

Management Review Report

Viamed

Role: Maintenance Controller

Report Date: 14 May 2026

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- 1. Maintenance Controller (ID #32)
- 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: Maintenance Controller (ID #32)

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

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

Processes Assigned: 24 (24 active, 0 responsibility-only)

Role Risk Indicators - Maintenance Controller

- **24** linked processes
- No overdue rolling tasks
- **2** processes not reviewed >24 months
- **5** processes with only one trained user
- **2** processes missing measurable objective
- **20** processes with no audit configured
- **1** processes with no risk assessment at all

Dependency / Single-Point-of-Failure Risk

- Helen Lamb linked to 79% (19 of 24) of role processes - single point of failure risk
- Derek Lamb linked to 75% (18 of 24) of role processes - single point of failure risk
- 5 process(es) have only 1 trained employee - no backup coverage

Process ID #8102 — Add The Bank Holidays To The Phone System

Last Reviewed: 22 Apr 2026 by Derek Lamb

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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	Yes
Recent Completion Evidence	No

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	HMRC or other website to give next years bank holidaysUniverse telephone system	Helen Lamb 09 Apr 2026
Outputs to the Process	bank holidays in the telephone system	Helen Lamb 09 Apr 2026
Risks to the Process	we might miss putting them in and the telephone system my still ring staff on bank holidays	Helen Lamb 09 Apr 2026
Steps to Minimise Process Risks	rolling issues	Helen Lamb 09 Apr 2026
Scope / Definition of Process / Objective	To add the bank holidays to the telephone system before the beginning of the new year. As per the HMRC bank holidays in England	Helen Lamb 09 Apr 2026
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 20 Apr 2026
Severity of Risk (1-5)	1.Negligible	Helen Lamb 20 Apr 2026
Measurable Objective	telephone system updated with currents years bank holidays.	Helen Lamb 09 Apr 2026
Training Method Required	Hands on with experienced members of staffthe how to videos in the telephone system	Helen Lamb 09 Apr 2026
Verification / Effectiveness	this is done by the staff when they review their holidays and by the person adding the bank holidays to the system.	Helen Lamb 09 Apr 2026
Covid / Pandemic Notes	This is not affected by Covid or other national or internal problem or crisis.	Helen Lamb 09 Apr 2026
Risk / Benefit Report	No risk assessment required	Helen Lamb 20 Apr 2026
HSE Implications	H.S.E. implications relating to this process being carried out, to either staff guests or the public	Helen Lamb 09 Apr 2026
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

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

Interested Parties

- Staff
- Internal Systems

Linked Companies

- VST
- Viamed Properties
- Viamed
- Vandagraph

Trained Staff (3)

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

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Associated Documents

- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #1319

Subject: Add The Bank Holidays To The Phone System

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

Add The Bank Holidays To The Phone System

Rolling Audit #1320

Subject: Add The Bank Holidays To The Phone System

Target User: Helen Lamb

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

Notes:

System GeneratedTask To be Completed

Check this has been carried out

To add the bank holidays to the telephone system before the beginning of the new year.

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

No completed tasks in the last 2 years.

Process ID #7742 — Boiler Check

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	Issue informing its time to service boilerHive thermostat and Hive appPlumber	Helen Lamb 26 Oct 2023
Outputs to the Process	Working and safe heating system	Helen Lamb 26 Oct 2023
Risks to the Process	that the heating will not work or that the boiler is not safe to use.	Helen Lamb 26 Oct 2023
Steps to Minimise Process Risks	annual boiler service by the plumbers	Helen Lamb 26 Oct 2023
Scope / Definition of Process / Objective	Get the gas Boilers and Hive thermostat Serviced and the Heating Checked before Winter.	Helen Lamb 26 Oct 2023

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Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 26 May 2017
Severity of Risk (1-5)	2.Minor	Helen Lamb 26 Oct 2023
Measurable Objective	The gas plumber comes in every 12 months, there is a sticker on the boiler where they sign and date this	Helen Lamb 26 Oct 2023
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 26 Oct 2023
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 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. This is carried out by the registered plumber annually	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: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.4.1
- 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: 7.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

- Internal Systems
- Physical Sites
- Plumbers

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (2)

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

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 16 Health and Safety, Company Personnel Manual (Doc ID: 31032)

Rolling Task #7

Subject: Boiler Heating Checked

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Target User: Helen Lamb

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

Notes:

System Generated

Get Boiler / Heating Checked / Serviced

before Winter

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
369437	Boiler Heating Checked (7)	10 Jul 2025	18 Jul 2025	8 days	Helen Lamb
334815	Boiler Heating Checked (7)	10 Jul 2024	01 Aug 2024	22 days	Helen Lamb

Process ID #7999 — Building Risk Assessments

Last Reviewed: 05 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	physical sitestaffequipment used and present	Helen Lamb 23 Feb 2022
Outputs to the Process	an up to date risk assessment	Helen Lamb 23 Feb 2022
Risks to the Process	Areas would be missed or not up dated	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 review the physical buildings health and safety, and fire risk assessments.	Derek Lamb 08 Feb 2022
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 23 Feb 2022
Severity of Risk (1-5)	2.Minor	Helen Lamb 23 Feb 2022
Measurable Objective	An up to date risk assessment on all areas of the physical sites	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.Checking of review 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=2)	

Interested Parties

- Physical Sites
- Plumbers
- Alarm Company

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- Staff
- Internal Systems

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 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 16 Health and Safety, Company Personnel Manual (Doc ID: 31032)

Rolling Task #1143

Subject: Building Risk Assessments

Target User: Derek Lamb

Recurrence: 24 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated Task To be Completed To review the physical buildings health and safety, and fire risk assessments.

Rolling Audit #1144

Subject: Building Risk Assessments

Target User: Helen Lamb

Recurrence: 24 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated Task To be Completed To review the physical buildings health and safety, and fire risk assessments.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
390611	Building Risk Assessments (1144)	03 Mar 2026	06 Mar 2026	3 days	Helen Lamb
388336	Building Risk Assessments (1143)	09 Feb 2026	26 Feb 2026	17 days	Helen Lamb

Process ID #7756 — Carbon Monoxide Alarm

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

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Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Carbon Monoxide Alarm	Derek Lamb 04 May 2017
Outputs to the Process	Alarm sounds when tested	Derek Lamb 04 May 2017
Risks to the Process	alarm does not work and kills staff	Derek Lamb 04 May 2017
Steps to Minimise Process Risks	rolling issue to check alarm	Derek Lamb 04 May 2017
Scope / Definition of Process / Objective	Check Carbon Monoxide Alarm is working	Derek Lamb 04 May 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	this is now a 8 year battery so we can review the purchase date. Or the button on them can be tested	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 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=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 ISO13485:2016: 6.4.1
- 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: 7.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

- Staff
- Physical Sites

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (2)

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

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)

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- VOP 16 Health and Safety, Company Personnel Manual (Doc ID: 31032)

Rolling Task #117

Subject: Carbon Monoxide alarm

Target User: Helen Lamb

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

Notes:

System Generated

test / replace battery in carbon monoxide testers,

located by each boiler.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
384906	Carbon Monoxide alarm (117)	05 Jan 2026	08 Jan 2026	3 days	Helen Lamb
369018	Carbon Monoxide alarm (117)	07 Jul 2025	18 Jul 2025	11 days	Helen Lamb
351224	Carbon Monoxide alarm (117)	06 Jan 2025	08 Jan 2025	2 days	Philip Crossley
334354	Carbon Monoxide alarm (117)	05 Jul 2024	11 Jul 2024	6 days	Helen Lamb

Process ID #8074 — Carbon Reduction Planning

Last Reviewed: 26 Jan 2024 by Derek Lamb

Process Maturity (1 of 6 - 17%)

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

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		
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 Companies

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- Viamed

Trained Staff (2)

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

Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- Viamed Ltd Carbon Reduction Plan Statement (CRP), Aiming for Net Zero (Doc ID: 146695)
- VOP 15 Data and Information Analysis (Doc ID: 137913)

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

No completed tasks in the last 2 years.

Process ID #7836 — Central Heating For Winter

Last Reviewed: 01 Oct 2018 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	Thermostat	Derek Lamb 26 Sep 2017
Outputs to the Process	Different timings on the heating	Derek Lamb 26 Sep 2017
Risks to the Process	Building too hot / cold	Derek Lamb 26 Sep 2017
Steps to Minimise Process Risks	rolling Issues	Derek Lamb 26 Sep 2017
Scope / Definition of Process / Objective	Reset the Heating for Winter	Derek Lamb 26 Sep 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 26 Sep 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 26 Sep 2017
Measurable Objective	none - this is initiated by the external temperature and done when required	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		
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: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

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- 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: 7.1.4
- 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: 7.1.4

Interested Parties

- Physical Sites
- Staff

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (3)

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

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 16 Health and Safety, Company Personnel Manual (Doc ID: 31032)

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

No completed tasks in the last 2 years.

Process ID #5919 — Check Out Side Drain

Last Reviewed: 28 Jul 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
Input to the Process	Visual check of the drain	Derek Lamb 26 May 2017
Outputs to the Process	Clear Drainage	Derek Lamb 26 May 2017
Risks to the Process	that we will have a flood	Helen Lamb 13 Nov 2021
Steps to Minimise Process Risks	regular checks	Helen Lamb 13 Nov 2021
Scope / Definition of Process / Objective	Check outside drain is not BLocked	Derek Lamb 26 May 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 26 May 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 26 May 2017
Measurable Objective	have a look at the drains outside	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	Helen Lamb 26 Oct 2020

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Covid / Pandemic Notes

of effectiveness required. This is an internal review only.

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 HSE Implications

No Action

Helen Lamb 28 Jul 2025

Care needs to be taken when checking drains as some are situated on the shared road between us and our neighbours. Also protective gloves should be worn if clearing any debris from the drain covers. If the person carrying out the task has any issues bending the job should be pass to someone else.

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 ISO13485:2016: 6.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

Interested Parties

- Physical Sites

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (2)

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

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 16 Health and Safety, Company Personnel Manual (Doc ID: 31032)

Rolling Task #431

Subject: Check Out Side Drain

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
391861	Check Out Side Drain (431)	17 Mar 2026	19 Mar 2026	2 days	Helen Lamb
383705	Check Out Side Drain (431)	17 Dec 2025	22 Dec 2025	5 days	Helen Lamb
375511	Check Out Side Drain (431)	17 Sep 2025	02 Oct 2025	15 days	Helen Lamb
367253	Check Out Side Drain (431)	17 Jun 2025	19 Jun 2025	2 days	Helen Lamb
358661	Check Out Side Drain (431)	17 Mar 2025	25 Mar 2025	8 days	Helen Lamb
349868	Check Out Side Drain (431)	17 Dec 2024	27 Dec 2024	10 days	Helen Lamb
341125	Check Out Side Drain (431)	17 Sep 2024	19 Sep 2024	2 days	Helen Lamb
332549	Check Out Side Drain (431)	17 Jun 2024	20 Jun 2024	3 days	Helen Lamb

Process ID #5921 — Clearing Water Downstairs

Last Reviewed: 28 Jul 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
Input to the Process	Visual Signs of water	Derek Lamb 26 May 2017
Outputs to the Process	Clear / check the pump	Derek Lamb 26 May 2017
Risks to the Process	that we will have a flood	Helen Lamb 13 Nov 2021
Steps to Minimise Process Risks	regular checks	Helen Lamb 13 Nov 2021
Scope / Definition of Process / Objective	Check the Archives for Signs of Water, ensure the pump is working	Derek Lamb 26 May 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 26 May 2017
Measurable Objective	have a look in archiving	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 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	Helen Lamb 23 Oct 2020

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Risk / Benefit Report HSE Implications

the crisis is occurring.

No Action

Helen Lamb 28 Jul 2025

Waterproof shoes/ wellingtons may be needed if there is water present. We provide these. Make sure the floor is no slippery and if there is a smell coming from the basement a plumber should be called. The water is rain water so anything else might be a leak.

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 ISO13485:2016: 6.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

Interested Parties

- Physical Sites

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (2)

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

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 16 Health and Safety, Company Personnel Manual (Doc ID: 31032)

Rolling Task #433

Subject: Clearing Water Downstairs

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396134	Clearing Water Downstairs (433)	01 May 2026	07 May 2026	6 days	Helen Lamb
393274	Clearing Water Downstairs (433)	01 Apr 2026	02 Apr 2026	1 day	Helen Lamb
390428	Clearing Water Downstairs (433)	02 Mar 2026	02 Mar 2026	0 days	Helen Lamb
387208	Clearing Water Downstairs (433)	29 Jan 2026	05 Feb 2026	7 days	Helen Lamb
384364	Clearing Water Downstairs (433)	29 Dec 2025	02 Jan 2026	4 days	Helen Lamb
382138	Clearing Water Downstairs (433)	01 Dec 2025	04 Dec 2025	3 days	Helen Lamb

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379309	Clearing Water Downstairs (433)	29 Oct 2025	06 Nov 2025	8 days	Helen Lamb
376456	Clearing Water Downstairs (433)	29 Sep 2025	02 Oct 2025	3 days	Helen Lamb
373858	Clearing Water Downstairs (433)	29 Aug 2025	04 Sep 2025	6 days	Helen Lamb
371071	Clearing Water Downstairs (433)	29 Jul 2025	31 Jul 2025	2 days	Helen Lamb
369177	Clearing Water Downstairs (433)	08 Jul 2025	10 Jul 2025	2 days	Helen Lamb
366472	Clearing Water Downstairs (433)	09 Jun 2025	12 Jun 2025	3 days	Helen Lamb
363720	Clearing Water Downstairs (433)	08 May 2025	15 May 2025	7 days	Helen Lamb
360900	Clearing Water Downstairs (433)	08 Apr 2025	08 Apr 2025	0 days	Helen Lamb
357936	Clearing Water Downstairs (433)	10 Mar 2025	13 Mar 2025	3 days	Helen Lamb
355018	Clearing Water Downstairs (433)	10 Feb 2025	13 Feb 2025	3 days	Helen Lamb
351534	Clearing Water Downstairs (433)	08 Jan 2025	09 Jan 2025	1 day	Helen Lamb
349082	Clearing Water Downstairs (433)	09 Dec 2024	12 Dec 2024	3 days	Helen Lamb
346347	Clearing Water Downstairs (433)	08 Nov 2024	11 Nov 2024	3 days	Helen Lamb
343205	Clearing Water Downstairs (433)	08 Oct 2024	10 Oct 2024	2 days	Helen Lamb

Process ID #7821 — Controlled Waste Description And Transfer

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	We receive a forms annually to sign and return to them	Derek Lamb 29 Aug 2017
Outputs to the Process	Filling in the form with the correct amounts of waste produced and types	Derek Lamb 29 Aug 2017
Risks to the Process	That we cannot get rid of waste or we have a supplier that takes waste but does not dispose of it in the correct legal manor.	Derek Lamb 29 Aug 2017
Steps to Minimise Process Risks	Fill the form when it is received and look out for it when the issue comes up.	Derek Lamb 29 Aug 2017
Scope / Definition of Process / Objective	The renewal of our waste transfer agreement with our waste disposal companies	Derek Lamb 29 Aug 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 29 Aug 2017
Severity of Risk (1-5)	2.Minor	Derek Lamb 29 Aug 2017

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Measurable Objective	The transfer notes from the current year should be available in the accounts office file or accounts email for .	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=1, Severity=2)	

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 ISO13485:2016: 6.4.1
- 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: 8.5.5
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.5

Interested Parties

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

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (3)

- Helen Lamb (trained by Derek Lamb)
- Jonathan Connor (trained by Helen Lamb)
- Katie Evans (trained by Helen Lamb)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- Biffa Controlled waste description and transfer note (Doc ID: 20606)
- VOP 16 Health and Safety, Company Personnel Manual (Doc ID: 31032)

Rolling Task #701

Subject: Controlled Waste Description And Transfer

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed

Around Nov/Dec annually i have to fill in the waste transfer note for our paper/card and soft plastic recycling company, at

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present this is Divert. Changed to them Nov 23.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
379675	Controlled Waste Description And Transfer (701)	03 Nov 2025	27 Nov 2025	24 days	Helen Lamb
345605	Controlled Waste Description And Transfer (701)	01 Nov 2024	22 Nov 2024	21 days	Helen Lamb

Process ID #8038 — Defrost Fridge / Freezer

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	Fridge / Freezer	Helen Lamb 29 Dec 2023
Outputs to the Process	well maintained Fridge / Freezer	Helen Lamb 29 Dec 2023
Risks to the Process	That is may ice up	Helen Lamb 29 Dec 2023
Steps to Minimise Process Risks	regular reviews	Helen Lamb 29 Dec 2023
Scope / Definition of Process / Objective	Defrost Fridge / Freezer	Helen Lamb 29 Dec 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 29 Dec 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 29 Dec 2023
Measurable Objective	that the Fridge / Freezer have been defrosted and is well maintained	Helen Lamb 29 Dec 2023
Training Method Required	hands on	Helen Lamb 29 Dec 2023
Verification / Effectiveness	regular reviews	Helen Lamb 29 Dec 2023
Covid / Pandemic Notes	yes affected by Covid or other national or international issues	Helen Lamb 29 Dec 2023
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Staff

Linked Companies

- Viamed

Trained Staff (5)

- Helen Lamb (trained by Helen Lamb)
- Kate Griffiths (trained by Helen Lamb)
- Catherine Spence (trained by Helen Lamb)
- Sophie Lines (trained by Helen Lamb)
- Janine Gill (trained by Helen Lamb)

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Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #72

Subject: Defrost Fridge / Freezer

Target User: Catherine Spence

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

Notes:

System Generated Defrost Fridge / Freezer

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
390865	Defrost Fridge / Freezer (72)	05 Mar 2026	16 Mar 2026	11 days	Catherine Spence
382663	Defrost Fridge / Freezer (72)	05 Dec 2025	16 Mar 2026	101 days	Catherine Spence
374597	Defrost Fridge / Freezer (72)	05 Sep 2025	20 Nov 2025	76 days	Catherine Spence
366210	Defrost Fridge / Freezer (72)	05 Jun 2025	26 Jun 2025	21 days	Catherine Spence
357463	Defrost Fridge / Freezer (72)	05 Mar 2025	25 Mar 2025	20 days	Catherine Spence
348815	Defrost Fridge / Freezer (72)	05 Dec 2024	17 Jan 2025	43 days	Catherine Spence
340137	Defrost Fridge / Freezer (72)	05 Sep 2024	13 Sep 2024	8 days	Catherine Spence
331486	Defrost Fridge / Freezer (72)	05 Jun 2024	04 Jul 2024	29 days	Catherine Spence

Process ID #8047 — Electric Testing

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	electronics in the buildings electrician	Helen Lamb 29 Dec 2023
Outputs to the Process	safe electronics	Helen Lamb 29 Dec 2023
Risks to the Process	issue missed unsafe electronics	Helen Lamb 29 Dec 2023
Steps to Minimise Process Risks	regular reviews and task carried outpurchasing good quality equipment and awareness of any building and maintenance issues that could affect electricians	Helen Lamb 29 Dec 2023
Scope / Definition of Process / Objective	Electric Testing - 5 yearly electric testing due on Warehouse and main office	Helen Lamb 29 Dec 2023

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Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 29 Dec 2023
Severity of Risk (1-5)	3.Serious	Helen Lamb 29 Dec 2023
Measurable Objective	check issue has been completed and electricians checked	Helen Lamb 29 Dec 2023
Training Method Required	hands on as this issue requires a qualified electrician to test the electricians.	Helen Lamb 29 Dec 2023
Verification / Effectiveness	Regular issues having a qualified electrician to ensure effectiveness	Helen Lamb 29 Dec 2023
Covid / Pandemic Notes	electronics and electricians	Helen Lamb 29 Dec 2023
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=3)	

Interested Parties

- Physical Sites
- Electricians

Linked Companies

- Viamed
- VST
- Viamed Properties
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #145

Subject: Electric Testing

Target User: Helen Lamb

Recurrence: 60 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

5 yearly electric testing due on Warehouse and main office

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
341931	Electric Testing (145)	25 Sep 2024	25 Mar 2025	181 days	Helen Lamb

Process ID #7835 — Electricians Need Checking

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (5 of 6 - 83%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	No

Management Review

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Has Measurable Objective	Yes
Has Backup Staff	Yes
Reviewed <12 Months	Yes
Recent Completion Evidence	Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Electrician and the electrical regulations	Helen Lamb 02 Nov 2021
Outputs to the Process	New Certificate Safety tested system	Helen Lamb 02 Nov 2021
Risks to the Process	Not carried out in a timely manner	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	reminder issues to carry this out	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	To get the Electrics checked by External Electrician, so certificate can be provided for Employee Safety	Derek Lamb 20 Sep 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 20 Sep 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 20 Sep 2017
Measurable Objective	Electrical certificate and or invoice from electrician in Intrastats.	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 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=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 ISO13485:2016: 6.4.1
- 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: 7.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

- Physical Sites
- Staff
- Electricians

Linked Companies

- Viamed
- Vandagraph
- Viamed Properties
- VST

Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)

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- Helen Lamb (trained by Derek Lamb)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 16 Health and Safety, Company Personnel Manual (Doc ID: 31032)

Rolling Task #164

Subject: Electricians need checking

Target User: Helen Lamb

Recurrence: 60 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

In office and warehouse

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
390416	Electricians need checking (164)	02 Mar 2026		Outstanding (73 days)	Helen Lamb

Process ID #7864 — ESD Work Stations

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	Visual Check	Derek Lamb 07 Oct 2017
Outputs to the Process	completed issue	Derek Lamb 07 Oct 2017
Risks to the Process	can damage equipment if not used or suitable	Derek Lamb 07 Oct 2017
Steps to Minimise Process Risks	rolling task	Derek Lamb 07 Oct 2017
Scope / Definition of Process / Objective	Check the workshop benches ESD equipment is in place	Derek Lamb 07 Oct 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 07 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 07 Oct 2017
Measurable Objective	Check the workshop benches ESD equipment is in place	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 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	Helen Lamb 23 Oct 2020

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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
No health and safety implications
No Action (Frequency=2, 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: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.4.1
- 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
- Staff

Linked Companies

- Viamed

Trained Staff (5)

- Derek Lamb (trained by Derek Lamb)
- Michael Green (trained by Derek Lamb)
- Philip Crossley (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)
- Michael Lamb (trained by Derek Lamb)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement (Doc ID: 137933)

Rolling Task #94

Subject: ESD Workstations

Target User: Michael Green

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

Notes:

System Generated

Please Check Electro Static Workstations In the Downstairs and Upstairs workshops are functioning correctly and all earthing cables are in place and available.

?

Rolling Audit #95

Subject: ESD Workstations

Target User: Michael Lamb

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

Notes:

System Generated

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

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
391732	ESD Workstations (95)	16 Mar 2026	19 Mar 2026	3 days	Michael Lamb
391731	ESD Workstations (94)	16 Mar 2026	16 Apr 2026	31 days	Michael Green
375294	ESD Workstations (94)	15 Sep 2025	16 Oct 2025	31 days	Michael Green
358647	ESD Workstations (95)	17 Mar 2025	25 Mar 2025	8 days	Michael Lamb
358646	ESD Workstations (94)	17 Mar 2025	25 Mar 2025	8 days	Michael Green
340947	ESD Workstations (94)	16 Sep 2024	03 Oct 2024	17 days	Michael Green

Process ID #7120 — General Maintenance Requirements

Last Reviewed: 24 Feb 2026 by Derek Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Maintenance Meeting	Derek Lamb 26 May 2017
Outputs to the Process	Issues from the Meeting	Derek Lamb 26 May 2017
Risks to the Process	That a general Maintenance requirement may be missed.	Helen Lamb 30 Oct 2023
Steps to Minimise Process Risks	regular issues	Helen Lamb 30 Oct 2023
Scope / Definition of Process / Objective	Review any General Maintenance required on the physical Site(s)	Derek Lamb 26 May 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 26 May 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 26 May 2017
Measurable Objective	look at the meeting General Maintenance and check they are up to date and reviewed	Helen Lamb 29 Aug 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 affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up	Helen Lamb 23 Oct 2020

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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.

Risk / Benefit Report
HSE Implications
Calculated Risk Code

No Action
No health and safety implications
No Action (Frequency=2, 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: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.4.1
- 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: 7.1.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.4
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.4

Interested Parties

- Physical Sites

Linked Companies

- Viamed

Trained Staff (1)

- Helen Lamb (trained by Derek Lamb)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 16 Health and Safety, Company Personnel Manual (Doc ID: 31032)

Rolling Task #602

Subject: General Maintenance Requirements

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed

Hold the General Maintenance Requirements meeting and chase up any overdue Issues

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
393686	General Maintenance Requirements (602)	07 Apr 2026	09 Apr 2026	2 days	Helen Lamb
385226	General Maintenance Requirements	07 Jan 2026	08 Jan 2026	1 day	Helen Lamb

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377317	(602) General Maintenance Requirements	07 Oct 2025	09 Oct 2025	2 days	Helen Lamb
369062	(602) General Maintenance Requirements	07 Jul 2025	10 Jul 2025	3 days	Helen Lamb
360777	(602) General Maintenance Requirements	07 Apr 2025	08 Apr 2025	1 day	Helen Lamb
351414	(602) General Maintenance Requirements	07 Jan 2025	08 Jan 2025	1 day	Helen Lamb
343062	(602) General Maintenance Requirements	07 Oct 2024	10 Oct 2024	3 days	Helen Lamb
334558	(602) General Maintenance Requirements	08 Jul 2024	11 Jul 2024	3 days	Helen Lamb

Process ID #8109 — Maintenance 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 Maintenance Controller Responsibilitys ReviewPrint to PDF,	Derek Lamb 14 May 2026
Likelihood of Risk (1-5)		
Severity of Risk (1-5)		
Measurable Objective		
Training Method Required		
Verification / Effectiveness		
Covid / Pandemic Notes		
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	NEEDS SETTING (Frequency=0,	

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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
- 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 #1330

Subject: Maintenance Controller Review

Target User: Derek Lamb

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

Notes:

System GeneratedTask To be Completed

Roles Titles Processes and Procedures ADMIN Viamed
End column of Maintenance Controller Responsibilitys Review
Print to PDF,

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397365	Maintenance Controller Review (1330)	14 May 2026		Outstanding (0 days)	Derek Lamb

Process ID #7820 — North Yorkshire Council Waste Tranfer

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	We receive a form annually to sign and	Derek Lamb 29 Aug 2017

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Outputs to the Process	return to them Filling in the form with the correct amounts of waste produced and types	Derek Lamb 29 Aug 2017
Risks to the Process	That we cannot get rid of waste or we have a supplier that takes waste but does not dispose of it in the correct legal manor.	Derek Lamb 29 Aug 2017
Steps to Minimise Process Risks	Fill the form when it is received and look out for it when the issue comes up.	Derek Lamb 29 Aug 2017
Scope / Definition of Process / Objective	The renewal of our waste transfer agreement with North Yorkshire County Council	Derek Lamb 29 Aug 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 29 Aug 2017
Severity of Risk (1-5)	2.Minor	Derek Lamb 29 Aug 2017
Measurable Objective	this is initiated by the council, check the box file for most up to date waste transfer notice	Derek Lamb 25 Oct 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 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: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.4.1
- 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: 8.5.5
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.5

Interested Parties

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

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (4)

- Helen Lamb (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Jonathan Connor (trained by Helen Lamb)
- Katie Evans (trained by Helen Lamb)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- North Yorkshire Council waste transfer note (Doc ID: 20608)

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- VOP 16 Health and Safety, Company Personnel Manual (Doc ID: 31032)

Rolling Task #702

Subject: North Yorkshire Council Waste Transfer

Target User: Helen Lamb

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

Notes:

System Generated Task To be Completed

1st march annually i fill in the waste transfer note for North Yorkshire County Council for our general waste. I return white copy to council.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
389703	North Yorkshire Council Waste Transfer (702)	23 Feb 2026	26 Mar 2026	31 days	Helen Lamb
356362	North Yorkshire Council Waste Transfer (702)	24 Feb 2025	25 Mar 2025	29 days	Helen Lamb

Process ID #7961 — R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply

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	inspect the area	Derek Lamb 05 Oct 2020
Outputs to the Process	clean workspace	Derek Lamb 05 Oct 2020
Risks to the Process	staff absent so job is not carried out job not carried out well	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	review of the room to visually check there are no issues, by managers when they do their walk rounds. Issues from other staff if there are any problems.	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	To Clean Tidy the research and development rooms	Helen Lamb 02 Nov 2021
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 05 Oct 2020
Severity of Risk (1-5)	1.Negligible	Derek Lamb 05 Oct 2020
Measurable Objective	clean workspace	Derek Lamb 05 Oct 2020
Training Method Required	hands on, and from other staff	Helen Lamb 28 Jul 2025
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 05 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis. If staff are in they keep the place tidy	Helen Lamb 02 Nov 2021
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025

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Viamed - Maintenance Controller

HSE Implications

Ensure no trip hazards. Be careful not to lift anything too heavy when emptying the bins. There is no need to touch the oxygen bottles so need health and safety extra precautions need to be taken. 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

Interested Parties

- Internal Systems

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (4)

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

Associated Documents

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

Rolling Task #540

Subject: R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply.

Target User: Michael Green

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

Notes:

System Generated R + D Room - tidy, empty bins, remove cups.

Please show caution around the Oxygen supply.

Rolling Audit #1058

Subject: R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply

Target User: Steve Nixon

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

Notes:

System Generated

Task To be Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397143	R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply.	13 May 2026		Outstanding (1 day)	Michael Green

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396559	(540) R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply.	06 May 2026	14 May 2026	8 days	Michael Green
396348	(540) R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply	04 May 2026		Outstanding (10 days)	Steve Nixon
395919	(1058) R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply.	29 Apr 2026	14 May 2026	15 days	Michael Green
395226	(540) R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply.	22 Apr 2026	30 Apr 2026	8 days	Michael Green
394633	(540) R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply.	15 Apr 2026	30 Apr 2026	15 days	Michael Green
393887	(540) R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply.	08 Apr 2026	09 Apr 2026	1 day	Michael Green
393446	(1058) R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply	02 Apr 2026	16 Apr 2026	14 days	Steve Nixon
393288	(540) R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply.	01 Apr 2026	09 Apr 2026	8 days	Michael Green
392750	(540) R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply.	25 Mar 2026	09 Apr 2026	15 days	Michael Green
391991	(540) R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply.	18 Mar 2026	26 Mar 2026	8 days	Michael Green
391420	(540) R + D Room - tidy, empty bins,	11 Mar 2026	16 Mar 2026	5 days	Michael Green

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390750	remove cups. Caution around Oxygen supply. (540) R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply. (540)	04 Mar 2026	16 Mar 2026	12 days	Michael Green
390493	R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply (1058)	02 Mar 2026	16 Apr 2026	45 days	Steve Nixon
389979	R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply. (540)	25 Feb 2026	02 Mar 2026	5 days	Michael Green
389235	R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply. (540)	18 Feb 2026	26 Feb 2026	8 days	Michael Green
388565	R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply. (540)	11 Feb 2026	13 Feb 2026	2 days	Michael Green
387754	R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply. (540)	04 Feb 2026	13 Feb 2026	9 days	Michael Green
387500	R D Room - Tidy, Empty Bins, Remove Cups. Caution Around Oxygen Supply (1058)	02 Feb 2026	10 Feb 2026	8 days	Steve Nixon
387127	R + D Room - tidy, empty bins, remove cups. Caution around Oxygen supply. (540)	28 Jan 2026	05 Feb 2026	8 days	Michael Green

Process ID #8045 — Radiators - Bleed Radiators In Vandagraph Room In Warehouse And Loft In Offices

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (5 of 6 - 83%)

Measure	Status
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Management Review

Viamed - Maintenance Controller

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	radiators at the top of the systems. Warehouse is Vandagraph room and in the house its the attic	Helen Lamb 29 Dec 2023
Outputs to the Process	fully and effective working heating in both buildings	Helen Lamb 29 Dec 2023
Risks to the Process	that the two areas won't warm up in winter	Helen Lamb 29 Dec 2023
Steps to Minimise Process Risks	regular reviews and issues	Helen Lamb 29 Dec 2023
Scope / Definition of Process / Objective	Radiators - Bleed radiators in Vandagraph Room in Warehouse and loft in offices. Check they are heating up fully	Helen Lamb 29 Dec 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 29 Dec 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 29 Dec 2023
Measurable Objective	radiators at the top of the systems. Warehouse is Vandagraph room and in the house its the atticthese need to be warm when the heating is on	Helen Lamb 29 Dec 2023
Training Method Required	hands on and help from plumbers	Helen Lamb 29 Dec 2023
Verification / Effectiveness	verified by it working effectively.	Helen Lamb 29 Dec 2023
Covid / Pandemic Notes	not affected by covid or national or international issue	Helen Lamb 29 Dec 2023
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	Make sure that you are able to bend or be on your knees. There are no other no health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Physical Sites
- Plumbers

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (2)

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

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #129

Subject: Radiators - Bleed radiators in Vandagraph Room

Management Review

Viamed - Maintenance Controller

Target User: Michael Lamb

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

Notes:

System Generated

Bleed radiators in Vandagraph Room

or at least check they are ok

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
376580	Radiators - Bleed radiators in Vandagraph Room (129)	30 Sep 2025	06 Nov 2025	37 days	Michael Lamb
342262	Radiators - Bleed radiators in Vandagraph Room (129)	30 Sep 2024	04 Sep 2025	339 days	Michael Lamb

Process ID #7896 — Tree In Car Park

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	The Tree,Cutters	Derek Lamb 22 Dec 2017
Outputs to the Process	A Trimmed Bush	Derek Lamb 22 Dec 2017
Risks to the Process	the tree may become unsafe	Helen Lamb 13 Nov 2021
Steps to Minimise Process Risks	regular checks	Helen Lamb 13 Nov 2021
Scope / Definition of Process / Objective	To Maintain the Tree in the Car Park	Derek Lamb 22 Dec 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 22 Dec 2017
Severity of Risk (1-5)	3.Serious	Helen Lamb 13 Nov 2021
Measurable Objective	Look at tree	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 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	Helen Lamb 23 Oct 2020

Management Review

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Risk / Benefit Report
HSE Implications
Calculated Risk Code

that the task can be put on hold while the crisis is occurring.
No Action
No health and safety implications
No Action (Frequency=1, Severity=3)

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

Interested Parties

- Internal Systems

Linked Companies

- Viamed Properties

Trained Staff (3)

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

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 18 Maintenance Building, Fabric and Infrastructure (Doc ID: 119029)

Rolling Task #829

Subject: Tree In Car Park

Target User: Helen Lamb

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

Notes:

System Generated Task To be Completed

Cut Back the Tree if required

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
392490	Tree In Car Park (829)	23 Mar 2026	26 Mar 2026	3 days	Helen Lamb
384063	Tree In Car Park (829)	22 Dec 2025	22 Dec 2025	0 days	Helen Lamb
375868	Tree In Car Park (829)	22 Sep 2025	25 Sep 2025	3 days	Helen Lamb
367780	Tree In Car Park (829)	23 Jun 2025	26 Jun 2025	3 days	Helen Lamb
359413	Tree In Car Park (829)	24 Mar 2025	25 Mar 2025	1 day	Helen Lamb
350398	Tree In Car Park (829)	23 Dec 2024	27 Dec 2024	4 days	Helen Lamb
341674	Tree In Car Park (829)	23 Sep 2024	03 Oct 2024	10 days	Helen Lamb
333226	Tree In Car Park (829)	24 Jun 2024	04 Jul 2024	10 days	Helen Lamb

Process ID #8043 — Turn Off Outside Tap On The Warehouse

Management Review

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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	outside tap	Helen Lamb 29 Dec 2023
Outputs to the Process	un frozen pipes	Helen Lamb 29 Dec 2023
Risks to the Process	that its missed and the pipe bursts when the weather gets cold	Helen Lamb 29 Dec 2023
Steps to Minimise Process Risks	rolling issue	Helen Lamb 29 Dec 2023
Scope / Definition of Process / Objective	Turn off outside tap on the warehouse for winter	Helen Lamb 29 Dec 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 29 Dec 2023
Severity of Risk (1-5)	2.Minor	Helen Lamb 29 Dec 2023
Measurable Objective	tap is off in winter	Helen Lamb 29 Dec 2023
Training Method Required	hands on	Helen Lamb 29 Dec 2023
Verification / Effectiveness	regular review of process	Helen Lamb 29 Dec 2023
Covid / Pandemic Notes	not affected by covid or national or international issue	Helen Lamb 29 Dec 2023
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=2)	

Interested Parties

- Plumbers
- Physical Sites

Linked Companies

- Viamed

Trained Staff (3)

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

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #102

Subject: The outside tap has a stop tap in the old kitchen at Viamed Warehouse.

Target User: Helen Lamb

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

Notes:

System GeneratedThe outside tap has a stop tap in the old kitchen at Viamed Warehouse.
May need to turn off in winter

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

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ID	Subject	Created	Completed	Days to Complete	Investigated By
379625	The outside tap has a stop tap in the old kitchen at Viamed Warehouse. (102)	03 Nov 2025	06 Nov 2025	3 days	Helen Lamb
345555	The outside tap has a stop tap in the old kitchen at Viamed Warehouse. (102)	01 Nov 2024	11 Nov 2024	10 days	Helen Lamb

Process ID #56 — Warehouse Outside Heating Guard

Last Reviewed: 21 Jan 2026 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	Boiler settingsSafety Guard	Derek Lamb 22 Aug 2016
Outputs to the Process	Working boiler system	Derek Lamb 22 Aug 2016
Risks to the Process	working temperature incorrect / illegalEmployee dissatisfaction	Derek Lamb 22 Aug 2016
Steps to Minimise Process Risks	rolling task before winter to get the system checked	Derek Lamb 22 Aug 2016
Scope / Definition of Process / Objective	Check the Boiler system before winter	Derek Lamb 22 Aug 2016
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 26 May 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 26 May 2017
Measurable Objective	the gas man will check this when they come in to do a boiler safety check	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 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	The heating guard is on the shared road between the building on the house next	Helen Lamb 28 Jul 2025

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door. So care needs to be taken to ensure no cars are using it when it is inspected.

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 ISO13485:2016: 6.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

Interested Parties

- Physical Sites

Linked Companies

- Viamed
- Vandagraph
- VST
- Viamed Properties

Trained Staff (2)

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

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 16 Health and Safety, Company Personnel Manual (Doc ID: 31032)

Rolling Task #85

Subject: Outside Heating Guard

Target User: Helen Lamb

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

Notes:

System Generated

Check the Outside Heating Guard is still intact

And check the Bolier Pressure

should be between 0.8 and 1.2 COLD

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394952	Outside Heating Guard (85)	20 Apr 2026	22 Apr 2026	2 days	Helen Lamb
361980	Outside Heating Guard (85)	18 Apr 2025	24 Apr 2025	6 days	Helen Lamb

Process ID #8039 — Weee Report Due Vandagraph Annual

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (4 of 6 - 67%)

Management Review

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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	Wee Weights reporting screens	Helen Lamb 03 Jan 2024
Outputs to the Process	Stock Weights entered, Weee Report showing weight of goods put on the Market	Helen Lamb 03 Jan 2024
Risks to the Process	Lose Certification to Weee Regulations	Helen Lamb 03 Jan 2024
Steps to Minimise Process Risks	Rolling issue to perform task	Helen Lamb 03 Jan 2024
Scope / Definition of Process / Objective	Weee Report Due Vandagraph Annual	Helen Lamb 03 Jan 2024
Likelihood of Risk (1-5)	1. Improbable	Helen Lamb 03 Jan 2024
Severity of Risk (1-5)	1. Negligible	Helen Lamb 03 Jan 2024
Measurable Objective	Objective to Maintain our membership certificate. No stock with no weights in the system	Helen Lamb 03 Jan 2024
Training Method Required	Hands on	Helen Lamb 03 Jan 2024
Verification / Effectiveness	Lists are maintained	Helen Lamb 03 Jan 2024
Covid / Pandemic Notes	This is not affected by Covid or another national or international pandemic or disaster / incident.	Helen Lamb 03 Jan 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=1)	

Interested Parties

- Weee Care Reporting
- Internal Systems

Linked Companies

- Vandagraph

Trained Staff (1)

- Derek Lamb (trained by Helen Lamb)

Associated Documents

- Audit 05 Purchasing suppliers Viamed (Doc ID: 159433)
- Audit 05 Purchasing suppliers VST (Doc ID: 159435)
- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 05 Supplier Control, Supplier Review, Purchase Orders, Supplier Returns and Rejection (Doc ID: 200924)

Rolling Task #77

Subject: Weee Report Due Vandagraph Annual

Target User: Derek Lamb

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

Notes:

System Generated Should have a form from WEECARE to report on Vandagraph Wee Sales and disposals

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
384563	Weee Report Due Vandagraph Annual (77)	31 Dec 2025	02 Jan 2026	2 days	Derek Lamb
350823	Weee Report Due Vandagraph Annual (77)	31 Dec 2024	30 Jan 2025	30 days	Derek Lamb

Process ID #8040 — Weee Report Due Vandagraph Qtr

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	Wee Weights reporting screens	Helen Lamb 03 Jan 2024
Outputs to the Process	Stock Weights entered, Weee Report showing weight of goods put on the Market	Helen Lamb 03 Jan 2024
Risks to the Process	Lose Certification to Weee Regulations	Helen Lamb 03 Jan 2024
Steps to Minimise Process Risks	Rolling issue to perform task	Helen Lamb 03 Jan 2024
Scope / Definition of Process / Objective	Weee Report Due Vandagraph Qtr	Helen Lamb 03 Jan 2024
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 03 Jan 2024
Severity of Risk (1-5)	1.Negligible	Helen Lamb 03 Jan 2024
Measurable Objective	Objective to Maintain our membership certificate.No stock with no weights in the system	Helen Lamb 03 Jan 2024
Training Method Required	Hands on	Helen Lamb 03 Jan 2024
Verification / Effectiveness	Lists are maintained	Helen Lamb 03 Jan 2024
Covid / Pandemic Notes	This is not affected by Covid or another national or international pandemic or disaster / incident.	Helen Lamb 03 Jan 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=1)	

Interested Parties

- Weee Care Reporting
- Internal Systems

Linked Companies

- Vandagraph

Trained Staff (1)

- Derek Lamb (trained by Helen Lamb)

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Associated Documents

- Audit 05 Purchasing suppliers Viamed (Doc ID: 159433)
- Audit 05 Purchasing suppliers VST (Doc ID: 159435)
- VOP 05 Supplier Control, Supplier Review, Purchase Orders, Supplier Returns and Rejection (Doc ID: 200924)

Rolling Task #78

Subject: Weee Report Due Vandagraph Qtr

Target User: Derek Lamb

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

Notes:

System Generated

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

Buisness to Customer only not B2B

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
393564	Weee Report Due Vandagraph Qtr (78)	06 Apr 2026	16 Apr 2026	10 days	Derek Lamb
384904	Weee Report Due Vandagraph Qtr (78)	05 Jan 2026	19 Jan 2026	14 days	Derek Lamb
377113	Weee Report Due Vandagraph Qtr (78)	06 Oct 2025	09 Oct 2025	3 days	Derek Lamb
369016	Weee Report Due Vandagraph Qtr (78)	07 Jul 2025	10 Jul 2025	3 days	Derek Lamb
360732	Weee Report Due Vandagraph Qtr (78)	07 Apr 2025	15 May 2025	38 days	Derek Lamb
351222	Weee Report Due Vandagraph Qtr (78)	06 Jan 2025	23 Jan 2025	17 days	Derek Lamb
343017	Weee Report Due Vandagraph Qtr (78)	07 Oct 2024	17 Oct 2024	10 days	Derek Lamb
334352	Weee Report Due Vandagraph Qtr (78)	05 Jul 2024	11 Jul 2024	6 days	Derek Lamb

Process ID #8048 — Workshop Toilet Is To Be Cleaned And Rubbish To Be Binned

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

Management Review

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Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	bins and toilet	Helen Lamb 29 Dec 2023
Outputs to the Process	empty bins and clean toilet	Helen Lamb 29 Dec 2023
Risks to the Process	that the job isn't done.	Helen Lamb 29 Dec 2023
Steps to Minimise Process Risks	regular review	Helen Lamb 29 Dec 2023
Scope / Definition of Process / Objective	Workshop toilet is to be cleaned and rubbish to be binned	Helen Lamb 29 Dec 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 29 Dec 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 29 Dec 2023
Measurable Objective	that the bins are empty and toilets cleaned	Helen Lamb 29 Dec 2023
Training Method Required	hands on	Helen Lamb 29 Dec 2023
Verification / Effectiveness	issues	Helen Lamb 29 Dec 2023
Covid / Pandemic Notes	this is affected by covid or national or international issue	Helen Lamb 29 Dec 2023
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Physical Sites

Linked Companies

- Viamed

Trained Staff (1)

- Philip Crossley (trained by Helen Lamb)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #163

Subject: The Workshop toilet is to be cleaned and rubbish to be binned.

Target User: Philip Crossley

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

Notes:

System Generated

The Workshop toilet is to be cleaned and rubbish to be binned.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396368	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 May 2026	07 May 2026	2 days	Philip Crossley
393568	The Workshop toilet is to be	06 Apr 2026	09 Apr 2026	3 days	Philip Crossley

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390869	cleaned and rubbish to be binned. (163) The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Mar 2026	05 Mar 2026	0 days	Philip Crossley
387856	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Feb 2026	05 Feb 2026	0 days	Philip Crossley
384910	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Jan 2026	08 Jan 2026	3 days	Philip Crossley
382667	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Dec 2025	11 Dec 2025	6 days	Philip Crossley
380042	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Nov 2025	06 Nov 2025	1 day	Philip Crossley
377117	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	06 Oct 2025	09 Oct 2025	3 days	Philip Crossley
374601	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Sep 2025	12 Sep 2025	7 days	Philip Crossley
371758	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Aug 2025	05 Aug 2025	0 days	Philip Crossley
369021	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	07 Jul 2025	10 Jul 2025	3 days	Philip Crossley
366214	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Jun 2025	12 Jun 2025	7 days	Philip Crossley
363190	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 May 2025	08 May 2025	3 days	Philip Crossley
360736	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	07 Apr 2025	07 Apr 2025	0 days	Philip Crossley

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357467	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Mar 2025	07 Mar 2025	2 days	Philip Crossley
354617	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Feb 2025	06 Feb 2025	1 day	Philip Crossley
351227	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	06 Jan 2025	08 Jan 2025	2 days	Philip Crossley
348819	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Dec 2024	12 Dec 2024	7 days	Philip Crossley
345965	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	05 Nov 2024	11 Nov 2024	6 days	Philip Crossley
343021	The Workshop toilet is to be cleaned and rubbish to be binned. (163)	07 Oct 2024	10 Oct 2024	3 days	Philip Crossley

Conclusion / Executive Summary

Auto-calculated summary of findings across the report.

Coverage

- 1 roles reviewed
- 24 active processes reviewed

Key Risks

- No critical risks detected.

Overdue Reviews

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

Dependency Warnings

- [Maintenance Controller] Helen Lamb linked to 79% (19 of 24) of role processes - single point of failure risk
- [Maintenance Controller] Derek Lamb linked to 75% (18 of 24) of role processes - single point of failure risk

Missing Audits

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

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Missing Measurable Objectives

- 2 process(es) missing measurable objective

Trained Staff Coverage

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

Process Maturity Overview

- 3 of 24 processes (13%) scored below 4 of 6 maturity checks
- 1 process(es) have no risk assessment fields populated at all

Per-Role Risk Indicator Summary

Role	Processes	Overdue	>24mo Review	Solo Trained	No Trained	Missing Obj	No Audit
Maintenance Controller	24	0	2	5	0	2	20

End of Management Review Report - Viamed