

Management Review Report

Viamed

Role: Goods Out

Report Date: 14 May 2026

Index

1. Goods Out (ID #21)
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: Goods Out (ID #21)

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

Assigned Employees: Emma Clark, Catherine Spence, Emma Clark, Emma Clark, Emma Clark, Catherine Spence, Catherine Spence, Catherine Spence

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

Role Risk Indicators - Goods Out

- 10 linked processes
- No overdue rolling tasks
- 1 processes with only one trained user
- 2 processes missing measurable objective
- 5 processes with no audit configured

Dependency / Single-Point-of-Failure Risk

- Catherine Spence linked to 80% (8 of 10) of role processes - single point of failure risk
- 1 process(es) have only 1 trained employee - no backup coverage

Process ID #6954 — Back Orders Review - By Customer

Last Reviewed: 27 Apr 2026 by Helen Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	active listsales orders added by sale office	Helen Lamb 29 Aug 2018
Outputs to the Process	sales ordered shipped	Helen Lamb 29 Aug 2018
Risks to the Process	goods not shipped in a timely manner	Helen Lamb 29 Aug 2018
Steps to Minimise Process Risks	review list regularly by different people.	Helen Lamb 29 Aug 2018
Scope / Definition of Process / Objective	To check the back orders in the tray in goods out and check the active list back orders has been reviewed	Helen Lamb 29 Aug 2018
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 29 Aug 2018
Severity of Risk (1-5)	1.Negligible	Helen Lamb 29 Aug 2018
Measurable Objective	review the active list back orders and check they have been reviewed dailyCheck the ticks by different departments on the list. Should have been reviewed daily by goods out and office.	Helen Lamb 29 Aug 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.2
- 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 Viamed Ltd ISO9001:2015: 6.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 6.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.5.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.3

Interested Parties

- Customer
- Internal Systems
- VST OEM Customers

Linked Companies

- Viamed
- Vandagraph
- VST

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Trained Staff (3)

- Catherine Spence (trained by Helen Lamb)
- Emma Clark (trained by Helen Lamb)
- Helen Lamb (trained by Helen Lamb)

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VOP 22 Picking and Packing Dispatch and Goods Out (Doc ID: 164829)

Rolling Task #905

Subject: Back Orders Review - By Customer

Target User: Catherine Spence

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

Notes:

System GeneratedTask To be Completed

Check that all back orders are have been reviewed and cannot be sent. Check through the back orders file

Rolling Audit #906

Subject: Back Orders Review - By Customer

Target User: Helen Lamb

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

Notes:

System GeneratedTask To be Completed

Check the issues is being completed.

Speak to goods out to check they are satisfied with the back orders. Note any issues.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397268	Back Orders Review - By Customer (905)	14 May 2026		Outstanding (0 days)	Catherine Spence
396683	Back Orders Review - By Customer (905)	07 May 2026		Outstanding (7 days)	Catherine Spence
396034	Back Orders Review - By Customer (905)	30 Apr 2026		Outstanding (14 days)	Catherine Spence
395642	Back Orders Review - By Customer (906)	27 Apr 2026	27 Apr 2026	0 days	Helen Lamb
395379	Back Orders Review - By Customer (905)	23 Apr 2026	27 Apr 2026	4 days	Catherine Spence
394773	Back Orders Review - By Customer (905)	16 Apr 2026	27 Apr 2026	11 days	Catherine Spence
394022	Back Orders Review - By Customer (905)	09 Apr 2026	27 Apr 2026	18 days	Catherine Spence
393441	Back Orders Review - By Customer (905)	02 Apr 2026	27 Apr 2026	25 days	Catherine Spence

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392905	Back Orders Review - By Customer (905)	26 Mar 2026	27 Apr 2026	32 days	Catherine Spence
392765	Back Orders Review - By Customer (906)	25 Mar 2026	25 Mar 2026	0 days	Helen Lamb
392138	Back Orders Review - By Customer (905)	19 Mar 2026	23 Mar 2026	4 days	Catherine Spence
391574	Back Orders Review - By Customer (905)	12 Mar 2026	23 Mar 2026	11 days	Catherine Spence
390903	Back Orders Review - By Customer (905)	05 Mar 2026	23 Mar 2026	18 days	Catherine Spence
390128	Back Orders Review - By Customer (905)	26 Feb 2026	23 Mar 2026	25 days	Catherine Spence
389994	Back Orders Review - By Customer (906)	25 Feb 2026	25 Feb 2026	0 days	Helen Lamb
389456	Back Orders Review - By Customer (905)	19 Feb 2026	23 Mar 2026	32 days	Catherine Spence
388736	Back Orders Review - By Customer (905)	12 Feb 2026	19 Feb 2026	7 days	Catherine Spence
387890	Back Orders Review - By Customer (905)	05 Feb 2026	19 Feb 2026	14 days	Catherine Spence
387234	Back Orders Review - By Customer (905)	29 Jan 2026	19 Feb 2026	21 days	Catherine Spence
386871	Back Orders Review - By Customer (906)	26 Jan 2026	28 Jan 2026	2 days	Helen Lamb

Process ID #7748 — Check Repair Orders

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	The repair orders from opera and the customer paperwork. Engineers notes.	Derek Lamb 30 Aug 2017
Outputs to the Process	An order that can be invoiced out, then the repaired and sent back to the customer.	Derek Lamb 30 Aug 2017
Risks to the Process	That details will be incorrect and it will affect the customer. That mistakes may	Derek Lamb 30 Aug 2017

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Steps to Minimise Process Risks	be missed. Double checking of work is carried out, as per this issue. Issues and reviews.	Derek Lamb 30 Aug 2017
Scope / Definition of Process / Objective	Check the orders against the customer paperwork, that we have generated, for the repair we have received in.	Derek Lamb 30 Aug 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	2.Minor	Helen Lamb 04 May 2022
Measurable Objective	Check file and Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.2.3
- 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 Viamed Ltd ISO9001:2015: 10.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.2
- 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: 5.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 6.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.3.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 10.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 6.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.5.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.3.1

Interested Parties

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

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (4)

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

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

Associated Documents

- Audit 11 Repairs, Servicing and Returns Viamed (Doc ID: 166158)
- Audit 11 Repairs, Servicing and Returns VST Ltd (Doc ID: 166154)
- VOP 22 Picking and Packing Dispatch and Goods Out (Doc ID: 164829)

Rolling Task #575

Subject: Check Repair orders against the customer paperwork

Target User: Catherine Spence

Recurrence: 0 Month(s) 0 Week(s) 7 Day(s)

Notes:

System Generated

Task To be Completed

Check the orders against the customer paperwork

Check repair orders in repair orders tray.

Only complete issue once checked

Rolling Audit #1054

Subject: Check Repair orders against the customer paperwork

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed Check the orders against the customer paperwork, that we have generated, for the repair we have received in. The repair orders from opera and the customer paperwork. Engineers notes.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397256	Check Repair orders against the customer paperwork (575)	14 May 2026		Outstanding (0 days)	Catherine Spence
396673	Check Repair orders against the customer paperwork (575)	07 May 2026		Outstanding (7 days)	Catherine Spence
396024	Check Repair orders against the customer paperwork (575)	30 Apr 2026	07 May 2026	7 days	Catherine Spence
395370	Check Repair orders against the customer paperwork (575)	23 Apr 2026	30 Apr 2026	7 days	Catherine Spence

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394763	Check Repair orders against the customer paperwork (575)	16 Apr 2026	30 Apr 2026	14 days	Catherine Spence
394026	Check Repair orders against the customer paperwork (1054)	09 Apr 2026	16 Apr 2026	7 days	Derek Lamb
394013	Check Repair orders against the customer paperwork (575)	09 Apr 2026	16 Apr 2026	7 days	Catherine Spence
393430	Check Repair orders against the customer paperwork (575)	02 Apr 2026	09 Apr 2026	7 days	Catherine Spence
392893	Check Repair orders against the customer paperwork (575)	26 Mar 2026	09 Apr 2026	14 days	Catherine Spence
392126	Check Repair orders against the customer paperwork (575)	19 Mar 2026	26 Mar 2026	7 days	Catherine Spence
391565	Check Repair orders against the customer paperwork (575)	12 Mar 2026	16 Mar 2026	4 days	Catherine Spence
390894	Check Repair orders against the customer paperwork (575)	05 Mar 2026	16 Mar 2026	11 days	Catherine Spence
390117	Check Repair orders against the customer paperwork (575)	26 Feb 2026	05 Mar 2026	7 days	Catherine Spence
389446	Check Repair orders against the customer paperwork (575)	19 Feb 2026	26 Feb 2026	7 days	Catherine Spence
388726	Check Repair orders against the customer paperwork (575)	12 Feb 2026	13 Feb 2026	1 day	Catherine Spence
387881	Check Repair orders against the customer paperwork (575)	05 Feb 2026	13 Feb 2026	8 days	Catherine Spence
387225	Check Repair orders against the customer paperwork (575)	29 Jan 2026	05 Feb 2026	7 days	Catherine Spence
386546	Check Repair orders against the customer paperwork (575)	22 Jan 2026	29 Jan 2026	7 days	Catherine Spence
385969	Check Repair orders against the customer paperwork (575)	15 Jan 2026	29 Jan 2026	14 days	Catherine Spence
385335	Check Repair orders against the customer	08 Jan 2026	19 Jan 2026	11 days	Catherine Spence

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paperwork (575)

Process ID #7749 — Check Repair Quotes

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 repair quote from opera and the customer paperwork. Sometimes notes from the engineer.	Derek Lamb 30 Aug 2017
Outputs to the Process	A quote that can be sent to the customer.	Derek Lamb 30 Aug 2017
Risks to the Process	That mistakes may be missed. That details will be incorrect and it will affect the customer.	Derek Lamb 30 Aug 2017
Steps to Minimise Process Risks	Double checking of work is carried out, as per this issue. Issues and reviews.	Derek Lamb 30 Aug 2017
Scope / Definition of Process / Objective	Check the quotes that we send out for the repairs we have received in.	Derek Lamb 30 Aug 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	2.Minor	Derek Lamb 30 Aug 2017
Measurable Objective	Check file and 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=2, Severity=2)	

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 Viamed Ltd ISO9001:2015: 4.2
- 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: 5.1.2

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- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 6.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.3.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.7.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 6.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.5.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.3.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.7.1

Interested Parties

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

Linked Companies

- Viamed
- VST

Trained Staff (3)

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

Associated Documents

- Audit 11 Repairs, Servicing and Returns Viamed (Doc ID: 166158)
- Audit 11 Repairs, Servicing and Returns VST Ltd (Doc ID: 166154)
- VOP 22 Picking and Packing Dispatch and Goods Out (Doc ID: 164829)

Rolling Task #576

Subject: Check Repair Quotes

Target User: Catherine Spence

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

Notes:

System Generated Task To be Completed

Check repair quotes in repairs tray.

Only complete issue once checked

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397257	Check Repair Quotes (576)	14 May 2026		Outstanding (0 days)	Catherine Spence
397148	Check Repair Quotes (576)	13 May 2026	14 May 2026	1 day	Catherine Spence
397017	Check Repair Quotes (576)	12 May 2026	14 May 2026	2 days	Catherine Spence

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396879	Check Repair Quotes (576)	11 May 2026	14 May 2026	3 days	Catherine Spence
396774	Check Repair Quotes (576)	08 May 2026	14 May 2026	6 days	Catherine Spence
396674	Check Repair Quotes (576)	07 May 2026	07 May 2026	0 days	Catherine Spence
396563	Check Repair Quotes (576)	06 May 2026	07 May 2026	1 day	Catherine Spence
396391	Check Repair Quotes (576)	05 May 2026	07 May 2026	2 days	Catherine Spence
396325	Check Repair Quotes (576)	04 May 2026	07 May 2026	3 days	Catherine Spence
396159	Check Repair Quotes (576)	01 May 2026	07 May 2026	6 days	Catherine Spence
396025	Check Repair Quotes (576)	30 Apr 2026	07 May 2026	7 days	Catherine Spence
395923	Check Repair Quotes (576)	29 Apr 2026	30 Apr 2026	1 day	Catherine Spence
395768	Check Repair Quotes (576)	28 Apr 2026	30 Apr 2026	2 days	Catherine Spence
395624	Check Repair Quotes (576)	27 Apr 2026	30 Apr 2026	3 days	Catherine Spence
395504	Check Repair Quotes (576)	24 Apr 2026	30 Apr 2026	6 days	Catherine Spence
395371	Check Repair Quotes (576)	23 Apr 2026	30 Apr 2026	7 days	Catherine Spence
395230	Check Repair Quotes (576)	22 Apr 2026	30 Apr 2026	8 days	Catherine Spence
395132	Check Repair Quotes (576)	21 Apr 2026	30 Apr 2026	9 days	Catherine Spence
394986	Check Repair Quotes (576)	20 Apr 2026	22 Apr 2026	2 days	Catherine Spence
394878	Check Repair Quotes (576)	17 Apr 2026	22 Apr 2026	5 days	Catherine Spence

Process ID #8071 — Checked Repair Quotes Have Been Sent To Customers

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	repairsissuesrepairs list active list	Helen Lamb 03 Jan 2024
Outputs to the Process	customers have received repair quotes	Helen Lamb 03 Jan 2024
Risks to the Process	Repair quotes might be missedThat mistakes may be missed. That details will be incorrect and it will affect the customer.	Helen Lamb 03 Jan 2024
Steps to Minimise Process Risks	Check repairs listDouble checking of work is carried out, as per this issue. Issues and reviews.	Helen Lamb 03 Jan 2024

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Scope / Definition of Process / Objective	Checked repair quotes have been sent to customers. Check that all checked repair quotes have been emailed to customer and systems have been updated.	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	Check that all checked repair quotes have been emailed to customer and systems have been updated. Check issues have been completed and check list	Helen Lamb 03 Jan 2024
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 03 Jan 2024
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 generated 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 03 Jan 2024
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	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

- Internal Systems
- Customer
- VST OEM Customers

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (4)

- Janine Gill (trained by Helen Lamb)
- Sophie Lines (trained by Helen Lamb)
- Aqib Majeed (trained by Helen Lamb)
- Kate Griffiths (trained by Helen Lamb)

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VOP 09 Repairs and Servicing (Doc ID: 137919)

Rolling Task #1232

Subject: Checked repair quotes have been sent to customers

Target User: Kate Griffiths

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

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Notes:

System Generated Check that all checked repair quotes have been emailed to customer and systems have been updated.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397161	Checked repair quotes have been sent to customers (1232)	13 May 2026		Outstanding (1 day)	Kate Griffiths
396909	Checked repair quotes have been sent to customers (1232)	11 May 2026	11 May 2026	0 days	Kate Griffiths
396689	Checked repair quotes have been sent to customers (1232)	07 May 2026	08 May 2026	1 day	Kate Griffiths
396404	Checked repair quotes have been sent to customers (1232)	05 May 2026	08 May 2026	3 days	Kate Griffiths
396361	Checked repair quotes have been sent to customers (1232)	04 May 2026	08 May 2026	4 days	Kate Griffiths
396199	Checked repair quotes have been sent to customers (1232)	01 May 2026	01 May 2026	0 days	Kate Griffiths
395935	Checked repair quotes have been sent to customers (1232)	29 Apr 2026	29 Apr 2026	0 days	Kate Griffiths
395653	Checked repair quotes have been sent to customers (1232)	27 Apr 2026	29 Apr 2026	2 days	Kate Griffiths
395385	Checked repair quotes have been sent to customers (1232)	23 Apr 2026	24 Apr 2026	1 day	Kate Griffiths
395143	Checked repair quotes have been sent to customers (1232)	21 Apr 2026	24 Apr 2026	3 days	Kate Griffiths
395023	Checked repair quotes have been sent to customers (1232)	20 Apr 2026	24 Apr 2026	4 days	Kate Griffiths
394900	Checked repair quotes have been sent to customers (1232)	17 Apr 2026	17 Apr 2026	0 days	Kate Griffiths
394658	Checked repair quotes have been sent to customers (1232)	15 Apr 2026	17 Apr 2026	2 days	Kate Griffiths
394402	Checked repair quotes have been sent to customers	13 Apr 2026	17 Apr 2026	4 days	Kate Griffiths

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394028	(1232) Checked repair quotes have been sent to customers	09 Apr 2026	17 Apr 2026	8 days	Kate Griffiths
393700	(1232) Checked repair quotes have been sent to customers	07 Apr 2026	08 Apr 2026	1 day	Kate Griffiths
393652	(1232) Checked repair quotes have been sent to customers	06 Apr 2026	08 Apr 2026	2 days	Kate Griffiths
393556	(1232) Checked repair quotes have been sent to customers	03 Apr 2026	08 Apr 2026	5 days	Kate Griffiths
393332	(1232) Checked repair quotes have been sent to customers	01 Apr 2026	07 Apr 2026	6 days	Kate Griffiths
393103	(1232) Checked repair quotes have been sent to customers	30 Mar 2026	07 Apr 2026	8 days	Kate Griffiths

Process ID #7860 — Goods Out Picking

Last Reviewed: 15 Sep 2025 by Helen Lamb

Process Maturity (5 of 6 - 83%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Active ListOperaPackaging materials	Derek Lamb 03 Oct 2017
Outputs to the Process	Goods ready for collection by couriers	Derek Lamb 03 Oct 2017
Risks to the Process	goods do not get shipped	Derek Lamb 03 Oct 2017
Steps to Minimise Process Risks	Training	Derek Lamb 03 Oct 2017
Scope / Definition of Process / Objective	To pick in order orders from the picking screenpackage the goods ready for dispatchInvoice out the delivery	Derek Lamb 03 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 03 Oct 2017
Severity of Risk (1-5)	2.Minor	Derek Lamb 03 Oct 2017
Measurable Objective		
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.	Helen Lamb 26 Oct 2020

Management Review

Viamed - Goods Out

The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.

Covid / Pandemic Notes

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

Risk / Benefit Report HSE Implications Calculated Risk Code

No Action (Frequency=1, Severity=2)

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.2.3

Interested Parties

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

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (7)

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

Associated Documents

- Audit 01 Picking packing Viamed (Doc ID: 173579)
- Audit 01 Picking packing VST (Doc ID: 173583)
- VOP 22 Picking and Packing Dispatch and Goods Out (Doc ID: 164829)

Rolling Audit #24

Subject: Audit 01 Picking Packing Viamed

Target User: Helen Lamb

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

Notes:

System Generated

BEFORE starting Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit.

Review Last years Audit see if its still suitable

Carry out the Audit, reviewing and commenting on the ISO route map first.

Management Review

Viamed - Goods Out

Any follow on issues must be identified with Observation Issue or a Non Conformance Issue.

If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such.

If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following -

With a time for Completion

Immediate Action Plan

Corrective Action Plan

Corrective Action

Confirmation of Resolution

If its a major / critical non conformance complete form QC 18

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
384634	Audit 01 Picking Packing Viamed (24)	01 Jan 2026	27 Feb 2026	57 days	Derek Lamb
350890	Audit 01 Picking Packing Viamed (24)	01 Jan 2025	27 Feb 2026	422 days	Derek Lamb

Process ID #8118 — Goods Out 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 Goods Out 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

Management Review

Viamed - Goods Out

- 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 #1338

Subject: Goods Out Review

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed
Roles Titles Processes and Procedures ADMIN Viamed
End column of Goods Out Responsibilitys Review
Print to PDF,

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397373	Goods Out Review (1338)	14 May 2026		Outstanding (0 days)	Derek Lamb

Process ID #7906 — Request RMA Based On The RMA Boxes

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	Returns List	Derek Lamb 17 Jul 2018
Outputs to the Process	paperwork to send back supplier returns	Derek Lamb 17 Jul 2018
Risks to the Process	that goods are not returned and miss the warranty period	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of tasks	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	Obtain Returns paperwork / authorisation from supplier to return items.	Derek Lamb 17 Jul 2018

Management Review

Viamed - Goods Out

Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 17 Jul 2018
Severity of Risk (1-5)	1.Negligible	Derek Lamb 17 Jul 2018
Measurable Objective	RMA unsent List	Derek Lamb 17 Jul 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	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

- Supplier

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Catherine Spence (trained by Derek Lamb)

Associated Documents

- Audit 11 Repairs, Servicing and Returns Viamed (Doc ID: 166158)
- Audit 11 Repairs, Servicing and Returns VST Ltd (Doc ID: 166154)

Rolling Task #884

Subject: Request RMA Based On The RMA Boxes

Target User: Catherine Spence

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

Notes:

System Generated
Task To be Completed

Request RMAs based on the RMA boxes.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396896	Request RMA	11 May 2026	14 May 2026	3 days	Catherine Spence

Management Review

Viamed - Goods Out

396341	Based On The RMA Boxes (884) Request RMA	04 May 2026	14 May 2026	10 days	Catherine Spence
395640	Based On The RMA Boxes (884) Request RMA	27 Apr 2026	30 Apr 2026	3 days	Catherine Spence
395007	Based On The RMA Boxes (884) Request RMA	20 Apr 2026	30 Apr 2026	10 days	Catherine Spence
394388	Based On The RMA Boxes (884) Request RMA	13 Apr 2026	30 Apr 2026	17 days	Catherine Spence
393628	Based On The RMA Boxes (884) Request RMA	06 Apr 2026	16 Apr 2026	10 days	Catherine Spence
393093	Based On The RMA Boxes (884) Request RMA	30 Mar 2026	16 Apr 2026	17 days	Catherine Spence
392495	Based On The RMA Boxes (884) Request RMA	23 Mar 2026	02 Apr 2026	10 days	Catherine Spence
391784	Based On The RMA Boxes (884) Request RMA	16 Mar 2026	19 Mar 2026	3 days	Catherine Spence
391148	Based On The RMA Boxes (884) Request RMA	09 Mar 2026	19 Mar 2026	10 days	Catherine Spence
390481	Based On The RMA Boxes (884) Request RMA	02 Mar 2026	05 Mar 2026	3 days	Catherine Spence
389719	Based On The RMA Boxes (884) Request RMA	23 Feb 2026	26 Feb 2026	3 days	Catherine Spence
389006	Based On The RMA Boxes (884) Request RMA	16 Feb 2026	19 Feb 2026	3 days	Catherine Spence
388327	Based On The RMA Boxes (884) Request RMA	09 Feb 2026	10 Feb 2026	1 day	Catherine Spence
387487	Based On The RMA Boxes (884) Request RMA	02 Feb 2026	10 Feb 2026	8 days	Catherine Spence
386869	Based On The RMA Boxes (884) Request RMA	26 Jan 2026	29 Jan 2026	3 days	Catherine Spence
386255	Based On The RMA Boxes (884) Request RMA	19 Jan 2026	23 Jan 2026	4 days	Catherine Spence
385630	Based On The RMA Boxes (884) Request RMA	12 Jan 2026	19 Jan 2026	7 days	Catherine Spence
384975	Based On The RMA Boxes (884) Request RMA	05 Jan 2026	19 Jan 2026	14 days	Catherine Spence
384398	Based On The RMA Boxes (884) Request RMA	29 Dec 2025	02 Jan 2026	4 days	Catherine Spence

Process ID #5859 — Review Un-shipped Parcels

Management Review

Viamed - Goods Out

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	Parcels in Goods out waiting Customer Response	Derek Lamb 10 Aug 2017
Outputs to the Process	Update Issue on status of Parcels	Derek Lamb 10 Aug 2017
Risks to the Process	Customer forgets to come back to us and parcels stay ready for shipping.As the package is already pick pack and ready to leave the building all computer traces will show as shipped.	Derek Lamb 10 Aug 2017
Steps to Minimise Process Risks	Rolling Issue triggers a review of all parcels ready to ship but not shipped	Derek Lamb 10 Aug 2017
Scope / Definition of Process / Objective	audit and snap shot - this is an audit of a part of goods out, listing of the parcels that are sat waiting on a customer response	Derek Lamb 10 Aug 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 10 Aug 2017
Measurable Objective	Look at goods out for un shipped parcels and dates.	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 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 ISO9001:2015: 4.2
- 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: 5.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 6.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 6.2.1

Management Review

Viamed - Goods Out

- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.5.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.3

Interested Parties

- Customer
- VST OEM Customers
- VST OEM Customers

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (3)

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

Associated Documents

- Audit 01 Picking packing Viamed (Doc ID: 173579)
- Audit 01 Picking packing VST (Doc ID: 173583)
- VOP 22 Picking and Packing Dispatch and Goods Out (Doc ID: 164829)

Rolling Task #105

Subject: Goods Out Review

Target User: Catherine Spence

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

Notes:

System Generated

audit and snap shot - this is an audit of a part of goods out, please make a list of the parcels that are sat waiting on a customer response, if there isnt any please state this.

If there are any please add notes for the account number and ORD/Invoice number of the goods as well as why what we are waiting on to ship them

Rolling Audit #364

Subject: Goods Out Review

Target User: Helen Lamb

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

Notes:

System Generated

System Generated

audit and snap shot - this is an audit of a part of goods out, please make a list of the parcels that are sat waiting on a customer response, if there isnt any please state this.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396999	Goods Out Review (105)	12 May 2026		Outstanding (2 days)	Catherine Spence

Management Review

Viamed - Goods Out

396363	Goods Out Review (105)	05 May 2026	14 May 2026	9 days	Catherine Spence
396290	Goods Out Review (364)	04 May 2026	07 May 2026	3 days	Helen Lamb
395747	Goods Out Review (105)	28 Apr 2026	30 Apr 2026	2 days	Catherine Spence
395112	Goods Out Review (105)	21 Apr 2026	30 Apr 2026	9 days	Catherine Spence
394487	Goods Out Review (105)	14 Apr 2026	22 Apr 2026	8 days	Catherine Spence
393661	Goods Out Review (105)	07 Apr 2026	09 Apr 2026	2 days	Catherine Spence
393577	Goods Out Review (364)	06 Apr 2026	09 Apr 2026	3 days	Helen Lamb
393165	Goods Out Review (105)	31 Mar 2026	09 Apr 2026	9 days	Catherine Spence
392610	Goods Out Review (105)	24 Mar 2026	02 Apr 2026	9 days	Catherine Spence
391851	Goods Out Review (105)	17 Mar 2026	19 Mar 2026	2 days	Catherine Spence
391259	Goods Out Review (105)	10 Mar 2026	16 Mar 2026	6 days	Catherine Spence
390732	Goods Out Review (364)	04 Mar 2026	06 Mar 2026	2 days	Helen Lamb
390574	Goods Out Review (105)	03 Mar 2026	05 Mar 2026	2 days	Catherine Spence
389825	Goods Out Review (105)	24 Feb 2026	02 Mar 2026	6 days	Catherine Spence
389115	Goods Out Review (105)	17 Feb 2026	26 Feb 2026	9 days	Catherine Spence
388412	Goods Out Review (105)	10 Feb 2026	13 Feb 2026	3 days	Catherine Spence
387736	Goods Out Review (364)	04 Feb 2026	05 Feb 2026	1 day	Helen Lamb
387618	Goods Out Review (105)	03 Feb 2026	05 Feb 2026	2 days	Catherine Spence
386993	Goods Out Review (105)	27 Jan 2026	05 Feb 2026	9 days	Catherine Spence

Process ID #7690 — Ship Repairs

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	The repaired items and the associated paperwork are placed on the Repairs completed shelf, ready for shipping.	Derek Lamb 30 Aug 2017
Outputs to the Process	Repairs shipped out.	Helen Lamb 22 Jul 2019
Risks to the Process	That a repair will be missed	Derek Lamb 30 Aug 2017

Management Review

Viamed - Goods Out

Steps to Minimise Process Risks	Regular review and issues sent. Audit carried out.	Derek Lamb 30 Aug 2017
Scope / Definition of Process / Objective	Review the Repairs completed shelf and ship those items that are ready for return to the customer.	Derek Lamb 30 Aug 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 30 Aug 2017
Measurable Objective	Check repairs list and shelf for repairs left beyond terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=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 Viamed Ltd ISO9001:2015: 4.2
- 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: 5.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 6.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.5.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.7.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.7.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 6.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.5.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.5.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.7.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.7.2

Interested Parties

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

Trained Staff (3)

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

Associated Documents

- Audit 11 Repairs, Servicing and Returns Viamed (Doc ID: 166158)
- Audit 11 Repairs, Servicing and Returns VST Ltd (Doc ID: 166154)
- VOP 09 Repairs and Servicing (Doc ID: 137919)

Rolling Task #492

Subject: Ship Repairs

Target User: Catherine Spence

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

Management Review

Viamed - Goods Out

Notes:

System Generated
Task To be Completed

Ship any repairs that have been completed and moved to repairs shipping area
Only complete issue once shipped

Rolling Audit #758

Subject: Ship Repairs
Target User: Emma Clark
Recurrence: 1 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
397245	Ship Repairs (492)	14 May 2026		Outstanding (0 days)	Catherine Spence
397137	Ship Repairs (492)	13 May 2026	14 May 2026	1 day	Catherine Spence
397008	Ship Repairs (492)	12 May 2026	14 May 2026	2 days	Catherine Spence
396865	Ship Repairs (492)	11 May 2026	14 May 2026	3 days	Catherine Spence
396762	Ship Repairs (492)	08 May 2026	14 May 2026	6 days	Catherine Spence
396663	Ship Repairs (492)	07 May 2026	07 May 2026	0 days	Catherine Spence
396552	Ship Repairs (492)	06 May 2026	07 May 2026	1 day	Catherine Spence
396380	Ship Repairs (492)	05 May 2026	07 May 2026	2 days	Catherine Spence
396308	Ship Repairs (492)	04 May 2026	07 May 2026	3 days	Catherine Spence
396174	Ship Repairs (758)	01 May 2026	14 May 2026	13 days	Emma Clark
396142	Ship Repairs (492)	01 May 2026	07 May 2026	6 days	Catherine Spence
396014	Ship Repairs (492)	30 Apr 2026	07 May 2026	7 days	Catherine Spence
395913	Ship Repairs (492)	29 Apr 2026	30 Apr 2026	1 day	Catherine Spence
395757	Ship Repairs (492)	28 Apr 2026	30 Apr 2026	2 days	Catherine Spence
395610	Ship Repairs (492)	27 Apr 2026	30 Apr 2026	3 days	Catherine Spence
395491	Ship Repairs (492)	24 Apr 2026	30 Apr 2026	6 days	Catherine Spence
395359	Ship Repairs (492)	23 Apr 2026	30 Apr 2026	7 days	Catherine Spence
395220	Ship Repairs (492)	22 Apr 2026	22 Apr 2026	0 days	Catherine Spence
395123	Ship Repairs (492)	21 Apr 2026	22 Apr 2026	1 day	Catherine Spence
394971	Ship Repairs (492)	20 Apr 2026	22 Apr 2026	2 days	Catherine Spence

Process ID #7691 — Ship Sale Or Returns

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
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Management Review

Viamed - Goods Out

Input to the Process	Sale or return stock items and the associated paperwork are placed on the sales or return shelf.	Derek Lamb 30 Aug 2017
Outputs to the Process	The sale or return is shipped to the customer.	Derek Lamb 30 Aug 2017
Risks to the Process	Goods will be missed	Derek Lamb 30 Aug 2017
Steps to Minimise Process Risks	Regular review and issues sent. Audit carried out.	Derek Lamb 30 Aug 2017
Scope / Definition of Process / Objective	Review the sale or return shelf and ship those items.	Derek Lamb 30 Aug 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 30 Aug 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=2, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.2
- 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: 5.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 6.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.2.3.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 6.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.3.1

Interested Parties

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

Linked Companies

- Viamed

Trained Staff (3)

- Catherine Spence (trained by Derek Lamb)

Management Review

Viamed - Goods Out

- Jonathan Connor (trained by Helen Lamb)
- Emma Clark (trained by Helen Lamb)

Associated Documents

- Audit 01 Picking packing Viamed (Doc ID: 173579)
- Audit 01 Picking packing VST (Doc ID: 173583)
- VOP 22 Picking and Packing Dispatch and Goods Out (Doc ID: 164829)

Rolling Task #491

Subject: Ship Sale Or Returns

Target User: Catherine Spence

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

Notes:

System Generated

Task To be Completed

Ship Sale Or Returns that are ready for shipping

Only complete issue once shipped

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397244	Ship Sale Or Returns (491)	14 May 2026		Outstanding (0 days)	Catherine Spence
397136	Ship Sale Or Returns (491)	13 May 2026	14 May 2026	1 day	Catherine Spence
397007	Ship Sale Or Returns (491)	12 May 2026	14 May 2026	2 days	Catherine Spence
396864	Ship Sale Or Returns (491)	11 May 2026	14 May 2026	3 days	Catherine Spence
396761	Ship Sale Or Returns (491)	08 May 2026	14 May 2026	6 days	Catherine Spence
396662	Ship Sale Or Returns (491)	07 May 2026	07 May 2026	0 days	Catherine Spence
396551	Ship Sale Or Returns (491)	06 May 2026	07 May 2026	1 day	Catherine Spence
396379	Ship Sale Or Returns (491)	05 May 2026	07 May 2026	2 days	Catherine Spence
396307	Ship Sale Or Returns (491)	04 May 2026	07 May 2026	3 days	Catherine Spence
396141	Ship Sale Or Returns (491)	01 May 2026	07 May 2026	6 days	Catherine Spence
396013	Ship Sale Or Returns (491)	30 Apr 2026	07 May 2026	7 days	Catherine Spence
395912	Ship Sale Or Returns (491)	29 Apr 2026	30 Apr 2026	1 day	Catherine Spence
395756	Ship Sale Or Returns (491)	28 Apr 2026	30 Apr 2026	2 days	Catherine Spence
395609	Ship Sale Or Returns (491)	27 Apr 2026	30 Apr 2026	3 days	Catherine Spence
395490	Ship Sale Or Returns (491)	24 Apr 2026	30 Apr 2026	6 days	Catherine Spence
395358	Ship Sale Or Returns (491)	23 Apr 2026	30 Apr 2026	7 days	Catherine Spence
395219	Ship Sale Or Returns (491)	22 Apr 2026	22 Apr 2026	0 days	Catherine Spence
395122	Ship Sale Or Returns (491)	21 Apr 2026	22 Apr 2026	1 day	Catherine Spence

Management Review

Viamed - Goods Out

394970	Ship Sale Or Returns (491)	20 Apr 2026	22 Apr 2026	2 days	Catherine Spence
394863	Ship Sale Or Returns (491)	17 Apr 2026	22 Apr 2026	5 days	Catherine Spence

Conclusion / Executive Summary

Auto-calculated summary of findings across the report.

Coverage

- 1 roles reviewed
- 10 active processes reviewed

Key Risks

- No critical risks detected.

Overdue Reviews

- All processes reviewed within last 24 months

Dependency Warnings

- [Goods Out] Catherine Spence linked to 80% (8 of 10) of role processes - single point of failure risk

Missing Audits

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

Missing Measurable Objectives

- 2 process(es) missing measurable objective

Trained Staff Coverage

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

Process Maturity Overview

- 1 of 10 processes (10%) scored below 4 of 6 maturity checks

Per-Role Risk Indicator Summary

Role	Processes	Overdue	>24mo Review	Solo Trained	No Trained	Missing Obj	No Audit
Goods Out	10	0	0	1	0	2	5

End of Management Review Report - Viamed