

Management Review Report

Viamed

Role: Product Controller

Report Date: 14 May 2026

Index

1. Product Controller (ID #36)
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: Product Controller (ID #36)

Reports To: Director 3 (Steve) ? Managing Director ? Share Holder

Assigned Employees: Steve Nixon, Steve Nixon, Steve Nixon, Steve Nixon

Processes Assigned: 30 (9 active, 21 responsibility-only)

Role Risk Indicators - Product Controller

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

Dependency / Single-Point-of-Failure Risk

- Derek Lamb linked to 100% (9 of 9) of role processes - single point of failure risk
- Steve Nixon linked to 78% (7 of 9) of role processes - single point of failure risk
- 1 process(es) have only 1 trained employee - no backup coverage

Process ID #7863 — Maintain Repair Codes List

Last Reviewed: 06 Oct 2025 by Derek Lamb

Process Maturity (6 of 6 - 100%)

Management Review

Viamed - Product 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	Single report screen in intrastats	Derek Lamb 05 Oct 2017
Outputs to the Process	Opera updated	Derek Lamb 05 Oct 2017
Risks to the Process	use of incorrect repair codes	Derek Lamb 05 Oct 2017
Steps to Minimise Process Risks	annual review	Derek Lamb 05 Oct 2017
Scope / Definition of Process / Objective	To confirm the current repairs codes for various products in the system are up to date and available to office members of staff.	Helen Lamb 22 Jul 2019
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 05 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 05 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: 7.5.10
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.6

Interested Parties

- Internal Systems
- Customer
- VST OEM Customers

Linked Companies

- Viamed
- VST

Trained Staff (3)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #772

Management Review

Viamed - Product Controller

Subject: Maintain Repair Codes List
Target User: Steve Nixon
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated Task To be Completed

Intrastats
Search
Repair codes

All codes not superseded in opera, listed if the description / search fields contain service or repair

Rolling Audit #773

Subject: Maintain Repair Codes List
Target User: Derek Lamb
Recurrence: 24 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
377172	Maintain Repair Codes List (773)	06 Oct 2025	06 Oct 2025	0 days	Derek Lamb
377171	Maintain Repair Codes List (772)	06 Oct 2025	02 Jan 2026	88 days	Steve Nixon
343070	Maintain Repair Codes List (772)	07 Oct 2024	11 Nov 2024	35 days	Steve Nixon

Process ID #7873 — On Site Environment Review

Last Reviewed: 24 Apr 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	Intrastats Screen Temperature range on the temp screen	Helen Lamb 26 Oct 2023
Outputs to the Process	Confirmation no stock is being stored out of temperature ranges	Helen Lamb 26 Oct 2023
Risks to the Process	Building temperature could affect stock	Derek Lamb 18 Oct 2017
Steps to Minimise Process Risks	Rolling Temperature Checking	Derek Lamb 18 Oct 2017
Scope / Definition of Process / Objective	Review the Highs and Lows in Temperature of stored stock and products. The temperature range can be found on the temperature page.	Helen Lamb 26 Oct 2023
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 18 Oct 2017

Management Review

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Severity of Risk (1-5)	2.Minor	Derek Lamb 18 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 26 Oct 2023
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 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=2)	

Linked ISO Sections

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

Interested Parties

- Internal Systems

Linked Companies

- Viamed
- VST

Trained Staff (3)

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

Associated Documents

- Audit 07 Handling and Storage Viamed (Doc ID: 184932)
- Audit 07 Handling and Storage VST (Doc ID: 159441)
- VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement (Doc ID: 137933)

Rolling Task #800

Subject: On Site Environment Review

Target User: Helen Lamb

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

Management Review

Viamed - Product Controller

Notes:

System Generated
Task To be Completed

Intrastats

X Menu

Miscellaneous

Temperature Limits

Review if there have been any Excessive temperatures have occurred that may Damage Products.

Temperature range to check will be found in the temperature page. As it can change depending on the stock.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394999	On Site Environment Review (800)	20 Apr 2026	30 Apr 2026	10 days	Helen Lamb
386247	On Site Environment Review (800)	19 Jan 2026	23 Jan 2026	4 days	Helen Lamb
378524	On Site Environment Review (800)	20 Oct 2025	24 Oct 2025	4 days	Helen Lamb
370182	On Site Environment Review (800)	18 Jul 2025	18 Jul 2025	0 days	Helen Lamb
362021	On Site Environment Review (800)	18 Apr 2025	24 Apr 2025	6 days	Helen Lamb
352992	On Site Environment Review (800)	20 Jan 2025	23 Jan 2025	3 days	Helen Lamb
344337	On Site Environment Review (800)	18 Oct 2024	24 Oct 2024	6 days	Helen Lamb
335608	On Site Environment Review (800)	18 Jul 2024	18 Jul 2024	0 days	Helen Lamb

Process ID #8111 — Product 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

Management Review

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

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 #1332

Subject: Product 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 Product Controller Responsibilitys Review
Print to PDF,

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397367	Product Controller Review (1332)	14 May 2026		Outstanding (0 days)	Derek Lamb

Management Review

Viamed - Product Controller

Process ID #8080 — Review Back To Stock Report On Shopify

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	Subscriber information from the "KB Back in Stock Subscribers" list on Shopify. Stock availability data from the Intrastats system.	Helen Lamb 18 Sep 2024
Outputs to the Process	Email notifications to customers about the availability or unavailability of products. i.e. outstanding purchase orders with suppliers or purchasing schedules.	Helen Lamb 18 Sep 2024
Risks to the Process	- Delay in notifying customers when stock becomes available- Miscommunication about stock levels or restock dates.- Loss of customer trust if notifications are not managed effectively.	Helen Lamb 18 Sep 2024
Steps to Minimise Process Risks	Weekly update to Shopify of current stock availability. Regularly checking stock levels against current ?KB Back in Stock? subscribers and promptly updating the Shopify subscribers on list. Providing accurate and timely communication to customers about stock status and expected restock dates.	Helen Lamb 18 Sep 2024
Scope / Definition of Process / Objective	To manage subscribers who have signed up to be notified when an out-of-stock product becomes available on the Shopify store.	Helen Lamb 18 Sep 2024
Likelihood of Risk (1-5)	1. Improbable	Helen Lamb 18 Sep 2024
Severity of Risk (1-5)	1. Negligible	Helen Lamb 18 Sep 2024
Measurable Objective	Ensuring timely notification of all subscribers when stock is available or effectively managing customer communication when the stock is unavailable.	Helen Lamb 18 Sep 2024
Training Method Required	Hands on with experienced members of staff. Shopify users pages	Helen Lamb 18 Sep 2024
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 18 Sep 2024
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 18 Sep 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)	

Linked ISO Sections

Management Review

Viamed - Product Controller

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2

Interested Parties

- Customer
- Internal Systems
- Web Shop Hosting

Linked Companies

- Viamed

Trained Staff (2)

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

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Managing Back In Stock Subscribers on Shopify (Doc ID: 161830)

Rolling Task #1241

Subject: Review Back to Stock Report on Shopify

Target User: Catrin Hird

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

Notes:

System Generated
Shopify

Apps

KB Back in Stock
Subscribers
Back in Stock Subscribers.

Email any relevant customers

Review Abandoned Checkouts and email customers with relevant information.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397273	Review Back to Stock Report on Shopify (1241)	14 May 2026	14 May 2026	0 days	Catrin Hird
396690	Review Back to Stock Report on Shopify (1241)	07 May 2026	07 May 2026	0 days	Catrin Hird
396041	Review Back to Stock Report on Shopify (1241)	30 Apr 2026	30 Apr 2026	0 days	Catrin Hird
395386	Review Back to Stock Report on Shopify (1241)	23 Apr 2026	23 Apr 2026	0 days	Catrin Hird
394782	Review Back to Stock Report on Shopify (1241)	16 Apr 2026	16 Apr 2026	0 days	Catrin Hird
394029	Review Back to Stock Report on	09 Apr 2026	09 Apr 2026	0 days	Catrin Hird

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393448	Shopify (1241) Review Back to Stock Report on Shopify (1241)	02 Apr 2026	02 Apr 2026	0 days	Catrin Hird
392912	Review Back to Stock Report on Shopify (1241)	26 Mar 2026	26 Mar 2026	0 days	Catrin Hird
392144	Review Back to Stock Report on Shopify (1241)	19 Mar 2026	19 Mar 2026	0 days	Catrin Hird
391581	Review Back to Stock Report on Shopify (1241)	12 Mar 2026	12 Mar 2026	0 days	Catrin Hird
390910	Review Back to Stock Report on Shopify (1241)	05 Mar 2026	05 Mar 2026	0 days	Catrin Hird
390135	Review Back to Stock Report on Shopify (1241)	26 Feb 2026	26 Feb 2026	0 days	Catrin Hird
389462	Review Back to Stock Report on Shopify (1241)	19 Feb 2026	19 Feb 2026	0 days	Catrin Hird
388743	Review Back to Stock Report on Shopify (1241)	12 Feb 2026	12 Feb 2026	0 days	Catrin Hird
387897	Review Back to Stock Report on Shopify (1241)	05 Feb 2026	05 Feb 2026	0 days	Catrin Hird
387240	Review Back to Stock Report on Shopify (1241)	29 Jan 2026	03 Feb 2026	5 days	Catrin Hird
386575	Review Back to Stock Report on Shopify (1241)	22 Jan 2026	22 Jan 2026	0 days	Catrin Hird
385993	Review Back to Stock Report on Shopify (1241)	15 Jan 2026	15 Jan 2026	0 days	Catrin Hird
385352	Review Back to Stock Report on Shopify (1241)	08 Jan 2026	08 Jan 2026	0 days	Catrin Hird
384713	Review Back to Stock Report on Shopify (1241)	01 Jan 2026	06 Jan 2026	5 days	Catrin Hird

Process ID #5854 — Stock FAQ Admin List

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
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Management Review

Viamed - Product Controller

Input to the Process	FAQ Admin page in intrastats	Derek Lamb 01 Feb 2017
Outputs to the Process	All stock pages have up-to date FAQs available for front line staff	Derek Lamb 01 Feb 2017
Risks to the Process	No risks identified	Derek Lamb 01 Feb 2017
Steps to Minimise Process Risks	Rolling issues and Rolling Audits	Derek Lamb 01 Feb 2017
Scope / Definition of Process / Objective	To update and maintain the Stock FAQ list	Derek Lamb 01 Feb 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	Date of last upload or review	Helen Lamb 17 Apr 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 ISO9001:2015: 4.4.1

Interested Parties

- Internal Systems
- Physical Sites

Linked Companies

- Viamed

Trained Staff (2)

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

Associated Documents

- Audit 09 Goods Inward and Product Identity Viamed (Doc ID: 166168)
- Audit 09 Goods Inward and Product Identity VST (Doc ID: 166164)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

Rolling Task #231

Subject: Check the Stock FAQ Admin list

Target User: Steve Nixon

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

Notes:

System Generated

Please check the FAQ List

Intrastats -> Stock -> Miscellaneous -> Admin FAQ

See if any questions require answers / confirming / linking any extra stock

Management Review

Viamed - Product Controller

Rolling Audit #374

Subject: Check the Stock FAQ Admin

Target User: Derek Lamb

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

Notes:

System Generated Please check the FAQ List*** AUDIT *** Ensure the Task is being Completed Note this is and Audit you do not have to do the Job simply ensure its being carried out. Inrastats -> Stock -> Miscellaneous -> Admin FAQ See if any questions require answers / confirming / linking any extra stock

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396126	Check the Stock FAQ Admin list (231)	01 May 2026	07 May 2026	6 days	Steve Nixon
394955	Check the Stock FAQ Admin (374)	20 Apr 2026	22 Apr 2026	2 days	Derek Lamb
393268	Check the Stock FAQ Admin list (231)	01 Apr 2026	16 Apr 2026	15 days	Steve Nixon
390419	Check the Stock FAQ Admin list (231)	02 Mar 2026	16 Apr 2026	45 days	Steve Nixon
387428	Check the Stock FAQ Admin list (231)	02 Feb 2026	26 Feb 2026	24 days	Steve Nixon
386204	Check the Stock FAQ Admin (374)	19 Jan 2026	23 Jan 2026	4 days	Derek Lamb
384642	Check the Stock FAQ Admin list (231)	01 Jan 2026	19 Jan 2026	18 days	Steve Nixon
382129	Check the Stock FAQ Admin list (231)	01 Dec 2025	22 Dec 2025	21 days	Steve Nixon
379632	Check the Stock FAQ Admin list (231)	03 Nov 2025	27 Nov 2025	24 days	Steve Nixon
378479	Check the Stock FAQ Admin (374)	20 Oct 2025	24 Oct 2025	4 days	Derek Lamb
376701	Check the Stock FAQ Admin list (231)	01 Oct 2025	27 Nov 2025	57 days	Steve Nixon
373975	Check the Stock FAQ Admin list (231)	01 Sep 2025	12 Sep 2025	11 days	Steve Nixon
371425	Check the Stock FAQ Admin list (231)	01 Aug 2025	12 Sep 2025	42 days	Steve Nixon
370258	Check the Stock FAQ Admin (374)	21 Jul 2025	24 Jul 2025	3 days	Derek Lamb
368453	Check the Stock FAQ Admin list (231)	01 Jul 2025	10 Jul 2025	9 days	Steve Nixon
365776	Check the Stock FAQ Admin list (231)	02 Jun 2025	26 Jun 2025	24 days	Steve Nixon

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362956	Check the Stock FAQ Admin list (231)	01 May 2025	26 Jun 2025	56 days	Steve Nixon
362038	Check the Stock FAQ Admin (374)	21 Apr 2025	24 Apr 2025	3 days	Derek Lamb
360152	Check the Stock FAQ Admin list (231)	01 Apr 2025	24 Apr 2025	23 days	Steve Nixon
357075	Check the Stock FAQ Admin list (231)	03 Mar 2025	25 Mar 2025	22 days	Steve Nixon

Process ID #7893 — VST Price Lists

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	Intrastats Price Lists	Derek Lamb 28 Oct 2017
Outputs to the Process	Updated Price Lists	Derek Lamb 28 Oct 2017
Risks to the Process	Prices go out of sync between Opera Main listing and the documented price lists	Derek Lamb 28 Oct 2017
Steps to Minimise Process Risks	Rolling Issue	Derek Lamb 28 Oct 2017
Scope / Definition of Process / Objective	To confirm the Document index Price Lists	Derek Lamb 28 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 28 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 28 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=1)	

Management Review

Viamed - Product Controller

Interested Parties

- Internal Systems
- VST OEM Customers
- VST OEM Customers
- VST OEM Customers
- VST OEM Customers

Linked Companies

- VST

Trained Staff (2)

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

Associated Documents

- 8010004 JJ-CCR Price List (Doc ID: 206331)
- 8010006 rEvo Price List (Doc ID: 207332)
- 8010007 8010008 Narked at 90 Price List (Doc ID: 207434)
- 8010012 InnerSpace Price List (Doc ID: 206343)
- 8010017 Nammu Tech Price List (Doc ID: 207442)
- 8010018 M3S Price List (Doc ID: 206359)
- 8010020 Divesoft Price List (Doc ID: 206363)
- 8010022 APD Price List (Doc ID: 206367)
- 8010026 MD Systems - Shark Rebreathers Price List (Doc ID: 206371)
- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- KISS Rebreathers Price List (Doc ID: 206351)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #822

Subject: VST Price Lists

Target User: Steve Nixon

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

Notes:

System Generated Task To be Completed

Check the Intrastats Pricelists attached above

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395773	VST Price Lists (822)	28 Apr 2026	07 May 2026	9 days	Steve Nixon
387138	VST Price Lists (822)	28 Jan 2026	26 Feb 2026	29 days	Steve Nixon
379215	VST Price Lists (822)	28 Oct 2025	20 Nov 2025	23 days	Steve Nixon
370964	VST Price Lists (822)	28 Jul 2025	18 Feb 2026	205 days	Steve Nixon
362655	VST Price Lists (822)	28 Apr 2025	12 Sep 2025	137 days	Steve Nixon
353859	VST Price Lists (822)	28 Jan 2025	18 Feb 2026	386 days	Steve Nixon
345098	VST Price Lists (822)	28 Oct 2024	08 Jan 2025	72 days	Steve Nixon
336457	VST Price Lists (822)	29 Jul 2024	11 Nov 2024	105 days	Steve Nixon

Management Review

Viamed - Product Controller

Process ID #7973 — VST Product Performance - Customers

Last Reviewed: 06 Aug 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	Reports pages	Derek Lamb 27 Oct 2021
Outputs to the Process	Customer ready reports	Derek Lamb 27 Oct 2021
Risks to the Process	These reports may be missed	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 produce Product performance report showing 2 years of returns. Which we can use to send to customers.	Derek Lamb 27 Oct 2021
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 27 Oct 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 27 Oct 2021
Measurable Objective	task completion	Derek Lamb 27 Oct 2021
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.Review of customer feedback and complaints, QA date reviewed	Helen Lamb 02 Nov 2021
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme circumstances.	Helen Lamb 02 Nov 2021
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Customer

Linked Companies

- VST

Trained Staff (2)

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

Associated Documents

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

Rolling Task #1095

Subject: VST Product Performance

Management Review

Viamed - Product Controller

Target User: Steve Nixon

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

Notes:

System Generated

Task To be Completed

To produce Product performance report showing 2 years of returns. Which we can use to send to VST customers.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
379708	VST Product Performance (1095)	03 Nov 2025	02 Mar 2026	119 days	Steve Nixon
345629	VST Product Performance (1095)	01 Nov 2024	08 Jan 2026	433 days	Steve Nixon

Process ID #7974 — VST Product Performance - Suppliers

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	Reports pages	Derek Lamb 27 Oct 2021
Outputs to the Process	Customer ready reports	Derek Lamb 27 Oct 2021
Risks to the Process	These reports may be missed	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 produce Product performance report for Suppliers PMS Files	Derek Lamb 27 Oct 2021
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 27 Oct 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 27 Oct 2021
Measurable Objective	task completion	Derek Lamb 27 Oct 2021
Training Method Required	hands on	Helen Lamb 02 Nov 2021
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.Review of customer feedback and complaints, QA date reviewed	Helen Lamb 02 Nov 2021
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme circumstances.	Helen Lamb 02 Nov 2021
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

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- VST Supplier

Linked Companies

- VST

Trained Staff (2)

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

Associated Documents

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

Rolling Task #1096

Subject: VST Product Performance - Suppliers

Target User: Steve Nixon

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

Notes:

System Generated

Task To be Completed To produce Product performance report for Suppliers PMS Files Reports pages.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
379709	VST Product Performance - Suppliers (1096)	03 Nov 2025		Outstanding (192 days)	Steve Nixon
345630	VST Product Performance - Suppliers (1096)	01 Nov 2024	06 Feb 2026	462 days	Steve Nixon

Process ID #7697 — Yearly Pricing Review

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	research into current sales and consultation between salesmen and customers and suppliers. Looking at market trending.	Derek Lamb 30 Aug 2017
Outputs to the Process	A pricing for products that would make a	Derek Lamb 30 Aug 2017

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	better profit margin. An accurate estimation of how much of an increase or decrease we need.	
Risks to the Process	Getting this wrong can interfere with sales.	Derek Lamb 30 Aug 2017
Steps to Minimise Process Risks	Regular reviews and research.	Derek Lamb 30 Aug 2017
Scope / Definition of Process / Objective	To review the current pricing and impact of increases	Derek Lamb 30 Aug 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 30 Aug 2017
Severity of Risk (1-5)	2.Minor	Derek Lamb 30 Aug 2017
Measurable Objective	That the prices have increased annual.	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=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd 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: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2

Interested Parties

- Supplier
- Internal Systems
- Customer
- VST OEM Customers
- VST OEM Customers

Linked Companies

- Viamed

Trained Staff (2)

- Steve Nixon (trained by Derek Lamb)
- Derek 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)
- VOP 25 Sales and Marketing (Doc ID: 31100)

Rolling Task #501

Subject: Yearly Pricing Review

Target User: Steve Nixon

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

Notes:

System Generated

Task To be Completed

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As we offer Contract Pricing Agreements from 30th June annually, please can you review the pricing before the end of May for the next 12 months.

Any products that you are already aware require their price increasing in the next 12 months should be done now as we will be submitting 12-month fixed-price contracts from around the beginning of June to be valid from 1st July to 30th June

Rolling Audit #502

Subject: Yearly Pricing Review

Target User: Derek Lamb

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

Notes:

System Generated*** AUDIT *** Ensure the Task is being CompletedAs we offer Contract Pricing Agreements from 30th June annually, please can you review the pricing before the end of May for the next 12 months. Any products that you are already aware require their price increasing in the next 12 months should be done now as we will be submitting 12-month fixed-price contracts from around the beginning of June to be valid from 1st July to 30th June

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396144	Yearly Pricing Review (501)	01 May 2026		Outstanding (13 days)	Steve Nixon
365310	Yearly Pricing Review (502)	27 May 2025	05 Jun 2025	9 days	Derek Lamb
362971	Yearly Pricing Review (501)	01 May 2025	03 Jul 2025	63 days	Steve Nixon
330651	Yearly Pricing Review (502)	28 May 2024	04 Jul 2024	37 days	Derek 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.

- **#7045:** Design and Development (last reviewed: 30 Oct 2023)
- **#7032:** Document Requirements (last reviewed: 25 Oct 2017)
- **#7072:** Manufacturing Processes (last reviewed: 16 Oct 2017)
- **#7043:** Planning of product realization (last reviewed: Never)
- **#7047:** Production and service provision (last reviewed: Never)
- **#7039:** Provision of Resources (last reviewed: Never)
- **#5905:** Price Checking (last reviewed: 04 Sep 2025)
- **#7181:** Product Catagories (last reviewed: Never)
- **#6975:** Projects (last reviewed: 29 Dec 2023)
- **#7187:** VIAMED Board Directors Meeting Profiability (last reviewed: Never)
- **#7196:** VIAMED Board Directors Meeting Stock Levels (last reviewed: Never)
- **#6834:** VIAMED Management Meeting Additional Purchase Orders (last reviewed: Never)
- **#6833:** VIAMED Management Meeting MDA Recalls (last reviewed: 18 Oct 2017)
- **#6836:** VIAMED Management Meeting Research and Development rnd (last reviewed: Never)
- **#6821:** VIAMED Management Meeting Supplier Review (last reviewed: 25 Oct 2017)
- **#6831:** VIAMED Management Meeting Supplier Review - Min / Max - Re-Orders (last reviewed: Never)
- **#6941:** VIAMED Sales And Marketing New Potential Products (last reviewed: 27 Oct 2021)
- **#6936:** VIAMED Sales And Marketing NHS Supplies Future Technology (last reviewed: Never)

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- **#6924:** VIAMED Sales And Marketing Price Lists Export (last reviewed: Never)
- **#6920:** VIAMED Sales And Marketing Price Lists UK (last reviewed: Never)
- **#6935:** VIAMED Sales And Marketing Products to be Marketed (last reviewed: Never)

Conclusion / Executive Summary

Auto-calculated summary of findings across the report.

Coverage

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

Key Risks

- No critical risks detected.

Overdue Reviews

- All processes reviewed within last 24 months

Dependency Warnings

- [Product Controller] Derek Lamb linked to 100% (9 of 9) of role processes - single point of failure risk
- [Product Controller] Steve Nixon linked to 78% (7 of 9) of role processes - single point of failure risk

Missing Audits

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

Missing Measurable Objectives

- 1 process(es) missing measurable objective

Trained Staff Coverage

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

Process Maturity Overview

- 1 of 9 processes (11%) 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
Product Controller	9	0	0	1	0	1	6

End of Management Review Report - Viamed