep 2025	12 days	Michael Lamb
373655	Emailed Invoices Cleardown (731)	27 Aug 2025	04 Sep 2025	8 days	Michael Lamb

Process ID #7700 — Domain Name Management

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Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (5 of 6 - 83%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Fasthost Domain name Management sytem	Derek Lamb 20 Jul 2018
Outputs to the Process	Renewal of Domains	Derek Lamb 01 Feb 2017
Risks to the Process	Loss of website presense	Derek Lamb 01 Feb 2017
Steps to Minimise Process Risks	rolling Issue to check domains	Derek Lamb 01 Feb 2017
Scope / Definition of Process / Objective	Maintain Domains for websites	Derek Lamb 01 Feb 2017
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	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 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: 8.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.4.1

Interested Parties

- Internal Systems
- Internet Providers

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (2)

- Derek 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)
- VM3COP27.14 Domain Name Management (Doc ID: 26744)

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- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #510

Subject: Domain Name Management

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

Loginto Fasthosts can

check for outstanding Invoiced

check for domains going out of date

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394974	Domain Name Management (510)	20 Apr 2026		Outstanding (24 days)	Michael Lamb
392343	Domain Name Management (510)	20 Mar 2026	09 Apr 2026	20 days	Michael Lamb
389546	Domain Name Management (510)	20 Feb 2026	26 Feb 2026	6 days	Michael Lamb
386332	Domain Name Management (510)	20 Jan 2026	26 Feb 2026	37 days	Michael Lamb
384030	Domain Name Management (510)	22 Dec 2025	22 Dec 2025	0 days	Michael Lamb
381313	Domain Name Management (510)	20 Nov 2025	22 Dec 2025	32 days	Michael Lamb
378498	Domain Name Management (510)	20 Oct 2025	20 Nov 2025	31 days	Michael Lamb
375835	Domain Name Management (510)	22 Sep 2025	16 Oct 2025	24 days	Michael Lamb
373158	Domain Name Management (510)	20 Aug 2025	04 Sep 2025	15 days	Michael Lamb
370277	Domain Name Management (510)	21 Jul 2025	31 Jul 2025	10 days	Michael Lamb
367623	Domain Name Management (510)	20 Jun 2025	18 Jul 2025	28 days	Michael Lamb
364796	Domain Name Management (510)	20 May 2025	03 Jul 2025	44 days	Michael Lamb
362056	Domain Name Management (510)	21 Apr 2025	02 May 2025	11 days	Michael Lamb
359096	Domain Name Management (510)	20 Mar 2025	07 Apr 2025	18 days	Michael Lamb
356078	Domain Name Management (510)	20 Feb 2025	07 Mar 2025	15 days	Michael Lamb
352967	Domain Name Management (510)	20 Jan 2025	06 Feb 2025	17 days	Michael Lamb
350276	Domain Name Management (510)	20 Dec 2024	30 Jan 2025	41 days	Michael Lamb
347430	Domain Name Management (510)	20 Nov 2024	04 Dec 2024	14 days	Michael Lamb

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344431	Domain Name Management (510)	21 Oct 2024	24 Oct 2024	3 days	Michael Lamb
341508	Domain Name Management (510)	20 Sep 2024	03 Oct 2024	13 days	Michael Lamb

Process ID #53 — Emails

Last Reviewed: 28 Jul 2025 by Helen Lamb

Training Course Required: Office Procedures

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 Boxes	Derek Lamb 02 Mar 2016
Outputs to the Process	Setup correctly	Helen Lamb 29 Aug 2018
Risks to the Process	incorrect email routing can lead to emails not getting to were they are supposed to be	Derek Lamb 02 Mar 2016
Steps to Minimise Process Risks	Email is a common tool, any problems with emailing is apparently quickly.	Derek Lamb 09 Mar 2016
Scope / Definition of Process / Objective	Maintain the Online Email boxescurrently Google and Goldmine	Helen Lamb 29 Aug 2018
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 29 Aug 2018
Severity of Risk (1-5)	1.Negligible	Helen Lamb 29 Aug 2018
Measurable Objective	checking that all emails are clear / forwarded from the main Gmail box daily. This can be done by accessing the Main Google Mail Inbox and checking it does not have emails older than a working day in it.	Helen Lamb 29 Aug 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 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)	

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 Viamed Ltd ISO9001:2015: 4.4.1

Interested Parties

- Internal Systems
- Customer

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- Supplier
- VST OEM Customers
- VST Supplier

Linked Companies

- VST
- Viamed Properties
- Viamed
- Vandagraph

Trained Staff (9)

- Derek Lamb (trained by Helen Lamb)
- Emily Hanson (trained by Helen Lamb)
- Zoey Teal (trained by Helen Lamb)
- Kate Griffiths (trained by Helen Lamb)
- Helen Lamb (trained by Helen Lamb)
- Sophie Lines (trained by Helen Lamb)
- Sarah Walton (trained by Helen Lamb)
- Gail Bell (trained by Helen Lamb)
- Catrin Hird (trained by Helen Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- Viamed Vandagraph VST Email addresses and Routing to Gmail Accounts (Doc ID: 12269)
- VM3COP26.01 Email Routing Hotchilli (Doc ID: 8574)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Audit #902

Subject: Emails - check they have been done

Target User: Catrin Hird

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

Notes:

System Generated

Task To be Completed

Have all the emails in the main Gmail inbox been done. List any older than a day.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397267	Emails - check they have been done (902)	14 May 2026		Outstanding (0 days)	Catrin Hird
396682	Emails - check they have been done (902)	07 May 2026	14 May 2026	7 days	Catrin Hird
396033	Emails - check they have been done (902)	30 Apr 2026	07 May 2026	7 days	Catrin Hird
395378	Emails - check they have been done (902)	23 Apr 2026	23 Apr 2026	0 days	Catrin Hird
394772	Emails - check they have been done (902)	16 Apr 2026	16 Apr 2026	0 days	Catrin Hird
394021	Emails - check they have been done	09 Apr 2026	16 Apr 2026	7 days	Catrin Hird

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393440	(902) Emails - check they have been done	02 Apr 2026	02 Apr 2026	0 days	Catrin Hird
392904	(902) Emails - check they have been done	26 Mar 2026	26 Mar 2026	0 days	Catrin Hird
392137	(902) Emails - check they have been done	19 Mar 2026	19 Mar 2026	0 days	Catrin Hird
391573	(902) Emails - check they have been done	12 Mar 2026	16 Mar 2026	4 days	Catrin Hird
390902	(902) Emails - check they have been done	05 Mar 2026	05 Mar 2026	0 days	Catrin Hird
390127	(902) Emails - check they have been done	26 Feb 2026	26 Feb 2026	0 days	Catrin Hird
389455	(902) Emails - check they have been done	19 Feb 2026	19 Feb 2026	0 days	Catrin Hird
388735	(902) Emails - check they have been done	12 Feb 2026	13 Feb 2026	1 day	Catrin Hird
387889	(902) Emails - check they have been done	05 Feb 2026	05 Feb 2026	0 days	Catrin Hird
387233	(902) Emails - check they have been done	29 Jan 2026	05 Feb 2026	7 days	Catrin Hird
386564	(902) Emails - check they have been done	22 Jan 2026	23 Jan 2026	1 day	Catrin Hird
385980	(902) Emails - check they have been done	15 Jan 2026	19 Jan 2026	4 days	Catrin Hird
385343	(902) Emails - check they have been done	08 Jan 2026	08 Jan 2026	0 days	Catrin Hird
384691	(902) Emails - check they have been done	01 Jan 2026	08 Jan 2026	7 days	Catrin Hird

Process ID #7755 — Fast Hosts Invoice

Last Reviewed: 24 Nov 2025 by Derek Lamb

Process Maturity (5 of 6 - 83%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
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Input to the Process	Fast Hosts web pages	Derek Lamb 01 Feb 2017
Outputs to the Process	Invoice sent to Helen	Derek Lamb 01 Feb 2017
Risks to the Process	No risks to system. Accounting exercise	Derek Lamb 01 Feb 2017
Steps to Minimise Process Risks	Rolling Issue no audit required as Accounts will chase up for the invoice when they find they don't have it	Derek Lamb 01 Feb 2017
Scope / Definition of Process / Objective	To Send Invoices for online services to Helen every 12 months on the issue	Helen Lamb 10 Oct 2025
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	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 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 ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.1 General
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.4.1

Interested Parties

- Finance Banks
- Internet Providers
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Internal Systems
- Regulations

Linked Companies

- Viamed
- VST
- Vandagraph
- Viamed Properties

Trained Staff (3)

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

Associated Documents

- Audit 16 Sales and Marketing (Doc ID: 22078)
- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Management Review

Viamed - IT Controller

Rolling Task #597

Subject: Fast Hosts Invoice

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

Collect Invoice and forward to Helen

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
377835	Fast Hosts Invoice (597)	13 Oct 2025	26 Feb 2026	136 days	Michael Lamb
377448	Fast Hosts Invoice (597)	08 Oct 2025	16 Oct 2025	8 days	Michael Lamb
374749	Fast Hosts Invoice (597)	08 Sep 2025	16 Oct 2025	38 days	Michael Lamb
372122	Fast Hosts Invoice (597)	08 Aug 2025	04 Sep 2025	27 days	Michael Lamb
369192	Fast Hosts Invoice (597)	08 Jul 2025	18 Jul 2025	10 days	Michael Lamb
366498	Fast Hosts Invoice (597)	09 Jun 2025	18 Jul 2025	39 days	Michael Lamb
363739	Fast Hosts Invoice (597)	08 May 2025	03 Jul 2025	56 days	Michael Lamb
360916	Fast Hosts Invoice (597)	08 Apr 2025	02 May 2025	24 days	Michael Lamb
357962	Fast Hosts Invoice (597)	10 Mar 2025	25 Mar 2025	15 days	Michael Lamb
355044	Fast Hosts Invoice (597)	10 Feb 2025	07 Mar 2025	25 days	Michael Lamb
351551	Fast Hosts Invoice (597)	08 Jan 2025	30 Jan 2025	22 days	Michael Lamb
349108	Fast Hosts Invoice (597)	09 Dec 2024	30 Jan 2025	52 days	Michael Lamb
346366	Fast Hosts Invoice (597)	08 Nov 2024	04 Dec 2024	26 days	Michael Lamb
343222	Fast Hosts Invoice (597)	08 Oct 2024	11 Nov 2024	34 days	Michael Lamb
340400	Fast Hosts Invoice (597)	09 Sep 2024	14 Oct 2024	35 days	Michael Lamb
337616	Fast Hosts Invoice (597)	08 Aug 2024	05 Sep 2024	28 days	Michael Lamb
334602	Fast Hosts Invoice (597)	08 Jul 2024	05 Sep 2024	59 days	Michael Lamb
331899	Fast Hosts Invoice (597)	10 Jun 2024	05 Sep 2024	87 days	Michael Lamb

Process ID #7916 — Google Webmaster Tools

Last Reviewed: 22 Oct 2025 by Catrin Hird

Process Maturity (6 of 6 - 100%)

Measure	Status
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Management Review

Viamed - IT Controller

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	Googles Webmaster Tools	Derek Lamb 16 Oct 2018
Outputs to the Process	Compliant web site to googles current requirements	Derek Lamb 16 Oct 2018
Risks to the Process	Job not carried out Google analytics errors	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of issues	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	To check the webmaster tools to see our websites from googles point of view.fix any errors it may flag up	Derek Lamb 16 Oct 2018
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 16 Oct 2018
Severity of Risk (1-5)	1.Negligible	Derek Lamb 16 Oct 2018
Measurable Objective	Google analytics errors to be zero	Derek Lamb 16 Oct 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 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

- Internal Systems

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 16 Sales and Marketing Viamed (Doc ID: 159461)
- Audit 16 Sales and Marketing VST (Doc ID: 159463)

Rolling Task #919

Subject: Google Search Console

Target User: Catrin Hird

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

Notes:

System Generated

Task To be Completed

Management Review

Viamed - IT Controller

Rolling Audit #1235

Subject: Google Webmaster Tools

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed To check the webmaster tools to see our websites from googles point of view. fix any errors it may flag up Googles Webmaster Tools

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394775	Google Search Console (919)	16 Apr 2026	16 Apr 2026	0 days	Catrin Hird
391788	Google Search Console (919)	16 Mar 2026	16 Apr 2026	31 days	Catrin Hird
389010	Google Search Console (919)	16 Feb 2026	19 Feb 2026	3 days	Catrin Hird
388345	Google Webmaster Tools (1235)	09 Feb 2026	10 Feb 2026	1 day	Derek Lamb
386127	Google Search Console (919)	16 Jan 2026	29 Jan 2026	13 days	Catrin Hird
383571	Google Search Console (919)	16 Dec 2025	22 Dec 2025	6 days	Catrin Hird
381007	Google Search Console (919)	17 Nov 2025	20 Nov 2025	3 days	Catrin Hird
378266	Google Search Console (919)	16 Oct 2025	24 Oct 2025	8 days	Catrin Hird
375434	Google Search Console (919)	16 Sep 2025	22 Sep 2025	6 days	Catrin Hird
372934	Google Search Console (919)	18 Aug 2025	12 Sep 2025	25 days	Catrin Hird
369960	Google Search Console (919)	16 Jul 2025	18 Jul 2025	2 days	Catrin Hird
367134	Google Search Console (919)	16 Jun 2025	19 Jun 2025	3 days	Catrin Hird
364523	Google Search Console (919)	16 May 2025	22 May 2025	6 days	Catrin Hird
361753	Google Search Console (919)	16 Apr 2025	24 Apr 2025	8 days	Catrin Hird
358705	Google Search Console (919)	17 Mar 2025	25 Mar 2025	8 days	Catrin Hird
355737	Google Search Console (919)	17 Feb 2025	20 Feb 2025	3 days	Catrin Hird
354893	Google Webmaster Tools (1235)	07 Feb 2025	27 Mar 2025	48 days	Derek Lamb
352730	Google Search Console (919)	16 Jan 2025	23 Jan 2025	7 days	Catrin Hird
349723	Google Search Console (919)	16 Dec 2024	27 Dec 2024	11 days	Catrin Hird
347187	Google Search Console (919)	18 Nov 2024	22 Nov 2024	4 days	Catrin Hird

Process ID #7739 — Intrastats Amendment Log

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (4 of 6 - 67%)

Measure	Status
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Management Review

Viamed - IT Controller

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 Amendment Log	Derek Lamb 01 Feb 2017
Outputs to the Process	Notes added to log to indicate what has changed and why.	Derek Lamb 01 Feb 2017
Risks to the Process	None, The updates are automatically logged and stored for easy retrieval.This process is simply to add notes to new updates	Helen Lamb 26 Oct 2020
Steps to Minimise Process Risks	Rolling Issue to add notes	Derek Lamb 01 Feb 2017
Scope / Definition of Process / Objective	Intrastat Changes updates.Logging system to enable roll back should anything break	Derek Lamb 01 Feb 2017
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 Learning from experienced staff	Helen Lamb 01 Oct 2019
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 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Derek 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 ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.1
- 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: 5.1.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

- Internal Systems
- ISO Auditing Bodies

Linked Companies

- Vandagraph
- Viamed Properties

Management Review

Viamed - IT Controller

- Viamed
- 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)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #562

Subject: Intrastats Amendment Log

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed

Click the X

Click Intrastats Amendment log

Update notes on file changes

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396772	Intrastats Amendment Log (562)	08 May 2026	14 May 2026	6 days	Derek Lamb
396157	Intrastats Amendment Log (562)	01 May 2026	07 May 2026	6 days	Derek Lamb
395502	Intrastats Amendment Log (562)	24 Apr 2026	30 Apr 2026	6 days	Derek Lamb
394876	Intrastats Amendment Log (562)	17 Apr 2026	22 Apr 2026	5 days	Derek Lamb
394268	Intrastats Amendment Log (562)	10 Apr 2026	16 Apr 2026	6 days	Derek Lamb
393532	Intrastats Amendment Log (562)	03 Apr 2026	09 Apr 2026	6 days	Derek Lamb
392989	Intrastats Amendment Log (562)	27 Mar 2026	02 Apr 2026	6 days	Derek Lamb
392353	Intrastats Amendment Log (562)	20 Mar 2026	26 Mar 2026	6 days	Derek Lamb
391664	Intrastats Amendment Log (562)	13 Mar 2026	16 Mar 2026	3 days	Derek Lamb
391003	Intrastats Amendment Log (562)	06 Mar 2026	06 Mar 2026	0 days	Derek Lamb
390251	Intrastats Amendment Log (562)	27 Feb 2026	02 Mar 2026	3 days	Derek Lamb

Management Review

Viamed - IT Controller

389556	Intrastats Amendment Log (562)	20 Feb 2026	26 Feb 2026	6 days	Derek Lamb
388879	Intrastats Amendment Log (562)	13 Feb 2026	19 Feb 2026	6 days	Derek Lamb
388122	Intrastats Amendment Log (562)	06 Feb 2026	10 Feb 2026	4 days	Derek Lamb
387338	Intrastats Amendment Log (562)	30 Jan 2026	05 Feb 2026	6 days	Derek Lamb
386710	Intrastats Amendment Log (562)	23 Jan 2026	23 Jan 2026	0 days	Derek Lamb
386111	Intrastats Amendment Log (562)	16 Jan 2026	19 Jan 2026	3 days	Derek Lamb
385494	Intrastats Amendment Log (562)	09 Jan 2026	19 Jan 2026	10 days	Derek Lamb
384744	Intrastats Amendment Log (562)	02 Jan 2026	08 Jan 2026	6 days	Derek Lamb
384313	Intrastats Amendment Log (562)	26 Dec 2025	29 Dec 2025	3 days	Derek Lamb

Process ID #7129 — Intrastats Cross Reference Database Tables Updates

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	Current have to use phpmyadmin on the server to export the XREF tables into sql format,then upload them via the online phpmyadmin to get the dataset into the online tables.	Derek Lamb 22 Aug 2016
Outputs to the Process	Functioning up to date cross reference tables	Derek Lamb 22 Aug 2016
Risks to the Process	The online Cross reference guide not updated	Helen Lamb 30 Oct 2023
Steps to Minimise Process Risks	database maintenanceRegular issues	Helen Lamb 30 Oct 2023
Scope / Definition of Process / Objective	Update the online Cross reference guides with latest intrastats data.	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	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019

Management Review

Viamed - IT Controller

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 ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

- Internal Systems
- Customer
- Staff
- VST OEM Customers

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #462

Subject: Intrastats Cross Reference Database Tables Updates

Target User: Derek Lamb

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

Notes:

System Generated

Task Resync the Online Cross reference tables with the Intrastat Tables,

Export the Intrastats viamed_xref table.

Delete the online database viamed_xref

import the Intrastats table to the online Database.

Rolling Audit #457

Subject: Intrastats Cross Reference Database Tables Updates

Target User: Steve Nixon

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

Management Review

Viamed - IT Controller

Notes:

System Generated
Audit To be Completed

Please check the online website for any new additions you have added before today.

Check its got the latest data.

If not forward Issue to Derek

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396858	Intrastats Cross Reference Database Tables Updates (462)	11 May 2026	14 May 2026	3 days	Derek Lamb
393996	Intrastats Cross Reference Database Tables Updates (462)	09 Apr 2026	16 Apr 2026	7 days	Derek Lamb
391116	Intrastats Cross Reference Database Tables Updates (462)	09 Mar 2026	19 Mar 2026	10 days	Derek Lamb
389678	Intrastats Cross Reference Database Tables Updates (457)	23 Feb 2026	26 Feb 2026	3 days	Steve Nixon
388292	Intrastats Cross Reference Database Tables Updates (462)	09 Feb 2026	10 Feb 2026	1 day	Derek Lamb
385477	Intrastats Cross Reference Database Tables Updates (462)	09 Jan 2026	19 Jan 2026	10 days	Derek Lamb
382923	Intrastats Cross Reference Database Tables Updates (462)	09 Dec 2025	22 Dec 2025	13 days	Derek Lamb
381531	Intrastats Cross Reference Database Tables Updates (457)	24 Nov 2025	26 Feb 2026	94 days	Steve Nixon
380372	Intrastats Cross Reference Database Tables Updates (462)	10 Nov 2025	20 Nov 2025	10 days	Derek Lamb
377555	Intrastats Cross Reference Database Tables Updates (462)	09 Oct 2025	16 Oct 2025	7 days	Derek Lamb
374854	Intrastats Cross Reference Database Tables Updates (462)	09 Sep 2025	16 Oct 2025	37 days	Derek Lamb
373352	Intrastats Cross Reference	22 Aug 2025	12 Sep 2025	21 days	Steve Nixon

Management Review

Viamed - IT Controller

372236	Database Tables Updates (457) Intrastats Cross Reference	11 Aug 2025	14 Aug 2025	3 days	Derek Lamb
369323	Database Tables Updates (462) Intrastats Cross Reference	09 Jul 2025	18 Jul 2025	9 days	Derek Lamb
366476	Database Tables Updates (462) Intrastats Cross Reference	09 Jun 2025	19 Jun 2025	10 days	Derek Lamb
364981	Database Tables Updates (462) Intrastats Cross Reference	22 May 2025	12 Sep 2025	113 days	Steve Nixon
363847	Database Tables Updates (457) Intrastats Cross Reference	09 May 2025	15 May 2025	6 days	Derek Lamb
361056	Database Tables Updates (462) Intrastats Cross Reference	09 Apr 2025	14 Apr 2025	5 days	Derek Lamb
357940	Database Tables Updates (462) Intrastats Cross Reference	10 Mar 2025	13 Mar 2025	3 days	Derek Lamb
356334	Database Tables Updates (462) Intrastats Cross Reference Database Tables Updates (457)	24 Feb 2025	28 Feb 2025	4 days	Steve Nixon

Process ID #7130 — Intrastats Information for Intrastats and L Drive

Last Reviewed: 12 Jun 2024 by Derek Lamb

Process Maturity (3 of 6 - 50%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Intrastats Comparison Screens	Derek Lamb 15 Oct 2017
Outputs to the Process	L Drive and Intrastats in sync	Derek Lamb 15 Oct 2017
Risks to the Process	Documents get out of Sync	Derek Lamb 15 Oct 2017
Steps to Minimise Process Risks	Rolling Task	Derek Lamb 15 Oct 2017
Scope / Definition of Process / Objective	To Review the L Drive Library is in sync with Intrastats DocumentationTASK DISCONTIUNED, L Drive has been replaced with Intrastats	Derek Lamb 06 Sep 2021
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 15 Oct 2017

Management Review

Viamed - IT Controller

Severity of Risk (1-5)	1.Negligible	Derek Lamb 15 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
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 26 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		
HSE Implications		
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

Interested Parties

- Internal Systems

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

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

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

No completed tasks in the last 2 years.

Process ID #7126 — Intrastats Requested Page updates

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (4 of 6 - 67%)

Measure	Status
Has Risk Assessment	Yes

Management Review

Viamed - IT Controller

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	Green man top of header bar	Derek Lamb 09 Mar 2016
Outputs to the Process	General fixes to pages	Derek Lamb 09 Mar 2016
Risks to the Process	that a fix is missed or a page does not work	Helen Lamb 30 Oct 2023
Steps to Minimise Process Risks	This page helps to minimise the risk itself also regular review and feedback	Helen Lamb 30 Oct 2023
Scope / Definition of Process / Objective	Fix general errors in intrastatssuch as Spelling errors or columns not lining up	Derek Lamb 09 Mar 2016
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 30 Oct 2023
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	Check rolling issues are completed within terms.Check issues.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
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 26 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=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

- Internal Systems

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

Management Review

Viamed - IT Controller

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #458

Subject: Intrastats Requested Page updates

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed

Check the intrastats Page updates for spelling errors
- green man top of header bar

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396375	Intrastats Requested Page updates (458)	05 May 2026	07 May 2026	2 days	Derek Lamb
393590	Intrastats Requested Page updates (458)	06 Apr 2026	09 Apr 2026	3 days	Derek Lamb
390878	Intrastats Requested Page updates (458)	05 Mar 2026	06 Mar 2026	1 day	Derek Lamb
387865	Intrastats Requested Page updates (458)	05 Feb 2026	10 Feb 2026	5 days	Derek Lamb
384932	Intrastats Requested Page updates (458)	05 Jan 2026	08 Jan 2026	3 days	Derek Lamb
382677	Intrastats Requested Page updates (458)	05 Dec 2025	11 Dec 2025	6 days	Derek Lamb
380050	Intrastats Requested Page updates (458)	05 Nov 2025	20 Nov 2025	15 days	Derek Lamb
377139	Intrastats Requested Page updates (458)	06 Oct 2025	09 Oct 2025	3 days	Derek Lamb
374612	Intrastats Requested Page updates (458)	05 Sep 2025	12 Sep 2025	7 days	Derek Lamb
371766	Intrastats Requested Page updates (458)	05 Aug 2025	07 Aug 2025	2 days	Derek Lamb
369036	Intrastats Requested Page updates (458)	07 Jul 2025	10 Jul 2025	3 days	Derek Lamb
366225	Intrastats Requested Page updates (458)	05 Jun 2025	12 Jun 2025	7 days	Derek Lamb
363212	Intrastats Requested Page updates (458)	05 May 2025	15 May 2025	10 days	Derek Lamb
360752	Intrastats Requested Page updates (458)	07 Apr 2025	07 Apr 2025	0 days	Derek Lamb
357475	Intrastats Requested Page	05 Mar 2025	07 Mar 2025	2 days	Derek Lamb

Management Review

Viamed - IT Controller

354625	updates (458) Intrastats Requested Page updates (458)	05 Feb 2025	25 Mar 2025	48 days	Derek Lamb
351249	Intrastats Requested Page updates (458)	06 Jan 2025	08 Jan 2025	2 days	Derek Lamb
348830	Intrastats Requested Page updates (458)	05 Dec 2024	27 Dec 2024	22 days	Derek Lamb
345972	Intrastats Requested Page updates (458)	05 Nov 2024	15 Nov 2024	10 days	Derek Lamb
343037	Intrastats Requested Page updates (458)	07 Oct 2024	17 Oct 2024	10 days	Derek Lamb

Process ID #8108 — IT 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 IT Controller Review 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)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.2.5
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.5

Interested Parties

- ISO Auditing Bodies

Management Review

Viamed - IT Controller

- Internal Systems

Linked Companies

- Viamed

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

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

Rolling Task #1329

Subject: IT Controller 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 IT Controller Review Responsibilitys Review
 Print to PDF,

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397364	IT Controller Review (1329)	14 May 2026		Outstanding (0 days)	Derek Lamb

Process ID #6813 — Management Meeting Turnover Report

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	Opera DataIntrastata Report Screen	Derek Lamb 09 Mar 2016
Outputs to the Process	Turnover Screen	Derek Lamb 09 Mar 2016
Risks to the Process	Incorrect figures could be financially catastrophic	Derek Lamb 09 Mar 2016
Steps to Minimise Process Risks	rolling issues	Derek Lamb 09 Mar 2016
Scope / Definition of Process / Objective	Ensure the turnover report is accurate	Derek Lamb 09 Mar 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	Check turnover report to other reports on Intrastats to verify.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019

Management Review

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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

Interested Parties

- Internal Systems
- Finance Banks
- Accountants

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VM3COP27.13 Intrastats to Opera Turnover Checking (Doc ID: 16942)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #459

Subject: Management Meeting Turnover Report

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed

Double check Xero turnover

compare to Intrastats Turnover screen

*Note Xero adds prepayments into turnover, Intrastats does not until the Invoice is generated, so number will never match 100%.

Rolling Audit #460

Subject: Management Meeting Turnover Report

Target User: Helen Lamb

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

Notes:

Management Review

Viamed - IT Controller

System Generated

AUDIT Ensure the Task is being Completed

Double check Xero turnover

compare to Intrastats Turnover screen

*Note Xero adds prepayments into turnover, Intrastats does not until the Invoice is generated, so number will never match 100%.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397133	Management Meeting Turnover Report (459)	13 May 2026		Outstanding (1 day)	Derek Lamb
394354	Management Meeting Turnover Report (459)	13 Apr 2026	16 Apr 2026	3 days	Derek Lamb
391649	Management Meeting Turnover Report (459)	13 Mar 2026	19 Mar 2026	6 days	Derek Lamb
388864	Management Meeting Turnover Report (459)	13 Feb 2026	19 Feb 2026	6 days	Derek Lamb
385710	Management Meeting Turnover Report (459)	13 Jan 2026	19 Jan 2026	6 days	Derek Lamb
383416	Management Meeting Turnover Report (459)	15 Dec 2025	02 Jan 2026	18 days	Derek Lamb
380739	Management Meeting Turnover Report (459)	13 Nov 2025	20 Nov 2025	7 days	Derek Lamb
377811	Management Meeting Turnover Report (459)	13 Oct 2025	24 Oct 2025	11 days	Derek Lamb
375308	Management Meeting Turnover Report (459)	15 Sep 2025	22 Sep 2025	7 days	Derek Lamb
372523	Management Meeting Turnover Report (459)	13 Aug 2025	14 Aug 2025	1 day	Derek Lamb
369670	Management Meeting Turnover Report (459)	14 Jul 2025	18 Jul 2025	4 days	Derek Lamb
366990	Management Meeting Turnover Report (459)	13 Jun 2025	19 Jun 2025	6 days	Derek Lamb
366101	Management Meeting Turnover Report (460)	04 Jun 2025	12 Jun 2025	8 days	Helen Lamb
364094	Management Meeting Turnover Report (459)	13 May 2025	15 May 2025	2 days	Derek Lamb
361385	Management Meeting Turnover Report (459)	14 Apr 2025	14 Apr 2025	0 days	Derek Lamb
358420	Management Meeting Turnover Report (459)	13 Mar 2025	25 Mar 2025	12 days	Derek Lamb
355413	Management Meeting Turnover Report (459)	13 Feb 2025	07 Mar 2025	22 days	Derek Lamb

Management Review

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352250	Meeting Turnover Report (459) Management	13 Jan 2025	23 Jan 2025	10 days	Derek Lamb
349566	Meeting Turnover Report (459) Management	13 Dec 2024	27 Dec 2024	14 days	Derek Lamb
346757	Meeting Turnover Report (459) Management	13 Nov 2024	15 Nov 2024	2 days	Derek Lamb

Process ID #7963 — NON REAL Test Process

Last Reviewed: 09 Aug 2022 by Derek Lamb

Process Maturity (4 of 6 - 67%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	No
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	No
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	This is a NON real Process,In the system for software Verification Purposes only	Derek Lamb 12 Nov 2021
Likelihood of Risk (1-5)		
Severity of Risk (1-5)		
Measurable Objective	test	Derek Lamb 29 Oct 2021
Training Method Required		
Verification / Effectiveness		
Covid / Pandemic Notes		
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	NEEDS SETTING (Frequency=0, Severity=0)	

Interested Parties

- Internal Systems

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

Management Review

Viamed - IT Controller

- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)

Rolling Task #1064

Subject: NON REAL Test Process

Target User: Helen Lamb

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

Notes:

System Generated Task To be Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
343518	NON REAL Test Process (1064)	10 Oct 2024	14 Oct 2024	4 days	Helen Lamb

Process ID #7672 — Off Site Backup

Last Reviewed: 02 Mar 2026 by Helen Lamb

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Backup Server	Derek Lamb 09 Mar 2016
Outputs to the Process	Data on removable Hard Disk	Derek Lamb 09 Mar 2016
Risks to the Process	now as its a backup processBack is unrestoreable	Derek Lamb 09 Mar 2016
Steps to Minimise Process Risks	Development server is off site and data is restored form the backup data to keep the development server upto dateso backup data is regularly tested	Derek Lamb 09 Mar 2016
Scope / Definition of Process / Objective	To take a copy of the important data off-site that's not being automatically backup by the system, Currently T Drive being the primary files to be backed up. Changed routine to Monthly, as only T drive is now being backed up, all other files automatically being backed up remotely	Derek Lamb 30 May 2022
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	2.Minor	Derek Lamb 12 Nov 2021
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 12 Jun 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

Management Review

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Risk / Benefit Report
HSE Implications
Calculated Risk Code

No Action
No health and safety implications
No Action (Frequency=2, Severity=2)

Helen Lamb 28 Jul 2025
Helen Lamb 28 Jul 2025

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 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

- Physical Sites
- 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)
- VM3COP60.00 Viamed Server Backup System (Doc ID: 165987)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #452

Subject: Off Site Backup

Target User: Michael Lamb

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

Notes:

Back up the Usersopen Files (T Drive) to USB and take offsite

Rolling Audit #453

Subject: Off Site Backup

Target User: Helen Lamb

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

Notes:

System Generated

AUDIT Ensure the Task is being Completed

Management Review

Viamed - IT Controller

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396302	Off Site Backup (452)	04 May 2026		Outstanding (10 days)	Michael Lamb
393588	Off Site Backup (452)	06 Apr 2026	22 Apr 2026	16 days	Michael Lamb
390740	Off Site Backup (452)	04 Mar 2026	19 Mar 2026	15 days	Michael Lamb
390432	Off Site Backup (453)	02 Mar 2026	02 Mar 2026	0 days	Helen Lamb
387744	Off Site Backup (452)	04 Feb 2026	10 Feb 2026	6 days	Michael Lamb
384930	Off Site Backup (452)	05 Jan 2026	19 Jan 2026	14 days	Michael Lamb
382563	Off Site Backup (452)	04 Dec 2025	19 Jan 2026	46 days	Michael Lamb
382142	Off Site Backup (453)	01 Dec 2025	04 Dec 2025	3 days	Helen Lamb
379919	Off Site Backup (452)	04 Nov 2025	22 Dec 2025	48 days	Michael Lamb
377137	Off Site Backup (452)	06 Oct 2025	20 Nov 2025	45 days	Michael Lamb
374433	Off Site Backup (452)	04 Sep 2025	02 Oct 2025	28 days	Michael Lamb
373987	Off Site Backup (453)	01 Sep 2025	04 Sep 2025	3 days	Helen Lamb
371625	Off Site Backup (452)	04 Aug 2025	04 Sep 2025	31 days	Michael Lamb
368909	Off Site Backup (452)	04 Jul 2025	18 Jul 2025	14 days	Michael Lamb
366100	Off Site Backup (452)	04 Jun 2025	19 Jun 2025	15 days	Michael Lamb
365788	Off Site Backup (453)	02 Jun 2025	05 Jun 2025	3 days	Helen Lamb
363210	Off Site Backup (452)	05 May 2025	22 May 2025	17 days	Michael Lamb
360619	Off Site Backup (452)	04 Apr 2025	02 May 2025	28 days	Michael Lamb
357307	Off Site Backup (452)	04 Mar 2025	25 Mar 2025	21 days	Michael Lamb
357089	Off Site Backup (453)	03 Mar 2025	07 Mar 2025	4 days	Helen Lamb

Process ID #6838 — Opera Negative Stock

Last Reviewed: 12 Dec 2022 by Derek Lamb

Process Maturity (3 of 6 - 50%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Opera databases, Requires Knowledge	Derek Lamb 01 Feb 2017

Management Review

Viamed - IT Controller

	of DBF Files. as the problem relates to an old bug within opera, causing negative stock values. not fixable from within opera itself	
Outputs to the Process	Fixed Opera Databases	Derek Lamb 01 Feb 2017
Risks to the Process	Damage Opera.	Derek Lamb 01 Feb 2017
Steps to Minimise Process Risks	Process is done at a month end as the shut down will highlight any opera problems and a backup can be reinstated	Derek Lamb 01 Feb 2017
Scope / Definition of Process / Objective	To find and correct opera when it reads Negative stock values. NOT REQUIRED ANYMORE Opera	Derek Lamb 10 Dec 2021
Likelihood of Risk (1-5)	1. Improbable	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1. Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	the stock take. Opera to Intrastats levels	Helen Lamb 17 Apr 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
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 26 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		
HSE Implications		
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: 7.5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

Interested Parties

- Internal Systems
- Accountants

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 09 Goods Inward and Product Identity Viamed (Doc ID: 166168)
- Audit 09 Goods Inward and Product Identity VST (Doc ID: 166164)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Management Review

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

No completed tasks in the last 2 years.

Process ID #44 — Secure Socket Level Certificate

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	Currently Go-Daddy certificate follow current go daddy instructions to renew the certificate	Derek Lamb 09 Mar 2016
Outputs to the Process	a Digital certificate to add to the server for encryption	Derek Lamb 09 Mar 2016
Risks to the Process	If certificate fails you can bypass the warnings and continue and still have encryption. only risk would be a man in the middle attack, however as Intrastats is in constant use warnings would be given to all members of staff as it tries to update. risk is minimum	Helen Lamb 30 Oct 2023
Steps to Minimise Process Risks	Regular updates to the systems and software	Helen Lamb 30 Oct 2023
Scope / Definition of Process / Objective	Encrypt data sent back and forth to Intrastats so it can be used off site	Derek Lamb 09 Mar 2016
Likelihood of Risk (1-5)	1. Improbable	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1. Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	Can log into intrastats with out security warning.	Derek Lamb 29 Aug 2018
Training Method Required	External training course from external provider.	Helen Lamb 01 Oct 2019
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 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Derek 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)	

Management Review

Viamed - IT Controller

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 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
- Internet Providers

Linked Companies

- Vandagraph
- Viamed

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)
- viamed vmsecure ssl certificate replacement (Doc ID: 101660)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #412

Subject: Secure Socket Level Certificate

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed

Check number of years left on vmsecure.me.uk ssl certificate currently held with Go Daddy

Username: 56585025
password ISH5168ooxiz

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
374178	Secure Socket Level Certificate (412)	02 Sep 2025	04 Sep 2025	2 days	Derek Lamb
339687	Secure Socket Level Certificate (412)	02 Sep 2024	05 Sep 2024	3 days	Derek Lamb

Process ID #7951 — Server Review

Last Reviewed: 02 Jan 2026 by Derek Lamb

Process Maturity (6 of 6 - 100%)

Management Review

Viamed - IT Controller

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	Access to raw servers Via SSH	Derek Lamb 05 Mar 2020
Outputs to the Process	Issue log	Derek Lamb 05 Mar 2020
Risks to the Process	Older programs such as Opera and Goldmine have inbuilt file limits Server has limited space,	Derek Lamb 05 Mar 2020
Steps to Minimise Process Risks	rolling issues, clear down of old systems	Derek Lamb 05 Mar 2020
Scope / Definition of Process / Objective	Check the Server space and Size of important files	Derek Lamb 05 Mar 2020
Likelihood of Risk (1-5)	1. Improbable	Derek Lamb 05 Mar 2020
Severity of Risk (1-5)	2. Minor	Helen Lamb 13 Nov 2021
Measurable Objective	In the issues, server space and requirements	Derek Lamb 05 Mar 2020
Training Method Required	hands on	Derek Lamb 05 Mar 2020
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 05 Mar 2020
Covid / Pandemic Notes	This process is affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job completes the issue, it will then be reviewed at the final completion of this task. It will be the job of the person who finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.	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=2)	

Interested Parties

- Internal Systems

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (2)

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

Associated Documents

- Audit 08 Training, Competence and Human Resources Viamed (Doc ID: 162725)
- Audit 08 Training, Competence and Human Resources VST (Doc ID: 162731)
- Audit 27 Software Validation Viamed (Doc ID: 156701)

Management Review

Viamed - IT Controller

Rolling Task #139

Subject: Server Review

Target User: Michael Lamb

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

Notes:

System Generated
Check

1/ Main server free space

Forward issue to Admin if Sapce left is Less than 30% on any drive

2/ Backup server free space

Forward issue to Admin if Sapce left is Less than 30% on any drive

Rolling Audit #1033

Subject: Server Review

Target User: Derek Lamb

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

Notes:

System GeneratedAUDIT To be Completed

Check the Server space and Size of important files Access to raw servers Via SSH

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396366	Server Review (139)	05 May 2026		Outstanding (9 days)	Michael Lamb
393566	Server Review (139)	06 Apr 2026	09 Apr 2026	3 days	Michael Lamb
393317	Server Review (1033)	01 Apr 2026	01 Apr 2026	0 days	Derek Lamb
390867	Server Review (139)	05 Mar 2026	16 Mar 2026	11 days	Michael Lamb
387854	Server Review (139)	05 Feb 2026	16 Mar 2026	39 days	Michael Lamb
384907	Server Review (139)	05 Jan 2026	19 Jan 2026	14 days	Michael Lamb
384697	Server Review (1033)	01 Jan 2026	02 Jan 2026	1 day	Derek Lamb
382665	Server Review (139)	05 Dec 2025	22 Dec 2025	17 days	Michael Lamb
380040	Server Review (139)	05 Nov 2025	22 Dec 2025	47 days	Michael Lamb
377115	Server Review (139)	06 Oct 2025	06 Nov 2025	31 days	Michael Lamb
376750	Server Review (1033)	01 Oct 2025	02 Oct 2025	1 day	Derek Lamb
374599	Server Review (139)	05 Sep 2025	12 Sep 2025	7 days	Michael Lamb
371756	Server Review (139)	05 Aug 2025	04 Sep 2025	30 days	Michael Lamb
369019	Server Review (139)	07 Jul 2025	18 Jul 2025	11 days	Michael Lamb
368497	Server Review (1033)	01 Jul 2025	03 Jul 2025	2 days	Derek Lamb
366212	Server Review (139)	05 Jun 2025	18 Jul 2025	43 days	Michael Lamb

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363188	Server Review (139)	05 May 2025	22 May 2025	17 days	Michael Lamb
360734	Server Review (139)	07 Apr 2025	22 May 2025	45 days	Michael Lamb
360199	Server Review (1033)	01 Apr 2025	28 Apr 2025	27 days	Derek Lamb
357465	Server Review (139)	05 Mar 2025	25 Mar 2025	20 days	Michael Lamb

Process ID #7865 — Software Validation Conflicting Audits

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	Audit Roles Titles and Processes link	Derek Lamb 09 Oct 2017
Outputs to the Process	should be a Single entry in the Clash list (i.e. This Process)	Derek Lamb 09 Oct 2017
Risks to the Process	non Automatic	Derek Lamb 09 Oct 2017
Steps to Minimise Process Risks	Non Automatic	Derek Lamb 09 Oct 2017
Scope / Definition of Process / Objective	Software Validation of the system: To check all process(s) tasks and audits are not clashed with the same person doing the Task as the Audit.	Derek Lamb 09 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 09 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 09 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
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)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd 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
- ISO Auditing Bodies
- Government E.G. HMRC

Management Review

Viamed - IT Controller

- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST
- Vandagraph
- Viamed Properties

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #779

Subject: Software Validation Conflicting Audits

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed

Employee Menu, Audit of Roles titles and Processes, should see this task in the conflicts list.

This Should Appear In every Management review Audit as a clash

Rolling Audit #781

Subject: Software Validation Conflicting Audits

Target User: Derek Lamb

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

Notes:

System Generated

*** AUDIT *** Enure the Task is being Completed

Employee Menu, Audit of Roles titles and Processes, should see this task in the conflicts list.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
378013	Software Validation Conflicting Audits (781)	14 Oct 2025	16 Oct 2025	2 days	Derek Lamb
377455	Software Validation Conflicting Audits (779)	08 Oct 2025	09 Oct 2025	1 day	Derek Lamb

Management Review

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343780	Software Validation Conflicting Audits (781)	14 Oct 2024	14 Oct 2024	0 days	Derek Lamb
343228	Software Validation Conflicting Audits (779)	08 Oct 2024	04 Dec 2024	57 days	Derek Lamb

Process ID #7881 — Software Validation - Live Orders

Last Reviewed: 25 Oct 2024 by Derek Lamb

Process Maturity (3 of 6 - 50%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Opera outstanding Orders PrintIntrastats Backorders Print	Derek Lamb 22 Oct 2017
Outputs to the Process	Non, just confirmation both lists have the same data.	Derek Lamb 22 Oct 2017
Risks to the Process	no risks, confirmation back orders is working as intended	Derek Lamb 22 Oct 2017
Steps to Minimise Process Risks	not applicable	Derek Lamb 22 Oct 2017
Scope / Definition of Process / Objective	To compare Opera Live Orders to Intrastats Back order Active ListNO LONGER REQUIREDOpera is now out of the system	Derek Lamb 22 Oct 2020
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 22 Oct 2017
Severity of Risk (1-5)	1.Negligible	Helen Lamb 13 Nov 2021
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
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 26 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		
HSE Implications		
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

Management Review

Viamed - IT Controller

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6

Interested Parties

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

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

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

No completed tasks in the last 2 years.

Process ID #7855 — Software Validation - Production Lists

Last Reviewed: 07 May 2025 by Derek Lamb

Process Maturity (5 of 6 - 83%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	In production list intrastatsProduction areas to locate the actual productions	Derek Lamb 01 Oct 2017
Outputs to the Process	Confirmation the list is accurate and no extra production sheets exist	Derek Lamb 01 Oct 2017
Risks to the Process	Software inaccuracies in production	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats controlledrolling issues to confirm	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	Software Validation - Production ListsReview the current active production lists in intrastats to the actual in progress production lists	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 01 Oct 2017
Severity of Risk (1-5)	2.Minor	Derek Lamb 01 Oct 2017

Management Review

Viamed - IT Controller

Measurable Objective	Check rolling issues are completed within terms.	Derek Lamb 29 Oct 2021
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		
HSE Implications		
Calculated Risk Code	No Action (Frequency=2, Severity=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (6)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Catherine Spence (trained by Derek Lamb)
- Emma Clark (trained by Derek Lamb)
- Jonathan Connor (trained by Derek Lamb)
- Robert Connor (trained by Derek Lamb)

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #761

Subject: Software Validation In Production List

Target User: Robert Connor

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

Notes:

System GeneratedTask To be Completed.

Intrastats -> Production Menu,

Production in Production List.

Management Review

Viamed - IT Controller

Please print out the list provided.

All the production jobs should be in the building with a production sheet.

List any you cannot find,

List any Extra Production Sheets you locate

Rolling Audit #762

Subject: Software Validation In Production List

Target User: Derek Lamb

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

Notes:

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

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396175	Software Validation In Production List (762)	01 May 2026	07 May 2026	6 days	Derek Lamb
393308	Software Validation In Production List (761)	01 Apr 2026	02 Apr 2026	1 day	Robert Connor
384686	Software Validation In Production List (761)	01 Jan 2026	08 Jan 2026	7 days	Robert Connor
379682	Software Validation In Production List (762)	03 Nov 2025	06 Nov 2025	3 days	Derek Lamb
376741	Software Validation In Production List (761)	01 Oct 2025	02 Oct 2025	1 day	Robert Connor
368489	Software Validation In Production List (761)	01 Jul 2025	10 Jul 2025	9 days	Robert Connor
362992	Software Validation In Production List (762)	01 May 2025	08 May 2025	7 days	Derek Lamb
360190	Software Validation In Production List (761)	01 Apr 2025	14 Apr 2025	13 days	Robert Connor
350939	Software Validation In Production List (761)	01 Jan 2025	02 Jan 2025	1 day	Robert Connor
345610	Software Validation In Production List (762)	01 Nov 2024	11 Nov 2024	10 days	Derek Lamb
342448	Software Validation In Production List (761)	01 Oct 2024	03 Oct 2024	2 days	Robert Connor
333873	Software Validation In Production List (761)	01 Jul 2024	04 Jul 2024	3 days	Robert Connor

Process ID #7858 — Software Validation Attempt To QA Some Stock

Last Reviewed: 09 Feb 2026 by Derek Lamb

Management Review

Viamed - IT 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	A Stock Item Barcode,QA Product Screen	Derek Lamb 01 Oct 2017
Outputs to the Process	Alarm that User requires training	Derek Lamb 01 Oct 2017
Risks to the Process	Untrained staff QA/Processing Product	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Rolling Test Task	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	Test the QA System that Staff not trained for QA are unable to QA a Product.	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	3.Serious	Derek Lamb 01 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
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 26 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=3)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6

Interested Parties

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

Linked Companies

- Viamed
- VST
- Vandagraph

Management Review

Viamed - IT Controller

Trained Staff (4)

- Derek Lamb (trained by Derek Lamb)
- Sarah Walton (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Michael Lamb (trained by Helen Lamb)

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #766

Subject: Software Validation Attempt To QA Some Stock

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

Search stock for 0010017 R-17s

View the Stock Levels,

Select a Location

From the list Note down a Barcode

In the Stock Box Option Intrastats,

Find QA STOCK

Type the Barcode from above into the Scan Barcode of product box

You should get notification you require training.

Type done if you do,

Other wise Please forward the Issue to management

Rolling Audit #1175

Subject: Software Validation Attempt To QA Some Stock

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed Test the QA System that Staff not trained for QA are unable to QA a Product. A Stock Item Barcode, QA Product Screen

Management Review

Viamed - IT Controller

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
388338	Software Validation Attempt To QA Some Stock (1175)	09 Feb 2026	10 Feb 2026	1 day	Derek Lamb
382177	Software Validation Attempt To QA Some Stock (766)	01 Dec 2025	08 Jan 2026	38 days	Michael Lamb
365827	Software Validation Attempt To QA Some Stock (766)	02 Jun 2025	03 Jul 2025	31 days	Michael Lamb
355071	Software Validation Attempt To QA Some Stock (1175)	10 Feb 2025	13 Feb 2025	3 days	Derek Lamb
348431	Software Validation Attempt To QA Some Stock (766)	02 Dec 2024	27 Dec 2024	25 days	Michael Lamb
331243	Software Validation Attempt To QA Some Stock (766)	03 Jun 2024	04 Jul 2024	31 days	Michael Lamb

Process ID #7875 — Software Validation Document Control

Last Reviewed: 19 Mar 2026 by Derek Lamb

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Search Stock Item testitemsearch for linked documents, should be a test document in the attached documentsbring up the document,download the work doc,update the word file with current date,produce pdf of new fileupload ontop of the old file.	Derek Lamb 20 Oct 2017
Outputs to the Process	next stock search of testitem should point to the new version of the document.in the admin panel of the document the old historic versions should be present.	Derek Lamb 20 Oct 2017
Risks to the Process	If not carried out, document index is unvalidated	Derek Lamb 20 Oct 2017
Steps to Minimise Process Risks	rolling Issue	Derek Lamb 20 Oct 2017
Scope / Definition of Process / Objective	To test document control is working as intended.	Derek Lamb 20 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 20 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 20 Oct 2017
Measurable Objective	Check rolling issues are completed within terms. Check Document Index.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced	Helen Lamb 01 Oct 2019

Management Review

Viamed - IT Controller

Verification / Effectiveness	staff 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)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6

Interested Parties

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

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #802

Subject: Software Validation Document Control

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed To test document control is working as intended.

Search Stock Item testitem

search for linked documents,

should be a test document in the attached documents bring up the document,

Check document is on the out of date documents list

download the work doc,

Management Review

Viamed - IT Controller

update the word file with current date, produce pdf of new file upload on top of the old file.

update the expiry date of the new document,
Document should no longer be on the out of date document list

Rolling Audit #803

Subject: Software Validation Document Control

Target User: Helen Lamb

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

Notes:

System Generated

*** AUDIT *** Ensure the Task is being Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
379686	Software Validation Document Control (803)	03 Nov 2025	06 Nov 2025	3 days	Helen Lamb
378525	Software Validation Document Control (802)	20 Oct 2025	24 Oct 2025	4 days	Derek Lamb
345613	Software Validation Document Control (803)	01 Nov 2024	11 Nov 2024	10 days	Helen Lamb
344455	Software Validation Document Control (802)	21 Oct 2024	04 Dec 2024	44 days	Derek Lamb

Process ID #7852 — Software Validation Expired Stock

Last Reviewed: 24 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	Active Listpick a random order, Select a Product, Management to adjust the Expire date	Derek Lamb 01 Oct 2017
Outputs to the Process	Alert to picking screen the selected Item has expired. Management to put back the original expire date	Derek Lamb 01 Oct 2017
Risks to the Process	Expired product leaves the building and unusable products get to customers	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats Controlled	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	To attempt to Scan a product that has gone past its expire date.	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Helen Lamb 13 Nov 2021

Management Review

Viamed - IT Controller

Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
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)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- VST
- Viamed

Trained Staff (6)

- Catherine Spence (trained by Derek Lamb)
- Jonathan Connor (trained by Derek Lamb)
- Emma Clark (trained by Derek Lamb)
- Catrin Hird (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #756

Subject: Software Validation Expired Stock

Target User: Catherine Spence

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

Notes:

System Generated

Task To be Completed.

Pick an Order from the Active List,

Management Review

Viamed - IT Controller

Select a Barcode for Picking,

Ask Management to flag the item with an Expired Date.

Attempt to Scan the Item to the order

Picking screen should alert the Item has Expired.

Ask Management to remove the Expired flag from the Barcode

Rolling Audit #757

Subject: Software Validation Expired Stock

Target User: Derek Lamb

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

Notes:

System Generated

*** AUDIT *** Ensure the Task is being Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
390602	Software Validation Expired Stock (757)	03 Mar 2026	05 Mar 2026	2 days	Derek Lamb
377841	Software Validation Expired Stock (756)	13 Oct 2025	08 Jan 2026	87 days	Catherine Spence
357131	Software Validation Expired Stock (757)	03 Mar 2025	13 Mar 2025	10 days	Derek Lamb
343778	Software Validation Expired Stock (756)	14 Oct 2024	24 Oct 2024	10 days	Catherine Spence

Process ID #7854 — Software Validation In Production List

Last Reviewed: 01 May 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

Management Review

Viamed - IT Controller

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	The in production list screen	Derek Lamb 01 Oct 2017
Outputs to the Process	Physical checking the production lists in production departments.Physical checking no further production lists are found.	Derek Lamb 01 Oct 2017
Risks to the Process	Software tracking of production jobs fails.	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats controlledrolling Issues to check the system	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	Software Validation of the production lists.By confirming no extra production jobs are stuck in the system, and all listed production jobs are found. the production tracking is validated	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 01 Oct 2017
Severity of Risk (1-5)	2.Minor	Derek Lamb 01 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
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	unable to be performed currently due to covid,however very little production is being perofrmed, namely just v1000.so risk of problems here is limited, due to covid itself	Derek Lamb 02 Jul 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=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (4)

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

Associated Documents

Management Review

Viamed - IT Controller

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #761

Subject: Software Validation In Production List

Target User: Robert Connor

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

Notes:

System GeneratedTask To be Completed.

Intrastats -> Production Menu,

Production in Production List.

Please print out the list provided.

All the production jobs should be in the building with a production sheet.

List any you cannot find,

List any Extra Production Sheets you locate

Rolling Audit #762

Subject: Software Validation In Production List

Target User: Derek Lamb

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

Notes:

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

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396175	Software Validation In Production List (762)	01 May 2026	07 May 2026	6 days	Derek Lamb
393308	Software Validation In Production List (761)	01 Apr 2026	02 Apr 2026	1 day	Robert Connor
384686	Software Validation In Production List (761)	01 Jan 2026	08 Jan 2026	7 days	Robert Connor
379682	Software Validation In Production List (762)	03 Nov 2025	06 Nov 2025	3 days	Derek Lamb
376741	Software Validation In Production List (761)	01 Oct 2025	02 Oct 2025	1 day	Robert Connor
368489	Software Validation In Production List (761)	01 Jul 2025	10 Jul 2025	9 days	Robert Connor
362992	Software Validation In Production List (762)	01 May 2025	08 May 2025	7 days	Derek Lamb
360190	Software Validation In Production List (761)	01 Apr 2025	14 Apr 2025	13 days	Robert Connor
350939	Software Validation In Production List	01 Jan 2025	02 Jan 2025	1 day	Robert Connor

Management Review

Viamed - IT Controller

345610	(761) Software Validation In Production List	01 Nov 2024	11 Nov 2024	10 days	Derek Lamb
342448	(762) Software Validation In Production List	01 Oct 2024	03 Oct 2024	2 days	Robert Connor
333873	(761) Software Validation In Production List (761)	01 Jul 2024	04 Jul 2024	3 days	Robert Connor

Process ID #7870 — Software Validation Non Conformance Product Risk Feedback Loop

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	Rolling Issue triggers an Issue, relating to a test item, attached to a test product range. Reviewing the post market surveillance should show the rolling issue in the review list	Derek Lamb 16 Oct 2017
Outputs to the Process	Confirmed feedback loop is working	Derek Lamb 16 Oct 2017
Risks to the Process	issues not carried out	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of the issue system to make sure they are carried out	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	Scope to check the automatic system of tagging product non conformance and other issues to the post market surveillance review report.	Derek Lamb 16 Oct 2017
Likelihood of Risk (1-5)	1. Improbable	Derek Lamb 16 Oct 2017
Severity of Risk (1-5)	1. Negligible	Derek Lamb 16 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
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 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international	Helen Lamb 23 Oct 2020

Management Review

Viamed - IT Controller

Risk / Benefit Report
HSE Implications
Calculated Risk Code

circumstance / crisis.
No Action
No health and safety implications
No Action (Frequency=1, Severity=1)

Helen Lamb 28 Jul 2025
Helen Lamb 28 Jul 2025

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd 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
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #789

Subject: Software Validation Non Conformance Product Risk Feedback Loop

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed

testitem

Create a Non Conformance from this Issue.

then review the Post Market Surveillance against the Test Technical file zztest not real file.

Scroll down to the Issues section, the Non conformance issue and this Issue Should be present

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
378259	Software Validation Non Conformance Product Risk Feedback Loop (789)	16 Oct 2025	24 Oct 2025	8 days	Derek Lamb
344073	Software Validation Non Conformance Product Risk	16 Oct 2024	17 Oct 2024	1 day	Derek Lamb

Management Review

Viamed - IT Controller

Feedback Loop
(789)

Process ID #7853 — Software Validation Non Sell Able Shelf

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	Active List, Stock item from unsell able shelf.	Derek Lamb 01 Oct 2017
Outputs to the Process	Order picking notification item cannot be picked for order	Derek Lamb 01 Oct 2017
Risks to the Process	quarantine stock leaves the building to a customer order, or stock on hold for a customer gets shipped to another customer.	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats Controlled	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	Warehouse shelves can be tagged as sellable stock / unsellable stock. Either for quarantine purposes or holding items for other customer orders. Test that Order picking cannot pick unsellable stock locations to an Order	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	1. Improbable	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	3. Serious	Derek Lamb 01 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
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=3)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies

Management Review

Viamed - IT Controller

- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (5)

- Catherine Spence (trained by Derek Lamb)
- Emma Clark (trained by Derek Lamb)
- Jonathan Connor (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #759

Subject: Software Validation Non Sell Able Shelf

Target User: Catherine Spence

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

Notes:

System Generated

Task To be Completed.

Please pick an order, and try to scan an Item to it from a NON Sellable shelf.

you should be alerted to a Picking Error

Rolling Audit #760

Subject: Software Validation Non Sell Able Shelf

Target User: Derek Lamb

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

Notes:

System Generated

*** AUDIT *** Ensure the Task is being Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
382474	Software Validation Non Sell Able Shelf (760)	03 Dec 2025	11 Dec 2025	8 days	Derek Lamb
374026	Software Validation Non Sell Able Shelf (759)	01 Sep 2025	12 Sep 2025	11 days	Catherine Spence

Management Review

Viamed - IT Controller

348619	Software Validation Non Sell Able Shelf (760)	03 Dec 2024	04 Dec 2024	1 day	Derek Lamb
339735	Software Validation Non Sell Able Shelf (759)	02 Sep 2024	13 Sep 2024	11 days	Catherine Spence

Process ID #7861 — Software Validation Of Training Documents Forced Reading

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	Up dates of documents and new staff trigger required reading	Derek Lamb 04 Oct 2017
Outputs to the Process	Required reading flags up or correct persons intrastats. Dynamic and forced training	Derek Lamb 04 Oct 2017
Risks to the Process	required reading not read.	Derek Lamb 04 Oct 2017
Steps to Minimise Process Risks	Rolling audit of required reading	Derek Lamb 04 Oct 2017
Scope / Definition of Process / Objective	Software Validating Of Training Documents via Forced Required Reading	Derek Lamb 04 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 04 Oct 2017
Severity of Risk (1-5)	2.Minor	Derek Lamb 04 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
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 26 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=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6

Management Review

Viamed - IT Controller

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6

Interested Parties

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

Linked Companies

- Viamed
- VST

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #768

Subject: Software Validation Of Training Documents Forced Reading

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed

Go to training manager, pick a training course eg office processes

find a document updated in the last few months

Make a note here of the docid

check all members of the course have re-read the documentation - go to document admin find users read

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
377169	Software Validation Of Training Documents Forced Reading (768)	06 Oct 2025	09 Oct 2025	3 days	Derek Lamb
342883	Software Validation Of Training Documents Forced Reading (768)	04 Oct 2024	04 Dec 2024	61 days	Derek Lamb

Management Review

Viamed - IT Controller

Process ID #7880 — Software Validation Out Of Date Documents

Last Reviewed: 07 May 2025 by Helen Lamb

Process Maturity (5 of 6 - 83%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Rolling task with instructions	Derek Lamb 23 Oct 2017
Outputs to the Process	confirmed software functioning as intended	Derek Lamb 23 Oct 2017
Risks to the Process	Old document in the system	Derek Lamb 23 Oct 2017
Steps to Minimise Process Risks	rolling task	Derek Lamb 23 Oct 2017
Scope / Definition of Process / Objective	To confirm the out of documents computer software functions as expected flagging out of date items on to the list	Derek Lamb 23 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 23 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Derek Lamb 29 Oct 2021
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		
HSE Implications		
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: 7.5.6

Interested Parties

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

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

Management Review

Viamed - IT Controller

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #808

Subject: Software Validation Scheduled Tasks And Audits

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed

Print a PDF of this Issue.

Go to Document Index Admin,

and find the Software Validation Rolling Tasks and Audits in the out of date documents section.

Upload the new PDF and set a new Expiry date of 12 Months Time less a day from todays date

Rolling Audit #809

Subject: Software Validation Scheduled Tasks And Audits

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed To check the Scheduled Tasks and Audits is working as Intended.To also Check the Out of Date documents is working as Intended. Rolling Task ID.Out of Date Documents.

Just need to check the Task History from the link in this Issue check things are working as intended.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395634	Software Validation Scheduled Tasks And Audits (809)	27 Apr 2026		Outstanding (17 days)	Helen Lamb
386560	Software Validation Scheduled Tasks And Audits (808)	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
379075	Software Validation Scheduled Tasks And Audits (809)	27 Oct 2025	04 Nov 2025	8 days	Helen Lamb
362565	Software Validation Scheduled Tasks And Audits (809)	25 Apr 2025	13 May 2025	18 days	Helen Lamb
353229	Software Validation Scheduled Tasks And Audits (808)	22 Jan 2025	30 Jan 2025	8 days	Derek Lamb
344968	Software Validation Scheduled Tasks And Audits (809)	25 Oct 2024	28 Oct 2024	3 days	Helen Lamb

Management Review

Viamed - IT Controller

Process ID #7850 — Software Validation Scan Incorrect Product

Last Reviewed: 02 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	Active list - random order numberRandom Stock item, not on the selected order	Derek Lamb 01 Oct 2017
Outputs to the Process	Error alert informing incorrect goods picked	Derek Lamb 01 Oct 2017
Risks to the Process	system allows incorrect items to be picked to customer orders	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats Controlled	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	Test the Goods out process disabling picking of items not relating to an order	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Helen Lamb 13 Nov 2021
Measurable Objective	Ensure the Task is being carried out, and is confirmed to be working	Derek Lamb 02 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=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- Customer
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Management Review

Viamed - IT Controller

Trained Staff (6)

- Catherine Spence (trained by Derek Lamb)
- Emma Clark (trained by Derek Lamb)
- Jonathan Connor (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Catrin Hird (trained by Derek Lamb)

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #752

Subject: Scan Incorrect Product - Software Validation

Target User: Catherine Spence

Recurrence: 9 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Task To be Completed

Please attempt to scan a Product not on an Order,

Ensure it Alerts you and does not pick the item to An order

Rolling Audit #753

Subject: Scan Incorrect Product

Target User: Derek Lamb

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

Notes:

System Generated

*** AUDIT ***

Ensure the Task is being Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
387474	Scan Incorrect Product (753)	02 Feb 2026	02 Feb 2026	0 days	Derek Lamb

Management Review

Viamed - IT Controller

374024	Scan Incorrect Product - Software Validation (752)	01 Sep 2025	12 Sep 2025	11 days	Catherine Spence
354355	Scan Incorrect Product (753)	03 Feb 2025	27 Mar 2025	52 days	Derek Lamb
348429	Scan Incorrect Product - Software Validation (752)	02 Dec 2024	27 Dec 2024	25 days	Catherine Spence

Process ID #7851 — Software Validation Scan Un-QA Product To Order

Last Reviewed: 02 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	Active listSingle un processed product barcode	Derek Lamb 01 Oct 2017
Outputs to the Process	Alert on Picking screen informing dispatch an unprocessed product is being picked	Derek Lamb 01 Oct 2017
Risks to the Process	Unprocessed product gets out into the field, resulting in recalls	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats Controlled	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	To test intrastats does not allow picking of unprocessed products to live customer orders	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	1.Negligible	Helen Lamb 13 Nov 2021
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
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	Likelihood is Improbable as this process tests the actual system of preventing UN-QA stock getting past QA.This process itself is to reduce the risk of UN-QA product getting past goods out	Derek Lamb 23 Nov 2021
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: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.3

Management Review

Viamed - IT Controller

- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

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

Linked Companies

- Viamed
- VST

Trained Staff (6)

- Catherine Spence (trained by Derek Lamb)
- Emma Clark (trained by Derek Lamb)
- Jonathan Connor (trained by Derek Lamb)
- Catrin Hird (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #754

Subject: Software Validation Scan UnQA Product To Order

Target User: Catherine Spence

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

Notes:

System Generated

Task To be Completed

Pick a customer order from the Active List

Please attempt to scan an Un QA barcode

to an order, use the correct Item from the Order, but one that has not passed through QA.

Return the Item to the Waiting QA area after Test

Rolling Audit #755

Subject: Software Validation Scan Un-QA Product To Order

Target User: Derek Lamb

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

Notes:

System Generated

*** AUDIT *** Enure the Task is being Completed

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

Management Review

Viamed - IT Controller

ID	Subject	Created	Completed	Days to Complete	Investigated By
387475	Software Validation Scan Un-QA Product To Order (755)	02 Feb 2026	05 Feb 2026	3 days	Derek Lamb
383300	Software Validation Scan UnQA Product To Order (754)	12 Dec 2025	22 Dec 2025	10 days	Catherine Spence
366887	Software Validation Scan UnQA Product To Order (754)	12 Jun 2025	26 Jun 2025	14 days	Catherine Spence
354356	Software Validation Scan Un-QA Product To Order (755)	03 Feb 2025	06 Feb 2025	3 days	Derek Lamb
349461	Software Validation Scan UnQA Product To Order (754)	12 Dec 2024	27 Dec 2024	15 days	Catherine Spence
332175	Software Validation Scan UnQA Product To Order (754)	12 Jun 2024	04 Jul 2024	22 days	Catherine Spence

Process ID #7879 — Software Validation Scheduled Tasks And Audits

Last Reviewed: 01 May 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	Rolling Task ID.Out of Date Documents	Derek Lamb 22 Oct 2017
Outputs to the Process	Issue should appear for completion relating to this Task.Pdf of Issue to be uploaded to Document index, and new expiry date set as Per Rolling Task	Derek Lamb 22 Oct 2017
Risks to the Process	Tasks and Audit Rolling Issues Key to ISO requirements.risk of losing standards	Derek Lamb 22 Oct 2017
Steps to Minimise Process Risks	Dual Test of Out of Date Documents and Rolling Tasks and Audits	Derek Lamb 22 Oct 2017
Scope / Definition of Process / Objective	To check the Scheduled Tasks and Audits is working as Intended.To also Check the Out of Date documents is working as Intended.	Derek Lamb 22 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 22 Oct 2017
Severity of Risk (1-5)	1.Negligible	Helen Lamb 13 Nov 2021
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019

Management Review

Viamed - IT Controller

Training Method Required	Hands on Learning from experienced staff	Helen Lamb 02 Nov 2021
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)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6

Interested Parties

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

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- Software Validation Rollings Tasks and Audits (Doc ID: 218809)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #808

Subject: Software Validation Scheduled Tasks And Audits

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed

Print a PDF of this Issue.

Go to Document Index Admin,

and find the Software Validation Rollings Tasks and Audits in the out of date documents section.

Management Review

Viamed - IT Controller

Upload the new PDF and set a new Expiry date of 12 Months Time less a day from todays date

Rolling Audit #809

Subject: Software Validation Scheduled Tasks And Audits

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed To check the Scheduled Tasks and Audits is working as Intended.To also Check the Out of Date documents is working as Intended. Rolling Task ID.Out of Date Documents.

Just need to check the Task History from the link in this Issue check things are working as intended.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395634	Software Validation Scheduled Tasks And Audits (809)	27 Apr 2026		Outstanding (17 days)	Helen Lamb
386560	Software Validation Scheduled Tasks And Audits (808)	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
379075	Software Validation Scheduled Tasks And Audits (809)	27 Oct 2025	04 Nov 2025	8 days	Helen Lamb
362565	Software Validation Scheduled Tasks And Audits (809)	25 Apr 2025	13 May 2025	18 days	Helen Lamb
353229	Software Validation Scheduled Tasks And Audits (808)	22 Jan 2025	30 Jan 2025	8 days	Derek Lamb
344968	Software Validation Scheduled Tasks And Audits (809)	25 Oct 2024	28 Oct 2024	3 days	Helen Lamb

Process ID #8083 — Software Validation SRS To Nonconformance

Last Reviewed: 17 Nov 2025 by Helen Lamb

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes
Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	SRS system issues	Helen Lamb 16 Dec 2024
Outputs to the Process	Fully verified system for SRS`S	Helen Lamb 16 Dec 2024
Risks to the Process	that the system is not working as intended or it is not checked fully	Helen Lamb 16 Dec 2024
Steps to Minimise Process Risks	regular reviews and issues to check the system.	Helen Lamb 16 Dec 2024
Scope / Definition of Process / Objective	Issue to verify process works as intended - Create a New SRS, Add in a	Helen Lamb 16 Dec 2024

Management Review

Viamed - IT Controller

test item stock reference, generate the SRS, Go in via engineer mode, Flag the SRS as a non conformance or customer complaint, check the non conformance page for it appearing in the list, clear form the list, complete the SRS

Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 31 Dec 2024
Severity of Risk (1-5)	2.Minor	Helen Lamb 16 Dec 2024
Measurable Objective	Check issue has been completed as this verifies the system is working as it should.	Helen Lamb 16 Dec 2024
Training Method Required	hands on from experienced members of staff or Training with the IT Controller	Helen Lamb 16 Dec 2024
Verification / Effectiveness	regular reviews and the system being used and found to be effective	Helen Lamb 16 Dec 2024
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 16 Dec 2024
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)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.1

Interested Parties

- ISO Auditing Bodies
- Customer

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #1257

Subject: Software Validation SRS To Nonconformance

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed

Create a New SRS,

Add in a testitem stock reference,

Management Review

Viamed - IT Controller

generate the SRS,

Go in via engineer mode,

Flag the SRS as a non conformance or customer complaint,

check the non conformance page for it appearing in the list,

clear form the list,

complete the SRS

Rolling Audit #1258

Subject: Software Validation SRS To Nonconformance

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed

AUDIT ISSUE

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
380522	Software Validation SRS To Nonconformance (1258)	11 Nov 2025	20 Nov 2025	9 days	Helen Lamb
379729	Software Validation SRS To Nonconformance (1257)	03 Nov 2025	06 Nov 2025	3 days	Derek Lamb

Process ID #7857 — Software Validation Stock Tracking Check

Last Reviewed: 02 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	Intrastats screen bring up a random stock location and expected parts.	Derek Lamb 02 Oct 2017
Outputs to the Process	Stock location is checked and confirmation all parts are present, and	Derek Lamb 02 Oct 2017

Management Review

Viamed - IT Controller

Risks to the Process	no extra parts are found	
Steps to Minimise Process Risks	Stock gets mislaid in the warehouse	Derek Lamb 02 Oct 2017
Scope / Definition of Process / Objective	rolling issue to check the system	Derek Lamb 02 Oct 2017
	To confirm Software Validation Stock Tracking Check, is functioning as expected	Derek Lamb 02 Oct 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 02 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 02 Oct 2017
Measurable Objective	A random shelf will be selected. Please print the screen and tick off the items expected on the shelf. List any items extra found on the shelf.Check Items are packaged correctly and have barcodes	Derek Lamb 17 Feb 2022
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
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 26 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=2, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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 Viamed Ltd ISO9001:2015: 7.5.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.5.2

Interested Parties

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

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

Management Review

Viamed - IT Controller

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #763

Subject: Software Validation Stock Tracking Check

Target User: Robert Connor

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

Notes:

System Generated
Task To be Completed.

To Confirm Shelf location contains the correct Items.
Intrastats -> Stock -> Miscellaneous -> Stock Tracking Validation.

A random shelf will be selected.

Please print the screen and tick off the items expected on the shelf.

List any items extra found on the shelf.

Check Items are packaged correctly and have barcodes

Sign / date and return the Check to Management.

Rolling Audit #1155

Subject: Software Validation Stock Tracking Check

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed To confirm Software Validation Stock Tracking Check, is functioning as expected
Intrastats screen bring up a random stock location and expected parts.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
393898	Software Validation Stock Tracking Check (763)	08 Apr 2026	09 Apr 2026	1 day	Robert Connor
390501	Software Validation Stock Tracking Check (1155)	02 Mar 2026	02 Mar 2026	0 days	Derek Lamb
377454	Software Validation Stock Tracking Check (763)	08 Oct 2025	09 Oct 2025	1 day	Robert Connor
360921	Software Validation Stock Tracking Check (763)	08 Apr 2025	14 Apr 2025	6 days	Robert Connor
357163	Software Validation Stock Tracking Check (1155)	03 Mar 2025	02 May 2025	60 days	Derek Lamb
343227	Software Validation Stock Tracking Check (763)	08 Oct 2024	17 Oct 2024	9 days	Robert Connor

Management Review

Viamed - IT Controller

Process ID #8013 — Software Validation Test Email System

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	Send a test email from your GMAIL address. Toinfo@viamed.co.uk sales@viamed.co.uk enquiries@viamed.co.uk iso@viamed.co.uk Check all the emails are recieved in the main box	Derek Lamb 29 Apr 2022
Outputs to the Process	Gmail emails	Helen Lamb 04 May 2022
Risks to the Process	The email system is not working correctly	Helen Lamb 04 May 2022
Steps to Minimise Process Risks	regular reviews and monitoring	Helen Lamb 04 May 2022
Scope / Definition of Process / Objective	Ensure Email system working as intended	Derek Lamb 29 Apr 2022
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 29 Apr 2022
Severity of Risk (1-5)	1.Negligible	Derek Lamb 29 Apr 2022
Measurable Objective	Test emails recieved	Derek Lamb 29 Apr 2022
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 04 May 2022
Verification / Effectiveness	test emails sent and received as intended	Helen Lamb 04 May 2022
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 04 May 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

- Internet Providers

Linked Companies

- VST
- Viamed Properties
- Viamed
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #1179

Management Review

Viamed - IT Controller

Subject: Software Validation Test Email System

Target User: Catrin Hird

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

Notes:

System GeneratedTask To be Completed

Send a test email from your GMAIL address. To

info@viamed.co.uk

sales@viamed.co.uk

enquiries@viamed.co.uk

iso@viamed.co.uk

Check all the emails are recieved in the main box

Rolling Audit #1180

Subject: Software Validation Test Email System

Target User: Derek Lamb

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

Notes:

System GeneratedTask To be Completed Ensure Email system working as intended Gmail

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396354	Software Validation Test Email System (1179)	04 May 2026	07 May 2026	3 days	Catrin Hird
390503	Software Validation Test Email System (1180)	02 Mar 2026	02 Mar 2026	0 days	Derek Lamb
379716	Software Validation Test Email System (1179)	03 Nov 2025	06 Nov 2025	3 days	Catrin Hird
363261	Software Validation Test Email System (1179)	05 May 2025	08 May 2025	3 days	Catrin Hird
357165	Software Validation Test Email System (1180)	03 Mar 2025	07 Mar 2025	4 days	Derek Lamb
345755	Software Validation Test Email System (1179)	04 Nov 2024	11 Nov 2024	7 days	Catrin Hird

Process ID #7856 — Software Validation Unchecked Orders

Last Reviewed: 11 Dec 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

Management Review

Viamed - IT Controller

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Active List, Request to pick from a new unchecked order	Derek Lamb 01 Oct 2017
Outputs to the Process	picking screen Error showing stock cannot be picked	Derek Lamb 01 Oct 2017
Risks to the Process	Customer receives incorrect items due to order not being checked.	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats Controlled. Rolling Issue to prove system works as intended	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	To check order picking cannot pick against an unchecked order	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	2. Remote	Derek Lamb 01 Oct 2017
Severity of Risk (1-5)	2. Minor	Derek Lamb 01 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
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=2, Severity=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies
- Customer
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (5)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Michael Lamb (trained by Helen Lamb)
- Sophie Lines (trained by Derek Lamb)

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)

Management Review

Viamed - IT Controller

- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #764

Subject: Software Validation Unchecked Orders

Target User: Sophie Lines

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

Notes:

System Generated

Task To be Completed

Please on your next NON Urgent Order entered into Intrastats.

do not pass the order via Checking.

Request Goods out attempts to scan Items to the Order.

If the Order is able to be Scanned enter the order number and complete the Issue,

otherwise just put in done.

Rolling Audit #765

Subject: Software Validation Unchecked Orders

Target User: Derek Lamb

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

Notes:

System Generated

Audit of process:

To check order picking cannot pick against an unchecked order Active List,Request to pick from a new unchecked order

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
384687	Software Validation Unchecked Orders (764)	01 Jan 2026	08 Jan 2026	7 days	Sophie Lines
382475	Software Validation Unchecked Orders (765)	03 Dec 2025	22 Dec 2025	19 days	Derek Lamb
350940	Software Validation Unchecked Orders (764)	01 Jan 2025	08 Jan 2025	7 days	Sophie Lines
348620	Software Validation Unchecked Orders (765)	03 Dec 2024	04 Dec 2024	1 day	Derek Lamb

Process ID #52 — Software Verification Clear Down Backup Emails

Last Reviewed: 25 Oct 2024 by Derek Lamb

Process Maturity (4 of 6 - 67%)

Management Review

Viamed - IT Controller

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Hotchilli Email Box	Derek Lamb 02 Mar 2016
Outputs to the Process	Backup emails	Derek Lamb 02 Mar 2016
Risks to the Process	Mail box gets full and bounces emails back	Derek Lamb 02 Mar 2016
Steps to Minimise Process Risks	Regular task to clear down emails	Derek Lamb 02 Mar 2016
Scope / Definition of Process / Objective	Keeps a month or so backup emails	Derek Lamb 02 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	Procedural , Required Reading and Hands on	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		
HSE Implications		
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: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

Interested Parties

- Internal Systems

Linked Companies

- Viamed

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)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VM3COP60.00 Viamed Server Backup System (Doc ID: 165987)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)
- VOP 27 Software Validation (Doc ID: 91486)

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

No completed tasks in the last 2 years.

Management Review

Viamed - IT Controller

Process ID #7987 — Sync External Telephone Logs

Last Reviewed: 01 May 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	Telephone system	Helen Lamb 23 Feb 2022
Outputs to the Process	Intrastats log of telephone calls from telephone system.	Helen Lamb 23 Feb 2022
Risks to the Process	that inputs will be 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	To Export Telephone logs from the phone system to intrastats	Derek Lamb 07 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	Check Intrastats for the Telephone logs from the phone system to intrastats. Make sure its updated regularly	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
- Staff
- Internet Providers

Linked Companies

- Viamed
- Viamed Properties
- 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)
- Sync External Telephone Logs (1120) (Doc ID: 164769)

Management Review

Viamed - IT Controller

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

Rolling Task #1120

Subject: Sync External Telephone Logs

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed

To Export Telephone logs from the phone system to intrastats

Rolling Audit #1121

Subject: Sync External Telephone Logs

Target User: Helen Lamb

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

Notes:

System Generated Task To be Completed To Export Telephone logs from the phone system to intrastats

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396902	Sync External Telephone Logs (1120)	11 May 2026	14 May 2026	3 days	Derek Lamb
396351	Sync External Telephone Logs (1120)	04 May 2026	07 May 2026	3 days	Derek Lamb
396193	Sync External Telephone Logs (1121)	01 May 2026	07 May 2026	6 days	Helen Lamb
395648	Sync External Telephone Logs (1120)	27 Apr 2026	30 Apr 2026	3 days	Derek Lamb
395015	Sync External Telephone Logs (1120)	20 Apr 2026	22 Apr 2026	2 days	Derek Lamb
394395	Sync External Telephone Logs (1120)	13 Apr 2026	16 Apr 2026	3 days	Derek Lamb
393643	Sync External Telephone Logs (1120)	06 Apr 2026	09 Apr 2026	3 days	Derek Lamb
393099	Sync External Telephone Logs (1120)	30 Mar 2026	02 Apr 2026	3 days	Derek Lamb
392502	Sync External Telephone Logs (1120)	23 Mar 2026	02 Apr 2026	10 days	Derek Lamb
391797	Sync External Telephone Logs (1120)	16 Mar 2026	16 Mar 2026	0 days	Derek Lamb
391157	Sync External Telephone Logs (1120)	09 Mar 2026	16 Mar 2026	7 days	Derek Lamb
390499	Sync External Telephone Logs (1120)	02 Mar 2026	05 Mar 2026	3 days	Derek Lamb

Management Review

Viamed - IT Controller

389726	Sync External Telephone Logs (1120)	23 Feb 2026	26 Feb 2026	3 days	Derek Lamb
389020	Sync External Telephone Logs (1120)	16 Feb 2026	19 Feb 2026	3 days	Derek Lamb
388335	Sync External Telephone Logs (1120)	09 Feb 2026	10 Feb 2026	1 day	Derek Lamb
387505	Sync External Telephone Logs (1120)	02 Feb 2026	05 Feb 2026	3 days	Derek Lamb
386877	Sync External Telephone Logs (1120)	26 Jan 2026	29 Jan 2026	3 days	Derek Lamb
386261	Sync External Telephone Logs (1120)	19 Jan 2026	19 Jan 2026	0 days	Derek Lamb
385636	Sync External Telephone Logs (1120)	12 Jan 2026	19 Jan 2026	7 days	Derek Lamb
384986	Sync External Telephone Logs (1120)	05 Jan 2026	08 Jan 2026	3 days	Derek Lamb

Process ID #7934 — Test Website Questions

Last Reviewed: 22 Jun 2023 by Derek Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Website	Derek Lamb 02 May 2019
Outputs to the Process	Alert in Intrastats that a question has been submitted	Derek Lamb 02 May 2019
Risks to the Process	Questions may be missed and unanswered	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular issues and reviews of issues. Checking by no web questions are left unanswered. See intrastats automatic flagging	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	Test the integration of the website submitted questions to intrastats TASK NO LONGER REQUIRED, SHOPIFY EMAILS QUESTIONS	Derek Lamb 08 Jun 2023
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 02 May 2019
Severity of Risk (1-5)	1.Negligible	Derek Lamb 02 May 2019
Measurable Objective	Test Question appears in intrastats	Derek Lamb 02 May 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any	Helen Lamb 26 Oct 2020

Management Review

Viamed - IT Controller

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.

Covid / Pandemic Notes

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

Risk / Benefit Report HSE Implications 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: 5.2

Interested Parties

- Customer

Linked Companies

- Viamed

Trained Staff (2)

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

Associated Documents

- Audit 14 Complaints and Corrective Actions Viamed (Doc ID: 203281)
- Audit 14 Complaints and Corrective Actions VST (Doc ID: 159453)

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

No completed tasks in the last 2 years.

Process ID #8027 — Update Pricing For Viamed Shopify

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	Shopifyprice listsintrastats pricing	Helen Lamb 02 May 2023

Management Review

Viamed - IT Controller

Outputs to the Process	Correct pricing online	Helen Lamb 02 May 2023
Risks to the Process	That a price will be missed and a customer buys the product at the previous price.	Helen Lamb 02 May 2023
Steps to Minimise Process Risks	regular reviews and reminders	Helen Lamb 02 May 2023
Scope / Definition of Process / Objective	To make sure the pricing on the Shopify web shop is updated when the prices are updated in the companies. Regular checks to ensure all prices are correct.	Helen Lamb 02 May 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 02 May 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 02 May 2023
Measurable Objective	The prices match from the Shopify web shop to the internal price lists	Helen Lamb 02 May 2023
Training Method Required	Hands on from experienced members of staff Online tutorial videos for the Shopify web shop	Helen Lamb 02 May 2023
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 02 May 2023
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 02 May 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: 4.2.5

Interested Parties

- Internal Systems
- Customer
- Web Shop Hosting

Linked Companies

- Vandagraph
- Viamed

Trained Staff (3)

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

Associated Documents

- Audit 01 Picking packing Viamed (Doc ID: 173579)
- Audit 01 Picking packing VST (Doc ID: 173583)
- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VM3COP27.54 How to export import products into Shopify (Doc ID: 166244)

Rolling Task #1204

Subject: Update Pricing for Viamed Shopify

Target User: Catrin Hird

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

Notes:

System Generated

Export and reupload pricing for Shopify website. Weekly.

Management Review

Viamed - IT Controller

Rolling Audit #1215

Subject: Update Pricing For Viamed Shopify

Target User: Helen Lamb

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

Notes:

System Generated Task To be Completed

Check this task has been carried out

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397030	Update Pricing for Viamed Shopify (1204)	12 May 2026	12 May 2026	0 days	Catrin Hird
396403	Update Pricing for Viamed Shopify (1204)	05 May 2026	05 May 2026	0 days	Catrin Hird
395781	Update Pricing for Viamed Shopify (1204)	28 Apr 2026	28 Apr 2026	0 days	Catrin Hird
395142	Update Pricing for Viamed Shopify (1204)	21 Apr 2026	21 Apr 2026	0 days	Catrin Hird
394520	Update Pricing for Viamed Shopify (1204)	14 Apr 2026	14 Apr 2026	0 days	Catrin Hird
393699	Update Pricing for Viamed Shopify (1204)	07 Apr 2026	07 Apr 2026	0 days	Catrin Hird
393194	Update Pricing for Viamed Shopify (1204)	31 Mar 2026	01 Apr 2026	1 day	Catrin Hird
392646	Update Pricing for Viamed Shopify (1204)	24 Mar 2026	24 Mar 2026	0 days	Catrin Hird
391888	Update Pricing for Viamed Shopify (1204)	17 Mar 2026	19 Mar 2026	2 days	Catrin Hird
391291	Update Pricing for Viamed Shopify (1204)	10 Mar 2026	10 Mar 2026	0 days	Catrin Hird
390612	Update Pricing for Viamed Shopify (1204)	03 Mar 2026	03 Mar 2026	0 days	Catrin Hird
389860	Update Pricing for Viamed Shopify (1204)	24 Feb 2026	24 Feb 2026	0 days	Catrin Hird
389150	Update Pricing for Viamed Shopify (1204)	17 Feb 2026	17 Feb 2026	0 days	Catrin Hird
388446	Update Pricing for Viamed Shopify (1204)	10 Feb 2026	10 Feb 2026	0 days	Catrin Hird
387653	Update Pricing for Viamed Shopify (1204)	03 Feb 2026	03 Feb 2026	0 days	Catrin Hird
387510	Update Pricing For Viamed Shopify (1215)	02 Feb 2026	03 Feb 2026	1 day	Helen Lamb
387023	Update Pricing for	27 Jan 2026	27 Jan 2026	0 days	Catrin Hird

Management Review

Viamed - IT Controller

Reference	Description	Start Date	End Date	Duration	Owner
386357	Viamed Shopify (1204) Update Pricing for Viamed Shopify (1204)	20 Jan 2026	20 Jan 2026	0 days	Catrin Hird
385736	Viamed Shopify (1204) Update Pricing for Viamed Shopify (1204)	13 Jan 2026	13 Jan 2026	0 days	Catrin Hird
385086	Viamed Shopify (1204) Update Pricing for Viamed Shopify (1204)	06 Jan 2026	06 Jan 2026	0 days	Catrin Hird

Process ID #7703 — Vandagraph Pay Pal Retrieve Funds

Last Reviewed: 12 May 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	PayPal	Helen Lamb 13 Nov 2021
Outputs to the Process	Money lands in the Bank	Derek Lamb 23 May 2016
Risks to the Process	No risk to the process as such as its paypal driven, Can only withdraw funds to allocated bank account	Helen Lamb 13 Nov 2021
Steps to Minimise Process Risks	follow the task and review	Helen Lamb 13 Nov 2021
Scope / Definition of Process / Objective	To remove money from the Pay Pal system into Vandagraph Bank account	Helen Lamb 22 Jul 2019
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 Paypal for funds and see when last withdrew.	Helen Lamb 22 Jul 2019
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=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: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.2

Interested Parties

Management Review

Viamed - IT Controller

- Finance Banks
- Customer
- Accountants

Linked Companies

- Vandagraph

Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen 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)
- VM3COP27.16 Vandagraph PayPal Retrieve Funds (Doc ID: 16953)
- VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes (Doc ID: 31088)

Rolling Task #512

Subject: Vandagraph Pay Pay Retrieve Funds

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed

Rolling Audit #780

Subject: Vandagraph Pay Pay Retrieve Funds

Target User: Derek Lamb

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

Notes:

System Generated

*** AUDIT *** Ensure the Task is being Completed

Confirm Pay Pal Funds are being retrieved

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396888	Vandagraph Pay Pay Retrieve Funds (780)	11 May 2026	14 May 2026	3 days	Derek Lamb
396554	Vandagraph Pay Pay Retrieve Funds (512)	06 May 2026	07 May 2026	1 day	Helen Lamb
393598	Vandagraph Pay Pay Retrieve Funds (512)	06 Apr 2026	09 Apr 2026	3 days	Helen Lamb
390994	Vandagraph Pay Pay Retrieve Funds (512)	06 Mar 2026	06 Mar 2026	0 days	Helen Lamb
388113	Vandagraph Pay Pay Retrieve	06 Feb 2026	10 Feb 2026	4 days	Helen Lamb

Management Review

Viamed - IT Controller

385062	Funds (512) Vandagraph Pay Pay Retrieve	06 Jan 2026	08 Jan 2026	2 days	Helen Lamb
382817	Funds (512) Vandagraph Pay Pay Retrieve	08 Dec 2025	11 Dec 2025	3 days	Helen Lamb
380402	Funds (512) Vandagraph Pay Pay Retrieve	10 Nov 2025	20 Nov 2025	10 days	Derek Lamb
380168	Funds (780) Vandagraph Pay Pay Retrieve	06 Nov 2025	20 Nov 2025	14 days	Helen Lamb
377147	Funds (512) Vandagraph Pay Pay Retrieve	06 Oct 2025	09 Oct 2025	3 days	Helen Lamb
374736	Funds (512) Vandagraph Pay Pay Retrieve	08 Sep 2025	12 Sep 2025	4 days	Helen Lamb
371896	Funds (512) Vandagraph Pay Pay Retrieve	06 Aug 2025	07 Aug 2025	1 day	Helen Lamb
369046	Funds (512) Vandagraph Pay Pay Retrieve	07 Jul 2025	10 Jul 2025	3 days	Helen Lamb
366346	Funds (512) Vandagraph Pay Pay Retrieve	06 Jun 2025	12 Jun 2025	6 days	Helen Lamb
363873	Funds (512) Vandagraph Pay Pay Retrieve	09 May 2025	15 May 2025	6 days	Derek Lamb
363284	Funds (780) Vandagraph Pay Pay Retrieve	06 May 2025	08 May 2025	2 days	Helen Lamb
360761	Funds (512) Vandagraph Pay Pay Retrieve	07 Apr 2025	14 Apr 2025	7 days	Helen Lamb
357638	Funds (512) Vandagraph Pay Pay Retrieve	06 Mar 2025	07 Mar 2025	1 day	Helen Lamb
354741	Funds (512) Vandagraph Pay Pay Retrieve	06 Feb 2025	06 Feb 2025	0 days	Helen Lamb
351258	Funds (512) Vandagraph Pay Pay Retrieve	06 Jan 2025	08 Jan 2025	2 days	Helen Lamb

Process ID #8028 — Viamed Shopify Sales Report Export

Last Reviewed: 11 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
Recent Completion Evidence	Yes

Management Review

Viamed - IT Controller

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Shopify	Helen Lamb 02 May 2023
Outputs to the Process	transaction report	Helen Lamb 02 May 2023
Risks to the Process	report missed	Helen Lamb 02 May 2023
Steps to Minimise Process Risks	regular checks	Helen Lamb 02 May 2023
Scope / Definition of Process / Objective	Export the Viamed Shopify Sales transaction Report	Helen Lamb 02 May 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 02 May 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 02 May 2023
Measurable Objective	Report saved in issues with the transaction attached.	Helen Lamb 02 May 2023
Training Method Required	Hands on by experienced members of staff	Helen Lamb 02 May 2023
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 02 May 2023
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 02 May 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: 4.1.3

Interested Parties

- Web Shop Hosting
- Staff
- Customer

Linked Companies

- Viamed
- Vandagraph

Trained Staff (3)

- Catrin Hird (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek 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)
- VM3COP27.52 How to export payments and transaction information from Shopify (Doc ID: 75989)

Rolling Task #1212

Subject: Viamed Shopify Sales Report Export

Target User: Catrin Hird

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

Notes:

System Generated
Provide to Helen.

viamed.online
automotive.viamed.co.uk (no longer active)

Management Review

Viamed - IT Controller

Rolling Audit #1216

Subject: Viamed Shopify Sales Report Export

Target User: Helen Lamb

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

Notes:

System Generated Task To be Completed

Audit to check task is being completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396195	Viamed Shopify Sales Report Export (1212)	01 May 2026	13 May 2026	12 days	Helen Lamb
393328	Viamed Shopify Sales Report Export (1212)	01 Apr 2026	15 Apr 2026	14 days	Helen Lamb
390505	Viamed Shopify Sales Report Export (1212)	02 Mar 2026	01 Apr 2026	30 days	Helen Lamb
387511	Viamed Shopify Sales Report Export (1216)	02 Feb 2026	12 Feb 2026	10 days	Helen Lamb
387507	Viamed Shopify Sales Report Export (1212)	02 Feb 2026	17 Feb 2026	15 days	Helen Lamb
384707	Viamed Shopify Sales Report Export (1212)	01 Jan 2026	08 Jan 2026	7 days	Helen Lamb
382204	Viamed Shopify Sales Report Export (1212)	01 Dec 2025	30 Dec 2025	29 days	Helen Lamb
379719	Viamed Shopify Sales Report Export (1212)	03 Nov 2025		Outstanding (192 days)	Helen Lamb
376759	Viamed Shopify Sales Report Export (1212)	01 Oct 2025	09 Oct 2025	8 days	Helen Lamb
374056	Viamed Shopify Sales Report Export (1212)	01 Sep 2025	04 Sep 2025	3 days	Helen Lamb
371495	Viamed Shopify Sales Report Export (1216)	01 Aug 2025	11 Aug 2025	10 days	Helen Lamb
371492	Viamed Shopify Sales Report Export (1212)	01 Aug 2025	11 Aug 2025	10 days	Helen Lamb
368508	Viamed Shopify Sales Report Export (1212)	01 Jul 2025	08 Jul 2025	7 days	Helen Lamb
365860	Viamed Shopify Sales Report Export (1212)	02 Jun 2025	19 Jun 2025	17 days	Helen Lamb
363013	Viamed Shopify Sales Report Export (1212)	01 May 2025	04 Jun 2025	34 days	Helen Lamb
360211	Viamed Shopify Sales Report Export (1212)	01 Apr 2025	15 Apr 2025	14 days	Helen Lamb
357167	Viamed Shopify	03 Mar 2025	01 Apr 2025	29 days	Helen Lamb

Management Review

Viamed - IT Controller

354392	Sales Report Export (1212) Viamed Shopify	03 Feb 2025	28 Feb 2025	25 days	Helen Lamb
354388	Sales Report Export (1216) Viamed Shopify	03 Feb 2025	20 Feb 2025	17 days	Helen Lamb
350959	Sales Report Export (1212) Viamed Shopify	01 Jan 2025	07 Jan 2025	6 days	Helen Lamb

Responsibility-Only Processes (21)

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

- **#46:** Backup Server Status (last reviewed: 17 Apr 2026)
- **#7704:** Computer Failure Diagnostics (last reviewed: 26 Sep 2017)
- **#5939:** Email ISP Routing (last reviewed: 21 Oct 2017)
- **#7121:** General Computer Maintenance (last reviewed: 04 Oct 2017)
- **#50:** Guest Access Wifi (last reviewed: 25 Jun 2025)
- **#48:** Internet (last reviewed: 20 Sep 2017)
- **#7124:** Intrastats (last reviewed: 20 Sep 2017)
- **#7133:** Intrastats Contact Manager (last reviewed: Never)
- **#7128:** Intrastats Future Features needed (last reviewed: Never)
- **#7132:** Intrastats Goldmine (last reviewed: 31 Aug 2018)
- **#7131:** Intrastats Opera (last reviewed: 26 Sep 2017)
- **#7127:** Intrastats Unfinished in progress Processes (last reviewed: Never)
- **#7125:** Intrastats Urgent Problems (last reviewed: 20 Sep 2017)
- **#45:** Main Server Status (last reviewed: 28 Jul 2025)
- **#51:** Printers (last reviewed: 30 Oct 2023)
- **#5941:** Replace Main Server (last reviewed: 09 Mar 2016)
- **#7178:** Systems Innovation (last reviewed: Never)
- **#7668:** Upgrading Intrastats ISO Quality system (last reviewed: 31 Aug 2018)
- **#7702:** Vandagraph Pay Pay Issue Refund (last reviewed: 23 May 2016)
- **#5903:** Weather Station (last reviewed: 05 May 2026)
- **#49:** Wifi (last reviewed: 23 Mar 2026)

Conclusion / Executive Summary

Auto-calculated summary of findings across the report.

Coverage

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

Key Risks

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

Overdue Reviews

- 4 process(es) not reviewed in over 24 months

Management Review

Viamed - IT Controller

Dependency Warnings

- [IT Controller] Derek Lamb linked to 98% (41 of 42) of role processes - single point of failure risk

Missing Audits

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

Missing Measurable Objectives

- 1 process(es) missing measurable objective

Trained Staff Coverage

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

Process Maturity Overview

- 5 of 42 processes (12%) 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
IT Controller	42	2	4	7	0	1	14

End of Management Review Report - Viamed