

Management Review Report

Viamed

Role: Office Processes

Report Date: 14 May 2026

Index

1. Office Processes (ID #12)
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: Office Processes (ID #12)

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

Assigned Employees: Sophie Lines, Zoey Teal, Kate Griffiths, Emma Clark, Michael Lamb, Sophie Lines, Sophie Lines, Sophie Lines, Zoey Teal, Zoey Teal, Zoey Teal, Kate Griffiths, Kate Griffiths, Kate Griffiths, Emma Clark, Emma Clark, Emma Clark, Michael Lamb, Michael Lamb, Michael Lamb, Emily Hanson, Catrin Hird, Aqib Majeed, Sherralee Lamb

Processes Assigned: 103 (80 active, 23 responsibility-only)

Role Risk Indicators - Office Processes

- 80 linked processes
- 6 overdue rolling tasks/audits
- 17 processes not reviewed >24 months
- 2 processes with only one trained user
- 4 processes missing measurable objective
- 17 processes with no audit configured

Dependency / Single-Point-of-Failure Risk

- Sarah Walton linked to 78% (62 of 80) of role processes - single point of failure risk
- Katie Evans linked to 70% (56 of 80) of role processes - single point of failure risk
- 2 process(es) have only 1 trained employee - no backup coverage

Process ID #7947 — 8010004 - JJ-CCR Oxygen Sensor Orders

Last Reviewed: 02 Mar 2026 by Helen Lamb

Management Review

Viamed - Office Processes

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	JJ-CCR contact screen	Helen Lamb 12 May 2023
Outputs to the Process	JJR orders status reviewed	Derek Lamb 04 Mar 2020
Risks to the Process	the issue has not been carried out, orders are not received	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of tasks	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	There should be at least two sets of orders on the system. Sales orders from JJ-CCR for this current month and next month, as well as the corresponding production orders.If there are just two orders, send a VST email to Jan Petersen (jp@jj-ccr.com) at JJ-CCR asking if he wishes to place any additional orders for subsequent months.We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.	Derek Lamb 04 Mar 2020
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 04 Mar 2020
Severity of Risk (1-5)	1.Negligible	Derek Lamb 04 Mar 2020
Measurable Objective	Task history completion	Derek Lamb 04 Mar 2020
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 02 Nov 2021
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 04 Mar 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 VST Ltd ISO9001:2015+A1: 6.2.2

Interested Parties

- VST Supplier
- VST OEM Customers

Linked Companies

- VST

Trained Staff (4)

- Derek Lamb (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)
- Sarah Walton (trained by Derek Lamb)
- Michael Lamb (trained by Helen Lamb)

Associated Documents

Management Review

Viamed - Office Processes

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

Rolling Task #1026

Subject: 8010004 - JJ-CCR Oxygen Sensor Orders

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

8010004 - JJ-CCR oxygen sensor orders

There should be at least two sets of orders on the system. Sales orders from JJ-CCR for this current month and next month, as well as the corresponding production orders.

If there are just two orders, send a VST email to Jan Petersen (jp@jj-ccr.com) at JJ-CCR asking if he wishes to place any additional orders for subsequent months.

We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.

Rolling Audit #1027

Subject: 8010004 - JJ-CCR Oxygen Sensor Orders

Target User: Steve Nixon

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

Notes:

System GeneratedAUDIT ONLY CHECK task completion

There should be at least two sets of orders on the system. Sales orders from JJ-CCR for this current month and next month, as well as the corresponding production orders.If there are just two orders, send a VST email to Jan Petersen (jp@jj-ccr.com) at JJ-CCR asking if he wishes to place any additional orders for subsequent months.We should be aiming for at least 2 to 4 scheduled orders on the system at any one time. JJCCR contact screen

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396184	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	01 May 2026		Outstanding (13 days)	Michael Lamb
393635	8010004 - JJ-CCR Oxygen Sensor Orders (1027)	06 Apr 2026		Outstanding (38 days)	Steve Nixon
393315	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	01 Apr 2026	09 Apr 2026	8 days	Michael Lamb
390485	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	02 Mar 2026	09 Apr 2026	38 days	Michael Lamb
387493	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	02 Feb 2026	26 Feb 2026	24 days	Michael Lamb

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385081	8010004 - JJ-CCR Oxygen Sensor Orders (1027)	06 Jan 2026	02 Apr 2026	86 days	Steve Nixon
384695	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	01 Jan 2026	08 Jan 2026	7 days	Michael Lamb
382191	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	01 Dec 2025	22 Dec 2025	21 days	Michael Lamb
379698	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	03 Nov 2025	20 Nov 2025	17 days	Michael Lamb
377187	8010004 - JJ-CCR Oxygen Sensor Orders (1027)	06 Oct 2025	13 Oct 2025	7 days	Steve Nixon
376748	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	01 Oct 2025	16 Oct 2025	15 days	Michael Lamb
374040	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	01 Sep 2025	04 Sep 2025	3 days	Michael Lamb
371480	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	01 Aug 2025	04 Sep 2025	34 days	Michael Lamb
369083	8010004 - JJ-CCR Oxygen Sensor Orders (1027)	07 Jul 2025	11 Jul 2025	4 days	Steve Nixon
368495	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	01 Jul 2025	18 Jul 2025	17 days	Michael Lamb
365841	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	02 Jun 2025	18 Jul 2025	46 days	Michael Lamb
363002	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	01 May 2025	02 May 2025	1 day	Michael Lamb
360799	8010004 - JJ-CCR Oxygen Sensor Orders (1027)	07 Apr 2025	28 Apr 2025	21 days	Steve Nixon
360197	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	01 Apr 2025	02 May 2025	31 days	Michael Lamb
357146	8010004 - JJ-CCR Oxygen Sensor Orders (1026)	03 Mar 2025	25 Mar 2025	22 days	Michael Lamb

Process ID #7948 — 8010006 - REVo Oxygen Sensor Orders

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

Management Review

Viamed - Office Processes

Risk Item	Notes / Value	Last Updated
Input to the Process	rEvo contact screen	Derek Lamb 04 Mar 2020
Outputs to the Process	rEvo orders status reviewed	Derek Lamb 04 Mar 2020
Risks to the Process	the issue has not been carried out, orders are not received	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of tasks	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	8010006 " rEvo oxygen sensor orders There should be at least two sets of orders on the system. Sales orders from r-Evo for this current month and next month, as well as the corresponding production orders.If there are just two orders, send a VST email to Pieter Decoene (Pieter@revo-rebreathers.com) at rEvo asking if he wishes to place any additional orders for subsequent months.We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.	Derek Lamb 04 Mar 2020
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 04 Mar 2020
Severity of Risk (1-5)	1.Negligible	Derek Lamb 04 Mar 2020
Measurable Objective	Task history completion	Derek Lamb 04 Mar 2020
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 02 Nov 2021
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.	Derek Lamb 04 Mar 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		
<ul style="list-style-type: none">Customer		
Linked Companies		
<ul style="list-style-type: none">VST		
Trained Staff (4)		
<ul style="list-style-type: none">Derek Lamb (trained by Derek Lamb)Steve Nixon (trained by Derek Lamb)Sarah Walton (trained by Derek Lamb)Michael Lamb (trained by Helen Lamb)		
Associated Documents		
<ul style="list-style-type: none">Audit 16 Sales and Marketing Viamed (Doc ID: 159461)Audit 16 Sales and Marketing VST (Doc ID: 159463)		

Management Review

Viamed - Office Processes

Rolling Task #1028

Subject: 8010006 - REVo Oxygen Sensor Orders

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed 8010006 rEVo oxygen sensor orders

There should be at least two sets of orders on the system.

Sales orders from r-Evo for this current month and next month, as well as the corresponding production orders.

If there are just two orders, send a VST email to Pieter Decoene (Pieter@revo-rebreathers.com) at rEvo asking if he wishes to place any additional orders for subsequent months.

We should be aiming for at least 2 to 4 scheduled orders on the system at any one time. rEVo contact screen

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396185	8010006 - REVo Oxygen Sensor Orders (1028)	01 May 2026		Outstanding (13 days)	Michael Lamb
393316	8010006 - REVo Oxygen Sensor Orders (1028)	01 Apr 2026	09 Apr 2026	8 days	Michael Lamb
390486	8010006 - REVo Oxygen Sensor Orders (1028)	02 Mar 2026	09 Apr 2026	38 days	Michael Lamb
387494	8010006 - REVo Oxygen Sensor Orders (1028)	02 Feb 2026	26 Feb 2026	24 days	Michael Lamb
384696	8010006 - REVo Oxygen Sensor Orders (1028)	01 Jan 2026	08 Jan 2026	7 days	Michael Lamb
382192	8010006 - REVo Oxygen Sensor Orders (1028)	01 Dec 2025	22 Dec 2025	21 days	Michael Lamb
379699	8010006 - REVo Oxygen Sensor Orders (1028)	03 Nov 2025	18 Nov 2025	15 days	Michael Lamb
376749	8010006 - REVo Oxygen Sensor Orders (1028)	01 Oct 2025	13 Oct 2025	12 days	Michael Lamb
374041	8010006 - REVo Oxygen Sensor Orders (1028)	01 Sep 2025	04 Sep 2025	3 days	Michael Lamb
371481	8010006 - REVo Oxygen Sensor Orders (1028)	01 Aug 2025	28 Aug 2025	27 days	Michael Lamb
368496	8010006 - REVo Oxygen Sensor Orders (1028)	01 Jul 2025	15 Jul 2025	14 days	Michael Lamb

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365842	8010006 - REVo Oxygen Sensor Orders (1028)	02 Jun 2025	15 Jul 2025	43 days	Michael Lamb
363003	8010006 - REVo Oxygen Sensor Orders (1028)	01 May 2025	06 May 2025	5 days	Michael Lamb
360198	8010006 - REVo Oxygen Sensor Orders (1028)	01 Apr 2025	06 May 2025	35 days	Michael Lamb
357147	8010006 - REVo Oxygen Sensor Orders (1028)	03 Mar 2025	27 Mar 2025	24 days	Michael Lamb
354375	8010006 - REVo Oxygen Sensor Orders (1028)	03 Feb 2025	27 Mar 2025	52 days	Michael Lamb
350949	8010006 - REVo Oxygen Sensor Orders (1028)	01 Jan 2025	08 Jan 2025	7 days	Michael Lamb
348445	8010006 - REVo Oxygen Sensor Orders (1028)	02 Dec 2024	07 Jan 2025	36 days	Michael Lamb
345622	8010006 - REVo Oxygen Sensor Orders (1028)	01 Nov 2024	22 Nov 2024	21 days	Michael Lamb
342455	8010006 - REVo Oxygen Sensor Orders (1028)	01 Oct 2024	14 Oct 2024	13 days	Michael Lamb

Process ID #5948 — Adding New Accounts To Opera

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	Customer and shipping Details	Helen Lamb 22 Jul 2019
Outputs to the Process	Database updated. Orders shipped and reports completed correctly.	Helen Lamb 22 Jul 2019
Risks to the Process	Incorrect entry of account number (Unusable account)Computer breakdownBroadband connection issuesServer breakdownRouter/hub/switch breakdownNetwork cabling breakageLicense expiry	Derek Lamb 14 Mar 2016
Steps to Minimise Process Risks	Staff trained in accuracyOrders checked for errors on processing	Derek Lamb 09 May 2017
Scope / Definition of Process / Objective	Adding customer accounts to account management software	Derek Lamb 11 Mar 2016
Likelihood of Risk (1-5)	3.Occasional	Helen Lamb 22 Jul 2019
Severity of Risk (1-5)	1.Negligible	Derek Lamb 09 May 2017

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Viamed - Office Processes

Measurable Objective	Check for errors, look on the debtors report for incorrect account number. Opera is self checking in a lot of cases. Also look to see if the EEC Sales list review has been done as this process checks the shipping and account set up process.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=3, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.2
- 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
- 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

- Internal Systems
- Customer
- Accountants
- Government E.G. HMRC
- VST OEM Customers

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (3)

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

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VM3COP20.12 Adding Accounts to Opera (Doc ID: 19576)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Audit #669

Management Review

Viamed - Office Processes

Subject: Adding New Accounts To Opera

Target User: Helen Lamb

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

Notes:

System Generated*** AUDIT *** Ensure the Task is being CompletedPlease Check the Last 5 Accounts added to Opera have been entered correctlyList the Account numbers

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
365821	Adding New Accounts To Opera (669)	02 Jun 2025	05 Jun 2025	3 days	Helen Lamb
331238	Adding New Accounts To Opera (669)	03 Jun 2024	06 Jun 2024	3 days	Helen Lamb

Process ID #2 — Answering Telephones

Last Reviewed: 02 Dec 2025 by Michael Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Telephone	Derek Lamb 02 Mar 2016
Outputs to the Process	Using Intrastats.	Derek Lamb 02 Mar 2016
Risks to the Process	Phone lines go down	Derek Lamb 02 Mar 2016
Steps to Minimise Process Risks	Externally maintained with 24hr Help line and call out on faults	Derek Lamb 02 Mar 2016
Scope / Definition of Process / Objective	Office Answering taking calls and either dealing with the enquiry or passing the call onto someone who can, or making a call log for someone to return a call	Derek Lamb 02 Mar 2016
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 30 Aug 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 30 Aug 2017
Measurable Objective	Check calls are answered in a timely manner. Listen	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Derek 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	Derek Lamb 26 Oct 2020

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Viamed - Office Processes

finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.

Risk / Benefit Report
HSE Implications
Calculated Risk Code

No Action
No health and safety implications
No Action (Frequency=2, Severity=1)

Helen Lamb 28 Jul 2025

Helen Lamb 28 Jul 2025

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.2.3
- VIAMED ISO 13485:2008 Manual: 4.1.c
- VIAMED ISO 13485:2008 Manual: 7.2.1
- VIAMED ISO 13485:2008 Manual: 7.2.3.A
- VIAMED ISO 13485:2008 Manual: 7.2.3.B
- 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
- ISO 9001 Vandagraph Sensor Technologies Manual: 4.1.c
- ISO 9001 Vandagraph Sensor Technologies Manual: 7.2.1
- ISO 9001 Vandagraph Sensor Technologies Manual: 7.2.3.A
- ISO 9001 Vandagraph Sensor Technologies Manual: 7.2.3.B
- 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
- Staff
- ISO Auditing Bodies
- Supplier
- Finance Banks
- MHRA
- Government E.G. HMRC
- Physical Sites
- Internal Systems
- Internet Providers
- VST OEM Customers
- VST OEM Customers

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (8)

- Katie Evans (trained by Katie Evans)
- Sophie Lines (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Catrin Hird (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)

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- Sarah Walton (trained by Katie Evans)
- Derek Lamb (trained by Derek Lamb)
- Michael Lamb (trained by Derek Lamb)

Associated Documents

- ANSWERING TELEPHONE SCRIPT (Doc ID: 111436)
- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VM3COP27.08 Intrastat Telephone Logging System. (Doc ID: 24014)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Audit #668

Subject: Answering Telephones

Target User: Michael Lamb

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

Notes:

System Generated

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

Check the Telephone log is being updated,

Check there are no outstanding Calls waiting on users that are Too long overdue

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
390466	Answering Telephones (668)	02 Mar 2026	09 Apr 2026	38 days	Michael Lamb
382345	Answering Telephones (668)	02 Dec 2025	22 Dec 2025	20 days	Michael Lamb
374199	Answering Telephones (668)	02 Sep 2025	04 Sep 2025	2 days	Michael Lamb
365820	Answering Telephones (668)	02 Jun 2025	03 Jul 2025	31 days	Michael Lamb
357124	Answering Telephones (668)	03 Mar 2025	25 Mar 2025	22 days	Michael Lamb
348424	Answering Telephones (668)	02 Dec 2024	27 Dec 2024	25 days	Michael Lamb
339727	Answering Telephones (668)	02 Sep 2024	05 Sep 2024	3 days	Michael Lamb
331230	Answering Telephones (668)	03 Jun 2024	20 Jun 2024	17 days	Michael Lamb

Process ID #7795 — Answering UK Web Questions

Last Reviewed: 11 Nov 2021 by Derek Lamb

Process Maturity (3 of 6 - 50%)

Measure	Status
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Management Review

Viamed - Office Processes

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Question is received	Derek Lamb 23 May 2017
Outputs to the Process	Question is answered	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Answering any questions that are asked via the website from within Intrastats	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 11 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Top bar of Intrastats there should be no indication of outstanding website questions more than 24 hours old	Derek Lamb 29 Oct 2021
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

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

- Customer

Management Review

Viamed - Office Processes

- Internal Systems

Linked Companies

- Viamed

Trained Staff (7)

- Emily Hanson (trained by Derek Lamb)
- Zoey Teal (trained by Katie Evans)
- Sophie Lines (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Kate Griffiths (trained by Derek Lamb)
- Willow Merryweather (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 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

No completed tasks in the last 2 years.

Process ID #5893 — Answering Website Questions

Last Reviewed: 15 Jun 2023 by Helen Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Question is received	Derek Lamb 23 May 2017
Outputs to the Process	Question is answered	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Answering any questions that are asked via the website from within Intrastats PROCESS NO LONGER REQUIRED Web QUESTIONS NOW COME IN VIA shopify, and Email	Derek Lamb 06 Jun 2023
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 11 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Top bar of Intrastats there should be no indication of outstanding website questions more than 24 hours old	Derek Lamb 16 Aug 2018
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020

Management Review

Viamed - Office Processes

Covid / Pandemic Notes

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

Risk / Benefit Report

HSE Implications

Calculated Risk Code

No Action (Frequency=1, Severity=1)

Linked ISO Sections

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

Linked Companies

- Viamed

Trained Staff (8)

- Sarah Walton (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Emily Hanson (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Derek Lamb (trained by Derek Lamb)
- Sarah Hawker (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VM3COP27.28 Answering Website Questions (Doc ID: 17095)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

No completed tasks in the last 2 years.

Effectiveness Reviews

Date	Reviewer	Memo
28 Mar 2023	Derek Lamb	Memo First Run 02 May 2017 Last Run 24 Mar 2023 Number Runs 1506 Usually Completed with 2 Updates 95.55 % of the time - 100% would be a Perfect Score Usually Completed within 1 Days 32.87

% of the time - Rating subject to
Process
Source Date
Updates
Issue# 283 (18.79%)
Days to Complete 2 =># 238 (15.80%)
Days to Complete 3 =># 218 (14.48%)
Days to Complete 0 =># 210 (13.94%)
Days to Complete 6 =># 143 (9.50%)
Days to Complete 7 =># 115 (7.64%)
Days to Complete 4 =># 96 (6.37%)
Days to Complete 5 =># 54 (3.59%)
Days to Complete 8 =># 46 (3.05%)
Days to Complete 9 =># 25 (1.66%)
Days to Complete 10 =># 20 (1.33%)
Days to Complete 11 =># 12 (0.80%)
Days to Complete 13 =># 10 (0.66%)
Days to Complete 12 =># 8 (0.53%)
Days to Complete 14 =># 7 (0.46%)
Days to Complete 15 =># 4 (0.27%)
Days to Complete 19 =># 3 (0.20%)
Days to Complete 18 =># 2 (0.13%)
Days to Complete 17 =># 1 (0.07%)
Days to Complete 16 =># 1 (0.07%)
Days to Complete 20 =># 1 (0.07%)
Days to Complete 27 =># 1 (0.07%)
Days to Complete 28 =># 1 (0.07%)
Days to Complete 26 =># 1 (0.07%)
Days to Complete 25 =># 1 (0.07%)
Days to Complete 21 =># 1 (0.07%)
Days to Complete 22 =># 1 (0.07%)
Days to Complete 29 =># 1 (0.07%)

Process ID #7936 — B2B Router / Peppol Responsibility

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	Peppol and B2B	Helen Lamb 19 Jun 2019
Outputs to the Process	Orders received and invoices sent	Helen Lamb 19 Jun 2019
Risks to the Process	Orders could be missed	Helen Lamb 19 Jun 2019
Steps to Minimise Process Risks	regular checks	Helen Lamb 19 Jun 2019
Scope / Definition of Process / Objective	Checking external system for orders	Helen Lamb 19 Jun 2019
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 19 Jun 2019
Severity of Risk (1-5)	2.Minor	Helen Lamb 19 Jun 2019
Measurable Objective	Check been done.	Helen Lamb 19 Jun 2019
Training Method Required	Procedural , Required Reading and	Helen Lamb 01 Oct 2019

Management Review

Viamed - Office Processes

Verification / Effectiveness	Hands on 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)	

Interested Parties

- Staff
- Customer

Linked Companies

- Viamed

Trained Staff (3)

- Sophie Lines (trained by Helen Lamb)
- Catrin Hird (trained by Helen Lamb)
- Zoey Teal (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)
- B2B Router User Guide for PEPPOL Users (Doc ID: 89669)
- VM3COP20.05 New Orders - How to enter into Opera Viamed (Doc ID: 13695)

Rolling Task #990

Subject: B2B Router / Peppol Responsibilitys

Target User: Zoey Teal

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

Notes:

System Generated

Task To be Completed

Please check B2B router systems for orders and invoices to be sent.

user ViamedLtd

password viamed17

Doc id 28329

Rolling Audit #991

Subject: B2B Router / Peppol Responsibilitys

Target User: Sophie Lines

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

Management Review

Viamed - Office Processes

Notes:

System Generated

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

Check this has been carried out

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396790	B2B Router / Peppol Responsibilitys (990)	08 May 2026	14 May 2026	6 days	Zoey Teal
396183	B2B Router / Peppol Responsibilitys (990)	01 May 2026	07 May 2026	6 days	Zoey Teal
395645	B2B Router / Peppol Responsibilitys (991)	27 Apr 2026	30 Apr 2026	3 days	Sophie Lines
395519	B2B Router / Peppol Responsibilitys (990)	24 Apr 2026	30 Apr 2026	6 days	Zoey Teal
394896	B2B Router / Peppol Responsibilitys (990)	17 Apr 2026	22 Apr 2026	5 days	Zoey Teal
394282	B2B Router / Peppol Responsibilitys (990)	10 Apr 2026	16 Apr 2026	6 days	Zoey Teal
393551	B2B Router / Peppol Responsibilitys (990)	03 Apr 2026	16 Apr 2026	13 days	Zoey Teal
393003	B2B Router / Peppol Responsibilitys (990)	27 Mar 2026	02 Apr 2026	6 days	Zoey Teal
392769	B2B Router / Peppol Responsibilitys (991)	25 Mar 2026	16 Apr 2026	22 days	Sophie Lines
392373	B2B Router / Peppol Responsibilitys (990)	20 Mar 2026	26 Mar 2026	6 days	Zoey Teal
391680	B2B Router / Peppol Responsibilitys (990)	13 Mar 2026	19 Mar 2026	6 days	Zoey Teal
391021	B2B Router / Peppol Responsibilitys (990)	06 Mar 2026	06 Mar 2026	0 days	Zoey Teal
390266	B2B Router / Peppol Responsibilitys (990)	27 Feb 2026	02 Mar 2026	3 days	Zoey Teal
389998	B2B Router / Peppol	25 Feb 2026	26 Feb 2026	1 day	Sophie Lines

Management Review

Viamed - Office Processes

Process ID	Responsibility	Start Date	End Date	Duration	Owner
389576	Responsibilitys (991) B2B Router / Peppol	20 Feb 2026	26 Feb 2026	6 days	Zoey Teal
388895	Responsibilitys (990) B2B Router / Peppol	13 Feb 2026	19 Feb 2026	6 days	Zoey Teal
388140	Responsibilitys (990) B2B Router / Peppol	06 Feb 2026	10 Feb 2026	4 days	Zoey Teal
387353	Responsibilitys (990) B2B Router / Peppol	30 Jan 2026	05 Feb 2026	6 days	Zoey Teal
386874	Responsibilitys (991) B2B Router / Peppol	26 Jan 2026	05 Feb 2026	10 days	Sophie Lines
386725	Responsibilitys (990) B2B Router / Peppol	23 Jan 2026	29 Jan 2026	6 days	Zoey Teal

Process ID #5943 — Check Cardea And Multiquote

Last Reviewed: 06 May 2026 by Helen Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Cardea and Multiquote websites	Derek Lamb 01 Feb 2017
Outputs to the Process	Orders Processed	Derek Lamb 01 Feb 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Checking the Cardea and Multiquote websites for outstanding orders or requests	Derek Lamb 14 Mar 2016
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check the Cardea and Multiquote websites for outstanding orders or requests. Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness	Derek Lamb 23 Oct 2020

Management Review

Viamed - Office Processes

Covid / Pandemic Notes	during internal rolling audit issues. 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: 7.2.3
- 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
- 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
- VST OEM Customers

Linked Companies

- Viamed

Trained Staff (10)

- Sophie Lines (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Katie Evans (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Kate Griffiths (trained by Derek Lamb)
- Philip Crossley (trained by Helen Lamb)
- Michael Lamb (trained by Helen Lamb)
- Helen Lamb (trained by Helen Lamb)
- Janine Gill (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)
- VM3COP03.06 Cardea EProcurement Portal Acknowledge Orders (Doc ID: 16436)
- VM3COP20.46 Multiquote e-Tendering procedure (Doc ID: 17319)
- VM3COP22.00 Replaced See VM3COP20.46 (Doc ID: 18623)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #530

Subject: Check Cardea And Multiquote

Target User: Sophie Lines

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

Management Review

Viamed - Office Processes

Notes:

System Generated
Task To be Completed

Log into Cardea and Multiquote and check for orders and quote requests as per VM3COP03.06 and VM3COP20.46

Rolling Audit #279

Subject: Check cardea and Multiquote

Target User: Helen Lamb

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

Notes:

System Generated

Audit. Ensure Cardea and Multiquote are being checked for orders and quote requests

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396873	Check Cardea And Multiquote (530)	11 May 2026	14 May 2026	3 days	Sophie Lines
396543	Check cardea and Multiquote (279)	06 May 2026	07 May 2026	1 day	Helen Lamb
396315	Check Cardea And Multiquote (530)	04 May 2026	07 May 2026	3 days	Sophie Lines
395618	Check Cardea And Multiquote (530)	27 Apr 2026	30 Apr 2026	3 days	Sophie Lines
394979	Check Cardea And Multiquote (530)	20 Apr 2026	22 Apr 2026	2 days	Sophie Lines
394367	Check Cardea And Multiquote (530)	13 Apr 2026	16 Apr 2026	3 days	Sophie Lines
393603	Check Cardea And Multiquote (530)	06 Apr 2026	16 Apr 2026	10 days	Sophie Lines
393571	Check cardea and Multiquote (279)	06 Apr 2026	09 Apr 2026	3 days	Helen Lamb
393073	Check Cardea And Multiquote (530)	30 Mar 2026	16 Apr 2026	17 days	Sophie Lines
392465	Check Cardea And Multiquote (530)	23 Mar 2026	26 Mar 2026	3 days	Sophie Lines
391758	Check Cardea And Multiquote (530)	16 Mar 2026	26 Mar 2026	10 days	Sophie Lines
391128	Check Cardea And Multiquote (530)	09 Mar 2026	16 Mar 2026	7 days	Sophie Lines
390979	Check cardea and Multiquote (279)	06 Mar 2026	06 Mar 2026	0 days	Helen Lamb
390446	Check Cardea And Multiquote (530)	02 Mar 2026	02 Mar 2026	0 days	Sophie Lines
389691	Check Cardea And Multiquote (530)	23 Feb 2026	26 Feb 2026	3 days	Sophie Lines
388980	Check Cardea And Multiquote (530)	16 Feb 2026	26 Feb 2026	10 days	Sophie Lines
388304	Check Cardea And Multiquote (530)	09 Feb 2026	10 Feb 2026	1 day	Sophie Lines
388098	Check cardea and Multiquote (279)	06 Feb 2026	10 Feb 2026	4 days	Helen Lamb
387452	Check Cardea And Multiquote (530)	02 Feb 2026	05 Feb 2026	3 days	Sophie Lines
386840	Check Cardea And Multiquote (530)	26 Jan 2026	05 Feb 2026	10 days	Sophie Lines

Management Review

Viamed - Office Processes

Process ID #7678 — Check Catalog 360 Circle For Quotes And Orders

Last Reviewed: 19 Nov 2021 by Derek Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Catalog 360 Circle website	Derek Lamb 23 May 2017
Outputs to the Process	Orders Processed	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Checking the Catalog 360 Circle website for outstanding orders or requests SYSTEM NO LONGER USED	Derek Lamb 19 Nov 2021
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check rolling issues are completed within terms. SYSTEM NO LONGER USED	Derek Lamb 19 Nov 2021
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

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

Management Review

Viamed - Office Processes

Linked Companies

- Viamed

Trained Staff (7)

- Sophie Lines (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Zoey Teal (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Kate Griffiths (trained by Derek Lamb)
- Sarah Hawker (trained by Derek Lamb)

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VM3COP27.30 Circle360 Catalog E-procurement System (Doc ID: 22084)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

No completed tasks in the last 2 years.

Process ID #7758 — Check For GHX 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	Emails from GHX	Derek Lamb 23 May 2017
Outputs to the Process	Orders are processed	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Check the emails for orders from GHX	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	The Last GHX order older than todays should be in the system	Derek Lamb 22 Aug 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025

Management Review

Viamed - Office Processes

HSE Implications
Calculated Risk Code

No health and safety implications
No Action (Frequency=2, Severity=1)

Helen Lamb 28 Jul 2025

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 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
- 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

Linked Companies

- Viamed

Trained Staff (8)

- Sarah Walton (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Katie Evans (trained by Katie Evans)
- Kate Griffiths (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Michael Lamb (trained by Helen Lamb)
- Philip Crossley (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 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #603

Subject: Check For GHX Orders

Target User: Emily Hanson

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

Notes:

System Generated

Task To be Completed

Search the main inbox for system@exchange.ghxeurope.net and ensure all orders have been entered into Opera for the last 8 days

Rolling Audit #604

Management Review

Viamed - Office Processes

Subject: Check For GHX Orders

Target User: Sophie Lines

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

Notes:

System Generated

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

Search the main inbox for system@exchange.ghxeurope.net and ensure all orders have been entered into Opera for the last month

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397151	Check For GHX Orders (603)	13 May 2026	14 May 2026	1 day	Emily Hanson
396566	Check For GHX Orders (603)	06 May 2026	07 May 2026	1 day	Emily Hanson
395926	Check For GHX Orders (603)	29 Apr 2026	07 May 2026	8 days	Emily Hanson
395234	Check For GHX Orders (603)	22 Apr 2026	30 Apr 2026	8 days	Emily Hanson
394989	Check For GHX Orders (604)	20 Apr 2026	22 Apr 2026	2 days	Sophie Lines
394640	Check For GHX Orders (603)	15 Apr 2026	22 Apr 2026	7 days	Emily Hanson
393894	Check For GHX Orders (603)	08 Apr 2026	16 Apr 2026	8 days	Emily Hanson
393297	Check For GHX Orders (603)	01 Apr 2026	16 Apr 2026	15 days	Emily Hanson
392757	Check For GHX Orders (603)	25 Mar 2026	26 Mar 2026	1 day	Emily Hanson
392357	Check For GHX Orders (604)	20 Mar 2026	26 Mar 2026	6 days	Sophie Lines
391998	Check For GHX Orders (603)	18 Mar 2026	19 Mar 2026	1 day	Emily Hanson
391427	Check For GHX Orders (603)	11 Mar 2026	16 Mar 2026	5 days	Emily Hanson
390759	Check For GHX Orders (603)	04 Mar 2026	05 Mar 2026	1 day	Emily Hanson
389987	Check For GHX Orders (603)	25 Feb 2026	02 Mar 2026	5 days	Emily Hanson
389560	Check For GHX Orders (604)	20 Feb 2026	26 Feb 2026	6 days	Sophie Lines
389242	Check For GHX Orders (603)	18 Feb 2026	26 Feb 2026	8 days	Emily Hanson
388572	Check For GHX Orders (603)	11 Feb 2026	19 Feb 2026	8 days	Emily Hanson
387763	Check For GHX Orders (603)	04 Feb 2026	10 Feb 2026	6 days	Emily Hanson
387134	Check For GHX Orders (603)	28 Jan 2026	05 Feb 2026	8 days	Emily Hanson
386445	Check For GHX Orders (603)	21 Jan 2026	23 Jan 2026	2 days	Emily Hanson

Process ID #5913 — Check For Humanmed Orders In Logistics Mailbox

Last Reviewed: 15 Jul 2022 by Derek Lamb

Management Review

Viamed - Office Processes

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Humanmed Email Inbox	Derek Lamb 22 Aug 2016
Outputs to the Process	Customer contact	Derek Lamb 22 Aug 2016
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Rolling issue and AuditEnsure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Checking the logistics mailbox from within and the main inbox for outstanding Humanmed orders.NO LONGER REQUIRED HUMANEMD STOPPED	Derek Lamb 15 Jul 2022
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check the the Main inbox and logistics mailbox for Humanmed orders left unprocessed.	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		
HSE Implications		
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

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

Linked Companies

Management Review

Viamed - Office Processes

Trained Staff (9)

- Sarah Walton (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Katie Evans (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Kate Griffiths (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Helen Lamb (trained by Helen Lamb)
- Philip Crossley (trained by Helen Lamb)
- Michael 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 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

No completed tasks in the last 2 years.

Process ID #5875 — Check Paypal For Orders

Last Reviewed: 28 Jul 2025 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	PayPal system	Derek Lamb 09 May 2017
Outputs to the Process	Processing of new orders	Derek Lamb 09 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure adequate IT equipment maintenance	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Checking the PayPal website for payments from customers that may have been missed or not emailed to the main inbox	Derek Lamb 14 Mar 2016
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Should be no more than 1 outstanding Task to Check Pay Pal for Orders	Derek Lamb 16 Jul 2018
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020

Management Review

Viamed - Office Processes

Risk / Benefit Report
HSE Implications
Calculated Risk Code

No Action
No health and safety implications
No Action (Frequency=2, Severity=1)

Helen Lamb 28 Jul 2025
Helen Lamb 28 Jul 2025

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.2.3
- 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
- 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
- Finance Banks
- VST OEM Customers

Linked Companies

- Viamed

Trained Staff (13)

- Sarah Walton (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Katie Evans (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Zoey Teal (trained by Derek Lamb)
- Auditor (trained by Derek Lamb)
- Jean Lamb (trained by Derek Lamb)
- Ruth Hardaker (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Willow Merryweather (trained by Derek Lamb)
- Aqib Majeed (trained by Derek Lamb)
- Catherine Spence (trained by Derek Lamb)
- Michael 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)
- VM3COP03.13 Checking PayPal for Orders (Doc ID: 16481)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #239

Subject: Please check Paypal for orders

Target User: Aqib Majeed

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

Notes:

System Generated

Please check Paypal for orders. Check through every item listed for the last 8 days and ensure there is an ORD or invoice as

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per VM3COP03.13

Rolling Audit #401

Subject: Check Paypal For Orders

Target User: Michael Lamb

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
397234	Please check Paypal for orders (239)	14 May 2026		Outstanding (0 days)	Aqib Majeed
396649	Please check Paypal for orders (239)	07 May 2026	14 May 2026	7 days	Aqib Majeed
396005	Please check Paypal for orders (239)	30 Apr 2026	07 May 2026	7 days	Aqib Majeed
395347	Please check Paypal for orders (239)	23 Apr 2026	30 Apr 2026	7 days	Aqib Majeed
394746	Check Paypal For Orders (401)	16 Apr 2026	22 Apr 2026	6 days	Michael Lamb
394743	Please check Paypal for orders (239)	16 Apr 2026	16 Apr 2026	0 days	Aqib Majeed
393988	Please check Paypal for orders (239)	09 Apr 2026	16 Apr 2026	7 days	Aqib Majeed
393410	Please check Paypal for orders (239)	02 Apr 2026	16 Apr 2026	14 days	Aqib Majeed
392871	Please check Paypal for orders (239)	26 Mar 2026	16 Apr 2026	21 days	Aqib Majeed
392106	Please check Paypal for orders (239)	19 Mar 2026	26 Mar 2026	7 days	Aqib Majeed
391736	Check Paypal For Orders (401)	16 Mar 2026	19 Mar 2026	3 days	Michael Lamb
391543	Please check Paypal for orders (239)	12 Mar 2026	16 Mar 2026	4 days	Aqib Majeed
390870	Please check Paypal for orders (239)	05 Mar 2026	06 Mar 2026	1 day	Aqib Majeed
390095	Please check Paypal for orders (239)	26 Feb 2026	02 Mar 2026	4 days	Aqib Majeed
389426	Please check Paypal for orders (239)	19 Feb 2026	26 Feb 2026	7 days	Aqib Majeed
388958	Check Paypal For Orders (401)	16 Feb 2026	26 Feb 2026	10 days	Michael Lamb
388704	Please check Paypal for orders (239)	12 Feb 2026	13 Feb 2026	1 day	Aqib Majeed

Management Review

Viamed - Office Processes

387857	Please check Paypal for orders (239)	05 Feb 2026	10 Feb 2026	5 days	Aqib Majeed
387202	Please check Paypal for orders (239)	29 Jan 2026	05 Feb 2026	7 days	Aqib Majeed
386527	Please check Paypal for orders (239)	22 Jan 2026	23 Jan 2026	1 day	Aqib Majeed

Process ID #5892 — Checking EBay And Amazon For Orders And Messages

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	Message received	Derek Lamb 23 May 2017
Outputs to the Process	Messagede replied to	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is maintained and task is regualrly being performed	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Checking the eBay and Amazon accounts for orders that have not been emailed to the main inbox and checking to see if there are messages or questions.	Derek Lamb 14 Mar 2016
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	2.Minor	Derek Lamb 12 Nov 2021
Measurable Objective	there are no messages more than two days old	Helen Lamb 02 Apr 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	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 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

Management Review

Viamed - Office Processes

- 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

Linked Companies

- Viamed

Trained Staff (10)

- Sarah Walton (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Emily Hanson (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Kate Griffiths (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Jonathan Connor (trained by Derek Lamb)
- Willow Merryweather (trained by Derek Lamb)
- Catrin Hird (trained by Derek Lamb)
- Sophie Lines (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)
- VM3COP20.16 Viamed Ebay Orders. (Doc ID: 152144)
- VM3COP20.23 Viamed Amazon Orders (Doc ID: 16191)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #397

Subject: Checking EBay For Orders And Messages

Target User: Kate Griffiths

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

Notes:

System Generated

Task To be Completed

Check for orders AND messages as per VM3COP20.16 and VM3COP20.23

Rolling Audit #398

Subject: Checking EBay And Amazon For Orders And Messages

Target User: Sophie Lines

Recurrence: 0 Month(s) 1 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
397236	Checking EBay For Orders And	14 May 2026	14 May 2026	0 days	Kate Griffiths

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397129	Messages (397) Checking EBay For Orders And	13 May 2026	14 May 2026	1 day	Kate Griffiths
397002	Messages (397) Checking EBay For Orders And	12 May 2026	14 May 2026	2 days	Kate Griffiths
396849	Messages (397) Checking EBay And Amazon For Orders And	11 May 2026	14 May 2026	3 days	Sophie Lines
396848	Messages (398) Checking EBay For Orders And	11 May 2026	14 May 2026	3 days	Kate Griffiths
396754	Messages (397) Checking EBay For Orders And	08 May 2026	14 May 2026	6 days	Kate Griffiths
396652	Messages (397) Checking EBay For Orders And	07 May 2026	14 May 2026	7 days	Kate Griffiths
396545	Messages (397) Checking EBay For Orders And	06 May 2026	07 May 2026	1 day	Kate Griffiths
396372	Messages (397) Checking EBay For Orders And	05 May 2026	07 May 2026	2 days	Kate Griffiths
396292	Messages (397) Checking EBay And Amazon For Orders And	04 May 2026	07 May 2026	3 days	Sophie Lines
396291	Messages (398) Checking EBay For Orders And	04 May 2026	07 May 2026	3 days	Kate Griffiths
396129	Messages (397) Checking EBay For Orders And	01 May 2026	07 May 2026	6 days	Kate Griffiths
396007	Messages (397) Checking EBay For Orders And	30 Apr 2026	07 May 2026	7 days	Kate Griffiths
395906	Messages (397) Checking EBay For Orders And	29 Apr 2026	30 Apr 2026	1 day	Kate Griffiths
395751	Messages (397) Checking EBay For Orders And	28 Apr 2026	30 Apr 2026	2 days	Kate Griffiths
395598	Messages (397) Checking EBay And Amazon For Orders And	27 Apr 2026	30 Apr 2026	3 days	Sophie Lines
395597	Messages (398) Checking EBay For Orders And	27 Apr 2026	30 Apr 2026	3 days	Kate Griffiths
395483	Messages (397) Checking EBay For Orders And	24 Apr 2026	30 Apr 2026	6 days	Kate Griffiths
395349	Messages (397) Checking EBay For Orders And	23 Apr 2026	30 Apr 2026	7 days	Kate Griffiths
395213	Messages (397) Checking EBay For Orders And Messages (397)	22 Apr 2026	22 Apr 2026	0 days	Kate Griffiths

Management Review

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Process ID #7705 — Checking For Uploaded Files

Last Reviewed: 27 Jul 2023 by Helen Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Uploaded file	Derek Lamb 23 May 2017
Outputs to the Process	Order processed	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Checking if a customer has uploaded an order directly to our website	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	2.Minor	Derek Lamb 12 Nov 2021
Measurable Objective	Should be no files in the list older than a day old	Derek Lamb 23 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		
HSE Implications		
Calculated Risk Code	No Action (Frequency=2, Severity=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.2
- 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: 7.1.5.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.5.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.3.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.3.5
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.3.6
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.4.2
- 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: 7.1.5.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.5.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.3.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.3.5
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.3.6

Interested Parties

- Internal Systems
- Customer

Linked Companies

Management Review

Viamed - Office Processes

- Viamed

Trained Staff (7)

- Zoey Teal (trained by Derek Lamb)
- Sarah Walton (trained by Derek Lamb)
- Katie Evans (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Michael Lamb (trained by Helen Lamb)
- Helen Lamb (trained by Helen Lamb)
- Philip Crossley (trained by Helen 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)

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

No completed tasks in the last 2 years.

Process ID #5894 — Checking Of Active List

Last Reviewed: 28 Jul 2025 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Back Orders Active List	Derek Lamb 23 Aug 2018
Outputs to the Process	All orders are routinely checked	Derek Lamb 23 Aug 2018
Risks to the Process	List is not reviewed and orders do not get shipped	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of tasks several reviewing the list	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	Check the Active Back orders ensure no orders get missed	Derek Lamb 16 Aug 2018
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 16 Aug 2018
Severity of Risk (1-5)	1.Negligible	Derek Lamb 16 Aug 2018
Measurable Objective	Look at the active list check the tasks and see if they are regularly carried out	Helen Lamb 02 Nov 2021
Training Method Required	Procedural , Required Reading and Hands on Learning from experienced staff	Helen Lamb 02 Nov 2021
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020

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Risk / Benefit Report
HSE Implications
Calculated Risk Code

No Action
No health and safety implications
No Action (Frequency=1, Severity=1)

Helen Lamb 28 Jul 2025
Helen Lamb 28 Jul 2025

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd 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
- 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
- VST OEM Customers

Linked Companies

- Viamed
- VST

Trained Staff (8)

- Catherine Spence (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Emma Clark (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)
- Sarah Walton (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Zoey Teal (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)
- VM3COP20.20 OFFICE checking the Active List (Doc ID: 85438)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #896

Subject: Checking Of Active List

Target User: Emily Hanson

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

Notes:

System Generated

Task To be Completed

Check the Active Back orders ensure no orders get missed.

go down the list and check each one for memos on their account ie. customer has

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been made aware of lead time if no stock or that their account is currently on hold if relevant. Check that any orders that require partial shipment or can be shipped early have been done. If not, liaise with Cathy and then add notes to the order.

Any orders on a priority 8 - check that they have been chased and that notes have been added by the person who processed the order. If that member of staff is off, follow up if required.

If there is an order that just requires an invoice creating as no good to ship, check with CG to make sure that she has seen it if been there for several days.

There is a box on the active list at the end of each line. At present, tick one, it ticks all (Viamed, VST, Humanmed and Vandagraph) rather than one at a time as I check.

Rolling Audit #897

Subject: Checking Of Active List outstanding customer orders

Target User: Kate Griffiths

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

Notes:

System Generated

Task To be Completed

review outstanding customer orders, against the active list,

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396897	Checking Of Active List (896)	11 May 2026		Outstanding (3 days)	Emily Hanson
396342	Checking Of Active List (896)	04 May 2026	14 May 2026	10 days	Emily Hanson
395641	Checking Of Active List (896)	27 Apr 2026	30 Apr 2026	3 days	Emily Hanson
395008	Checking Of Active List (896)	20 Apr 2026	30 Apr 2026	10 days	Emily Hanson
394389	Checking Of Active List (896)	13 Apr 2026	16 Apr 2026	3 days	Emily Hanson
393630	Checking Of Active List (896)	06 Apr 2026	16 Apr 2026	10 days	Emily Hanson
393312	Checking Of Active List outstanding customer orders (897)	01 Apr 2026	16 Apr 2026	15 days	Kate Griffiths
393094	Checking Of Active List (896)	30 Mar 2026	16 Apr 2026	17 days	Emily Hanson
392496	Checking Of Active List (896)	23 Mar 2026	26 Mar 2026	3 days	Emily Hanson
391785	Checking Of Active List (896)	16 Mar 2026	19 Mar 2026	3 days	Emily Hanson
391149	Checking Of Active List (896)	09 Mar 2026	16 Mar 2026	7 days	Emily Hanson
390482	Checking Of Active List (896)	02 Mar 2026	06 Mar 2026	4 days	Emily Hanson
389720	Checking Of Active List (896)	23 Feb 2026	02 Mar 2026	7 days	Emily Hanson
389007	Checking Of Active List (896)	16 Feb 2026	19 Feb 2026	3 days	Emily Hanson

Management Review

Viamed - Office Processes

388328	Checking Of Active List (896)	09 Feb 2026	19 Feb 2026	10 days	Emily Hanson
387490	Checking Of Active List outstanding customer orders (897)	02 Feb 2026	05 Feb 2026	3 days	Kate Griffiths
387489	Checking Of Active List (896)	02 Feb 2026	10 Feb 2026	8 days	Emily Hanson
386870	Checking Of Active List (896)	26 Jan 2026	05 Feb 2026	10 days	Emily Hanson
386256	Checking Of Active List (896)	19 Jan 2026	29 Jan 2026	10 days	Emily Hanson
385631	Checking Of Active List (896)	12 Jan 2026	19 Jan 2026	7 days	Emily Hanson

Process ID #7802 — Clean Kitchen Sides

Last Reviewed: 30 Apr 2026 by Michael Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Unclean surfaces	Derek Lamb 23 May 2017
Outputs to the Process	Clean surfaces	Derek Lamb 23 May 2017
Risks to the Process	Inadequate cleaning supplies	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure cleaning supply stock is maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Cleaning the kitchen surfaces to ensure they are fit for use	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Look in the kitchen	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	Kitchen not in use during covid	Derek Lamb 02 Jul 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

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

Interested Parties

- Staff
- Physical Sites

Management Review

Viamed - Office Processes

Linked Companies

- Viamed
- VST
- Viamed Properties
- Vandagraph

Trained Staff (10)

- Emily Hanson (trained by Derek Lamb)
- Sarah Walton (trained by Derek Lamb)
- Sophie Lines (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Kate Griffiths (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Philip Crossley (trained by Helen Lamb)
- Michael Lamb (trained by Helen Lamb)

Associated Documents

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

Rolling Task #655

Subject: Clean Kitchen Sides and Table

Target User: Sophie Lines

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

Notes:

System Generated

Task To be Completed

Please clean and disinfection kitchen surfaces and table

Rolling Audit #656

Subject: Clean Kitchen Sides and Table

Target User: Michael Lamb

Recurrence: 0 Month(s) 2 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
396885	Clean Kitchen Sides and Table (655)	11 May 2026	14 May 2026	3 days	Sophie Lines
396780	Clean Kitchen Sides and Table (656)	08 May 2026		Outstanding (6 days)	Michael Lamb
396329	Clean Kitchen Sides and Table (655)	04 May 2026	07 May 2026	3 days	Sophie Lines
395628	Clean Kitchen	27 Apr 2026	30 Apr 2026	3 days	Sophie Lines

Management Review

Viamed - Office Processes

395511	Sides and Table (655) Clean Kitchen	24 Apr 2026	07 May 2026	13 days	Michael Lamb
394991	Sides and Table (656) Clean Kitchen	20 Apr 2026	22 Apr 2026	2 days	Sophie Lines
394379	Sides and Table (655) Clean Kitchen	13 Apr 2026	16 Apr 2026	3 days	Sophie Lines
394275	Sides and Table (655) Clean Kitchen	10 Apr 2026	22 Apr 2026	12 days	Michael Lamb
393618	Sides and Table (656) Clean Kitchen	06 Apr 2026	16 Apr 2026	10 days	Sophie Lines
393084	Sides and Table (655) Clean Kitchen	30 Mar 2026	16 Apr 2026	17 days	Sophie Lines
392996	Sides and Table (655) Clean Kitchen	27 Mar 2026	09 Apr 2026	13 days	Michael Lamb
392477	Sides and Table (656) Clean Kitchen	23 Mar 2026	26 Mar 2026	3 days	Sophie Lines
391772	Sides and Table (655) Clean Kitchen	16 Mar 2026	19 Mar 2026	3 days	Sophie Lines
391672	Sides and Table (655) Clean Kitchen	13 Mar 2026	26 Mar 2026	13 days	Michael Lamb
391138	Sides and Table (656) Clean Kitchen	09 Mar 2026	16 Mar 2026	7 days	Sophie Lines
390464	Sides and Table (655) Clean Kitchen	02 Mar 2026	02 Mar 2026	0 days	Sophie Lines
390258	Sides and Table (655) Clean Kitchen	27 Feb 2026	26 Mar 2026	27 days	Michael Lamb
389702	Sides and Table (656) Clean Kitchen	23 Feb 2026	26 Feb 2026	3 days	Sophie Lines
388995	Sides and Table (655) Clean Kitchen	16 Feb 2026	26 Feb 2026	10 days	Sophie Lines
388887	Sides and Table (655) Clean Kitchen	13 Feb 2026	19 Feb 2026	6 days	Michael Lamb

Process ID #5900 — Cleaning Of Office Windows

Last Reviewed: 07 May 2026 by Helen Lamb

Process Maturity (6 of 6 - 100%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	Yes

Management Review

Viamed - Office Processes

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	Cleaning by staff who receive the relevant cleaning issue. Cleaning produces and equipment.	Derek Lamb 29 Aug 2017
Outputs to the Process	Clean surfaces, equipment, floors. Tidy area so as to clean more effectively.	Derek Lamb 29 Aug 2017
Risks to the Process	Dirty and unhygienic work space. Inadequate supply of cleaning products.	Derek Lamb 29 Aug 2017
Steps to Minimise Process Risks	Ensure office is tidy so it can be cleaned. Carry out the cleaning issue when received. Cleaning product supplies are maintained.	Derek Lamb 29 Aug 2017
Scope / Definition of Process / Objective	Cleaning of surfaces, equipment, floors. Tidying so as to clean more effectively.	Derek Lamb 29 Aug 2017
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 23 May 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Look at the office	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	Caution not to over reach, no health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=3, Severity=1)	

Linked ISO Sections

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

Interested Parties

- Physical Sites

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (8)

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

Management Review

Viamed - Office Processes

- Sophie Lines (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Gail Bell (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VM3COP20.44 Cleaning the Office. (Doc ID: 18337)
- VOP 18 Maintenance Building, Fabric and Infrastructure (Doc ID: 119029)

Rolling Task #393

Subject: Cleaning Of Office Windows

Target User: Sophie Lines

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

Notes:

System Generated

Task To be Completed

Rolling Audit #394

Subject: Cleaning Of Office

Target User: Helen Lamb

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
397128	Cleaning Of Office Windows (393)	13 May 2026	14 May 2026	1 day	Sophie Lines
396651	Cleaning Of Office (394)	07 May 2026	14 May 2026	7 days	Helen Lamb
394343	Cleaning Of Office Windows (393)	13 Apr 2026	16 Apr 2026	3 days	Sophie Lines
393665	Cleaning Of Office (394)	07 Apr 2026	09 Apr 2026	2 days	Helen Lamb
391644	Cleaning Of Office Windows (393)	13 Mar 2026	26 Mar 2026	13 days	Sophie Lines
391106	Cleaning Of Office (394)	09 Mar 2026	16 Mar 2026	7 days	Helen Lamb
388859	Cleaning Of Office Windows (393)	13 Feb 2026	26 Feb 2026	13 days	Sophie Lines
388282	Cleaning Of Office (394)	09 Feb 2026	10 Feb 2026	1 day	Helen Lamb
385706	Cleaning Of Office Windows (393)	13 Jan 2026	19 Jan 2026	6 days	Sophie Lines
385204	Cleaning Of Office (394)	07 Jan 2026	08 Jan 2026	1 day	Helen Lamb
383404	Cleaning Of Office Windows (393)	15 Dec 2025	29 Dec 2025	14 days	Sophie Lines
382799	Cleaning Of Office (394)	08 Dec 2025	11 Dec 2025	3 days	Helen Lamb
380734	Cleaning Of Office	13 Nov 2025	27 Nov 2025	14 days	Sophie Lines

Management Review

Viamed - Office Processes

Process ID	Description	Start Date	End Date	Duration	Responsible
380262	Windows (393) Cleaning Of Office (394)	07 Nov 2025	20 Nov 2025	13 days	Helen Lamb
377800	Cleaning Of Office Windows (393)	13 Oct 2025	16 Oct 2025	3 days	Sophie Lines
377296	Cleaning Of Office (394)	07 Oct 2025	16 Oct 2025	9 days	Helen Lamb
375296	Cleaning Of Office Windows (393)	15 Sep 2025	22 Sep 2025	7 days	Sophie Lines
374718	Cleaning Of Office (394)	08 Sep 2025	12 Sep 2025	4 days	Helen Lamb
372518	Cleaning Of Office Windows (393)	13 Aug 2025	21 Aug 2025	8 days	Sophie Lines
372008	Cleaning Of Office (394)	07 Aug 2025	14 Aug 2025	7 days	Helen Lamb

Process ID #5856 — Cleaning The Kitchen

Last Reviewed: 08 Jan 2025 by Derek Lamb

Training Course Required: Office Procedures

Process Maturity (3 of 6 - 50%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	kitchen staff	Helen Lamb 13 Nov 2021
Outputs to the Process	suitable place to eat	Helen Lamb 13 Nov 2021
Risks to the Process	that it wont be cleaned and so not safe or nice to eat in	Helen Lamb 13 Nov 2021
Steps to Minimise Process Risks	regular reviews	Helen Lamb 13 Nov 2021
Scope / Definition of Process / Objective	to clean the kitchen, work tops and floor. make sure it is safe for people to use	Helen Lamb 13 Nov 2021
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Helen Lamb 13 Nov 2021
Measurable Objective	clean and tidy kitchen	Helen Lamb 13 Nov 2021
Training Method Required	hands on	Helen Lamb 13 Nov 2021
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is 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

Management Review

Viamed - Office Processes

HSE Implications

Calculated Risk Code

No Action (Frequency=1, Severity=1)

Linked ISO Sections

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

Interested Parties

- Staff
- Physical Sites

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (6)

- Zoey Teal (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Emily Hanson (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Sophie Lines (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VM3COP20.45 Cleaning the Kitchen (Doc ID: 18333)
- VOP 18 Maintenance Building, Fabric and Infrastructure (Doc ID: 119029)

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

No completed tasks in the last 2 years.

Process ID #7693 — Collect Repair Filing From Warehouse

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	Completed repair paperwork	Derek Lamb 23 May 2017
Outputs to the Process	Paperwork is filed	Derek Lamb 23 May 2017
Risks to the Process	paperwork has been missed	Helen Lamb 13 Nov 2021
Steps to Minimise Process Risks	Rolling issue and audit	Derek Lamb 23 May 2017
Scope / Definition of Process /	Collect the filing form the warehouse	Derek Lamb 23 May 2017

Management Review

Viamed - Office Processes

Objective

Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Look in the trays in the warehouse for paperwork left too long.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	Not being perform, all digitally traced,after covid we will catchup with paper work filing	Derek Lamb 06 Aug 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 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: 4.4.2
- 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: 7.1.5.2
- 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: 7.5.3.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.5.3.2
- 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: 9.1.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.1.2
- 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: 4.4.2
- 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: 7.1.5.2
- 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: 7.5.3.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.5.3.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.2

Interested Parties

- Internal Systems
- Staff

Linked Companies

- Viamed

Trained Staff (8)

- Zoey Teal (trained by Derek Lamb)
- Jonathan Connor (trained by Derek Lamb)
- Katie Evans (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Derek Lamb (trained by Derek Lamb)
- Michael Lamb (trained by Derek Lamb)

Management Review

Viamed - Office Processes

- Catherine Spence (trained by Derek Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VM3COP20.47 Collecting Repair Paperwork (Doc ID: 17485)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #506

Subject: Collect Repair Filing

Target User: Catherine Spence

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

Notes:

System Generated

Task To be Completed

Repair paperwork to be collected from warehouse and filed in ORD file

Rolling Audit #507

Subject: Collect Repair Filing From Warehouse

Target User: Michael Lamb

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
396764	Collect Repair Filing (506)	08 May 2026	14 May 2026	6 days	Catherine Spence
396145	Collect Repair Filing (506)	01 May 2026	07 May 2026	6 days	Catherine Spence
395613	Collect Repair Filing From Warehouse (507)	27 Apr 2026		Outstanding (17 days)	Michael Lamb
395493	Collect Repair Filing (506)	24 Apr 2026	30 Apr 2026	6 days	Catherine Spence
394866	Collect Repair Filing (506)	17 Apr 2026	22 Apr 2026	5 days	Catherine Spence
394259	Collect Repair Filing (506)	10 Apr 2026	16 Apr 2026	6 days	Catherine Spence
393519	Collect Repair Filing (506)	03 Apr 2026	09 Apr 2026	6 days	Catherine Spence
392981	Collect Repair Filing From Warehouse (507)	27 Mar 2026	09 Apr 2026	13 days	Michael Lamb
392980	Collect Repair Filing (506)	27 Mar 2026	02 Apr 2026	6 days	Catherine Spence
392341	Collect Repair Filing (506)	20 Mar 2026	26 Mar 2026	6 days	Catherine Spence
391656	Collect Repair Filing (506)	13 Mar 2026	16 Mar 2026	3 days	Catherine Spence
390992	Collect Repair Filing (506)	06 Mar 2026	06 Mar 2026	0 days	Catherine Spence
390243	Collect Repair	27 Feb 2026	09 Apr 2026	41 days	Michael Lamb

Management Review

Viamed - Office Processes

Process ID	Description	Start Date	End Date	Duration	Responsible
390242	Filing From Warehouse (507) Collect Repair Filing (506)	27 Feb 2026	02 Mar 2026	3 days	Catherine Spence
389544	Collect Repair Filing (506)	20 Feb 2026	26 Feb 2026	6 days	Catherine Spence
388871	Collect Repair Filing (506)	13 Feb 2026	19 Feb 2026	6 days	Catherine Spence
388111	Collect Repair Filing (506)	06 Feb 2026	10 Feb 2026	4 days	Catherine Spence
387330	Collect Repair Filing (506)	30 Jan 2026	05 Feb 2026	6 days	Catherine Spence
387005	Collect Repair Filing From Warehouse (507)	27 Jan 2026	26 Feb 2026	30 days	Michael Lamb
386699	Collect Repair Filing (506)	23 Jan 2026	29 Jan 2026	6 days	Catherine Spence

Process ID #5857 — Customer Service Logs

Last Reviewed: 26 Nov 2025 by Derek Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Customer liaison, engineer visit	Derek Lamb 23 May 2017
Outputs to the Process	Customers has serviced equipment	Derek Lamb 23 May 2017
Risks to the Process	Engineer or equipment is unavailable	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Liaison with customer and engineer to find best times and dates for visit to take place	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Ensuring customer onsite service visits are completed	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check list for those not completed or preparing.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	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

Management Review

Viamed - Office Processes

- 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: 7.5.4
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

Interested Parties

- Customer
- Internal Systems

Linked Companies

- Viamed

Trained Staff (6)

- Katie Evans (trained by Derek Lamb)
- Steve Hardaker (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Lisa Leggoe (trained by Derek Lamb)
- Zoey Teal (trained by Derek Lamb)
- Michael Lamb (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)
- Audit 24 Service Logs Viamed (Doc ID: 159493)
- Audit 24 Service Logs VST (Doc ID: 159491)
- VM3COP20.27 Annual Services for Resuscitation Cabinets (Doc ID: 24509)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #233

Subject: Check the Service visit logs

Target User: Michael Lamb

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

Notes:

System Generated

Returns tab->Service Visits->Service Visits,

go to the page on intrastats and check that nothing is overdue or outstanding and liaise with SH if unsure where we are at with them

Rolling Audit #234

Subject: Check the Service visit logs

Target User: Derek Lamb

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

Notes:

System Generated

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

As per Audit 24 Service Logs

Note this is an Audit you do not have to perform the process just check its being done

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397001	Check the Service	12 May 2026		Outstanding (2	Michael Lamb

Management Review

Viamed - Office Processes

Process ID	Activity	Start Date	End Date	Days Outstanding	Owner
396369	visit logs (233) Check the Service	05 May 2026		Outstanding (9 days)	Michael Lamb
395748	visit logs (233) Check the Service	28 Apr 2026	30 Apr 2026	2 days	Michael Lamb
395595	visit logs (233) Check the Service	27 Apr 2026	30 Apr 2026	3 days	Derek Lamb
395114	visit logs (234) Check the Service	21 Apr 2026	30 Apr 2026	9 days	Michael Lamb
394488	visit logs (233) Check the Service	14 Apr 2026	22 Apr 2026	8 days	Michael Lamb
393663	visit logs (233) Check the Service	07 Apr 2026	09 Apr 2026	2 days	Michael Lamb
393166	visit logs (233) Check the Service	31 Mar 2026	09 Apr 2026	9 days	Michael Lamb
392870	visit logs (234) Check the Service	26 Mar 2026	26 Mar 2026	0 days	Derek Lamb
392612	visit logs (233) Check the Service	24 Mar 2026	09 Apr 2026	16 days	Michael Lamb
391852	visit logs (233) Check the Service	17 Mar 2026	09 Apr 2026	23 days	Michael Lamb
391261	visit logs (233) Check the Service	10 Mar 2026	19 Mar 2026	9 days	Michael Lamb
390575	visit logs (233) Check the Service	03 Mar 2026	16 Mar 2026	13 days	Michael Lamb
390094	visit logs (234) Check the Service	26 Feb 2026	02 Mar 2026	4 days	Derek Lamb
389827	visit logs (233) Check the Service	24 Feb 2026	16 Mar 2026	20 days	Michael Lamb
389116	visit logs (233) Check the Service	17 Feb 2026	19 Feb 2026	2 days	Michael Lamb
388414	visit logs (233) Check the Service	10 Feb 2026	19 Feb 2026	9 days	Michael Lamb
387619	visit logs (233) Check the Service	03 Feb 2026	10 Feb 2026	7 days	Michael Lamb
386995	visit logs (233) Check the Service	27 Jan 2026	10 Feb 2026	14 days	Michael Lamb
386819	visit logs (234) Check the Service	26 Jan 2026	29 Jan 2026	3 days	Derek Lamb

Process ID #7709 — Delivered not Invoiced

Last Reviewed: 18 Aug 2025 by Michael Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Shipped order	Derek Lamb 23 May 2017
Outputs to the Process	Invoice created	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown delivery is missed and remains un invoiced.	Helen Lamb 02 Nov 2021

Management Review

Viamed - Office Processes

Steps to Minimise Process Risks	regular review of tasks / issues	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	Ensure invoices are generated for shipped orders	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	2.Minor	Derek Lamb 12 Nov 2021
Measurable Objective	Date Picked should be no more than 1 Day old,Or the Last Friday if today is a Monday	Derek Lamb 15 Sep 2020
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	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 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
- 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

- Internal Systems
- Customer
- Finance Banks
- VST OEM Customers

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (8)

- Katie Evans (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Emily Hanson (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Zoey Teal (trained by Derek Lamb)
- Janine Gill (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Michael 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)

Management Review

Viamed - Office Processes

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

Rolling Task #523

Subject: Delivered not Invoiced

Target User: Sophie Lines

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

Notes:

System Generated

Task To be Completed

OPERA tab Delivered not Invoiced report

Date Picked should be no more than 1 Day old,
Or the Last Friday if today is a Monday

Rolling Audit #524

Subject: Delivered not Invoiced

Target User: Michael Lamb

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

Notes:

System Generated

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

Ensure the Tasks are upto date

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397249	Delivered not Invoiced (523)	14 May 2026		Outstanding (0 days)	Sophie Lines
397140	Delivered not Invoiced (523)	13 May 2026	14 May 2026	1 day	Sophie Lines
397011	Delivered not Invoiced (523)	12 May 2026	14 May 2026	2 days	Sophie Lines
396870	Delivered not Invoiced (524)	11 May 2026		Outstanding (3 days)	Michael Lamb
396869	Delivered not Invoiced (523)	11 May 2026	14 May 2026	3 days	Sophie Lines
396767	Delivered not Invoiced (523)	08 May 2026	14 May 2026	6 days	Sophie Lines
396667	Delivered not Invoiced (523)	07 May 2026	14 May 2026	7 days	Sophie Lines
396556	Delivered not Invoiced (523)	06 May 2026	07 May 2026	1 day	Sophie Lines
396383	Delivered not Invoiced (523)	05 May 2026	07 May 2026	2 days	Sophie Lines
396312	Delivered not Invoiced (523)	04 May 2026	07 May 2026	3 days	Sophie Lines
396149	Delivered not Invoiced (523)	01 May 2026	07 May 2026	6 days	Sophie Lines
396018	Delivered not Invoiced (523)	30 Apr 2026	07 May 2026	7 days	Sophie Lines
395916	Delivered not	29 Apr 2026	30 Apr 2026	1 day	Sophie Lines

Management Review

Viamed - Office Processes

Item ID	Description	Start Date	End Date	Duration	Owner
395761	Invoiced (523) Delivered not Invoiced (523)	28 Apr 2026	30 Apr 2026	2 days	Sophie Lines
395615	Delivered not Invoiced (523)	27 Apr 2026	30 Apr 2026	3 days	Sophie Lines
395496	Delivered not Invoiced (523)	24 Apr 2026	30 Apr 2026	6 days	Sophie Lines
395364	Delivered not Invoiced (523)	23 Apr 2026	30 Apr 2026	7 days	Sophie Lines
395223	Delivered not Invoiced (523)	22 Apr 2026	22 Apr 2026	0 days	Sophie Lines
395126	Delivered not Invoiced (523)	21 Apr 2026	22 Apr 2026	1 day	Sophie Lines
394976	Delivered not Invoiced (523)	20 Apr 2026	22 Apr 2026	2 days	Sophie Lines

Process ID #7803 — Dishwashing

Last Reviewed: 18 Aug 2025 by Michael Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Unclean dishes	Derek Lamb 23 May 2017
Outputs to the Process	Clean dishes	Derek Lamb 23 May 2017
Risks to the Process	Dishwasher breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure dishwasher is regularly maintained. Dishes can be washed manually if necessary	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	To ensure crockery and cutlery is cleaned and fit for use	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check the Task is being Completed off.	Derek Lamb 22 Aug 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	dishwasher not in use during covid.	Derek Lamb 02 Jul 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

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

Interested Parties

Management Review

Viamed - Office Processes

- Staff
- Physical Sites

Linked Companies

- VST
- Viamed Properties
- Viamed
- Vandagraph

Trained Staff (11)

- Zoey Teal (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Sophie Lines (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Michael Lamb (trained by Helen Lamb)
- Philip Crossley (trained by Helen Lamb)
- Helen Lamb (trained by Helen Lamb)
- Janine Gill (trained by Derek Lamb)
- Sherralee Lamb (trained by Helen Lamb)
- Kate Griffiths (trained by Derek Lamb)

Associated Documents

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

Rolling Task #657

Subject: Dishwashing

Target User: Kate Griffiths

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

Notes:

System Generated

Task To be Completed

Please ensure the dishwasher is filled and emptied as appropriate. Please wait until after the last break of the day before putting on.

Please do not put the dishwasher on if there are only a few items. Washing up liquid and sponges can be found under the sink

Rolling Audit #658

Subject: Dishwashing

Target User: Michael Lamb

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
397153	Dishwashing (657)	13 May 2026	14 May 2026	1 day	Kate Griffiths
396569	Dishwashing (657)	06 May 2026	07 May 2026	1 day	Kate Griffiths
395928	Dishwashing (657)	29 Apr 2026	07 May 2026	8 days	Kate Griffiths
395236	Dishwashing (657)	22 Apr 2026	23 Apr 2026	1 day	Kate Griffiths
394645	Dishwashing (658)	15 Apr 2026	22 Apr 2026	7 days	Michael Lamb
394644	Dishwashing (657)	15 Apr 2026	16 Apr 2026	1 day	Kate Griffiths

Management Review

Viamed - Office Processes

393896	Dishwashing (657)	08 Apr 2026	16 Apr 2026	8 days	Kate Griffiths
393304	Dishwashing (657)	01 Apr 2026	02 Apr 2026	1 day	Kate Griffiths
392759	Dishwashing (657)	25 Mar 2026	26 Mar 2026	1 day	Kate Griffiths
392000	Dishwashing (657)	18 Mar 2026	19 Mar 2026	1 day	Kate Griffiths
391773	Dishwashing (658)	16 Mar 2026	26 Mar 2026	10 days	Michael Lamb
391430	Dishwashing (657)	11 Mar 2026	16 Mar 2026	5 days	Kate Griffiths
390761	Dishwashing (657)	04 Mar 2026	05 Mar 2026	1 day	Kate Griffiths
389989	Dishwashing (657)	25 Feb 2026	26 Feb 2026	1 day	Kate Griffiths
389244	Dishwashing (657)	18 Feb 2026	19 Feb 2026	1 day	Kate Griffiths
388996	Dishwashing (658)	16 Feb 2026	19 Feb 2026	3 days	Michael Lamb
388576	Dishwashing (657)	11 Feb 2026	13 Feb 2026	2 days	Kate Griffiths
387765	Dishwashing (657)	04 Feb 2026	05 Feb 2026	1 day	Kate Griffiths
387136	Dishwashing (657)	28 Jan 2026	29 Jan 2026	1 day	Kate Griffiths
386447	Dishwashing (657)	21 Jan 2026	23 Jan 2026	2 days	Kate Griffiths

Process ID #10 — Distribution Of Emails

Last Reviewed: 28 Jul 2025 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Gmail Global inbox	Derek Lamb 02 Mar 2016
Outputs to the Process	End users Gmail	Derek Lamb 02 Mar 2016
Risks to the Process	Sent to incorrect person	Derek Lamb 02 Mar 2016
Steps to Minimise Process Risks	Any email landing in the wrong box can simply be redirected to the correct user.Limited risk	Derek Lamb 02 Mar 2016
Scope / Definition of Process / Objective	Distribute Emails	Derek Lamb 02 Mar 2016
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 23 May 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Global Inbox is upto date with no emails From previous days.	Derek Lamb 09 Jul 2018
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=3, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.2

Management Review

Viamed - Office Processes

- 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 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
- 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
- Supplier
- Government E.G. HMRC
- MHRA
- Internal Systems
- ISO Auditing Bodies
- Internet Providers
- VST OEM Customers
- VST OEM Customers
- VST OEM Customers
- VST OEM Customers
- VST Supplier

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (8)

- Derek Lamb (trained by Derek Lamb)
- Catrin Hird (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Jonathan Connor (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Sarah Walton (trained by Derek Lamb)
- Zoey Teal (trained by Derek Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VM3COP27.02 Collecting Emails and Distributing (Doc ID: 85362)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Audit #366

Subject: Email Distribution

Target User: Derek Lamb

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

Notes:

System Generated

Check the global mailbox,

Management Review

Viamed - Office Processes

there should be no mails more than a Day old.

Give allowance for Monday mornings, there should be no emails older than Friday afternoon.

Also note size of space used in Global inbox

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394851	Email Distribution (366)	17 Apr 2026	22 Apr 2026	5 days	Derek Lamb
391855	Email Distribution (366)	17 Mar 2026	19 Mar 2026	2 days	Derek Lamb
389118	Email Distribution (366)	17 Feb 2026	19 Feb 2026	2 days	Derek Lamb
386202	Email Distribution (366)	19 Jan 2026	19 Jan 2026	0 days	Derek Lamb
383699	Email Distribution (366)	17 Dec 2025	29 Dec 2025	12 days	Derek Lamb
380952	Email Distribution (366)	17 Nov 2025	20 Nov 2025	3 days	Derek Lamb
378348	Email Distribution (366)	17 Oct 2025	24 Oct 2025	7 days	Derek Lamb
375505	Email Distribution (366)	17 Sep 2025	22 Sep 2025	5 days	Derek Lamb
372877	Email Distribution (366)	18 Aug 2025	21 Aug 2025	3 days	Derek Lamb
370029	Email Distribution (366)	17 Jul 2025	24 Jul 2025	7 days	Derek Lamb
367248	Email Distribution (366)	17 Jun 2025	19 Jun 2025	2 days	Derek Lamb
364599	Email Distribution (366)	19 May 2025	22 May 2025	3 days	Derek Lamb
361858	Email Distribution (366)	17 Apr 2025	17 Apr 2025	0 days	Derek Lamb
358650	Email Distribution (366)	17 Mar 2025	25 Mar 2025	8 days	Derek Lamb
355681	Email Distribution (366)	17 Feb 2025	28 Feb 2025	11 days	Derek Lamb
352847	Email Distribution (366)	17 Jan 2025	17 Jan 2025	0 days	Derek Lamb
349863	Email Distribution (366)	17 Dec 2024	27 Dec 2024	10 days	Derek Lamb
347131	Email Distribution (366)	18 Nov 2024	21 Nov 2024	3 days	Derek Lamb
344174	Email Distribution (366)	17 Oct 2024	24 Oct 2024	7 days	Derek Lamb
341119	Email Distribution (366)	17 Sep 2024	19 Sep 2024	2 days	Derek Lamb

Process ID #9 — Distribution Of Faxes

Last Reviewed: 04 Mar 2022 by Derek Lamb

Training Course Required: Office Procedures

Process Maturity (2 of 6 - 33%)

Management Review

Viamed - Office Processes

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Fax Machine	Derek Lamb 02 Mar 2016
Outputs to the Process	Fax gone to the correct person	Derek Lamb 02 Mar 2016
Risks to the Process	lost faxes	Derek Lamb 02 Mar 2016
Steps to Minimise Process Risks	minimal risk	Derek Lamb 02 Mar 2016
Scope / Definition of Process / Objective	Distribute recieved faxes	Derek Lamb 02 Mar 2016
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		
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job completes the issue, it will then be reviewed at the final completion of this task. It will be the job of the person who finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.	Helen Lamb 23 Oct 2020

Risk / Benefit Report

HSE Implications

Calculated Risk Code

No Action (Frequency=1, Severity=1)

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.2
- 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 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: 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: 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
- Finance Banks
- Supplier
- VST OEM Customers

Management Review

Viamed - Office Processes

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (6)

- Emily Hanson (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Sarah Walton (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Zoey Teal (trained by Derek Lamb)
- Willow Merryweather (trained by Derek Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VM3COP03.11 Distribution Of Faxes (Doc ID: 25412)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

No completed tasks in the last 2 years.

Process ID #11 — Distribution Of Post

Last Reviewed: 16 Sep 2025 by Helen Lamb

Training Course Required: Office Procedures

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	Post is received and distributed accordingly	Derek Lamb 23 May 2017
Outputs to the Process	Correct person receives post	Derek Lamb 23 May 2017
Risks to the Process	Royal Mail fail to deliver post	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	regular issues to remind staff of the job	Helen Lamb 30 Oct 2023
Scope / Definition of Process / Objective	Distributing incoming post to correct person	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	3.Occasional	Helen Lamb 22 Jul 2019
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check trays for post and check Jeans ducket in warehouse.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 Oct 2020

Management Review

Viamed - Office Processes

Covid / Pandemic Notes	Helen is doing this when she goes into work.	Derek Lamb 02 Jul 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=3, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.4.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.2.3
- VIAMED ISO 13485:2008 Manual: 4.1.c
- VIAMED ISO 13485:2008 Manual: 7.2.1
- VIAMED ISO 13485:2008 Manual: 7.2.1.A
- 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
- ISO 9001 Vandagraph Sensor Technologies Manual: 4.1.c
- ISO 9001 Vandagraph Sensor Technologies Manual: 7.2.1
- ISO 9001 Vandagraph Sensor Technologies Manual: 7.2.1.A
- 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
- Supplier
- Finance Banks
- Government E.G. HMRC
- MHRA
- ISO Auditing Bodies
- VST OEM Customers
- VST OEM Customers
- VST OEM Customers
- VST OEM Customers
- VST Supplier

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (9)

- Zoey Teal (trained by Derek Lamb)
- Sarah Walton (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Kate Griffiths (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Michael Lamb (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)

Management Review

Viamed - Office Processes

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VM3COP20.01 Post In Distributing the Post (Doc ID: 103501)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #599

Subject: Distribution Of Post

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed

Distribute the post as per VM3COP20.01 Post In Distributing the Post

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397258	Distribution Of Post (599)	14 May 2026		Outstanding (0 days)	Helen Lamb
397150	Distribution Of Post (599)	13 May 2026		Outstanding (1 day)	Helen Lamb
397018	Distribution Of Post (599)	12 May 2026	14 May 2026	2 days	Helen Lamb
396881	Distribution Of Post (599)	11 May 2026	14 May 2026	3 days	Helen Lamb
396775	Distribution Of Post (599)	08 May 2026	14 May 2026	6 days	Helen Lamb
396675	Distribution Of Post (599)	07 May 2026	14 May 2026	7 days	Helen Lamb
396565	Distribution Of Post (599)	06 May 2026	07 May 2026	1 day	Helen Lamb
396392	Distribution Of Post (599)	05 May 2026	07 May 2026	2 days	Helen Lamb
396327	Distribution Of Post (599)	04 May 2026	07 May 2026	3 days	Helen Lamb
396160	Distribution Of Post (599)	01 May 2026	07 May 2026	6 days	Helen Lamb
396027	Distribution Of Post (599)	30 Apr 2026	07 May 2026	7 days	Helen Lamb
395925	Distribution Of Post (599)	29 Apr 2026	07 May 2026	8 days	Helen Lamb
395769	Distribution Of Post (599)	28 Apr 2026	30 Apr 2026	2 days	Helen Lamb
395626	Distribution Of Post (599)	27 Apr 2026	30 Apr 2026	3 days	Helen Lamb
395505	Distribution Of Post (599)	24 Apr 2026	30 Apr 2026	6 days	Helen Lamb
395372	Distribution Of Post (599)	23 Apr 2026	30 Apr 2026	7 days	Helen Lamb
395233	Distribution Of Post (599)	22 Apr 2026	22 Apr 2026	0 days	Helen Lamb
395133	Distribution Of Post (599)	21 Apr 2026	22 Apr 2026	1 day	Helen Lamb
394988	Distribution Of Post (599)	20 Apr 2026	22 Apr 2026	2 days	Helen Lamb
394879	Distribution Of Post	17 Apr 2026	22 Apr 2026	5 days	Helen Lamb

(599)

Process ID #36 — Emailing Of Invoices

Last Reviewed: 01 May 2026 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Invoices are emailed	Derek Lamb 23 May 2017
Outputs to the Process	Customer receives invoice	Derek Lamb 23 May 2017
Risks to the Process	Computer or network failure	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure smooth running of IT equipment. Invoices can be posted if necessary	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Invoices are emailed to customers	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Invoice to be Invoiced should not be more than 1 working day old.Also check the VST list as its seperate	Derek Lamb 22 Aug 2018
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	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: 7.2.3
- 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
- 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

Management Review

Viamed - Office Processes

- Customer
- Internal Systems
- Internet Providers
- Finance Banks
- VST OEM Customers

Linked Companies

- Viamed
- VST

Trained Staff (9)

- Zoey Teal (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Sarah Walton (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Gail Bell (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Sarah Hawker (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Janine Gill (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)
- VM3COP20.061 Sending Invoices Via E-Mail (Doc ID: 20054)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #430

Subject: Emailing Of Invoices

Target User: Zoey Teal

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

Notes:

System Generated

Task To be Completed

Invoices are emailed to customers including Viamed, VST

As per VM3COP20.061

Rolling Audit #362

Subject: Check the Invoices to be Emailed list

Target User: Helen Lamb

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

Notes:

System Generated*** AUDIT *** Ensure the Task is being CompletedLookup / Search menu -> Work ListsInvoices to be Emailed ListEnsure the list is being maintained.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397239	Emailing Of Invoices (430)	14 May 2026		Outstanding (0 days)	Zoey Teal
397131	Emailing Of Invoices (430)	13 May 2026	14 May 2026	1 day	Zoey Teal
397004	Emailing Of Invoices (430)	12 May 2026	14 May 2026	2 days	Zoey Teal

Management Review

Viamed - Office Processes

396854	Emailing Of Invoices (430)	11 May 2026	14 May 2026	3 days	Zoey Teal
396755	Emailing Of Invoices (430)	08 May 2026	14 May 2026	6 days	Zoey Teal
396752	Check the Invoices to be Emailed list (362)	08 May 2026	14 May 2026	6 days	Helen Lamb
396655	Emailing Of Invoices (430)	07 May 2026	14 May 2026	7 days	Zoey Teal
396547	Emailing Of Invoices (430)	06 May 2026	07 May 2026	1 day	Zoey Teal
396373	Emailing Of Invoices (430)	05 May 2026	07 May 2026	2 days	Zoey Teal
396299	Emailing Of Invoices (430)	04 May 2026	07 May 2026	3 days	Zoey Teal
396132	Emailing Of Invoices (430)	01 May 2026	07 May 2026	6 days	Zoey Teal
396128	Check the Invoices to be Emailed list (362)	01 May 2026	07 May 2026	6 days	Helen Lamb
396010	Emailing Of Invoices (430)	30 Apr 2026	07 May 2026	7 days	Zoey Teal
395908	Emailing Of Invoices (430)	29 Apr 2026	30 Apr 2026	1 day	Zoey Teal
395753	Emailing Of Invoices (430)	28 Apr 2026	30 Apr 2026	2 days	Zoey Teal
395602	Emailing Of Invoices (430)	27 Apr 2026	30 Apr 2026	3 days	Zoey Teal
395484	Emailing Of Invoices (430)	24 Apr 2026	30 Apr 2026	6 days	Zoey Teal
395482	Check the Invoices to be Emailed list (362)	24 Apr 2026	30 Apr 2026	6 days	Helen Lamb
395352	Emailing Of Invoices (430)	23 Apr 2026	23 Apr 2026	0 days	Zoey Teal
395215	Emailing Of Invoices (430)	22 Apr 2026	22 Apr 2026	0 days	Zoey Teal

Process ID #7805 — Empty Kitchen Bins

Last Reviewed: 28 Nov 2023 by Derek Lamb

Training Course Required: Office Procedures

Process Maturity (5 of 6 - 83%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Bins and waste	Derek Lamb 23 May 2017
Outputs to the Process	Waste is removed	Derek Lamb 23 May 2017
Risks to the Process	Waste is not removed or waste is not correctly placed in bins	Derek Lamb 23 May 2017

Management Review

Viamed - Office Processes

Steps to Minimise Process Risks	Ensure adequate training has been provided and ensure bags are suitable for the waste to prevent breakages	Derek Lamb 29 Aug 2017
Scope / Definition of Process / Objective	Emptying of the recycling and waste bins into external bin for refuse collection Disabled currently - have Global task on bins	Derek Lamb 15 Jan 2018
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Bins are empty	Derek Lamb 29 Oct 2021
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job completes the issue, it will then be reviewed at the final completion of this task. It will be the job of the person who finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.	Helen Lamb 23 Oct 2020

Risk / Benefit Report HSE Implications Calculated Risk Code

No Action (Frequency=1, Severity=1)

Linked ISO Sections

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

Interested Parties

- Staff
- Physical Sites

Trained Staff (9)

- Sarah Walton (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Sophie Lines (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Helen Lamb (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Willow Merryweather (trained by Derek Lamb)
- Michael Lamb (trained by Derek Lamb)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VM3COP20.38 Waste Removal / Bin Emptying (Doc ID: 23241)
- VM3COP20.45 Cleaning the Kitchen (Doc ID: 18333)
- VOP 18 Maintenance Building, Fabric and Infrastructure (Doc ID: 119029)

Rolling Task #225

Management Review

Viamed - Office Processes

Subject: Empty bins in the office, general waste and recycling

Target User: Michael Lamb

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

Notes:

System Generated

Please can you empty bins in the office, general waste and recycling and those in the kitchen.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396750	Empty bins in the office, general waste and recycling (225)	08 May 2026		Outstanding (6 days)	Michael Lamb
396125	Empty bins in the office, general waste and recycling (225)	01 May 2026		Outstanding (13 days)	Michael Lamb
395480	Empty bins in the office, general waste and recycling (225)	24 Apr 2026	30 Apr 2026	6 days	Michael Lamb
394847	Empty bins in the office, general waste and recycling (225)	17 Apr 2026	22 Apr 2026	5 days	Michael Lamb
394244	Empty bins in the office, general waste and recycling (225)	10 Apr 2026	22 Apr 2026	12 days	Michael Lamb
393504	Empty bins in the office, general waste and recycling (225)	03 Apr 2026	09 Apr 2026	6 days	Michael Lamb
392967	Empty bins in the office, general waste and recycling (225)	27 Mar 2026	09 Apr 2026	13 days	Michael Lamb
392326	Empty bins in the office, general waste and recycling (225)	20 Mar 2026	09 Apr 2026	20 days	Michael Lamb
391641	Empty bins in the office, general waste and recycling (225)	13 Mar 2026	19 Mar 2026	6 days	Michael Lamb
390977	Empty bins in the office, general waste and recycling (225)	06 Mar 2026	16 Mar 2026	10 days	Michael Lamb
390228	Empty bins in the office, general waste and recycling (225)	27 Feb 2026	16 Mar 2026	17 days	Michael Lamb
389530	Empty bins in the office, general waste and recycling (225)	20 Feb 2026	26 Feb 2026	6 days	Michael Lamb
388856	Empty bins in the office, general waste and recycling (225)	13 Feb 2026	26 Feb 2026	13 days	Michael Lamb

Management Review

Viamed - Office Processes

388096	Empty bins in the office, general waste and recycling (225)	06 Feb 2026	10 Feb 2026	4 days	Michael Lamb
387317	Empty bins in the office, general waste and recycling (225)	30 Jan 2026	10 Feb 2026	11 days	Michael Lamb
386685	Empty bins in the office, general waste and recycling (225)	23 Jan 2026	10 Feb 2026	18 days	Michael Lamb
386088	Empty bins in the office, general waste and recycling (225)	16 Jan 2026	19 Jan 2026	3 days	Michael Lamb
385468	Empty bins in the office, general waste and recycling (225)	09 Jan 2026	19 Jan 2026	10 days	Michael Lamb
384722	Empty bins in the office, general waste and recycling (225)	02 Jan 2026	08 Jan 2026	6 days	Michael Lamb
384279	Empty bins in the office, general waste and recycling (225)	26 Dec 2025	08 Jan 2026	13 days	Michael Lamb

Process ID #5878 — Empty Office Bins

Last Reviewed: 28 Jul 2025 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Bins and waste	Derek Lamb 23 May 2017
Outputs to the Process	Waste is removed	Derek Lamb 23 May 2017
Risks to the Process	Waste is not removed or waste is not correctly placed in bins	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure adequate training has been provided and ensure bags are suitable for the waste to prevent breakages	Derek Lamb 29 Aug 2017
Scope / Definition of Process / Objective	Emptying of the recycling and waste bins into external bin for refuse collectors	Derek Lamb 12 Mar 2019
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check bins are emptied.	Helen Lamb 22 Jul 2019

Management Review

Viamed - Office Processes

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	bins not in use during covid,	Derek Lamb 02 Jul 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

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

Interested Parties

- Physical Sites

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (7)

- Emily Hanson (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Zoey Teal (trained by Katie Evans)
- Sophie Lines (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Willow Merryweather (trained by Derek Lamb)
- Sarah Hawker (trained by Derek Lamb)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VM3COP20.38 Waste Removal / Bin Emptying (Doc ID: 23241)
- VOP 18 Maintenance Building, Fabric and Infrastructure (Doc ID: 119029)

Rolling Task #225

Subject: Empty bins in the office, general waste and recycling

Target User: Michael Lamb

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

Notes:

System Generated

Please can you empty bins in the office, general waste and recycling and those in the kitchen.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396750	Empty bins in the office, general waste and recycling (225)	08 May 2026		Outstanding (6 days)	Michael Lamb
396125	Empty bins in the office, general waste and recycling (225)	01 May 2026		Outstanding (13 days)	Michael Lamb
395480	Empty bins in the	24 Apr 2026	30 Apr 2026	6 days	Michael Lamb

Management Review
Viamed - Office Processes

394847	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	17 Apr 2026	22 Apr 2026	5 days	Michael Lamb
394244	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	10 Apr 2026	22 Apr 2026	12 days	Michael Lamb
393504	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	03 Apr 2026	09 Apr 2026	6 days	Michael Lamb
392967	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	27 Mar 2026	09 Apr 2026	13 days	Michael Lamb
392326	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	20 Mar 2026	09 Apr 2026	20 days	Michael Lamb
391641	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	13 Mar 2026	19 Mar 2026	6 days	Michael Lamb
390977	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	06 Mar 2026	16 Mar 2026	10 days	Michael Lamb
390228	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	27 Feb 2026	16 Mar 2026	17 days	Michael Lamb
389530	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	20 Feb 2026	26 Feb 2026	6 days	Michael Lamb
388856	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	13 Feb 2026	26 Feb 2026	13 days	Michael Lamb
388096	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	06 Feb 2026	10 Feb 2026	4 days	Michael Lamb
387317	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	30 Jan 2026	10 Feb 2026	11 days	Michael Lamb
386685	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	23 Jan 2026	10 Feb 2026	18 days	Michael Lamb
386088	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	16 Jan 2026	19 Jan 2026	3 days	Michael Lamb
385468	office, general waste and recycling (225) Empty bins in the office, general waste and recycling (225)	09 Jan 2026	19 Jan 2026	10 days	Michael Lamb

Management Review

Viamed - Office Processes

384722	Empty bins in the office, general waste and recycling (225)	02 Jan 2026	08 Jan 2026	6 days	Michael Lamb
384279	Empty bins in the office, general waste and recycling (225)	26 Dec 2025	08 Jan 2026	13 days	Michael Lamb

Process ID #7735 — Ensure SOR's Are Followed Up

Last Reviewed: 02 Sep 2025 by Derek Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Scheduled issue	Derek Lamb 23 May 2017
Outputs to the Process	Customer contact	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Ensure samples and Sale or Return items are followed up after 4 weeks for feedback and the item(s) is returned as appropriate	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Review list and check with in 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: 7.2.3
- 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: 8.5.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.5.5
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 4.2

Management Review

Viamed - Office Processes

- 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: 8.5.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.5

Interested Parties

- Customer
- Internal Systems
- VST OEM Customers

Linked Companies

- Viamed

Trained Staff (9)

- Emily Hanson (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Sarah Walton (trained by Katie Evans)
- Steve Hardaker (trained by Katie Evans)
- Sophie Lines (trained by Derek Lamb)
- Michael Lamb (trained by Helen Lamb)
- Helen Lamb (trained by Helen Lamb)
- Philip Crossley (trained by Helen 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 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #549

Subject: Ensure Sale or returns (SORs) Are Followed Up

Target User: Sophie Lines

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

Notes:

System Generated

Task To be Completed

Check outstanding Sale or returns not allocated to Steve Hardaker or Ryan Swaine.

In the stock heading - sale or return - analyse_sale_return or Return list, ensure all samples that have been sent in the previous week have been followed up by the person who added the SOR and all SORs are followed up after 4 weeks.

If any are remaining, please ensure they send the feedback link. www.viamed.co.uk/trial-feedback

Rolling Audit #550

Subject: Ensure SORs Are Followed Up

Target User: Derek Lamb

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

Notes:

System Generated

Management Review

Viamed - Office Processes

*** 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
396771	Ensure Sale or returns (SORs) Are Followed Up (549)	08 May 2026	14 May 2026	6 days	Sophie Lines
396321	Ensure SORs Are Followed Up (550)	04 May 2026	07 May 2026	3 days	Derek Lamb
396155	Ensure Sale or returns (SORs) Are Followed Up (549)	01 May 2026	07 May 2026	6 days	Sophie Lines
395501	Ensure Sale or returns (SORs) Are Followed Up (549)	24 Apr 2026	30 Apr 2026	6 days	Sophie Lines
394875	Ensure Sale or returns (SORs) Are Followed Up (549)	17 Apr 2026	22 Apr 2026	5 days	Sophie Lines
394267	Ensure Sale or returns (SORs) Are Followed Up (549)	10 Apr 2026	16 Apr 2026	6 days	Sophie Lines
393529	Ensure Sale or returns (SORs) Are Followed Up (549)	03 Apr 2026	16 Apr 2026	13 days	Sophie Lines
393428	Ensure SORs Are Followed Up (550)	02 Apr 2026	09 Apr 2026	7 days	Derek Lamb
392988	Ensure Sale or returns (SORs) Are Followed Up (549)	27 Mar 2026	16 Apr 2026	20 days	Sophie Lines
392352	Ensure Sale or returns (SORs) Are Followed Up (549)	20 Mar 2026	26 Mar 2026	6 days	Sophie Lines
391663	Ensure Sale or returns (SORs) Are Followed Up (549)	13 Mar 2026	26 Mar 2026	13 days	Sophie Lines
391002	Ensure Sale or returns (SORs) Are Followed Up (549)	06 Mar 2026	16 Mar 2026	10 days	Sophie Lines
390452	Ensure SORs Are Followed Up (550)	02 Mar 2026	05 Mar 2026	3 days	Derek Lamb
390250	Ensure Sale or returns (SORs) Are Followed Up (549)	27 Feb 2026	02 Mar 2026	3 days	Sophie Lines
389555	Ensure Sale or returns (SORs) Are Followed Up (549)	20 Feb 2026	26 Feb 2026	6 days	Sophie Lines
388878	Ensure Sale or returns (SORs) Are Followed Up (549)	13 Feb 2026	26 Feb 2026	13 days	Sophie Lines
388121	Ensure Sale or returns (SORs) Are Followed Up (549)	06 Feb 2026	13 Feb 2026	7 days	Sophie Lines
387458	Ensure SORs Are Followed Up (550)	02 Feb 2026	05 Feb 2026	3 days	Derek Lamb
387337	Ensure Sale or returns (SORs) Are Followed Up (549)	30 Jan 2026	05 Feb 2026	6 days	Sophie Lines
386709	Ensure Sale or returns (SORs) Are Followed Up (549)	23 Jan 2026	05 Feb 2026	13 days	Sophie Lines

Management Review

Viamed - Office Processes

Process ID #7950 — Envitec Oxygen Sensor Parts Stock Check

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	History Logs	Derek Lamb 05 Mar 2020
Outputs to the Process	Orderes from Envitec	Derek Lamb 05 Mar 2020
Risks to the Process	the issue has not been carried out, orders are not received	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of tasks	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	Envitec oxygen sensor parts stock checkCheck to see whether in the past 6 weeks Envitec (Honeywell) have ordered any parts to used in the production of 8010004 R17JJ-CCR oxygen sensors. If no sales orders have been processed, please send a reminder email to:Felix.Krellenberg@honeywell.comcc. Jessica.Wagner@honeywell.com	Derek Lamb 05 Mar 2020
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 05 Mar 2020
Severity of Risk (1-5)	1.Negligible	Derek Lamb 05 Mar 2020
Measurable Objective	Task History	Derek Lamb 05 Mar 2020
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 02 Nov 2021
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Supplier
- Customer

Linked Companies

- VST

Trained Staff (3)

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

Associated Documents

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

Management Review

Viamed - Office Processes

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

Rolling Task #1031

Subject: Envitec Oxygen Sensor Parts Stock Check

Target User: Steve Nixon

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

Notes:

System Generated

Task To be Completed

Envitec oxygen sensor parts stock check

Check to see whether in the past 6 weeks Envitec (Honeywell) have ordered any parts to used in the production of 8010004 R17JJ-CCR oxygen sensors.

If no sales orders have been processed, please send a reminder email

to:Felix.Krellenberg@honeywell.comcc. Jessica.Wagner@honeywell.com History Logs

Rolling Audit #1032

Subject: Envitec Oxygen Sensor Parts Stock Check

Target User: Derek Lamb

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

Notes:

System Generated

AUDIT To be Completed

Envitec oxygen sensor parts stock checkCheck to see whether in the past 6 weeks Envitec (Honeywell) have ordered any parts to used in the production of 8010004 R17JJ-CCR oxygen sensors.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396578	Envitec Oxygen Sensor Parts Stock Check (1031)	06 May 2026		Outstanding (8 days)	Steve Nixon
393637	Envitec Oxygen Sensor Parts Stock Check (1031)	06 Apr 2026	16 Apr 2026	10 days	Steve Nixon
391438	Envitec Oxygen Sensor Parts Stock Check (1032)	11 Mar 2026	19 Mar 2026	8 days	Derek Lamb
391022	Envitec Oxygen Sensor Parts Stock Check (1031)	06 Mar 2026	16 Apr 2026	41 days	Steve Nixon
388141	Envitec Oxygen Sensor Parts Stock Check (1031)	06 Feb 2026	26 Feb 2026	20 days	Steve Nixon
385082	Envitec Oxygen	06 Jan 2026	26 Feb 2026	51 days	Steve Nixon

Management Review

Viamed - Office Processes

383181	Sensor Parts Stock Check (1031) Envitec Oxygen	11 Dec 2025	11 Dec 2025	0 days	Derek Lamb
382849	Sensor Parts Stock Check (1032) Envitec Oxygen	08 Dec 2025	22 Dec 2025	14 days	Steve Nixon
380190	Sensor Parts Stock Check (1031) Envitec Oxygen	06 Nov 2025	22 Dec 2025	46 days	Steve Nixon
377189	Sensor Parts Stock Check (1031) Envitec Oxygen	06 Oct 2025	16 Oct 2025	10 days	Steve Nixon
375124	Sensor Parts Stock Check (1032) Envitec Oxygen	11 Sep 2025	12 Sep 2025	1 day	Derek Lamb
374769	Sensor Parts Stock Check (1031) Envitec Oxygen	08 Sep 2025	12 Sep 2025	4 days	Steve Nixon
371917	Sensor Parts Stock Check (1031) Envitec Oxygen	06 Aug 2025	12 Sep 2025	37 days	Steve Nixon
369085	Sensor Parts Stock Check (1031) Envitec Oxygen	07 Jul 2025	10 Jul 2025	3 days	Steve Nixon
366784	Sensor Parts Stock Check (1032) Envitec Oxygen	11 Jun 2025	12 Jun 2025	1 day	Derek Lamb
366373	Sensor Parts Stock Check (1031) Envitec Oxygen	06 Jun 2025	26 Jun 2025	20 days	Steve Nixon
363303	Sensor Parts Stock Check (1031) Envitec Oxygen	06 May 2025	29 May 2025	23 days	Steve Nixon
360801	Sensor Parts Stock Check (1031) Envitec Oxygen	07 Apr 2025	29 May 2025	52 days	Steve Nixon
358141	Sensor Parts Stock Check (1032) Envitec Oxygen	11 Mar 2025	13 Mar 2025	2 days	Derek Lamb
357659	Sensor Parts Stock Check (1031) Envitec Oxygen	06 Mar 2025	25 Mar 2025	19 days	Steve Nixon

Process ID #14 — Fax Paper

Last Reviewed: 13 Nov 2021 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (3 of 6 - 50%)

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

Management Review

Viamed - Office Processes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Faxes can be recieved	Derek Lamb 23 May 2017
Outputs to the Process	Fax is dealt with as appropriate	Derek Lamb 23 May 2017
Risks to the Process	Phone lines go downThe paper tray is empty	Derek Lamb 14 Mar 2016
Steps to Minimise Process Risks	Set task and audit to ensure there is always paper in the fax machine	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Ensuring that fax reports have been generated for both sent and received faxes and ensuring there is paper in the fax machine	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective		
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		
HSE Implications		
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.2
- 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
- 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

- Finance Banks
- Customer
- Supplier
- VST OEM Customers
- VST OEM Customers
- VST Supplier

Linked Companies

Management Review

Viamed - Office Processes

- Viamed
- Vandagraph
- VST
- Viamed Properties

Trained Staff (7)

- Zoey Teal (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Sarah Walton (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Sophie Lines (trained by Katie Evans)
- Derek Lamb (trained by Derek Lamb)
- Willow Merryweather (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)
- VM3COP20.33 Generating Fax Reports This process is now obsolete (Doc ID: 17143)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

No completed tasks in the last 2 years.

Process ID #15 — Filing and Archiving

Last Reviewed: 28 Jul 2025 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Paperwork is filed	Derek Lamb 23 May 2017
Outputs to the Process	Paperwork is filed	Derek Lamb 23 May 2017
Risks to the Process	Paperwork is filed incorrectly	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Train staff to take time and ensure it is filed in order	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Paperwork to be filed in the correct order	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check trays	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 28 Jul 2025
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	Helen Lamb 23 Oct 2020

Management Review

Viamed - Office Processes

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.

Risk / Benefit Report
HSE Implications
Calculated Risk Code

No Action
No health and safety implications
No Action (Frequency=1, Severity=1)

Helen Lamb 28 Jul 2025
Helen Lamb 28 Jul 2025

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.2
- 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
- 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

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

Linked Companies

- Viamed
- VST

Trained Staff (11)

- Zoey Teal (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Sarah Walton (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Helen Lamb (trained by Katie Evans)
- Sophie Lines (trained by Katie Evans)
- Gail Bell (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)
- Sarah Hawker (trained by Derek Lamb)
- Willow Merryweather (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)

Associated Documents

Management Review

Viamed - Office Processes

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VM3COP20.28 Office Filing and Archiving (Doc ID: 23823)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #567

Subject: Filing

Target User: Helen Lamb

Recurrence: 0 Month(s) 0 Week(s) 31 Day(s)

Notes:

System Generated

Task To be Completed

Ensure all paperwork is filed and the files are not over filled.

Full packets should be taken to archiving as per VM3COP20.28

Redirecting the Issue to Derek for the time being as the new system produces its own paperwork and digitally files in the correct areas linked to the customers.

Will reevaluated one we open the office back up, and see what real paperwork is produced that requires filing

Rolling Audit #1242

Subject: Filing and Archiving

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed Paperwork to be filed in the correct order Paperwork is filed

new task as previously linked to ce file audit?

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395766	Filing (567)	28 Apr 2026	30 Apr 2026	2 days	Helen Lamb
393079	Filing (567)	30 Mar 2026	02 Apr 2026	3 days	Helen Lamb
389982	Filing (567)	25 Feb 2026	26 Feb 2026	1 day	Helen Lamb
386847	Filing (567)	26 Jan 2026	29 Jan 2026	3 days	Helen Lamb
384315	Filing (567)	26 Dec 2025	02 Jan 2026	7 days	Helen Lamb
381552	Filing (567)	24 Nov 2025	27 Nov 2025	3 days	Helen Lamb
378963	Filing (567)	24 Oct 2025	30 Oct 2025	6 days	Helen Lamb
375993	Filing (567)	23 Sep 2025	25 Sep 2025	2 days	Helen Lamb
373487	Filing (567)	25 Aug 2025	28 Aug 2025	3 days	Helen Lamb
370573	Filing (567)	23 Jul 2025	24 Jul 2025	1 day	Helen Lamb
368766	Filing and Archiving (1242)	03 Jul 2025	03 Jul 2025	0 days	Derek Lamb
367761	Filing (567)	23 Jun 2025	26 Jun 2025	3 days	Helen Lamb
364997	Filing (567)	22 May 2025	29 May 2025	7 days	Helen Lamb
362068	Filing (567)	21 Apr 2025	24 Apr 2025	3 days	Helen Lamb
359274	Filing (567)	21 Mar 2025	25 Mar 2025	4 days	Helen Lamb
355856	Filing (567)	18 Feb 2025	20 Feb 2025	2 days	Helen Lamb
352979	Filing (567)	20 Jan 2025	23 Jan 2025	3 days	Helen Lamb
350031	Filing (567)	18 Dec 2024	27 Dec 2024	9 days	Helen Lamb
347164	Filing (567)	18 Nov 2024	21 Nov 2024	3 days	Helen Lamb
344195	Filing (567)	17 Oct 2024	24 Oct 2024	7 days	Helen Lamb

Process ID #5949 — Filing Credit Card Slips

Management Review

Viamed - Office Processes

Last Reviewed: 07 Apr 2026 by Helen Lamb

Training Course Required: Fill in Credit card slip and security handling

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	payment from the customer	Helen Lamb 15 Nov 2023
Outputs to the Process	SquareIntrastats invoice correct and accurate systeminvoices paid	Helen Lamb 15 Nov 2023
Risks to the Process	wrong amounts charged and wrong customers	Helen Lamb 15 Nov 2023
Steps to Minimise Process Risks	training and checking, allowing staff to send invoices to the customer so they can just pay themselves. Less risk of mistakes	Helen Lamb 15 Nov 2023
Scope / Definition of Process / Objective	Check Square transactions for any anomalies or problems	Helen Lamb 15 Nov 2023
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 15 Nov 2023
Severity of Risk (1-5)	2.Minor	Helen Lamb 15 Nov 2023
Measurable Objective	check Square transactions for one that dont relate to an invoice	Helen Lamb 15 Nov 2023
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 15 Nov 2023
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.Regular issues and checks	Helen Lamb 15 Nov 2023
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 15 Nov 2023
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=2)	

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 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

Interested Parties

- Finance Banks
- Customer
- Government E.G. HMRC

Linked Companies

Management Review

Viamed - Office Processes

- Vandagraph
- Viamed

Trained Staff (9)

- Helen Lamb (trained by Helen Lamb)
- Gail Bell (trained by Helen Lamb)
- Sarah Walton (trained by Helen Lamb)
- Catherine Spence (trained by Helen Lamb)
- Sophie Lines (trained by Helen Lamb)
- Kate Griffiths (trained by Helen Lamb)
- Zoey Teal (trained by Helen Lamb)
- Emily Hanson (trained by Helen Lamb)
- Michael 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)
- Viamed Vandagraph Visa Slip Template payment credit card (Doc ID: 99808)
- VM3COP29.06 - Goods Out - Processing Card Payments DO NOT USE no longer use CC Machine (Doc ID: 153377)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)
- VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes (Doc ID: 31088)

Rolling Task #903

Subject: Credit Card checking the system

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

Check credit card system Square Check the transactions are valid

Rolling Audit #904

Subject: Credit Card check the system

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed

Check the issues for problems that need to be addressed with staff

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396343	Credit Card check the system (904)	04 May 2026	07 May 2026	3 days	Helen Lamb
395009	Credit Card checking the system (903)	20 Apr 2026		Outstanding (24 days)	Michael Lamb
393631	Credit Card check the system (904)	06 Apr 2026	09 Apr 2026	3 days	Helen Lamb
392371	Credit Card checking the system (903)	20 Mar 2026	27 Apr 2026	38 days	Michael Lamb

Management Review

Viamed - Office Processes

390765	Credit Card check the system (904)	04 Mar 2026	06 Mar 2026	2 days	Helen Lamb
389575	Credit Card checking the system (903)	20 Feb 2026	23 Feb 2026	3 days	Michael Lamb
387769	Credit Card check the system (904)	04 Feb 2026	05 Feb 2026	1 day	Helen Lamb
386353	Credit Card checking the system (903)	20 Jan 2026	23 Feb 2026	34 days	Michael Lamb
384977	Credit Card check the system (904)	05 Jan 2026	08 Jan 2026	3 days	Helen Lamb
384070	Credit Card checking the system (903)	22 Dec 2025	12 Jan 2026	21 days	Michael Lamb
382592	Credit Card check the system (904)	04 Dec 2025	11 Dec 2025	7 days	Helen Lamb
381335	Credit Card checking the system (903)	20 Nov 2025	12 Jan 2026	53 days	Michael Lamb
379943	Credit Card check the system (904)	04 Nov 2025	06 Nov 2025	2 days	Helen Lamb
378535	Credit Card checking the system (903)	20 Oct 2025	13 Nov 2025	24 days	Michael Lamb
377183	Credit Card check the system (904)	06 Oct 2025	09 Oct 2025	3 days	Helen Lamb
375875	Credit Card checking the system (903)	22 Sep 2025	31 Oct 2025	39 days	Michael Lamb
374459	Credit Card check the system (904)	04 Sep 2025	12 Sep 2025	8 days	Helen Lamb
373181	Credit Card checking the system (903)	20 Aug 2025	01 Sep 2025	12 days	Michael Lamb
371671	Credit Card check the system (904)	04 Aug 2025	05 Aug 2025	1 day	Helen Lamb
370308	Credit Card checking the system (903)	21 Jul 2025	04 Aug 2025	14 days	Michael Lamb

Process ID #7711 — Import Bank CSV

Last Reviewed: 08 Aug 2025 by Helen Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Barclays website	Derek Lamb 23 May 2017
Outputs to the Process	Recent payments and banking figures	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017

Management Review

Viamed - Office Processes

Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Download the most recent bank statement from the bank website	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check intrastats bank receipts, last date should be within 3 days of today	Derek Lamb 13 Jul 2018
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

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

Interested Parties

- Finance Banks
- Staff
- Internal Systems
- Accountants

Linked Companies

- Viamed
- VST

Trained Staff (7)

- Katie Evans (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Emily Hanson (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Derek Lamb (trained by Derek Lamb)
- Willow Merryweather (trained by Derek Lamb)
- Michael Lamb (trained by Derek Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VM3COP20.39 Importing Bank Statements (Doc ID: 17483)
- VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes (Doc ID: 31088)

Rolling Task #526

Subject: Import Bank CSV

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

Management Review

Viamed - Office Processes

Download the bank CSV file and import into Intrastats as per VM3COP20.39

Rolling Audit #527

Subject: Import Bank CSV

Target User: Helen Lamb

Recurrence: 0 Month(s) 1 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
397250	Import Bank CSV (526)	14 May 2026		Outstanding (0 days)	Michael Lamb
397141	Import Bank CSV (526)	13 May 2026		Outstanding (1 day)	Michael Lamb
397012	Import Bank CSV (526)	12 May 2026		Outstanding (2 days)	Michael Lamb
396871	Import Bank CSV (526)	11 May 2026		Outstanding (3 days)	Michael Lamb
396769	Import Bank CSV (527)	08 May 2026	14 May 2026	6 days	Helen Lamb
396768	Import Bank CSV (526)	08 May 2026		Outstanding (6 days)	Michael Lamb
396668	Import Bank CSV (526)	07 May 2026		Outstanding (7 days)	Michael Lamb
396557	Import Bank CSV (526)	06 May 2026		Outstanding (8 days)	Michael Lamb
396384	Import Bank CSV (526)	05 May 2026	07 May 2026	2 days	Michael Lamb
396313	Import Bank CSV (526)	04 May 2026	07 May 2026	3 days	Michael Lamb
396151	Import Bank CSV (527)	01 May 2026	07 May 2026	6 days	Helen Lamb
396150	Import Bank CSV (526)	01 May 2026	07 May 2026	6 days	Michael Lamb
396019	Import Bank CSV (526)	30 Apr 2026	07 May 2026	7 days	Michael Lamb
395917	Import Bank CSV (526)	29 Apr 2026	07 May 2026	8 days	Michael Lamb
395762	Import Bank CSV (526)	28 Apr 2026	07 May 2026	9 days	Michael Lamb
395616	Import Bank CSV (526)	27 Apr 2026	30 Apr 2026	3 days	Michael Lamb
395498	Import Bank CSV (527)	24 Apr 2026	30 Apr 2026	6 days	Helen Lamb
395497	Import Bank CSV (526)	24 Apr 2026	30 Apr 2026	6 days	Michael Lamb
395365	Import Bank CSV (526)	23 Apr 2026	30 Apr 2026	7 days	Michael Lamb
395224	Import Bank CSV (526)	22 Apr 2026	30 Apr 2026	8 days	Michael Lamb

Process ID #5901 — Link Call Log Contacts To The CRM

Last Reviewed: 21 Apr 2026 by Helen Lamb

Management Review

Viamed - Office Processes

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	Call log - Unlinked calls listing in intrastats	Derek Lamb 01 Feb 2017
Outputs to the Process	Where possible unlinked calls are linked to a contact	Derek Lamb 01 Feb 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Rolling Issue and AuditEnsure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	To link new calls to Contacts in the CRM	Derek Lamb 01 Feb 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Review the Call Log list,Ignoring Empty Names and contacts.other lines should be green.	Derek Lamb 16 Aug 2018
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	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: 7.2.3
- 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
- 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

- Internal Systems

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Management Review

Viamed - Office Processes

Trained Staff (5)

- Sophie Lines (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Emily Hanson (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Sarah Walton (trained by Derek Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VM3COP27.08 Intrastat Telephone Logging System. (Doc ID: 24014)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #404

Subject: Link Call Log Contacts To The CRM

Target User: Sophie Lines

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

Notes:

System Generated

Task To be Completed

Rolling Audit #405

Subject: Link Call Log Contacts To The CRM

Target User: Helen Lamb

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
396851	Link Call Log Contacts To The CRM (404)	11 May 2026	14 May 2026	3 days	Sophie Lines
396294	Link Call Log Contacts To The CRM (404)	04 May 2026	07 May 2026	3 days	Sophie Lines
395600	Link Call Log Contacts To The CRM (404)	27 Apr 2026	30 Apr 2026	3 days	Sophie Lines
395116	Link Call Log Contacts To The CRM (405)	21 Apr 2026	22 Apr 2026	1 day	Helen Lamb
394960	Link Call Log Contacts To The CRM (404)	20 Apr 2026	22 Apr 2026	2 days	Sophie Lines
394347	Link Call Log Contacts To The CRM (404)	13 Apr 2026	16 Apr 2026	3 days	Sophie Lines
393581	Link Call Log Contacts To The CRM (404)	06 Apr 2026	16 Apr 2026	10 days	Sophie Lines
393056	Link Call Log Contacts To The CRM (404)	30 Mar 2026	16 Apr 2026	17 days	Sophie Lines
392447	Link Call Log Contacts To The	23 Mar 2026	26 Mar 2026	3 days	Helen Lamb

Management Review

Viamed - Office Processes

392446	CRM (405) Link Call Log Contacts To The CRM (404)	23 Mar 2026	26 Mar 2026	3 days	Sophie Lines
391738	Link Call Log Contacts To The CRM (404)	16 Mar 2026	26 Mar 2026	10 days	Sophie Lines
391110	Link Call Log Contacts To The CRM (404)	09 Mar 2026	16 Mar 2026	7 days	Sophie Lines
390424	Link Call Log Contacts To The CRM (404)	02 Mar 2026	02 Mar 2026	0 days	Sophie Lines
389673	Link Call Log Contacts To The CRM (405)	23 Feb 2026	26 Feb 2026	3 days	Helen Lamb
389672	Link Call Log Contacts To The CRM (404)	23 Feb 2026	26 Feb 2026	3 days	Sophie Lines
388960	Link Call Log Contacts To The CRM (404)	16 Feb 2026	26 Feb 2026	10 days	Sophie Lines
388286	Link Call Log Contacts To The CRM (404)	09 Feb 2026	26 Feb 2026	17 days	Sophie Lines
387432	Link Call Log Contacts To The CRM (404)	02 Feb 2026	05 Feb 2026	3 days	Sophie Lines
386824	Link Call Log Contacts To The CRM (404)	26 Jan 2026	05 Feb 2026	10 days	Sophie Lines
386425	Link Call Log Contacts To The CRM (405)	21 Jan 2026	23 Jan 2026	2 days	Helen Lamb

Process ID #19 — Maintaining Leaflet Stocks

Last Reviewed: 28 Jul 2025 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Check stock levels, order as appropriate	Derek Lamb 23 May 2017
Outputs to the Process	Stock is maintained	Derek Lamb 23 May 2017
Risks to the Process	Stock is not checked	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Regular stock take	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Ensure required leaflets are in stock	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021

Management Review

Viamed - Office Processes

Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Ensure the task is being Signed off as completed	Derek Lamb 12 Jul 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	Not doing mailings due to lack of staff due to covid, so stock not moving like they were.May need to produce new leaflets after covid anyway once we can start sending them out again	Derek Lamb 02 Jul 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

Interested Parties

- Customer
- Internal Systems

Linked Companies

- Viamed

Trained Staff (4)

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

Associated Documents

- Audit 16 Sales and Marketing (Doc ID: 22078)
- Audit 16 Sales and Marketing Viamed (Doc ID: 159461)
- Audit 16 Sales and Marketing VST (Doc ID: 159463)
- VOP 25 Sales and Marketing (Doc ID: 31100)

Rolling Task #538

Subject: Maintaining Leaflet Stocks

Target User: Catrin Hird

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

Notes:

System Generated

Task To be Completed

Are there adequate stocks of leaflets for upcoming mailshots

Rolling Audit #539

Subject: Maintaining Leaflet Stocks

Target User: Catherine Spence

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

Management Review

Viamed - Office Processes

Notes:

System Generated

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

Ensure there is adequate stock of leaflets

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396875	Maintaining Leaflet Stocks (538)	11 May 2026	14 May 2026	3 days	Catrin Hird
396317	Maintaining Leaflet Stocks (538)	04 May 2026	07 May 2026	3 days	Catrin Hird
396154	Maintaining Leaflet Stocks (539)	01 May 2026	14 May 2026	13 days	Catherine Spence
395620	Maintaining Leaflet Stocks (538)	27 Apr 2026	30 Apr 2026	3 days	Catrin Hird
394981	Maintaining Leaflet Stocks (538)	20 Apr 2026	22 Apr 2026	2 days	Catrin Hird
394369	Maintaining Leaflet Stocks (538)	13 Apr 2026	16 Apr 2026	3 days	Catrin Hird
393605	Maintaining Leaflet Stocks (538)	06 Apr 2026	09 Apr 2026	3 days	Catrin Hird
393287	Maintaining Leaflet Stocks (539)	01 Apr 2026	09 Apr 2026	8 days	Catherine Spence
393075	Maintaining Leaflet Stocks (538)	30 Mar 2026	02 Apr 2026	3 days	Catrin Hird
392467	Maintaining Leaflet Stocks (538)	23 Mar 2026	26 Mar 2026	3 days	Catrin Hird
391760	Maintaining Leaflet Stocks (538)	16 Mar 2026	19 Mar 2026	3 days	Catrin Hird
391130	Maintaining Leaflet Stocks (538)	09 Mar 2026	16 Mar 2026	7 days	Catrin Hird
390449	Maintaining Leaflet Stocks (539)	02 Mar 2026	02 Mar 2026	0 days	Catherine Spence
390448	Maintaining Leaflet Stocks (538)	02 Mar 2026	05 Mar 2026	3 days	Catrin Hird
389693	Maintaining Leaflet Stocks (538)	23 Feb 2026	26 Feb 2026	3 days	Catrin Hird
388982	Maintaining Leaflet Stocks (538)	16 Feb 2026	19 Feb 2026	3 days	Catrin Hird
388306	Maintaining Leaflet Stocks (538)	09 Feb 2026	13 Feb 2026	4 days	Catrin Hird
387455	Maintaining Leaflet Stocks (539)	02 Feb 2026	05 Feb 2026	3 days	Catherine Spence
387454	Maintaining Leaflet Stocks (538)	02 Feb 2026	05 Feb 2026	3 days	Catrin Hird
386843	Maintaining Leaflet Stocks (538)	26 Jan 2026	29 Jan 2026	3 days	Catrin Hird

Process ID #7750 — Meeting With Management

Last Reviewed: 10 Dec 2025 by Derek Lamb

Process Maturity (5 of 6 - 83%)

Measure	Status
Has Risk Assessment	Yes
Has Audit	No

Management Review

Viamed - Office Processes

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	Potential problems	Derek Lamb 23 May 2017
Outputs to the Process	Resolved issues	Derek Lamb 23 May 2017
Risks to the Process	Staff being unavailable	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Organise when all relevant staff members are available	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Meeting between management and office team leader to discuss improvement of systems and address any issues	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 23 May 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 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 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=3, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.4
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 5.1.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.4

Interested Parties

- Staff
- Internal Systems

Management Review

Viamed - Office Processes

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (3)

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

Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VOP 12 Training (Doc ID: 166222)

Rolling Task #275

Subject: Office Staff Meeting

Target User: Derek Lamb

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

Notes:

System Generated

Hold meeting with Management,

discuss any issues regarding office processes. To include office sales projects

Include in the discussion training requirements of staff and competence of staff

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396847	Office Staff Meeting (275)	11 May 2026	Completed	Outstanding (3 days)	Derek Lamb
393989	Office Staff Meeting (275)	09 Apr 2026	09 Apr 2026	0 days	Derek Lamb
391103	Office Staff Meeting (275)	09 Mar 2026	09 Apr 2026	31 days	Derek Lamb
388280	Office Staff Meeting (275)	09 Feb 2026	19 Feb 2026	10 days	Derek Lamb
385470	Office Staff Meeting (275)	09 Jan 2026	19 Feb 2026	41 days	Derek Lamb
382918	Office Staff Meeting (275)	09 Dec 2025	11 Dec 2025	2 days	Derek Lamb
380361	Office Staff Meeting (275)	10 Nov 2025	04 Dec 2025	24 days	Derek Lamb
377548	Office Staff Meeting (275)	09 Oct 2025	24 Oct 2025	15 days	Derek Lamb
374850	Office Staff Meeting (275)	09 Sep 2025	12 Sep 2025	3 days	Derek Lamb
372225	Office Staff Meeting (275)	11 Aug 2025	04 Sep 2025	24 days	Derek Lamb
369317	Office Staff Meeting (275)	09 Jul 2025	04 Sep 2025	57 days	Derek Lamb
366463	Office Staff Meeting (275)	09 Jun 2025	03 Jul 2025	24 days	Derek Lamb
363841	Office Staff Meeting (275)	09 May 2025	05 Jun 2025	27 days	Derek Lamb
361050	Office Staff Meeting (275)	09 Apr 2025	24 Apr 2025	15 days	Derek Lamb
357928	Office Staff Meeting (275)	10 Mar 2025	13 Mar 2025	3 days	Derek Lamb

Management Review

Viamed - Office Processes

355010	Meeting (275) Office Staff	10 Feb 2025	13 Mar 2025	31 days	Derek Lamb
352016	Meeting (275) Office Staff	09 Jan 2025	17 Jan 2025	8 days	Derek Lamb
349073	Meeting (275) Office Staff	09 Dec 2024	02 Jan 2025	24 days	Derek Lamb
346506	Meeting (275) Office Staff	11 Nov 2024	04 Dec 2024	23 days	Derek Lamb
343353	Meeting (275) Office Staff	09 Oct 2024	24 Oct 2024	15 days	Derek Lamb

Process ID #8121 — Office Processes 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 Office Processes 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

Management Review

Viamed - Office Processes

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

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

Rolling Task #1341

Subject: Office Processes 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 Office Processes Responsibility Review

Print to PDF,

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397376	Office Processes Review (1341)	14 May 2026		Outstanding (0 days)	Derek Lamb

Process ID #21 — Office Sales Projects

Last Reviewed: 27 Aug 2025 by Catrin Hird

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Office staff update tasks	Derek Lamb 23 May 2017
Outputs to the Process	Office staff complete projects	Derek Lamb 23 May 2017
Risks to the Process	Office is short staffed or over worked	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure there is adequate office staff to meet demands	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Ensuring office job list is being updated and completed	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check office jobs list is being carried out when time allows and in accordance with priority levels.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	For Management Review	Helen Lamb 23 Oct 2020

Management Review

Viamed - Office Processes

Risk / Benefit Report
HSE Implications
Calculated Risk Code

No Action
No health and safety implications
No Action (Frequency=2, Severity=1)

Helen Lamb 28 Jul 2025
Helen Lamb 28 Jul 2025

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd 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
- 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

- Internal Systems
- Staff
- Customer
- Competitors

Linked Companies

- Viamed

Trained Staff (6)

- Katie Evans (trained by Derek Lamb)
- Catrin Hird (trained by Katie Evans)
- Gail Bell (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)
- Sarah Walton (trained by Derek Lamb)

Associated Documents

- Audit 16 Sales and Marketing (Doc ID: 22078)
- Audit 16 Sales and Marketing Viamed (Doc ID: 159461)
- Audit 16 Sales and Marketing VST (Doc ID: 159463)
- VM3COP03.04 Office Jobs Priority List (Doc ID: 90648)
- VM3COP20.40 Jobs Lists how to (Doc ID: 17710)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #570

Subject: Office Sales Projects

Target User: Catrin Hird

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

Notes:

System Generated

Task To be Completed

Thorough checking of office job list as per VM3COP03.04

Rolling Audit #534

Management Review

Viamed - Office Processes

Subject: Office Sales Projects

Target User: Derek Lamb

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

Notes:

System Generated

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

To be discussed at management meeting

Ensure office job list is being completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397147	Office Sales Projects (570)	13 May 2026	14 May 2026	1 day	Catrin Hird
396562	Office Sales Projects (570)	06 May 2026	07 May 2026	1 day	Catrin Hird
395922	Office Sales Projects (570)	29 Apr 2026	30 Apr 2026	1 day	Catrin Hird
395500	Office Sales Projects (534)	24 Apr 2026	30 Apr 2026	6 days	Derek Lamb
395229	Office Sales Projects (570)	22 Apr 2026	22 Apr 2026	0 days	Catrin Hird
394636	Office Sales Projects (570)	15 Apr 2026	16 Apr 2026	1 day	Catrin Hird
393890	Office Sales Projects (570)	08 Apr 2026	09 Apr 2026	1 day	Catrin Hird
393293	Office Sales Projects (570)	01 Apr 2026	02 Apr 2026	1 day	Catrin Hird
392753	Office Sales Projects (570)	25 Mar 2026	26 Mar 2026	1 day	Catrin Hird
392628	Office Sales Projects (534)	24 Mar 2026	02 Apr 2026	9 days	Derek Lamb
391994	Office Sales Projects (570)	18 Mar 2026	19 Mar 2026	1 day	Catrin Hird
391423	Office Sales Projects (570)	11 Mar 2026	16 Mar 2026	5 days	Catrin Hird
390753	Office Sales Projects (570)	04 Mar 2026	05 Mar 2026	1 day	Catrin Hird
389983	Office Sales Projects (570)	25 Feb 2026	26 Feb 2026	1 day	Catrin Hird
389843	Office Sales Projects (534)	24 Feb 2026	26 Feb 2026	2 days	Derek Lamb
389238	Office Sales Projects (570)	18 Feb 2026	19 Feb 2026	1 day	Catrin Hird
388568	Office Sales Projects (570)	11 Feb 2026	13 Feb 2026	2 days	Catrin Hird
387757	Office Sales Projects (570)	04 Feb 2026	05 Feb 2026	1 day	Catrin Hird
387130	Office Sales Projects (570)	28 Jan 2026	29 Jan 2026	1 day	Catrin Hird
386841	Office Sales Projects (534)	26 Jan 2026	29 Jan 2026	3 days	Derek Lamb

Process ID #7783 — PDF VST Invoices And Purchase Orders

Last Reviewed: 13 Nov 2021 by Helen Lamb

Management Review

Viamed - Office Processes

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	New invoices	Derek Lamb 23 May 2017
Outputs to the Process	Pdfs saved into U drive which the system then automatically moves into the Intrastats system ready for emailing	Derek Lamb 23 May 2017
Risks to the Process	Incorrect name given to Invoice when saving the PDF.customer gets incorrect invoice.	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Invoices visually checked prior to send to customers.	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customersNOW DONE AUTOMATICALLY	Derek Lamb 21 Sep 2020
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	check list is 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		
HSE Implications		
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd 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
- 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

- Staff
- Internal Systems
- Customer
- Finance Banks
- VST OEM Customers
- VST OEM Customers

Management Review

Viamed - Office Processes

Linked Companies

- VST

Trained Staff (6)

- Sarah Walton (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Emily Hanson (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Sophie Lines (trained by Katie Evans)
- Willow Merryweather (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 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

No completed tasks in the last 2 years.

Process ID #7924 — PDFing Of Invoices Vandagraph

Last Reviewed: 20 Aug 2024 by Helen Lamb

Process Maturity (5 of 6 - 83%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	New invoices	Helen Lamb 11 Jan 2019
Outputs to the Process	Pdfs saved into U drive which the system then automatically moves into the Intrastats system ready for emailing	Helen Lamb 11 Jan 2019
Risks to the Process	Incorrect name given to Invoice when saving the PDF.customer gets incorrect invoice.	Helen Lamb 11 Jan 2019
Steps to Minimise Process Risks	Invoices visually checked prior to send to customers.	Helen Lamb 11 Jan 2019
Scope / Definition of Process / Objective	Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customersNO LONGER REQUIRED,New Order system automatically produces the PDFS and Places into the Correct Location	Derek Lamb 12 Jun 2020
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 11 Jan 2019
Severity of Risk (1-5)	1.Negligible	Helen Lamb 11 Jan 2019
Measurable Objective	The List should be upto date within the last working day	Helen Lamb 11 Jan 2019
Training Method Required	Hands on Learning from experienced	Helen Lamb 01 Oct 2019

Management Review

Viamed - Office Processes

Verification / Effectiveness	staff This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report HSE Implications Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Interested Parties

- Internal Systems

Linked Companies

- Vandagraph

Trained Staff (6)

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

Associated Documents

- Audit 04 Accounts and Finance Viamed (Doc ID: 159427)
- Audit 04 Accounts and Finance VST (Doc ID: 159429)

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
341538	PDFing Of Invoices Vandagraph (938)	20 Sep 2024	03 Oct 2024	13 days	Helen Lamb
338639	PDFing Of Invoices Vandagraph (938)	20 Aug 2024	05 Sep 2024	16 days	Helen Lamb
335916	PDFing Of Invoices Vandagraph (938)	22 Jul 2024	26 Jul 2024	4 days	Helen Lamb
332951	PDFing Of Invoices Vandagraph (938)	20 Jun 2024	20 Jun 2024	0 days	Helen Lamb
330024	PDFing Of Invoices Vandagraph (938)	20 May 2024	21 May 2024	1 day	Helen Lamb

Process ID #7676 — PDFing Of Invoices Viamed

Last Reviewed: 15 Sep 2020 by Derek Lamb

Training Course Required: Office Procedures

Process Maturity (4 of 6 - 67%)

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

Management Review

Viamed - Office Processes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	New invoices	Derek Lamb 23 May 2017
Outputs to the Process	Pdfs saved into U drive which the system then automatically moves into the Intrastats system ready for emailing	Derek Lamb 23 May 2017
Risks to the Process	Incorrect name given to Invoice when saving the PDF.customer gets incorrect invoice.	Derek Lamb 19 May 2016
Steps to Minimise Process Risks	Invoices visually checked prior to send to customers.	Derek Lamb 19 May 2016
Scope / Definition of Process / Objective	Process of PDF ing Invoices into the system for easy of use in the future and the Emailing of Invoices to customers NO LONGER REQUIRED AS DONE BY THE SYSTEM AUTOMATICALLY	Derek Lamb 15 Sep 2020
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 11 Jan 2019
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	The List should be upto date within the last working day	Derek Lamb 22 Aug 2018
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd 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: 5.2.2
- 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: 7.5.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.5.3.2
- 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: 5.2.2
- 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: 7.5.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.5.3.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.3

Interested Parties

- Customer
- Finance Banks
- Internal Systems
- VST OEM Customers

Management Review

Viamed - Office Processes

Linked Companies

- Viamed
- VST

Trained Staff (9)

- Emily Hanson (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Zoey Teal (trained by Katie Evans)
- Sophie Lines (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Willow Merryweather (trained by Derek Lamb)
- Gail Bell (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)
- Sarah Hawker (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)
- VM3COP20.062 PDFing Of Invoices (Doc ID: 17100)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

No completed tasks in the last 2 years.

Process ID #5898 — Processing Depleted Sensors

Last Reviewed: 01 May 2026 by Helen Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Returned depleted sensors	Derek Lamb 23 May 2017
Outputs to the Process	Disposal of sensors, customer receives new disposal bag	Derek Lamb 23 May 2017
Risks to the Process	Sensors are not handled correctly	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure all staff performing the task wear designated gloves	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Dispose of depleted oxygen sensors and send customer replacement disposal bags	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check how many depleted sensors are waiting to be processed. Review.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness	Derek Lamb 23 Oct 2020

Management Review

Viamed - Office Processes

Covid / Pandemic Notes	during internal rolling audit issues. This process is affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job completes the issue, it will then be reviewed at the final completion of this task. It will be the job of the person who finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

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

Interested Parties

- Customer
- Internal Systems

Linked Companies

- Viamed

Trained Staff (10)

- Zoey Teal (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Sophie Lines (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Sarah Hawker (trained by Derek Lamb)
- Helen Lamb (trained by Helen Lamb)
- Michael Lamb (trained by Helen Lamb)
- Philip Crossley (trained by Helen Lamb)
- Robert Connor (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)
- VM3COP38.14 Depleted Oxygen Sensor Process. VM3COP38.15 Processing Depleted Oxygen Sensors (Doc ID: 19667)
- VOP 20 Goods in Purchases, Returns, Repairs, Inspection / Rejection (Doc ID: 181426)

Rolling Task #406

Subject: Processing Depleted Sensors

Target User: Robert Connor

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

Notes:

System Generated

Task To be Completed as per VM3COP38.14

Rolling Audit #535

Management Review

Viamed - Office Processes

Subject: Processing Depleted Sensors

Target User: Helen Lamb

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

Notes:

System Generated

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

Ensure depleted sensors are being processed.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397003	Processing Depleted Sensors (406)	12 May 2026	14 May 2026	2 days	Robert Connor
396153	Processing Depleted Sensors (535)	01 May 2026	07 May 2026	6 days	Helen Lamb
395752	Processing Depleted Sensors (406)	28 Apr 2026	30 Apr 2026	2 days	Robert Connor
394874	Processing Depleted Sensors (535)	17 Apr 2026	22 Apr 2026	5 days	Helen Lamb
394490	Processing Depleted Sensors (406)	14 Apr 2026	16 Apr 2026	2 days	Robert Connor
393527	Processing Depleted Sensors (535)	03 Apr 2026	09 Apr 2026	6 days	Helen Lamb
393169	Processing Depleted Sensors (406)	31 Mar 2026	02 Apr 2026	2 days	Robert Connor
392350	Processing Depleted Sensors (535)	20 Mar 2026	26 Mar 2026	6 days	Helen Lamb
391858	Processing Depleted Sensors (406)	17 Mar 2026	19 Mar 2026	2 days	Robert Connor
391001	Processing Depleted Sensors (535)	06 Mar 2026	06 Mar 2026	0 days	Helen Lamb
390579	Processing Depleted Sensors (406)	03 Mar 2026	05 Mar 2026	2 days	Robert Connor
389553	Processing Depleted Sensors (535)	20 Feb 2026	26 Feb 2026	6 days	Helen Lamb
389121	Processing Depleted Sensors (406)	17 Feb 2026	19 Feb 2026	2 days	Robert Connor
388120	Processing Depleted Sensors (535)	06 Feb 2026	10 Feb 2026	4 days	Helen Lamb
387623	Processing Depleted Sensors (406)	03 Feb 2026	05 Feb 2026	2 days	Robert Connor
386708	Processing Depleted Sensors (535)	23 Jan 2026	29 Jan 2026	6 days	Helen Lamb

Management Review

Viamed - Office Processes

386325	Processing Depleted Sensors (406)	20 Jan 2026	23 Jan 2026	3 days	Robert Connor
385492	Processing Depleted Sensors (535)	09 Jan 2026	19 Jan 2026	10 days	Helen Lamb
385055	Processing Depleted Sensors (406)	06 Jan 2026	19 Jan 2026	13 days	Robert Connor
384310	Processing Depleted Sensors (535)	26 Dec 2025	02 Jan 2026	7 days	Helen Lamb

Process ID #20 — Processing Of Mail Shots

Last Reviewed: 17 Apr 2026 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Place letter and appropriate leaflet/price list in envelope and send to Goods Out	Derek Lamb 23 May 2017
Outputs to the Process	Letters are ready to send	Derek Lamb 23 May 2017
Risks to the Process	Depleted stock of leaflets	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure leaflet stocks are maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Ensuring mail shots are printed and sent	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check the task is being completed	Derek Lamb 22 Aug 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job completes the issue, it will then be reviewed at the final completion of this task. It will be the job of the person who finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Management Review

Viamed - Office Processes

Linked ISO Sections

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

Interested Parties

- Customer
- Supplier
- Internal Systems

Linked Companies

- Viamed

Trained Staff (10)

- Sophie Lines (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Emily Hanson (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Catrin Hird (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Sarah Hawker (trained by Derek Lamb)
- Michael Lamb (trained by Helen Lamb)
- Helen Lamb (trained by Helen Lamb)

Associated Documents

- Audit 16 Sales and Marketing (Doc ID: 22078)
- Audit 16 Sales and Marketing Viamed (Doc ID: 159461)
- Audit 16 Sales and Marketing VST (Doc ID: 159463)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #402

Subject: Processing Of Mail Shots

Target User: Catrin Hird

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

Notes:

System Generated

Task To be Completed

Are mailshots being processed

if so which departments are involved

Rolling Audit #403

Subject: Processing Of Mail Shots

Target User: Helen Lamb

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

Notes:

System Generated

AUDIT Enure the Task is being Completed

Management Review

Viamed - Office Processes

Whats Mail shots are currently being processed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396850	Processing Of Mail Shots (402)	11 May 2026	14 May 2026	3 days	Catrin Hird
396293	Processing Of Mail Shots (402)	04 May 2026	07 May 2026	3 days	Catrin Hird
395599	Processing Of Mail Shots (402)	27 Apr 2026	30 Apr 2026	3 days	Catrin Hird
394959	Processing Of Mail Shots (402)	20 Apr 2026	22 Apr 2026	2 days	Catrin Hird
394853	Processing Of Mail Shots (403)	17 Apr 2026	22 Apr 2026	5 days	Helen Lamb
394346	Processing Of Mail Shots (402)	13 Apr 2026	16 Apr 2026	3 days	Catrin Hird
393580	Processing Of Mail Shots (402)	06 Apr 2026	09 Apr 2026	3 days	Catrin Hird
393055	Processing Of Mail Shots (402)	30 Mar 2026	02 Apr 2026	3 days	Catrin Hird
392445	Processing Of Mail Shots (402)	23 Mar 2026	26 Mar 2026	3 days	Catrin Hird
391857	Processing Of Mail Shots (403)	17 Mar 2026	19 Mar 2026	2 days	Helen Lamb
391737	Processing Of Mail Shots (402)	16 Mar 2026	19 Mar 2026	3 days	Catrin Hird
391109	Processing Of Mail Shots (402)	09 Mar 2026	16 Mar 2026	7 days	Catrin Hird
390423	Processing Of Mail Shots (402)	02 Mar 2026	05 Mar 2026	3 days	Catrin Hird
389671	Processing Of Mail Shots (402)	23 Feb 2026	26 Feb 2026	3 days	Catrin Hird
389120	Processing Of Mail Shots (403)	17 Feb 2026	19 Feb 2026	2 days	Helen Lamb
388959	Processing Of Mail Shots (402)	16 Feb 2026	19 Feb 2026	3 days	Catrin Hird
388285	Processing Of Mail Shots (402)	09 Feb 2026	13 Feb 2026	4 days	Catrin Hird
387431	Processing Of Mail Shots (402)	02 Feb 2026	05 Feb 2026	3 days	Catrin Hird
386823	Processing Of Mail Shots (402)	26 Jan 2026	29 Jan 2026	3 days	Catrin Hird
386209	Processing Of Mail Shots (403)	19 Jan 2026	23 Jan 2026	4 days	Helen Lamb

Process ID #5891 — Processing Of Repair Quotes And Orders

Last Reviewed: 17 Apr 2018 by Derek Lamb

Process Maturity (3 of 6 - 50%)

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

Risk Assessment

Management Review

Viamed - Office Processes

Risk Item	Notes / Value	Last Updated
Input to the Process	Repairs coming in the building by shipper or by hand. Order numbers and confirmations are received. Information from the customer / supplier	Derek Lamb 29 Aug 2017
Outputs to the Process	Quotes are sent and order numbers used to process the repair. Information for the customer / supplier. repairs returned to customer.	Derek Lamb 29 Aug 2017
Risks to the Process	Repairs missed or delayed. Order numbers not received before processing.	Derek Lamb 29 Aug 2017
Steps to Minimise Process Risks	Follow the repairs procedure and train staff.	Derek Lamb 29 Aug 2017
Scope / Definition of Process / Objective	To process the Repair Quotes And Orders as they come in.	Derek Lamb 29 Aug 2017
Likelihood of Risk (1-5)	3. Occasional	Derek Lamb 29 Aug 2017
Severity of Risk (1-5)	1. Negligible	Derek Lamb 29 Aug 2017
Measurable Objective		
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	No Action (Frequency=3, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd 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 ISO13485:2016: 7.5.11
- VIAMED ISO 13485:2008 Manual: 4.1.c
- VIAMED ISO 13485:2008 Manual: 7.5.1.1.B
- VIAMED ISO 13485:2008 Manual: 7.5.3.1
- 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
- ISO 9001 Vandagraph Sensor Technologies Manual: 4.1.c
- ISO 9001 Vandagraph Sensor Technologies Manual: 7.5.1.1.B
- ISO 9001 Vandagraph Sensor Technologies Manual: 7.5.3.1
- 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: 7.5.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1

Management Review

Viamed - Office Processes

Interested Parties

- Customer

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (5)

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

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VM3COP20.03 Repair Procedures Goods in (Doc ID: 13703)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

No completed tasks in the last 2 years.

Process ID #5899 — Proforma And Quote Chasing

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	Quotes and proformas in intrastats	Derek Lamb 01 Feb 2017
Outputs to the Process	All due Quotes and Proformas have been reviewed and chased up if required	Derek Lamb 01 Feb 2017
Risks to the Process	Computer/network breakdownNot chased up.	Helen Lamb 31 Aug 2021
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained. Customers can be called if necessaryAudit issues to check being carried out.	Helen Lamb 31 Aug 2021
Scope / Definition of Process / Objective	Chase outstanding Quotes and Proformas	Derek Lamb 01 Feb 2017
Likelihood of Risk (1-5)	3.Occasional	Helen Lamb 31 Aug 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Should be no more than 1 outstanding	Derek Lamb 15 Aug 2018

Management Review

Viamed - Office Processes

Training Method Required	Task, Checking the history logs chased dates should be within the last month. Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=3, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.2.3
- 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
- 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
- Finance Banks
- VST OEM Customers

Linked Companies

- Viamed

Trained Staff (10)

- Katie Evans (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Sophie Lines (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Steve Hardaker (trained by Katie Evans)
- Sarah Hawker (trained by Derek Lamb)
- Michael Lamb (trained by Helen Lamb)
- Kate Griffiths (trained by Derek Lamb)

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VM3COP27.32 Proforma and Quote Chasing (Doc ID: 94884)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #409

Subject: Proforma And Quote Chasing

Management Review

Viamed - Office Processes

Target User: Kate Griffiths

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

Notes:

System Generated

Task To be Completed

Chase quotes that are 25+ days old, and proformas 2 weeks old.

indicated by red cross

Give to colleagues where applicable. Do not chase quotes or proformas that are SJH or RS responsibility

Rolling Audit #410

Subject: Proforma And Quote Chasing

Target User: Michael Lamb

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

Notes:

System Generated

AUDIT Enure the Task is being Completed

To check all users outstanding quotes and remind them to chase/ask for PO

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397130	Proforma And Quote Chasing (409)	13 May 2026	14 May 2026	1 day	Kate Griffiths
396546	Proforma And Quote Chasing (409)	06 May 2026	07 May 2026	1 day	Kate Griffiths
395907	Proforma And Quote Chasing (409)	29 Apr 2026	07 May 2026	8 days	Kate Griffiths
395214	Proforma And Quote Chasing (409)	22 Apr 2026	23 Apr 2026	1 day	Kate Griffiths
394621	Proforma And Quote Chasing (410)	15 Apr 2026	22 Apr 2026	7 days	Michael Lamb
394620	Proforma And Quote Chasing (409)	15 Apr 2026	16 Apr 2026	1 day	Kate Griffiths
393875	Proforma And Quote Chasing (409)	08 Apr 2026	16 Apr 2026	8 days	Kate Griffiths
393271	Proforma And Quote Chasing (409)	01 Apr 2026	09 Apr 2026	8 days	Kate Griffiths
392738	Proforma And Quote Chasing (409)	25 Mar 2026	02 Apr 2026	8 days	Kate Griffiths
391979	Proforma And Quote Chasing (409)	18 Mar 2026	26 Mar 2026	8 days	Kate Griffiths
391739	Proforma And Quote Chasing (410)	16 Mar 2026	19 Mar 2026	3 days	Michael Lamb
391407	Proforma And Quote Chasing (409)	11 Mar 2026	16 Mar 2026	5 days	Kate Griffiths
390735	Proforma And Quote Chasing	04 Mar 2026	06 Mar 2026	2 days	Kate Griffiths

Management Review

Viamed - Office Processes

389967	(409) Proforma And Quote Chasing (409)	25 Feb 2026	26 Feb 2026	1 day	Kate Griffiths
389223	Proforma And Quote Chasing (409)	18 Feb 2026	19 Feb 2026	1 day	Kate Griffiths
388961	Proforma And Quote Chasing (410)	16 Feb 2026	26 Feb 2026	10 days	Michael Lamb
388552	Proforma And Quote Chasing (409)	11 Feb 2026	13 Feb 2026	2 days	Kate Griffiths
387738	Proforma And Quote Chasing (409)	04 Feb 2026	05 Feb 2026	1 day	Kate Griffiths
387115	Proforma And Quote Chasing (409)	28 Jan 2026	05 Feb 2026	8 days	Kate Griffiths
386426	Proforma And Quote Chasing (409)	21 Jan 2026	23 Jan 2026	2 days	Kate Griffiths

Process ID #7914 — Proofs of Delivery

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	Intrastats Screen and external tracking websites	Derek Lamb 02 Oct 2018
Outputs to the Process	We have a copy of proofs of delivery	Derek Lamb 02 Oct 2018
Risks to the Process	That we do not get the POD and customers refuse to pay their invoices	Helen Lamb 22 Jul 2019
Steps to Minimise Process Risks	Get the PODs regularly	Helen Lamb 22 Jul 2019
Scope / Definition of Process / Objective	To download or pdf the proof of deliveries This is not needed at present. It was brought in prior to covid.	Helen Lamb 17 Jun 2024
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 24 Sep 2018
Severity of Risk (1-5)	1.Negligible	Derek Lamb 24 Sep 2018
Measurable Objective	See intrastats page, should be upto date within 4 weeks	Derek Lamb 02 Oct 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 affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job	Helen Lamb 23 Oct 2020

Management Review

Viamed - Office Processes

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

Risk / Benefit Report
HSE Implications
Calculated Risk Code

No Action
No health and safety implications
No Action (Frequency=1, Severity=1)

Helen Lamb 28 Jul 2025
Helen Lamb 28 Jul 2025

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.2.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.1

Interested Parties

- Customer
- Supplier
- Internal Systems

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (4)

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

Associated Documents

- Audit 09 Goods Inward and Product Identity Viamed (Doc ID: 166168)
- Audit 09 Goods Inward and Product Identity VST (Doc ID: 166164)

Rolling Task #917

Subject: Proofs of Delivery

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed get proofs of delivery and add to system.

This task is not done at present

review this when the issue comes up.

Rolling Audit #918

Subject: Proofs of Delivery

Target User: Michael Lamb

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

Notes:

System Generated

check task is being done

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
370064	Proofs of Delivery (917)	17 Jul 2025	18 Jul 2025	1 day	Helen Lamb
340753	Proofs of Delivery (918)	12 Sep 2024	19 Sep 2024	7 days	Michael Lamb
335489	Proofs of Delivery (917)	17 Jul 2024	18 Jul 2024	1 day	Helen Lamb
332593	Proofs of Delivery (917)	17 Jun 2024	20 Jun 2024	3 days	Helen Lamb
329861	Proofs of Delivery (917)	17 May 2024	21 May 2024	4 days	Helen Lamb

Process ID #7925 — Providing Ebay Feedback

Last Reviewed: 28 Jul 2025 by Helen Lamb

Training Course Required: Ebay order processing Introduction

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	sales orders, Viamed giving feedback to ebay on customers	Helen Lamb 16 Jan 2019
Outputs to the Process	feedback	Helen Lamb 16 Jan 2019
Risks to the Process	that it will be missed	Helen Lamb 16 Jan 2019
Steps to Minimise Process Risks	issues	Helen Lamb 16 Jan 2019
Scope / Definition of Process / Objective	Providing Feedback to ebay customers	Helen Lamb 16 Jan 2019
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 16 Jan 2019
Severity of Risk (1-5)	1.Negligible	Helen Lamb 16 Jan 2019
Measurable Objective	check all have feedback	Helen Lamb 16 Jan 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)	

Interested Parties

Management Review

Viamed - Office Processes

- Customer
- Staff
- Internal Systems

Linked Companies

- Viamed

Trained Staff (5)

- Catrin Hird (trained by Helen Lamb)
- Sarah Walton (trained by Helen Lamb)
- Zoey Teal (trained by Helen Lamb)
- Kate Griffiths (trained by Helen Lamb)
- Sophie Lines (trained by Helen Lamb)

Associated Documents

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

Rolling Task #939

Subject: Providing Ebay Feedback

Target User: Kate Griffiths

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

Notes:

System Generated

Task To be Completed

Check all feedback done on Ebay

Rolling Audit #940

Subject: Providing Ebay Feedback

Target User: Catrin Hird

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

Notes:

System Generated

Task To be Completed Audit

Check all feedback done on Ebay

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394778	Providing Ebay Feedback (939)	16 Apr 2026	16 Apr 2026	0 days	Kate Griffiths
391790	Providing Ebay Feedback (939)	16 Mar 2026	16 Mar 2026	0 days	Kate Griffiths
389012	Providing Ebay Feedback (939)	16 Feb 2026	19 Feb 2026	3 days	Kate Griffiths
386129	Providing Ebay Feedback (939)	16 Jan 2026	19 Jan 2026	3 days	Kate Griffiths
383573	Providing Ebay Feedback (939)	16 Dec 2025	22 Dec 2025	6 days	Kate Griffiths
381338	Providing Ebay Feedback (940)	20 Nov 2025	20 Nov 2025	0 days	Catrin Hird
381009	Providing Ebay	17 Nov 2025	20 Nov 2025	3 days	Kate Griffiths

Management Review

Viamed - Office Processes

378269	Feedback (939) Providing Ebay Feedback (939)	16 Oct 2025	16 Oct 2025	0 days	Kate Griffiths
375436	Providing Ebay Feedback (939)	16 Sep 2025	22 Sep 2025	6 days	Kate Griffiths
372936	Providing Ebay Feedback (939)	18 Aug 2025	21 Aug 2025	3 days	Kate Griffiths
369963	Providing Ebay Feedback (939)	16 Jul 2025	18 Jul 2025	2 days	Kate Griffiths
367136	Providing Ebay Feedback (939)	16 Jun 2025	19 Jun 2025	3 days	Kate Griffiths
364818	Providing Ebay Feedback (940)	20 May 2025	22 May 2025	2 days	Catrin Hird
364525	Providing Ebay Feedback (939)	16 May 2025	22 May 2025	6 days	Kate Griffiths
361755	Providing Ebay Feedback (939)	16 Apr 2025	17 Apr 2025	1 day	Kate Griffiths
358707	Providing Ebay Feedback (939)	17 Mar 2025	25 Mar 2025	8 days	Kate Griffiths
355739	Providing Ebay Feedback (939)	17 Feb 2025	20 Feb 2025	3 days	Kate Griffiths
352733	Providing Ebay Feedback (939)	16 Jan 2025	17 Jan 2025	1 day	Kate Griffiths
349725	Providing Ebay Feedback (939)	16 Dec 2024	27 Dec 2024	11 days	Kate Griffiths
347455	Providing Ebay Feedback (940)	20 Nov 2024	22 Nov 2024	2 days	Catrin Hird

Process ID #8030 — Purchase Order Invoice 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	Supplier InvoiceOur Purchase orderthe Intrastats list	Helen Lamb 07 Jul 2023
Outputs to the Process	valid invoices to Purchase orders	Helen Lamb 07 Jul 2023
Risks to the Process	We over pay for products or services	Derek Lamb 23 Jun 2023
Steps to Minimise Process Risks	price review	Derek Lamb 23 Jun 2023
Scope / Definition of Process / Objective	Confirm the Price on our purchase order matches the price charged by the supplier	Derek Lamb 23 Jun 2023
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 23 Jun 2023
Severity of Risk (1-5)	2.Minor	Derek Lamb 23 Jun 2023
Measurable Objective	Look at the list to see if any are different prices. Have these been reviewed	Helen Lamb 07 Jul 2023
Training Method Required	Hand on by experienced members of staff	Helen Lamb 07 Jul 2023
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.Also	Helen Lamb 07 Jul 2023

Management Review

Viamed - Office Processes

Covid / Pandemic Notes by accounts when entering supplier invoices to the system.
This process is not affected by Covid 19 or other extreme national or international circumstance / crisis. Helen Lamb 07 Jul 2023

Risk / Benefit Report No Action Helen Lamb 28 Jul 2025
HSE Implications No health and safety implications Helen Lamb 28 Jul 2025
Calculated Risk Code **No Action** (Frequency=1, Severity=2)

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.4.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.4.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.4.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3

Interested Parties

- Supplier

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (4)

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

Associated Documents

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

Rolling Task #1219

Subject: Purchase Order Invoice Review
Target User: Emily Hanson
Recurrence: 0 Month(s) 1 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed

Rolling Audit #1220

Subject: Purchase Order Invoice Review
Target User: Michael Lamb
Recurrence: 6 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed Confirm the Price on our purchase order matches the price charged by the supplier

Audit check task being carried out

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396907	Purchase Order	11 May 2026		Outstanding (3	Emily Hanson

Management Review

Viamed - Office Processes

				days)	
396357	Invoice Review (1219) Purchase Order	04 May 2026	14 May 2026	10 days	Emily Hanson
395651	Invoice Review (1219) Purchase Order	27 Apr 2026	07 May 2026	10 days	Emily Hanson
395020	Invoice Review (1219) Purchase Order	20 Apr 2026	30 Apr 2026	10 days	Emily Hanson
394400	Invoice Review (1219) Purchase Order	13 Apr 2026	16 Apr 2026	3 days	Emily Hanson
393648	Invoice Review (1219) Purchase Order	06 Apr 2026	16 Apr 2026	10 days	Emily Hanson
393101	Invoice Review (1219) Purchase Order	30 Mar 2026	16 Apr 2026	17 days	Emily Hanson
392510	Invoice Review (1219) Purchase Order	23 Mar 2026	02 Apr 2026	10 days	Emily Hanson
391800	Invoice Review (1219) Purchase Order	16 Mar 2026	26 Mar 2026	10 days	Emily Hanson
391163	Invoice Review (1219) Purchase Order	09 Mar 2026	19 Mar 2026	10 days	Emily Hanson
390509	Invoice Review (1220) Purchase Order	02 Mar 2026	09 Apr 2026	38 days	Michael Lamb
390508	Invoice Review (1219) Purchase Order	02 Mar 2026	05 Mar 2026	3 days	Emily Hanson
389741	Invoice Review (1219) Purchase Order	23 Feb 2026	02 Mar 2026	7 days	Emily Hanson
389023	Invoice Review (1219) Purchase Order	16 Feb 2026	26 Feb 2026	10 days	Emily Hanson
388341	Invoice Review (1219) Purchase Order	09 Feb 2026	13 Feb 2026	4 days	Emily Hanson
387512	Invoice Review (1219) Purchase Order	02 Feb 2026	13 Feb 2026	11 days	Emily Hanson
386882	Invoice Review (1219) Purchase Order	26 Jan 2026	05 Feb 2026	10 days	Emily Hanson
386263	Invoice Review (1219) Purchase Order	19 Jan 2026	29 Jan 2026	10 days	Emily Hanson
385640	Invoice Review (1219) Purchase Order	12 Jan 2026	23 Jan 2026	11 days	Emily Hanson
384989	Invoice Review (1219) Purchase Order	05 Jan 2026	08 Jan 2026	3 days	Emily Hanson

Process ID #8034 — Purchase Order Invoice Review Stage 2

Management Review

Viamed - Office Processes

Last Reviewed: 27 Aug 2025 by Derek Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Supplier pricePurchase ordersintrastats	Helen Lamb 04 Dec 2023
Outputs to the Process	verified dataaccurate prices	Helen Lamb 04 Dec 2023
Risks to the Process	tasks might be missed or prices are incorrect	Helen Lamb 04 Dec 2023
Steps to Minimise Process Risks	regular reviews and issues	Helen Lamb 04 Dec 2023
Scope / Definition of Process / Objective	Stage 2 of checking supplier prices against our Purchase orders.	Helen Lamb 04 Dec 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 04 Dec 2023
Severity of Risk (1-5)	2.Minor	Helen Lamb 04 Dec 2023
Measurable Objective	List is cleared. Prices have been checked	Helen Lamb 04 Dec 2023
Training Method Required	hands on from experienced personnel	Helen Lamb 04 Dec 2023
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 04 Dec 2023
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 04 Dec 2023
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=2)	

Interested Parties

- Supplier

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

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

Rolling Task #1229

Subject: Purchase Order Invoice Review Stage 2

Target User: Derek Lamb

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

Notes:

System GeneratedTask To be Completed

Management Review

Viamed - Office Processes

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396360	Purchase Order Invoice Review Stage 2 (1229)	04 May 2026	04 May 2026	0 days	Derek Lamb
395022	Purchase Order Invoice Review Stage 2 (1229)	20 Apr 2026	20 Apr 2026	0 days	Derek Lamb
393651	Purchase Order Invoice Review Stage 2 (1229)	06 Apr 2026	07 Apr 2026	1 day	Derek Lamb
392513	Purchase Order Invoice Review Stage 2 (1229)	23 Mar 2026	23 Mar 2026	0 days	Derek Lamb
391165	Purchase Order Invoice Review Stage 2 (1229)	09 Mar 2026	18 Mar 2026	9 days	Derek Lamb
389744	Purchase Order Invoice Review Stage 2 (1229)	23 Feb 2026	23 Feb 2026	0 days	Derek Lamb
388343	Purchase Order Invoice Review Stage 2 (1229)	09 Feb 2026	10 Feb 2026	1 day	Derek Lamb
386884	Purchase Order Invoice Review Stage 2 (1229)	26 Jan 2026	27 Jan 2026	1 day	Derek Lamb
385642	Purchase Order Invoice Review Stage 2 (1229)	12 Jan 2026	12 Jan 2026	0 days	Derek Lamb
384408	Purchase Order Invoice Review Stage 2 (1229)	29 Dec 2025	29 Dec 2025	0 days	Derek Lamb
383469	Purchase Order Invoice Review Stage 2 (1229)	15 Dec 2025	15 Dec 2025	0 days	Derek Lamb
382210	Purchase Order Invoice Review Stage 2 (1229)	01 Dec 2025	01 Dec 2025	0 days	Derek Lamb
381029	Purchase Order Invoice Review Stage 2 (1229)	17 Nov 2025	17 Nov 2025	0 days	Derek Lamb
379726	Purchase Order Invoice Review Stage 2 (1229)	03 Nov 2025	03 Nov 2025	0 days	Derek Lamb
378546	Purchase Order Invoice Review Stage 2 (1229)	20 Oct 2025	21 Oct 2025	1 day	Derek Lamb
377202	Purchase Order Invoice Review Stage 2 (1229)	06 Oct 2025	06 Oct 2025	0 days	Derek Lamb
375892	Purchase Order Invoice Review Stage 2 (1229)	22 Sep 2025	22 Sep 2025	0 days	Derek Lamb
374780	Purchase Order Invoice Review Stage 2 (1229)	08 Sep 2025	08 Sep 2025	0 days	Derek Lamb
373522	Purchase Order Invoice Review Stage 2 (1229)	25 Aug 2025	27 Aug 2025	2 days	Derek Lamb
372282	Purchase Order Invoice Review Stage 2 (1229)	11 Aug 2025	13 Oct 2025	63 days	Steve Nixon

Management Review

Viamed - Office Processes

Process ID #5850 — Purchase Order Log

Last Reviewed: 04 Sep 2025 by Derek Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Tick boxes to confirm order has been checked	Derek Lamb 23 May 2017
Outputs to the Process	Order is checked and received when expected	Derek Lamb 23 May 2017
Risks to the Process	The order is not checked and the supplier has not received it ergo we do not receive the order	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	check all orders regularly	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Check the PO log is up to date with confirmations and expected shipping dates	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check the PO log is up to date with confirmations and expected shipping dates	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.2.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.4
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

Interested Parties

- Supplier
- Internal Systems

Linked Companies

- Viamed
- Vandagraph
- VST

Management Review

Viamed - Office Processes

Trained Staff (11)

- Emily Hanson (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Sarah Walton (trained by Katie Evans)
- Jonathan Connor (trained by Katie Evans)
- Zoey Teal (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Jean Lamb (trained by Derek Lamb)
- Ruth Hardaker (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Steve Hardaker (trained by Derek Lamb)
- Steve Nixon (trained by Derek Lamb)

Associated Documents

- Audit 05 Purchasing suppliers Viamed (Doc ID: 159433)
- Audit 05 Purchasing suppliers VST (Doc ID: 159435)
- VM3COP20.29 Checking the Purchase Order Log (Doc ID: 73132)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #616

Subject: Supplier Review - Outstanding orders

Target User: Steve Nixon

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

Notes:

System Generated

Task To be Completed

Check PO log for overdue orders

Rolling Audit #942

Subject: Supplier Review - Outstanding orders

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed Orders that have not been supplied in the time scale provided. correspondences from the supplier. Information from shippers.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394767	Supplier Review - Outstanding orders (616)	16 Apr 2026	22 Apr 2026	6 days	Steve Nixon
391768	Supplier Review - Outstanding orders (616)	16 Mar 2026	22 Apr 2026	37 days	Steve Nixon
390607	Supplier Review - Outstanding orders (942)	03 Mar 2026	05 Mar 2026	2 days	Derek Lamb
388990	Supplier Review - Outstanding orders (616)	16 Feb 2026	26 Feb 2026	10 days	Steve Nixon
386115	Supplier Review - Outstanding orders (616)	16 Jan 2026	26 Feb 2026	41 days	Steve Nixon
383564	Supplier Review -	16 Dec 2025	26 Feb 2026	72 days	Steve Nixon

Management Review

Viamed - Office Processes

382480	Outstanding orders (616) Supplier Review - Outstanding orders (942)	03 Dec 2025	22 Dec 2025	19 days	Derek Lamb
380986	Supplier Review - Outstanding orders (616)	17 Nov 2025	02 Jan 2026	46 days	Steve Nixon
378257	Supplier Review - Outstanding orders (616)	16 Oct 2025	20 Nov 2025	35 days	Steve Nixon
375427	Supplier Review - Outstanding orders (616)	16 Sep 2025	24 Oct 2025	38 days	Steve Nixon
374340	Supplier Review - Outstanding orders (942)	03 Sep 2025	12 Sep 2025	9 days	Derek Lamb
372914	Supplier Review - Outstanding orders (616)	18 Aug 2025	12 Sep 2025	25 days	Steve Nixon
369952	Supplier Review - Outstanding orders (616)	16 Jul 2025	31 Jul 2025	15 days	Steve Nixon
367115	Supplier Review - Outstanding orders (616)	16 Jun 2025	31 Jul 2025	45 days	Steve Nixon
365991	Supplier Review - Outstanding orders (942)	03 Jun 2025	05 Jun 2025	2 days	Derek Lamb
364509	Supplier Review - Outstanding orders (616)	16 May 2025	03 Jul 2025	48 days	Steve Nixon
361746	Supplier Review - Outstanding orders (616)	16 Apr 2025	24 Apr 2025	8 days	Steve Nixon
358686	Supplier Review - Outstanding orders (616)	17 Mar 2025	25 Mar 2025	8 days	Steve Nixon
357145	Supplier Review - Outstanding orders (942)	03 Mar 2025	13 Mar 2025	10 days	Derek Lamb
355716	Supplier Review - Outstanding orders (616)	17 Feb 2025	28 Feb 2025	11 days	Steve Nixon

Process ID #8061 — Reconcile Invoices In B2B Router

Last Reviewed: 03 Jan 2024 by Helen Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Management Review

Viamed - Office Processes

Risk Item	Notes / Value	Last Updated
Input to the Process	Peppol and B2B	Helen Lamb 03 Jan 2024
Outputs to the Process	Orders received and invoices sent	Helen Lamb 03 Jan 2024
Risks to the Process	Orders could be missed	Helen Lamb 03 Jan 2024
Steps to Minimise Process Risks	regular checks and issues	Helen Lamb 03 Jan 2024
Scope / Definition of Process / Objective	Checking external system for orders	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 been done.	Helen Lamb 03 Jan 2024
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 03 Jan 2024
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	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		
HSE Implications		
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Customer
- Staff

Linked Companies

- Viamed

Trained Staff (2)

- Catrin Hird (trained by Helen Lamb)
- Sophie Lines (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 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
334623	Reconcil Invoices in B2B Router (1018)	08 Jul 2024	09 Jul 2024	1 day	Zoey Teal
331913	Reconcil Invoices in B2B Router (1018)	10 Jun 2024	11 Jun 2024	1 day	Catrin Hird

Process ID #7910 — Review CCTV Warning Signs

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

Management Review

Viamed - Office Processes

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Clear precise signs visible around the building and land	Helen Lamb 21 Sep 2018
Outputs to the Process	compliance with law and GDPR	Helen Lamb 21 Sep 2018
Risks to the Process	that signs will not be clearly visible, that they may have been lost	Helen Lamb 21 Sep 2018
Steps to Minimise Process Risks	issue to check	Helen Lamb 21 Sep 2018
Scope / Definition of Process / Objective	To check the signs we have are appropriate, clear and positioned in the correct	Helen Lamb 20 Sep 2018
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 21 Sep 2018
Severity of Risk (1-5)	1.Negligible	Helen Lamb 21 Sep 2018
Measurable Objective	Only to check signs can be seen around that building and land	Helen Lamb 21 Sep 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job completes the issue, it will then be reviewed at the final completion of this task. It will be the job of the person who finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Government E.G. HMRC
- Physical Sites

Linked Companies

- Viamed
- VST
- Viamed Properties
- Vandagraph

Trained Staff (2)

Management Review

Viamed - Office Processes

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

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- Cctv warning A4 (Doc ID: 14076)

Rolling Task #910

Subject: Review CCTV Warning Signs

Target User: Helen Lamb

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

Notes:

System Generated Task To be Completed.

Check the posted warning signs are visible from the public footpath

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
375877	Review CCTV Warning Signs (910)	22 Sep 2025	25 Sep 2025	3 days	Helen Lamb
341682	Review CCTV Warning Signs (910)	23 Sep 2024	03 Oct 2024	10 days	Helen Lamb

Process ID #7712 — Review Inward Payments

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	recent banking figures	Derek Lamb 23 May 2017
Outputs to the Process	All paid for proformas are processed	Derek Lamb 23 May 2017
Risks to the Process	Computer network breakdown	Derek Lamb 03 Oct 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained. Regular review of the folder and the bank.	Helen Lamb 22 Jul 2019
Scope / Definition of Process / Objective	Review the payments received to ensure proformas can be shipped	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	3.Occasional	Helen Lamb 22 Jul 2019
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check the rolling issues - Review Proformas, is completed in a timely manner.	Helen Lamb 22 Jul 2019

Management Review

Viamed - Office Processes

Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=3, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.2
- 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: 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

- Customer
- Finance Banks
- Internal Systems
- Accountants
- VST OEM Customers

Linked Companies

- Viamed
- VST

Trained Staff (8)

- Sarah Walton (trained by Derek Lamb)
- Emily Hanson (trained by Derek Lamb)
- Katie Evans (trained by Katie Evans)
- Zoey Teal (trained by Derek Lamb)
- Willow Merryweather (trained by Derek Lamb)
- Gail Bell (trained by Derek Lamb)
- Aqib Majeed (trained by Derek Lamb)
- Sophie Lines (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 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #528

Subject: Review Inward Payments

Target User: Aqib Majeed

Management Review

Viamed - Office Processes

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

Notes:

System Generated

Task To be Completed

Review Viamed EUR, USD and GBP accounts and ensure all proforma and quotation payments have been processed into orders

Review VST Inward payments

Rolling Audit #529

Subject: Review Inward Payments

Target User: Sophie Lines

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

Notes:

System Generated

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

Review USD, EUR and GBP bank accounts and ensure all proforma and quotation payments have been processed into orders for the last 8 days

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397252	Review Inward Payments (529)	14 May 2026		Outstanding (0 days)	Sophie Lines
397251	Review Inward Payments (528)	14 May 2026		Outstanding (0 days)	Aqib Majeed
397142	Review Inward Payments (528)	13 May 2026	14 May 2026	1 day	Aqib Majeed
397013	Review Inward Payments (528)	12 May 2026	14 May 2026	2 days	Aqib Majeed
396872	Review Inward Payments (528)	11 May 2026	14 May 2026	3 days	Aqib Majeed
396770	Review Inward Payments (528)	08 May 2026	14 May 2026	6 days	Aqib Majeed
396670	Review Inward Payments (529)	07 May 2026	14 May 2026	7 days	Sophie Lines
396669	Review Inward Payments (528)	07 May 2026	14 May 2026	7 days	Aqib Majeed
396558	Review Inward Payments (528)	06 May 2026	07 May 2026	1 day	Aqib Majeed
396385	Review Inward Payments (528)	05 May 2026	07 May 2026	2 days	Aqib Majeed
396314	Review Inward Payments (528)	04 May 2026	07 May 2026	3 days	Aqib Majeed
396152	Review Inward Payments (528)	01 May 2026	07 May 2026	6 days	Aqib Majeed
396021	Review Inward Payments (529)	30 Apr 2026	07 May 2026	7 days	Sophie Lines
396020	Review Inward Payments (528)	30 Apr 2026	07 May 2026	7 days	Aqib Majeed
395918	Review Inward Payments (528)	29 Apr 2026	30 Apr 2026	1 day	Aqib Majeed
395763	Review Inward Payments (528)	28 Apr 2026	30 Apr 2026	2 days	Aqib Majeed
395617	Review Inward Payments (528)	27 Apr 2026	30 Apr 2026	3 days	Aqib Majeed
395499	Review Inward	24 Apr 2026	30 Apr 2026	6 days	Aqib Majeed

Management Review

Viamed - Office Processes

395367	Payments (528) Review Inward Payments (529)	23 Apr 2026	30 Apr 2026	7 days	Sophie Lines
395366	Review Inward Payments (528)	23 Apr 2026	30 Apr 2026	7 days	Aqib Majeed

Effectiveness Reviews

Date	Reviewer	Memo
28 Mar 2023	Derek Lamb	<p>First Run 05 Jul 2016 Last Run 24 Mar 2023 Number Runs 1714 Usually Completed with 2 Updates 98.72 % of the time - 100% would be a Perfect Score Usually Completed within 1 Days 23.57 % of the time - Rating subject to Process Source Date Updates Issue# 305 (17.79%) Days to Complete 2 =># 281 (16.39%) Days to Complete 3 =># 255 (14.88%) Days to Complete 6 =># 191 (11.14%) Days to Complete 7 =># 166 (9.68%) Days to Complete 4 =># 126 (7.35%) Days to Complete 0 =># 95 (5.54%) Days to Complete 5 =># 77 (4.49%) Days to Complete 8 =># 77 (4.49%) Days to Complete 9 =># 37 (2.16%) Days to Complete 10 =># 27 (1.58%) Days to Complete 13 =># 17 (0.99%) Days to Complete 11 =># 12 (0.70%) Days to Complete 14 =># 12 (0.70%) Days to Complete 12 =># 10 (0.58%) Days to Complete 15 =># 7 (0.41%) Days to Complete 19 =># 3 (0.18%) Days to Complete 16 =># 3 (0.18%) Days to Complete 20 =># 3 (0.18%) Days to Complete 18 =># 2 (0.12%) Days to Complete 25 =># 1 (0.06%) Days to Complete 22 =># 1 (0.06%) Days to Complete 17 =># 1 (0.06%) Days to Complete 21 =># 1 (0.06%)</p>
28 Mar 2023	Derek Lamb	<p>First Run 05 Jul 2016 Last Run 24 Mar 2023 Number Runs 1714 Usually Completed with 2 Updates 98.72 % of the time - 100% would be a Perfect Score Usually Completed within 1 Days 23.57 % of the time - Rating subject to Process Source Date Updates Issue# 305 (17.79%) Days to Complete 2 =># 281 (16.39%) Days to Complete 3 =># 255 (14.88%) Days to Complete 6 =># 191 (11.14%) Days to Complete 7 =># 166 (9.68%) Days to Complete 4 =># 126 (7.35%) Days to Complete 0 =># 95 (5.54%) Days to Complete 5 =># 77 (4.49%)</p>

Days to Complete 8 =># 77 (4.49%)
Days to Complete 9 =># 37 (2.16%)
Days to Complete 10 =># 27 (1.58%)
Days to Complete 13 =># 17 (0.99%)
Days to Complete 11 =># 12 (0.70%)
Days to Complete 14 =># 12 (0.70%)
Days to Complete 12 =># 10 (0.58%)
Days to Complete 15 =># 7 (0.41%)
Days to Complete 19 =># 3 (0.18%)
Days to Complete 16 =># 3 (0.18%)
Days to Complete 20 =># 3 (0.18%)
Days to Complete 18 =># 2 (0.12%)
Days to Complete 25 =># 1 (0.06%)
Days to Complete 22 =># 1 (0.06%)
Days to Complete 17 =># 1 (0.06%)
Days to Complete 21 =># 1 (0.06%)

28 Mar 2023

Derek Lamb

First Run 05 Jul 2016
Last Run 24 Mar 2023
Number Runs 1714
Usually Completed with 2 Updates
98.72 % of the time - 100% would be a Perfect Score
Usually Completed within 1 Days 23.57 % of the time - Rating subject to Process
Source Date
Updates
Issue# 305 (17.79%)
Days to Complete 2 =># 281 (16.39%)
Days to Complete 3 =># 255 (14.88%)
Days to Complete 6 =># 191 (11.14%)
Days to Complete 7 =># 166 (9.68%)
Days to Complete 4 =># 126 (7.35%)
Days to Complete 0 =># 95 (5.54%)
Days to Complete 5 =># 77 (4.49%)
Days to Complete 8 =># 77 (4.49%)
Days to Complete 9 =># 37 (2.16%)
Days to Complete 10 =># 27 (1.58%)
Days to Complete 13 =># 17 (0.99%)
Days to Complete 11 =># 12 (0.70%)
Days to Complete 14 =># 12 (0.70%)
Days to Complete 12 =># 10 (0.58%)
Days to Complete 15 =># 7 (0.41%)
Days to Complete 19 =># 3 (0.18%)
Days to Complete 16 =># 3 (0.18%)
Days to Complete 20 =># 3 (0.18%)
Days to Complete 18 =># 2 (0.12%)
Days to Complete 25 =># 1 (0.06%)
Days to Complete 22 =># 1 (0.06%)
Days to Complete 17 =># 1 (0.06%)
Days to Complete 21 =># 1 (0.06%)

28 Mar 2023

Derek Lamb

Process ID #7822 — Review Oxylink Stock

Last Reviewed: 08 Nov 2019 by Sarah Walton

Process Maturity (4 of 6 - 67%)

Management Review

Viamed - Office Processes

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Intrastats and Opera	Derek Lamb 30 Aug 2017
Outputs to the Process	Stock availability so goods can be sent to Oxylink when needed. With as little wait time as possible.	Derek Lamb 30 Aug 2017
Risks to the Process	The we do not have the stock needed to satisfy the orders for this customer.	Derek Lamb 30 Aug 2017
Steps to Minimise Process Risks	Issues and regular review to check.	Derek Lamb 30 Aug 2017
Scope / Definition of Process / Objective	To check we have the stock available to supply our customer Oxylink.NOTE THIS PROCESS HAS BEEN STOPPED.Part number has been superseded	Derek Lamb 07 Nov 2019
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 30 Aug 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 30 Aug 2017
Measurable Objective	Check rolling issues are completed within terms. Look at the shelf.	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		
HSE Implications		
Calculated Risk Code	No Action (Frequency=3, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 10.1
- 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: 5.1.2
- 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: 9.1.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 9.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 10.1
- 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: 9.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3

Interested Parties

- Customer
- Internal Systems
- VST OEM Customers

Management Review

Viamed - Office Processes

Linked Companies

- Viamed

Trained Staff (5)

- Jonathan Connor (trained by Helen Lamb)
- Katie Evans (trained by Helen Lamb)
- Sarah Walton (trained by Derek Lamb)
- Robert Connor (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 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

No completed tasks in the last 2 years.

Process ID #7943 — Review Stocks Of 8000004

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	Review stock locations	Derek Lamb 22 Sep 2020
Outputs to the Process	Stock shelf checked	Derek Lamb 01 Oct 2019
Risks to the Process	running out of stock	Derek Lamb 22 Sep 2020
Steps to Minimise Process Risks	Rolling tasks	Derek Lamb 01 Oct 2019
Scope / Definition of Process / Objective	To review stock levels of 8000004	Derek Lamb 01 Oct 2019
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 01 Oct 2019
Severity of Risk (1-5)	1.Negligible	Derek Lamb 01 Oct 2019
Measurable Objective	Stock on vst shelf should be 1200	Derek Lamb 22 Sep 2020
Training Method Required	Hands on Learning from experienced staff	Derek 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	Helen Lamb 26 Oct 2020

Management Review

Viamed - Office Processes

Covid / Pandemic Notes	audit. 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

- Customer
- Supplier

Linked Companies

- VST

Trained Staff (2)

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

Associated Documents

- Audit 09 Goods Inward and Product Identity Viamed (Doc ID: 166168)
- Audit 09 Goods Inward and Product Identity VST (Doc ID: 166164)
- VOP 07 Stock Control, Handling, Control of Labelling, Storage, Movement (Doc ID: 137933)

Rolling Task #1006

Subject: Review Stocks Of 8000004

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed To review stock levels of 8000004

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396685	Review Stocks Of 8000004 (1006)	07 May 2026		Outstanding (7 days)	Michael Lamb
393696	Review Stocks Of 8000004 (1006)	07 Apr 2026	09 Apr 2026	2 days	Michael Lamb
391152	Review Stocks Of 8000004 (1006)	09 Mar 2026	09 Apr 2026	31 days	Michael Lamb
388332	Review Stocks Of 8000004 (1006)	09 Feb 2026	26 Feb 2026	17 days	Michael Lamb
385237	Review Stocks Of 8000004 (1006)	07 Jan 2026	19 Jan 2026	12 days	Michael Lamb
382848	Review Stocks Of 8000004 (1006)	08 Dec 2025	22 Dec 2025	14 days	Michael Lamb
380298	Review Stocks Of 8000004 (1006)	07 Nov 2025	20 Nov 2025	13 days	Michael Lamb
377327	Review Stocks Of 8000004 (1006)	07 Oct 2025	16 Oct 2025	9 days	Michael Lamb
374768	Review Stocks Of 8000004 (1006)	08 Sep 2025	16 Oct 2025	38 days	Michael Lamb
372040	Review Stocks Of 8000004 (1006)	07 Aug 2025	04 Sep 2025	28 days	Michael Lamb
369081	Review Stocks Of 8000004 (1006)	07 Jul 2025	18 Jul 2025	11 days	Michael Lamb
366515	Review Stocks Of	09 Jun 2025	18 Jul 2025	39 days	Michael Lamb

Management Review

Viamed - Office Processes

363448	8000004 (1006) Review Stocks Of	07 May 2025	22 May 2025	15 days	Michael Lamb
360797	8000004 (1006) Review Stocks Of	07 Apr 2025	02 May 2025	25 days	Michael Lamb
357812	8000004 (1006) Review Stocks Of	07 Mar 2025	25 Mar 2025	18 days	Michael Lamb
354888	8000004 (1006) Review Stocks Of	07 Feb 2025	07 Mar 2025	28 days	Michael Lamb
351426	8000004 (1006) Review Stocks Of	07 Jan 2025	08 Jan 2025	1 day	Michael Lamb
349125	8000004 (1006) Review Stocks Of	09 Dec 2024	27 Dec 2024	18 days	Michael Lamb
346266	8000004 (1006) Review Stocks Of	07 Nov 2024	15 Nov 2024	8 days	Michael Lamb
343083	8000004 (1006) Review Stocks Of	07 Oct 2024	14 Oct 2024	7 days	Michael Lamb

Process ID #7707 — Send Purchase Orders To Suppliers

Last Reviewed: 07 May 2026 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Purchase order	Derek Lamb 23 May 2017
Outputs to the Process	Products are recived	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Emailing purchase orders to suppliers	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	should be no white lines older than 48 hours in the list in the po update log.	Derek Lamb 23 Aug 2018
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	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: 7.4

Management Review

Viamed - Office Processes

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.4
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.4
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.4.1

Interested Parties

- Supplier
- Internal Systems
- VST OEM Customers

Linked Companies

- Viamed
- VST

Trained Staff (9)

- Emily Hanson (trained by Derek Lamb)
- Jonathan Connor (trained by Derek Lamb)
- Katie Evans (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Catrin Hird (trained by Katie Evans)
- Zoey Teal (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)

Associated Documents

- Audit 05 Purchasing suppliers Viamed (Doc ID: 159433)
- Audit 05 Purchasing suppliers VST (Doc ID: 159435)
- VM3COP27.34 Sending Purchase Orders to Suppliers (Doc ID: 17070)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #520

Subject: Check Purchase Orders To Suppliers

Target User: Kate Griffiths

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

Notes:

System Generated

Task To be Completed

There should be no white lines older than 48 hours in the list in the po update log, list any PO that are white OLDER than 48 hours old.

Rolling Audit #521

Subject: Send Purchase Orders To Suppliers

Target User: Helen Lamb

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

Notes:

System Generated

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

Ensure all PORs have been sent to suppliers and all POR filing has been returned to the filing tray

Management Review

Viamed - Office Processes

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397248	Send Purchase Orders To Suppliers (521)	14 May 2026		Outstanding (0 days)	Helen Lamb
397247	Check Purchase Orders To Suppliers (520)	14 May 2026		Outstanding (0 days)	Kate Griffiths
397139	Check Purchase Orders To Suppliers (520)	13 May 2026	14 May 2026	1 day	Kate Griffiths
397010	Check Purchase Orders To Suppliers (520)	12 May 2026	14 May 2026	2 days	Kate Griffiths
396868	Check Purchase Orders To Suppliers (520)	11 May 2026	14 May 2026	3 days	Kate Griffiths
396766	Check Purchase Orders To Suppliers (520)	08 May 2026	14 May 2026	6 days	Kate Griffiths
396666	Send Purchase Orders To Suppliers (521)	07 May 2026	14 May 2026	7 days	Helen Lamb
396665	Check Purchase Orders To Suppliers (520)	07 May 2026	14 May 2026	7 days	Kate Griffiths
396555	Check Purchase Orders To Suppliers (520)	06 May 2026	07 May 2026	1 day	Kate Griffiths
396382	Check Purchase Orders To Suppliers (520)	05 May 2026	07 May 2026	2 days	Kate Griffiths
396311	Check Purchase Orders To Suppliers (520)	04 May 2026	07 May 2026	3 days	Kate Griffiths
396148	Check Purchase Orders To Suppliers (520)	01 May 2026	07 May 2026	6 days	Kate Griffiths
396017	Send Purchase Orders To Suppliers (521)	30 Apr 2026	07 May 2026	7 days	Helen Lamb
396016	Check Purchase Orders To Suppliers (520)	30 Apr 2026	07 May 2026	7 days	Kate Griffiths
395915	Check Purchase Orders To Suppliers (520)	29 Apr 2026	30 Apr 2026	1 day	Kate Griffiths
395760	Check Purchase Orders To Suppliers (520)	28 Apr 2026	30 Apr 2026	2 days	Kate Griffiths
395614	Check Purchase Orders To Suppliers (520)	27 Apr 2026	30 Apr 2026	3 days	Kate Griffiths
395495	Check Purchase Orders To Suppliers (520)	24 Apr 2026	30 Apr 2026	6 days	Kate Griffiths
395363	Send Purchase Orders To Suppliers (521)	23 Apr 2026	30 Apr 2026	7 days	Helen Lamb
395362	Check Purchase Orders To Suppliers (520)	23 Apr 2026	30 Apr 2026	7 days	Kate Griffiths

Management Review

Viamed - Office Processes

Process ID #7760 — Send Service Offers

Last Reviewed: 01 May 2026 by Helen Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Overdue service	Derek Lamb 23 May 2017
Outputs to the Process	Letter is created	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Send letters to existing customers to remind them that a service is due on their equipment	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 24 Aug 2018
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Review list check completed	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: 7.2.3
- 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
- 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

- Internal Systems
- Customer

Linked Companies

Management Review

Viamed - Office Processes

- Viamed

Trained Staff (7)

- Katie Evans (trained by Derek Lamb)
- Derek Lamb (trained by Katie Evans)
- Sarah Walton (trained by Derek Lamb)
- Gail Bell (trained by Derek Lamb)
- Steve Hardaker (trained by Helen Lamb)
- Helen Lamb (trained by Derek Lamb)
- Catrin Hird (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)
- Audit 24 Service Logs Viamed (Doc ID: 159493)
- Audit 24 Service Logs VST (Doc ID: 159491)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #607

Subject: Send Service Offers

Target User: Catrin Hird

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

Notes:

System Generated

Task To be Completed

Rolling Audit #898

Subject: Send Service Offers

Target User: Helen Lamb

Recurrence: 0 Month(s) 4 Week(s) 0 Day(s)

Notes:

System Generated

Task To be Completed Send letters to existing customers to remind them that a service is due on their equipment Overdue service

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397259	Send Service Offers (607)	14 May 2026		Outstanding (0 days)	Catrin Hird
396676	Send Service Offers (607)	07 May 2026	14 May 2026	7 days	Catrin Hird
396180	Send Service Offers (898)	01 May 2026	07 May 2026	6 days	Helen Lamb
396028	Send Service Offers (607)	30 Apr 2026	07 May 2026	7 days	Catrin Hird
395373	Send Service Offers (607)	23 Apr 2026	30 Apr 2026	7 days	Catrin Hird
394766	Send Service Offers (607)	16 Apr 2026	16 Apr 2026	0 days	Catrin Hird
394016	Send Service Offers (607)	09 Apr 2026	09 Apr 2026	0 days	Catrin Hird
393550	Send Service Offers (898)	03 Apr 2026	09 Apr 2026	6 days	Helen Lamb
393433	Send Service Offers (607)	02 Apr 2026	02 Apr 2026	0 days	Catrin Hird

Management Review

Viamed - Office Processes

392896	Send Service Offers (607)	26 Mar 2026	26 Mar 2026	0 days	Catrin Hird
392129	Send Service Offers (607)	19 Mar 2026	19 Mar 2026	0 days	Catrin Hird
391568	Send Service Offers (607)	12 Mar 2026	16 Mar 2026	4 days	Catrin Hird
391020	Send Service Offers (898)	06 Mar 2026	06 Mar 2026	0 days	Helen Lamb
390897	Send Service Offers (607)	05 Mar 2026	05 Mar 2026	0 days	Catrin Hird
390120	Send Service Offers (607)	26 Feb 2026	26 Feb 2026	0 days	Catrin Hird
389449	Send Service Offers (607)	19 Feb 2026	19 Feb 2026	0 days	Catrin Hird
388729	Send Service Offers (607)	12 Feb 2026	13 Feb 2026	1 day	Catrin Hird
388139	Send Service Offers (898)	06 Feb 2026	13 Feb 2026	7 days	Helen Lamb
387884	Send Service Offers (607)	05 Feb 2026	05 Feb 2026	0 days	Catrin Hird
387228	Send Service Offers (607)	29 Jan 2026	05 Feb 2026	7 days	Catrin Hird

Process ID #7696 — Send VIAMED Delivery Notifications

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	Intrastats, Via goods out picking processes (hidden and automatic)	Derek Lamb 24 May 2016
Outputs to the Process	EMail sent to customer	Derek Lamb 24 May 2016
Risks to the Process	limited risks, and if email fails to get delivered the customer will still receive their shipment.	Derek Lamb 24 May 2016
Steps to Minimise Process Risks	Regular issues	Helen Lamb 30 Oct 2023
Scope / Definition of Process / Objective	Emailing Notifications of shipments	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Email list should be empty or just today's listed	Derek Lamb 26 Jul 2018
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025

Management Review

Viamed - Office Processes

HSE Implications
Calculated Risk Code

No health and safety implications
No Action (Frequency=2, Severity=1)

Helen Lamb 28 Jul 2025

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.2

Interested Parties

- Internal Systems
- Customer

Linked Companies

- Viamed

Trained Staff (13)

- Zoey Teal (trained by Derek Lamb)
- Sarah Walton (trained by Derek Lamb)
- Katie Evans (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Gail Bell (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Sarah Hawker (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Michael Lamb (trained by Helen Lamb)
- Philip Crossley (trained by Helen Lamb)
- Janine Gill (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)
- Aqib Majeed (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)
- VM3COP20.26 Sending Delivery Notifications (Doc ID: 85356)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #496

Subject: Send Delivery Notifications

Target User: Aqib Majeed

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

Notes:

System Generated

Task To be Completed as per VM3COP20.26 - Viamed only, please do not send VST

Rolling Audit #537

Subject: Send Delivery Notifications

Target User: Kate Griffiths

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

Notes:

System Generated

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

Ensure delivery notifications are being completed

Management Review

Viamed - Office Processes

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397246	Send Delivery Notifications (496)	14 May 2026		Outstanding (0 days)	Aqib Majeed
397138	Send Delivery Notifications (496)	13 May 2026	14 May 2026	1 day	Aqib Majeed
397009	Send Delivery Notifications (496)	12 May 2026	14 May 2026	2 days	Aqib Majeed
396874	Send Delivery Notifications (537)	11 May 2026	14 May 2026	3 days	Kate Griffiths
396867	Send Delivery Notifications (496)	11 May 2026	14 May 2026	3 days	Aqib Majeed
396763	Send Delivery Notifications (496)	08 May 2026	14 May 2026	6 days	Aqib Majeed
396664	Send Delivery Notifications (496)	07 May 2026	14 May 2026	7 days	Aqib Majeed
396553	Send Delivery Notifications (496)	06 May 2026	07 May 2026	1 day	Aqib Majeed
396381	Send Delivery Notifications (496)	05 May 2026	07 May 2026	2 days	Aqib Majeed
396316	Send Delivery Notifications (537)	04 May 2026	07 May 2026	3 days	Kate Griffiths
396310	Send Delivery Notifications (496)	04 May 2026	07 May 2026	3 days	Aqib Majeed
396143	Send Delivery Notifications (496)	01 May 2026	07 May 2026	6 days	Aqib Majeed
396015	Send Delivery Notifications (496)	30 Apr 2026	07 May 2026	7 days	Aqib Majeed
395914	Send Delivery Notifications (496)	29 Apr 2026	30 Apr 2026	1 day	Aqib Majeed
395758	Send Delivery Notifications (496)	28 Apr 2026	30 Apr 2026	2 days	Aqib Majeed
395619	Send Delivery Notifications (537)	27 Apr 2026	30 Apr 2026	3 days	Kate Griffiths
395612	Send Delivery Notifications (496)	27 Apr 2026	30 Apr 2026	3 days	Aqib Majeed
395492	Send Delivery Notifications (496)	24 Apr 2026	30 Apr 2026	6 days	Aqib Majeed
395360	Send Delivery Notifications (496)	23 Apr 2026	30 Apr 2026	7 days	Aqib Majeed
395221	Send Delivery Notifications (496)	22 Apr 2026	23 Apr 2026	1 day	Aqib Majeed

Process ID #7761 — Send VST Delivery Notifications

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	Intrastats, via goods out picking	Derek Lamb 23 May 2017

Management Review

Viamed - Office Processes

Outputs to the Process	processes (hidden and automatic) EMail sent to customer	Derek Lamb 23 May 2017
Risks to the Process	Limited risks, and if the email fails to get delivered the customer will still receive their shipment.	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Regular issues	Helen Lamb 30 Oct 2023
Scope / Definition of Process / Objective	Emailing Notifications of shipments	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	List should be upto date within 1 Working Day	Derek Lamb 22 Aug 2018
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	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
- 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

- Internal Systems
- Customer
- VST OEM Customers

Linked Companies

- VST

Trained Staff (8)

- Sarah Walton (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Emily Hanson (trained by Katie Evans)
- Zoey Teal (trained by Derek Lamb)
- Willow Merryweather (trained by Derek Lamb)
- Janine Gill (trained by Derek Lamb)
- Aqib Majeed (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)

Management Review

Viamed - Office Processes

- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VM3COP20.26 Sending Delivery Notifications (Doc ID: 85356)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #620

Subject: Send VST Delivery Notifications

Target User: Aqib Majeed

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

Notes:

System Generated

Task To be Completed

Rolling Audit #621

Subject: Send VST Delivery Notifications

Target User: Sophie Lines

Recurrence: 0 Month(s) 1 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
397260	Send VST Delivery Notifications (620)	14 May 2026		Outstanding (0 days)	Aqib Majeed
397152	Send VST Delivery Notifications (620)	13 May 2026	14 May 2026	1 day	Aqib Majeed
397021	Send VST Delivery Notifications (620)	12 May 2026	14 May 2026	2 days	Aqib Majeed
396882	Send VST Delivery Notifications (620)	11 May 2026	14 May 2026	3 days	Aqib Majeed
396777	Send VST Delivery Notifications (621)	08 May 2026	14 May 2026	6 days	Sophie Lines
396776	Send VST Delivery Notifications (620)	08 May 2026	14 May 2026	6 days	Aqib Majeed
396677	Send VST Delivery Notifications (620)	07 May 2026	14 May 2026	7 days	Aqib Majeed
396567	Send VST Delivery Notifications (620)	06 May 2026	07 May 2026	1 day	Aqib Majeed
396394	Send VST Delivery Notifications (620)	05 May 2026	07 May 2026	2 days	Aqib Majeed
396328	Send VST Delivery Notifications (620)	04 May 2026	07 May 2026	3 days	Aqib Majeed
396163	Send VST Delivery Notifications (621)	01 May 2026	07 May 2026	6 days	Sophie Lines
396162	Send VST Delivery Notifications (620)	01 May 2026	07 May 2026	6 days	Aqib Majeed
396029	Send VST Delivery Notifications (620)	30 Apr 2026	07 May 2026	7 days	Aqib Majeed
395927	Send VST Delivery Notifications (620)	29 Apr 2026	30 Apr 2026	1 day	Aqib Majeed
395772	Send VST Delivery Notifications (620)	28 Apr 2026	30 Apr 2026	2 days	Aqib Majeed
395627	Send VST Delivery Notifications (620)	27 Apr 2026	30 Apr 2026	3 days	Aqib Majeed
395507	Send VST Delivery Notifications (621)	24 Apr 2026	30 Apr 2026	6 days	Sophie Lines
395506	Send VST Delivery Notifications (620)	24 Apr 2026	30 Apr 2026	6 days	Aqib Majeed

Management Review

Viamed - Office Processes

395374	Send VST Delivery Notifications (620)	23 Apr 2026	30 Apr 2026	7 days	Aqib Majeed
395235	Send VST Delivery Notifications (620)	22 Apr 2026	23 Apr 2026	1 day	Aqib Majeed

Process ID #7792 — Shipped Order Success Report

Last Reviewed: 13 May 2026 by Derek Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Data from intrastats	Derek Lamb 23 May 2017
Outputs to the Process	Report created	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	A report is generated from figures in Intrastats to display how many orders have been shipped without errors OLD REPORT superceeded with 649 task and process : 7798 Operational Throughput, Fulfilment and Dispatch Performance Review	Derek Lamb 13 May 2026
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 23 May 2017
Severity of Risk (1-5)	1.Negligible	Helen Lamb 23 Oct 2020
Measurable Objective	Check when reviewed and view report	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=2, Severity=1)	

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 ISO9001:2015: 4.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 5.1.2
- 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: 8.2.3

Interested Parties

Management Review

Viamed - Office Processes

- ISO Auditing Bodies
- Internal Systems
- Customer

Linked Companies

- Viamed
- VST

Trained Staff (4)

- Katie Evans (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Sarah Walton (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 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397262	Shipped Order Success Report (638)	14 May 2026		Outstanding (0 days)	Helen Lamb
397261	Shipped Order Success Report (637)	14 May 2026	14 May 2026	0 days	Derek Lamb
393302	Shipped Order Success Report (638)	01 Apr 2026	02 Apr 2026	1 day	Helen Lamb
393301	Shipped Order Success Report (637)	01 Apr 2026	09 Apr 2026	8 days	Derek Lamb
384680	Shipped Order Success Report (638)	01 Jan 2026	08 Jan 2026	7 days	Helen Lamb
384679	Shipped Order Success Report (637)	01 Jan 2026	08 Jan 2026	7 days	Derek Lamb
376734	Shipped Order Success Report (638)	01 Oct 2025	09 Oct 2025	8 days	Helen Lamb
376733	Shipped Order Success Report (637)	01 Oct 2025	09 Oct 2025	8 days	Derek Lamb
368485	Shipped Order Success Report (638)	01 Jul 2025	03 Jul 2025	2 days	Helen Lamb
368484	Shipped Order Success Report (637)	01 Jul 2025	10 Jul 2025	9 days	Derek Lamb
360185	Shipped Order Success Report (638)	01 Apr 2025	07 Apr 2025	6 days	Helen Lamb
360184	Shipped Order Success Report (637)	01 Apr 2025	15 May 2025	44 days	Derek Lamb
350931	Shipped Order Success Report	01 Jan 2025	08 Jan 2025	7 days	Helen Lamb

Management Review

Viamed - Office Processes

350930	(638) Shipped Order Success Report	01 Jan 2025	08 Jan 2025	7 days	Derek Lamb
342442	(637) Shipped Order Success Report	01 Oct 2024	03 Oct 2024	2 days	Helen Lamb
342441	(638) Shipped Order Success Report	01 Oct 2024	17 Oct 2024	16 days	Derek Lamb
333865	(637) Shipped Order Success Report	01 Jul 2024	01 Aug 2024	31 days	Derek Lamb
333840	(637) Shipped Order Success Report	01 Jul 2024	04 Jul 2024	3 days	Helen Lamb
	(638)				

Process ID #7699 — Shred Sensitive Paperwork In JL Office

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	Obsolete paperwork with sensitive data	Derek Lamb 23 May 2017
Outputs to the Process	Shredded paperwork	Derek Lamb 23 May 2017
Risks to the Process	Broken shredder	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure shredder is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Shredding of sensitive information	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 10 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check the Red bins for paperwork left too long. 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 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

Management Review

Viamed - Office Processes

Risk / Benefit Report
HSE Implications
Calculated Risk Code

No Action
No health and safety implications
No Action (Frequency=1, Severity=1)

Helen Lamb 28 Jul 2025
Helen Lamb 28 Jul 2025

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd 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: 7.5.3.2
- 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: 7.5.3.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.2.3

Interested Parties

- Customer
- ISO Auditing Bodies
- Internal Systems
- Staff
- Supplier

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (9)

- Sophie Lines (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Zoey Teal (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Gail Bell (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)
- Sarah Hawker (trained by Derek Lamb)
- Michael Lamb (trained by Derek Lamb)

Associated Documents

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

Rolling Task #508

Subject: Shred Sensitive Paperwork

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

Ensure the contents of all the blue sensitive paper waste bins are being shredded, or boxed for secure shredding. Check

Management Review

Viamed - Office Processes

Cathys desk, the main office and elsewhere round buildings.

Rolling Audit #509

Subject: Shred Sensitive Paperwork warehouse

Target User: Kate Griffiths

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

Notes:

System Generated

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

Ensure the contents of all the sensitive paper waste bins are being shredded, or boxed for secure shredding

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396146	Shred Sensitive Paperwork (508)	01 May 2026		Outstanding (13 days)	Michael Lamb
395361	Shred Sensitive Paperwork warehouse (509)	23 Apr 2026		Outstanding (21 days)	Kate Griffiths
394867	Shred Sensitive Paperwork (508)	17 Apr 2026	22 Apr 2026	5 days	Michael Lamb
393520	Shred Sensitive Paperwork (508)	03 Apr 2026	09 Apr 2026	6 days	Michael Lamb
392460	Shred Sensitive Paperwork warehouse (509)	23 Mar 2026	26 Mar 2026	3 days	Kate Griffiths
392342	Shred Sensitive Paperwork (508)	20 Mar 2026	09 Apr 2026	20 days	Michael Lamb
390993	Shred Sensitive Paperwork (508)	06 Mar 2026	09 Apr 2026	34 days	Michael Lamb
389686	Shred Sensitive Paperwork warehouse (509)	23 Feb 2026	26 Feb 2026	3 days	Kate Griffiths
389545	Shred Sensitive Paperwork (508)	20 Feb 2026	26 Feb 2026	6 days	Michael Lamb
388112	Shred Sensitive Paperwork (508)	06 Feb 2026	19 Feb 2026	13 days	Michael Lamb
386701	Shred Sensitive Paperwork warehouse (509)	23 Jan 2026	29 Jan 2026	6 days	Kate Griffiths
386700	Shred Sensitive Paperwork (508)	23 Jan 2026	19 Feb 2026	27 days	Michael Lamb
385485	Shred Sensitive Paperwork (508)	09 Jan 2026	19 Jan 2026	10 days	Michael Lamb
384301	Shred Sensitive Paperwork (508)	26 Dec 2025	08 Jan 2026	13 days	Michael Lamb
384149	Shred Sensitive Paperwork warehouse (509)	23 Dec 2025	23 Jan 2026	31 days	Kate Griffiths
383279	Shred Sensitive Paperwork (508)	12 Dec 2025	22 Dec 2025	10 days	Michael Lamb
382032	Shred Sensitive Paperwork (508)	28 Nov 2025	22 Dec 2025	24 days	Michael Lamb
381540	Shred Sensitive Paperwork warehouse (509)	24 Nov 2025	27 Nov 2025	3 days	Kate Griffiths
380860	Shred Sensitive Paperwork (508)	14 Nov 2025	20 Nov 2025	6 days	Michael Lamb

Management Review

Viamed - Office Processes

379550 Shred Sensitive 31 Oct 2025 06 Nov 2025 6 days Michael Lamb
Paperwork (508)

Process ID #7752 — SRS Folder

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	Outstanding repair	Derek Lamb 23 May 2017
Outputs to the Process	Repair is processed	Derek Lamb 23 May 2017
Risks to the Process	repairs get stuck in the system	Derek Lamb 28 Oct 2017
Steps to Minimise Process Risks	Rolling task	Derek Lamb 28 Oct 2017
Scope / Definition of Process / Objective	Ensure all outstanding repairs are being dealt with	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Look at repair system for those overdue or older than expected. Look at the SRS system.	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	Not affected	Derek Lamb 23 Jul 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=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: 7.5.1
- 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: 8.7.1
- 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: 8.7.1

Interested Parties

- Customer

Management Review

Viamed - Office Processes

- Internal Systems
- VST OEM Customers

Linked Companies

- Viamed

Trained Staff (8)

- Katie Evans (trained by Derek Lamb)
- Jonathan Connor (trained by Derek Lamb)
- Sarah Walton (trained by Katie Evans)
- Steve Nixon (trained by Katie Evans)
- Zoey Teal (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)
- Michael Lamb (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 #792

Subject: SRS Folder

Target User: Kate Griffiths

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

Notes:

System Generated

Task To be Completed

Go through SRS system and chase quotes/proformas where necessary

Rolling Audit #793

Subject: SRS Folder

Target User: Michael Lamb

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

Notes:

System Generated

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

Go through SRS folder and chase quotes/proformas where necessary

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395245	SRS Folder (792)	22 Apr 2026	23 Apr 2026	1 day	Kate Griffiths
392486	SRS Folder (792)	23 Mar 2026	02 Apr 2026	10 days	Kate Griffiths
389712	SRS Folder (792)	23 Feb 2026	26 Feb 2026	3 days	Kate Griffiths
388999	SRS Folder (793)	16 Feb 2026	26 Feb 2026	10 days	Michael Lamb
386558	SRS Folder (792)	22 Jan 2026	29 Jan 2026	7 days	Kate Griffiths
384059	SRS Folder (792)	22 Dec 2025	22 Dec 2025	0 days	Kate Griffiths
381569	SRS Folder (792)	24 Nov 2025	27 Nov 2025	3 days	Kate Griffiths
380995	SRS Folder (793)	17 Nov 2025	20 Nov 2025	3 days	Michael Lamb

Management Review

Viamed - Office Processes

378766	SRS Folder (792)	22 Oct 2025	24 Oct 2025	2 days	Kate Griffiths
375864	SRS Folder (792)	22 Sep 2025	25 Sep 2025	3 days	Kate Griffiths
373388	SRS Folder (792)	22 Aug 2025	28 Aug 2025	6 days	Kate Griffiths
372920	SRS Folder (793)	18 Aug 2025	04 Sep 2025	17 days	Michael Lamb
370441	SRS Folder (792)	22 Jul 2025	24 Jul 2025	2 days	Kate Griffiths
367776	SRS Folder (792)	23 Jun 2025	26 Jun 2025	3 days	Kate Griffiths
365009	SRS Folder (792)	22 May 2025	29 May 2025	7 days	Kate Griffiths
364518	SRS Folder (793)	16 May 2025	22 May 2025	6 days	Michael Lamb
362144	SRS Folder (792)	22 Apr 2025	24 Apr 2025	2 days	Kate Griffiths
359409	SRS Folder (792)	24 Mar 2025	25 Mar 2025	1 day	Kate Griffiths
356371	SRS Folder (792)	24 Feb 2025	28 Feb 2025	4 days	Kate Griffiths
355725	SRS Folder (793)	17 Feb 2025	07 Mar 2025	18 days	Michael Lamb

Process ID #7804 — Sweep Kitchen Floor

Last Reviewed: 05 May 2026 by Helen Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Unclean floor	Derek Lamb 23 May 2017
Outputs to the Process	Swept floor	Derek Lamb 23 May 2017
Risks to the Process	Broom breakage	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Examine broom periodically to ensure it is fit for purpose	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	To sweep the kitchen floor and clear and mess ready for mopping	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 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 affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job completes the issue, it will then be reviewed at the final completion of this task. It will be the job of the person who finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

Management Review

Viamed - Office Processes

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

Interested Parties

- Staff
- Physical Sites

Linked Companies

- VST
- Viamed Properties
- Viamed
- Vandagraph

Trained Staff (10)

- Sophie Lines (trained by Derek Lamb)
- Jonathan Connor (trained by Derek Lamb)
- Zoey Teal (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Gail Bell (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)
- Aqib Majeed (trained by Derek Lamb)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VM3COP20.45 Cleaning the Kitchen (Doc ID: 18333)
- VOP 18 Maintenance Building, Fabric and Infrastructure (Doc ID: 119029)

Rolling Task #659

Subject: Sweep Kitchen Floor

Target User: Aqib Majeed

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

Notes:

System Generated

Task To be Completed

Please sweep kitchen floor after lunch so it can be mopped in the afternoon

Rolling Audit #662

Subject: Sweep Kitchen Floor

Target User: Helen Lamb

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

Notes:

System Generated

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

Sweeping should be completed after lunch on Friday

Management Review

Viamed - Office Processes

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396781	Sweep Kitchen Floor (659)	08 May 2026	14 May 2026	6 days	Aqib Majeed
396330	Sweep Kitchen Floor (662)	04 May 2026	07 May 2026	3 days	Helen Lamb
396168	Sweep Kitchen Floor (659)	01 May 2026	14 May 2026	13 days	Aqib Majeed
395512	Sweep Kitchen Floor (659)	24 Apr 2026	07 May 2026	13 days	Aqib Majeed
394885	Sweep Kitchen Floor (659)	17 Apr 2026	22 Apr 2026	5 days	Aqib Majeed
394276	Sweep Kitchen Floor (659)	10 Apr 2026	16 Apr 2026	6 days	Aqib Majeed
393541	Sweep Kitchen Floor (659)	03 Apr 2026	16 Apr 2026	13 days	Aqib Majeed
393435	Sweep Kitchen Floor (662)	02 Apr 2026	09 Apr 2026	7 days	Helen Lamb
392997	Sweep Kitchen Floor (659)	27 Mar 2026	16 Apr 2026	20 days	Aqib Majeed
392363	Sweep Kitchen Floor (659)	20 Mar 2026	16 Apr 2026	27 days	Aqib Majeed
391673	Sweep Kitchen Floor (659)	13 Mar 2026	19 Mar 2026	6 days	Aqib Majeed
391013	Sweep Kitchen Floor (659)	06 Mar 2026	16 Mar 2026	10 days	Aqib Majeed
390465	Sweep Kitchen Floor (662)	02 Mar 2026	02 Mar 2026	0 days	Helen Lamb
390259	Sweep Kitchen Floor (659)	27 Feb 2026	02 Mar 2026	3 days	Aqib Majeed
389566	Sweep Kitchen Floor (659)	20 Feb 2026	26 Feb 2026	6 days	Aqib Majeed
388888	Sweep Kitchen Floor (659)	13 Feb 2026	19 Feb 2026	6 days	Aqib Majeed
388132	Sweep Kitchen Floor (659)	06 Feb 2026	13 Feb 2026	7 days	Aqib Majeed
387468	Sweep Kitchen Floor (662)	02 Feb 2026	05 Feb 2026	3 days	Helen Lamb
387347	Sweep Kitchen Floor (659)	30 Jan 2026	05 Feb 2026	6 days	Aqib Majeed
386719	Sweep Kitchen Floor (659)	23 Jan 2026	29 Jan 2026	6 days	Aqib Majeed

Process ID #7793 — Team Review Meeting

Last Reviewed: 13 Nov 2021 by Helen Lamb

Process Maturity (3 of 6 - 50%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Potential problems	Derek Lamb 23 May 2017

Management Review

Viamed - Office Processes

Outputs to the Process	Resolved issues	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Duplicate Issue needs process removingsee processid 7750	Derek Lamb 29 Aug 2019
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 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 affected by Covid 19 or other extreme national or international circumstance / crisis and this will flag up when the person responsible for the job completes the issue, it will then be reviewed at the final completion of this task. It will be the job of the person who finally completes the task, to implement a new task, update the task should any problems occur or make the decision that the task can be put on hold while the crisis is occurring.	Helen Lamb 23 Oct 2020
Risk / Benefit Report		
HSE Implications		
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
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 9.1.3

Interested Parties

- Staff
- Internal Systems

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (6)

- Katie Evans (trained by Derek Lamb)
- Sophie Lines (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)

Management Review

Viamed - Office Processes

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

Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VOP 12 Training (Doc ID: 166222)

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

No completed tasks in the last 2 years.

Process ID #7686 — Thorough Checking Of Awaiting Action Tray - Priority 8s

Last Reviewed: 14 Apr 2026 by Helen Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Order with issue	Derek Lamb 23 May 2017
Outputs to the Process	Order clarified and shipped	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Check that outstanding orders with unresolved issues are being followed up and addressed	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check tray for orders that have not been reviewed frequently.	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	No access to tray during covid,using issues as best we can to mitigate the risk here,appears to be working with no signs of non conformances due to inaction	Derek Lamb 02 Jul 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.1
- 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 ISO9001:2015: 4.2
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1

Management Review

Viamed - Office Processes

- 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
- Staff
- VST OEM Customers
- VST OEM Customers

Linked Companies

- Viamed

Trained Staff (8)

- Sarah Walton (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Zoey Teal (trained by Katie Evans)
- Sophie Lines (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Helen Lamb (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)
- Aqib Majeed (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 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #487

Subject: Checking Of Awaiting Action Tray - Priority 8s

Target User: Aqib Majeed

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

Notes:

System Generated

Task To be Completed

Check Priority 8s thoroughly consulting with the person who added Order

Rolling Audit #569

Subject: Thorough Checking Of Awaiting Action Tray And Board

Target User: Helen Lamb

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

Management Review

Viamed - Office Processes

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
397146	Thorough Checking Of Awaiting Action Tray And Board (569)	13 May 2026		Outstanding (1 day)	Helen Lamb
396760	Checking Of Awaiting Action Tray - Priority 8s (487)	08 May 2026	14 May 2026	6 days	Aqib Majeed
396140	Checking Of Awaiting Action Tray - Priority 8s (487)	01 May 2026	07 May 2026	6 days	Aqib Majeed
395489	Checking Of Awaiting Action Tray - Priority 8s (487)	24 Apr 2026	30 Apr 2026	6 days	Aqib Majeed
394862	Checking Of Awaiting Action Tray - Priority 8s (487)	17 Apr 2026	22 Apr 2026	5 days	Aqib Majeed
394373	Thorough Checking Of Awaiting Action Tray And Board (569)	13 Apr 2026	16 Apr 2026	3 days	Helen Lamb
394255	Checking Of Awaiting Action Tray - Priority 8s (487)	10 Apr 2026	16 Apr 2026	6 days	Aqib Majeed
393515	Checking Of Awaiting Action Tray - Priority 8s (487)	03 Apr 2026	16 Apr 2026	13 days	Aqib Majeed
392976	Checking Of Awaiting Action Tray - Priority 8s (487)	27 Mar 2026	16 Apr 2026	20 days	Aqib Majeed
392337	Checking Of Awaiting Action Tray - Priority 8s (487)	20 Mar 2026	16 Apr 2026	27 days	Aqib Majeed
391666	Thorough Checking Of Awaiting Action Tray And Board (569)	13 Mar 2026	16 Mar 2026	3 days	Helen Lamb
391652	Checking Of Awaiting Action Tray - Priority 8s (487)	13 Mar 2026	16 Mar 2026	3 days	Aqib Majeed
390988	Checking Of Awaiting Action Tray - Priority 8s (487)	06 Mar 2026	06 Mar 2026	0 days	Aqib Majeed
390238	Checking Of Awaiting Action	27 Feb 2026	02 Mar 2026	3 days	Aqib Majeed

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389540	Tray - Priority 8s (487) Checking Of Awaiting Action	20 Feb 2026	26 Feb 2026	6 days	Aqib Majeed
388881	Tray - Priority 8s (487) Thorough Checking Of Awaiting Action	13 Feb 2026	19 Feb 2026	6 days	Helen Lamb
388867	Tray And Board (569) Checking Of Awaiting Action	13 Feb 2026	19 Feb 2026	6 days	Aqib Majeed
388107	Tray - Priority 8s (487) Checking Of Awaiting Action	06 Feb 2026	10 Feb 2026	4 days	Aqib Majeed
387326	Tray - Priority 8s (487) Checking Of Awaiting Action	30 Jan 2026	05 Feb 2026	6 days	Aqib Majeed
386695	Tray - Priority 8s (487) Checking Of Awaiting Action	23 Jan 2026	29 Jan 2026	6 days	Aqib Majeed

Process ID #7706 — Update Virus Software And Scan For Viruses

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	Anti-virus software	Derek Lamb 23 May 2017
Outputs to the Process	Clean computers	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Updating of anti-virus software and scanning computers for viruses	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	2.Minor	Helen Lamb 13 Nov 2021
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends,	Helen Lamb 26 Oct 2020

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problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.

Covid / Pandemic Notes	This process is not affected by Covid 19 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 ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

- Internal Systems
- Staff
- Physical Sites

Linked Companies

- Viamed

Trained Staff (5)

- Sophie Lines (trained by Derek Lamb)
- Sarah Walton (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Katie Evans (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VM3COP20.61 Scanning for Viruses and Malware (Doc ID: 24710)
- VOP 18 Maintenance Building, Fabric and Infrastructure (Doc ID: 119029)

Rolling Task #519

Subject: Update Virus Software And Scan For Viruses

Target User: Sophie Lines

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

Notes:

System Generated

Task To be Completed

Update the anti-virus and anti-malware software on office PCs and scan for viruses/malware. Ensure all office colleagues have completed this

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

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ID	Subject	Created	Completed	Days to Complete	Investigated By
396765	Update Virus Software And Scan For Viruses (519)	08 May 2026	14 May 2026	6 days	Sophie Lines
396147	Update Virus Software And Scan For Viruses (519)	01 May 2026	07 May 2026	6 days	Sophie Lines
395494	Update Virus Software And Scan For Viruses (519)	24 Apr 2026	30 Apr 2026	6 days	Sophie Lines
394868	Update Virus Software And Scan For Viruses (519)	17 Apr 2026	22 Apr 2026	5 days	Sophie Lines
394260	Update Virus Software And Scan For Viruses (519)	10 Apr 2026	16 Apr 2026	6 days	Sophie Lines
393521	Update Virus Software And Scan For Viruses (519)	03 Apr 2026	16 Apr 2026	13 days	Sophie Lines
392982	Update Virus Software And Scan For Viruses (519)	27 Mar 2026	16 Apr 2026	20 days	Sophie Lines
392344	Update Virus Software And Scan For Viruses (519)	20 Mar 2026	26 Mar 2026	6 days	Sophie Lines
391657	Update Virus Software And Scan For Viruses (519)	13 Mar 2026	26 Mar 2026	13 days	Sophie Lines
390995	Update Virus Software And Scan For Viruses (519)	06 Mar 2026	16 Mar 2026	10 days	Sophie Lines
390244	Update Virus Software And Scan For Viruses (519)	27 Feb 2026	02 Mar 2026	3 days	Sophie Lines
389547	Update Virus Software And Scan For Viruses (519)	20 Feb 2026	26 Feb 2026	6 days	Sophie Lines
388872	Update Virus Software And Scan For Viruses (519)	13 Feb 2026	26 Feb 2026	13 days	Sophie Lines
388114	Update Virus Software And Scan For Viruses (519)	06 Feb 2026	10 Feb 2026	4 days	Sophie Lines
387331	Update Virus Software And Scan For Viruses (519)	30 Jan 2026	05 Feb 2026	6 days	Sophie Lines
386702	Update Virus Software And Scan For Viruses (519)	23 Jan 2026	29 Jan 2026	6 days	Sophie Lines
386104	Update Virus Software And Scan For Viruses (519)	16 Jan 2026	19 Jan 2026	3 days	Sophie Lines
385486	Update Virus Software And Scan For Viruses (519)	09 Jan 2026	19 Jan 2026	10 days	Sophie Lines
384736	Update Virus Software And Scan For Viruses (519)	02 Jan 2026	08 Jan 2026	6 days	Sophie Lines
384302	Update Virus Software And Scan For Viruses (519)	26 Dec 2025	08 Jan 2026	13 days	Sophie Lines

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Process ID #7901 — UPS Exceptions Checkup

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	emails in from our shipper UPS	Helen Lamb 22 Jul 2019
Outputs to the Process	Following up on any email / notification that needs assistance.	Helen Lamb 22 Jul 2019
Risks to the Process	That goods will be unable to be delivered or cleared through customs.	Helen Lamb 22 Jul 2019
Steps to Minimise Process Risks	Regular reviews of the notification	Helen Lamb 22 Jul 2019
Scope / Definition of Process / Objective	To check the emails that come in from UPS or other shippers, for problems delivering or clearing goods.	Helen Lamb 22 Jul 2019
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 22 Jul 2019
Severity of Risk (1-5)	1.Negligible	Helen Lamb 22 Jul 2019
Measurable Objective	that the emails are done 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)	

Interested Parties

- Internal Systems
- Supplier
- Competitors

Linked Companies

- Viamed
- VST

Trained Staff (2)

- Zoey Teal (trained by Derek Lamb)

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- Catherine Spence (trained by Helen Lamb)

Associated Documents

- Audit 04 Accounts and Finance Viamed (Doc ID: 159427)
- Audit 04 Accounts and Finance VST (Doc ID: 159429)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #859

Subject: UPS Exceptions Checkup

Target User: Catherine Spence

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

Notes:

System Generated

Task To be Completed.

Log in to the UPS GMail box and look for any Exceptions.

VM3COP20.69 Procedures UPS And Royal Mail Exceptions / Claims Write Procedure.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397266	UPS Exceptions Checkup (859)	14 May 2026		Outstanding (0 days)	Catherine Spence
397156	UPS Exceptions Checkup (859)	13 May 2026	14 May 2026	1 day	Catherine Spence
397025	UPS Exceptions Checkup (859)	12 May 2026	14 May 2026	2 days	Catherine Spence
396893	UPS Exceptions Checkup (859)	11 May 2026	14 May 2026	3 days	Catherine Spence
396787	UPS Exceptions Checkup (859)	08 May 2026	14 May 2026	6 days	Catherine Spence
396681	UPS Exceptions Checkup (859)	07 May 2026	14 May 2026	7 days	Catherine Spence
396573	UPS Exceptions Checkup (859)	06 May 2026	07 May 2026	1 day	Catherine Spence
396397	UPS Exceptions Checkup (859)	05 May 2026	07 May 2026	2 days	Catherine Spence
396339	UPS Exceptions Checkup (859)	04 May 2026	07 May 2026	3 days	Catherine Spence
396179	UPS Exceptions Checkup (859)	01 May 2026	07 May 2026	6 days	Catherine Spence
396032	UPS Exceptions Checkup (859)	30 Apr 2026	07 May 2026	7 days	Catherine Spence
395931	UPS Exceptions Checkup (859)	29 Apr 2026	30 Apr 2026	1 day	Catherine Spence
395777	UPS Exceptions Checkup (859)	28 Apr 2026	30 Apr 2026	2 days	Catherine Spence
395638	UPS Exceptions Checkup (859)	27 Apr 2026	30 Apr 2026	3 days	Catherine Spence
395518	UPS Exceptions Checkup (859)	24 Apr 2026	30 Apr 2026	6 days	Catherine Spence

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395377	UPS Exceptions Checkup (859)	23 Apr 2026	30 Apr 2026	7 days	Catherine Spence
395249	UPS Exceptions Checkup (859)	22 Apr 2026	23 Apr 2026	1 day	Catherine Spence
395138	UPS Exceptions Checkup (859)	21 Apr 2026	22 Apr 2026	1 day	Catherine Spence
395005	UPS Exceptions Checkup (859)	20 Apr 2026	22 Apr 2026	2 days	Catherine Spence
394894	UPS Exceptions Checkup (859)	17 Apr 2026	22 Apr 2026	5 days	Catherine Spence

Process ID #6972 — UPS Shipping Fuel Surcharge

Last Reviewed: 14 Nov 2022 by Derek Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	UPS website	Derek Lamb 23 May 2017
Outputs to the Process	Correct rates set	Derek Lamb 23 May 2017
Risks to the Process	Computer/network breakdown	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Ensure IT equipment is regularly maintained	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	task no longer required, WE switched tups online WITH LIVE PRICESUpdate the UPS rates to ensure we charge the correct amount of carriage	Derek Lamb 15 Aug 2022
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	2.Minor	Helen Lamb 13 Nov 2021
Measurable Objective	Check when it was last reviewed. Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	No Action (Frequency=1, Severity=2)	

Linked ISO Sections

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

Interested Parties

- Customer

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- Internal Systems

Linked Companies

- Viamed

Trained Staff (7)

- Zoey Teal (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Katie Evans (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Jonathan Connor (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)

Associated Documents

- Audit 05 Purchasing suppliers Viamed (Doc ID: 159433)
- Audit 05 Purchasing suppliers VST (Doc ID: 159435)
- VM3COP20.071 UPS Updating UPS Rates in intrastats (Doc ID: 14696)
- VOP 05 Supplier Control, Supplier Review, Purchase Orders, Supplier Returns and Rejection (Doc ID: 200924)

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

No completed tasks in the last 2 years.

Process ID #5853 — Vacuuming Of The Office, Hall And Meeting Room

Last Reviewed: 08 May 2026 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Staff member vacuums required areas	Derek Lamb 23 May 2017
Outputs to the Process	Areas are cleaned	Derek Lamb 23 May 2017
Risks to the Process	Vacuum malfunction	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	Vacuum receives regular maintenance	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Ensure customer facing areas are vacuumed	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check floors	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	Not being done during Covid,however noone using the rooms anyway at this	Derek Lamb 02 Jul 2020

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Risk / Benefit Report	time	
HSE Implications	No Action	Helen Lamb 28 Jul 2025
Calculated Risk Code	No health and safety implications	Helen Lamb 28 Jul 2025
	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

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

Interested Parties

- Staff
- Physical Sites

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (10)

- Katie Evans (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Zoey Teal (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Sophie Lines (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Kate Griffiths (trained by Derek Lamb)
- Janine Gill (trained by Derek Lamb)
- Sherralee Lamb (trained by Helen Lamb)
- Aqib Majeed (trained by Derek Lamb)

Associated Documents

- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues Viamed (Doc ID: 159483)
- Audit 19 Health and Safety, Working Conditions and Building Fabric Issues VST (Doc ID: 159481)
- VM3COP20.44 Cleaning the Office. (Doc ID: 18337)
- VOP 18 Maintenance Building, Fabric and Infrastructure (Doc ID: 119029)

Rolling Task #243

Subject: Vacuuming of the Office, Hall and meeting room

Target User: Aqib Majeed

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

Notes:

System Generated

Please can you vacuum the Office,

Rolling Audit #373

Subject: Vacuuming of the Office, Hall and meeting room

Target User: Helen Lamb

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

Notes:

System Generated

Note this is an Audit you just need to ensure its being done correctly.

Ensure the Office has

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Vacuuming of the Office, Hall and meeting room
The Kitchen is Getting Cleaned and the
bins in the office, general waste and recycling are getting done.

Ensure the Gents is being cleaned in the warehouse

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396753	Vacuuming of the Office, Hall and meeting room (373)	08 May 2026	14 May 2026	6 days	Helen Lamb
396751	Vacuuming of the Office, Hall and meeting room (243)	08 May 2026	14 May 2026	6 days	Aqib Majeed
396127	Vacuuming of the Office, Hall and meeting room (243)	01 May 2026	14 May 2026	13 days	Aqib Majeed
395481	Vacuuming of the Office, Hall and meeting room (243)	24 Apr 2026	07 May 2026	13 days	Aqib Majeed
394848	Vacuuming of the Office, Hall and meeting room (243)	17 Apr 2026	22 Apr 2026	5 days	Aqib Majeed
394245	Vacuuming of the Office, Hall and meeting room (243)	10 Apr 2026	16 Apr 2026	6 days	Aqib Majeed
393873	Vacuuming of the Office, Hall and meeting room (373)	08 Apr 2026	09 Apr 2026	1 day	Helen Lamb
393505	Vacuuming of the Office, Hall and meeting room (243)	03 Apr 2026	16 Apr 2026	13 days	Aqib Majeed
392968	Vacuuming of the Office, Hall and meeting room (243)	27 Mar 2026	16 Apr 2026	20 days	Aqib Majeed
392327	Vacuuming of the Office, Hall and meeting room (243)	20 Mar 2026	16 Apr 2026	27 days	Aqib Majeed
391642	Vacuuming of the Office, Hall and meeting room (243)	13 Mar 2026	19 Mar 2026	6 days	Aqib Majeed
391105	Vacuuming of the Office, Hall and meeting room (373)	09 Mar 2026	16 Mar 2026	7 days	Helen Lamb
390978	Vacuuming of the Office, Hall and meeting room (243)	06 Mar 2026	16 Mar 2026	10 days	Aqib Majeed
390229	Vacuuming of the Office, Hall and	27 Feb 2026	02 Mar 2026	3 days	Aqib Majeed

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389531	meeting room (243) Vacuuming of the Office, Hall and meeting room (243)	20 Feb 2026	26 Feb 2026	6 days	Aqib Majeed
388857	Vacuuming of the Office, Hall and meeting room (243)	13 Feb 2026	19 Feb 2026	6 days	Aqib Majeed
388281	Vacuuming of the Office, Hall and meeting room (373)	09 Feb 2026	10 Feb 2026	1 day	Helen Lamb
388097	Vacuuming of the Office, Hall and meeting room (243)	06 Feb 2026	13 Feb 2026	7 days	Aqib Majeed
387318	Vacuuming of the Office, Hall and meeting room (243)	30 Jan 2026	05 Feb 2026	6 days	Aqib Majeed
386686	Vacuuming of the Office, Hall and meeting room (243)	23 Jan 2026	29 Jan 2026	6 days	Aqib Majeed

Process ID #8023 — Vandagraph Check Shopify Order Delivery Notifications

Last Reviewed: 30 Apr 2026 by Michael Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Shopify orders list	Helen Lamb 17 Feb 2023
Outputs to the Process	Intrastats completed orders updated Shopify orders list	Helen Lamb 17 Feb 2023
Risks to the Process	Shopify orders list shows as unfulfilled. The customer also gets delivery notification through intrastats.	Helen Lamb 17 Feb 2023
Steps to Minimise Process Risks	Regular reviews and review issues	Helen Lamb 17 Feb 2023
Scope / Definition of Process / Objective	Vandagraph Check Shopify Order Delivery Notifications are sent and updated on the list.	Helen Lamb 17 Feb 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 17 Feb 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 17 Feb 2023
Measurable Objective	Shopify orders list	Helen Lamb 17 Feb 2023
Training Method Required	Hands on Training with Experience Staff	Helen Lamb 17 Feb 2023
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 17 Feb 2023
Covid / Pandemic Notes	This process is not affected by Covid 19	Helen Lamb 17 Feb 2023

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Risk / Benefit Report HSE Implications Calculated Risk Code

or other extreme national or international
circumstance / crisis.

No Action

No health and safety implications

No Action (Frequency=1, Severity=1)

Helen Lamb 28 Jul 2025

Helen Lamb 28 Jul 2025

Linked ISO Sections

- ISO 9001:2015: 7.4
- ISO 9001:2015: 8.2.1

Interested Parties

- Customer
- Internal Systems

Linked Companies

- Vandagraph

Trained Staff (4)

- Catherine Spence (trained by Helen Lamb)
- Michael Lamb (trained by Helen Lamb)
- Ryan Swaine (trained by Helen Lamb)
- Helen Lamb (trained by Derek Lamb)

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #1206

Subject: Vandagraph Check Shopify Order Delivery Notifications

Target User: Michael Lamb

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

Notes:

System GeneratedTask To be Completed

Vandagraph Check Shopify Order Delivery Notifications are sent and updated on the list. Shopify orders list Intrastats

Rolling Audit #1207

Subject: Vandagraph Check Shopify Order Delivery Notifications

Target User: Helen Lamb

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

Notes:

System GeneratedTask To be Completed Vandagraph Check Shopify Order Delivery Notifications are sent and updated on the list. Shopify orders list Intrastats

Audit only

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395524	Vandagraph Check Shopify Order Delivery Notifications (1206)	24 Apr 2026		Outstanding (20 days)	Michael Lamb
392647	Vandagraph Check Shopify Order	24 Mar 2026	27 Apr 2026	34 days	Michael Lamb

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392509	Delivery Notifications (1206) Vandagraph Check Shopify Order	23 Mar 2026	31 Mar 2026	8 days	Helen Lamb
389861	Delivery Notifications (1207) Vandagraph Check Shopify Order	24 Feb 2026	09 Apr 2026	44 days	Michael Lamb
386881	Delivery Notifications (1206) Vandagraph Check Shopify Order	26 Jan 2026	23 Feb 2026	28 days	Michael Lamb
384254	Delivery Notifications (1206) Vandagraph Check Shopify Order	24 Dec 2025	12 Jan 2026	19 days	Michael Lamb
384082	Delivery Notifications (1206) Vandagraph Check Shopify Order	22 Dec 2025	22 Dec 2025	0 days	Helen Lamb
381591	Delivery Notifications (1207) Vandagraph Check Shopify Order	24 Nov 2025	12 Jan 2026	49 days	Michael Lamb
378984	Delivery Notifications (1206) Vandagraph Check Shopify Order	24 Oct 2025	21 Nov 2025	28 days	Michael Lamb
376122	Delivery Notifications (1206) Vandagraph Check Shopify Order	24 Sep 2025	31 Oct 2025	37 days	Michael Lamb
375889	Delivery Notifications (1206) Vandagraph Check Shopify Order	22 Sep 2025	22 Sep 2025	0 days	Helen Lamb
373518	Delivery Notifications (1207) Vandagraph Check Shopify Order	25 Aug 2025	01 Sep 2025	7 days	Michael Lamb
370717	Delivery Notifications (1206) Vandagraph Check Shopify Order	24 Jul 2025	04 Aug 2025	11 days	Michael Lamb
367918	Delivery Notifications (1206) Vandagraph Check Shopify Order	24 Jun 2025	22 Jul 2025	28 days	Michael Lamb
367797	Delivery Notifications (1206) Vandagraph Check Shopify Order	23 Jun 2025	11 Jul 2025	18 days	Helen Lamb
365293	Delivery Notifications (1207) Vandagraph Check Shopify Order	26 May 2025	26 Jun 2025	31 days	Michael Lamb
362441	Delivery Notifications (1206) Vandagraph Check Shopify Order	24 Apr 2025	23 May 2025	29 days	Michael Lamb
359433	Delivery Notifications (1206) Vandagraph Check	24 Mar 2025	27 Mar 2025	3 days	Helen Lamb

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359432	Shopify Order Delivery Notifications (1207) Vandagraph Check	24 Mar 2025	27 Mar 2025	3 days	Michael Lamb
356397	Shopify Order Delivery Notifications (1206) Vandagraph Check	24 Feb 2025	27 Mar 2025	31 days	Michael Lamb
	Shopify Order Delivery Notifications (1206)				

Process ID #7953 — Vandagraph Delivery Notifications

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	Delivery notification page	Derek Lamb 26 May 2020
Outputs to the Process	Daily list is empty	Derek Lamb 26 May 2020
Risks to the Process	task not carried out	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of tasks	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	To Send Vandagraph Delivery notifications	Derek Lamb 26 May 2020
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 26 May 2020
Severity of Risk (1-5)	1.Negligible	Derek Lamb 26 May 2020
Measurable Objective	Daily list is empty	Derek Lamb 26 May 2020
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 02 Nov 2021
Verification / Effectiveness	Daily list is empty	Derek Lamb 26 May 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: 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: 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

Management Review

Viamed - Office Processes

- 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

- Customer

Linked Companies

- Vandagraph
- VST

Trained Staff (4)

- Gail Bell (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Sarah Walton (trained by Derek Lamb)
- Michael 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)

Rolling Task #1043

Subject: Vandagraph Delivery Notifications

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed To Send Vandagraph Delivery notifications

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397270	Vandagraph Delivery Notifications (1043)	14 May 2026		Outstanding (0 days)	Michael Lamb
397159	Vandagraph Delivery Notifications (1043)	13 May 2026		Outstanding (1 day)	Michael Lamb
397028	Vandagraph Delivery Notifications (1043)	12 May 2026		Outstanding (2 days)	Michael Lamb
396900	Vandagraph Delivery Notifications (1043)	11 May 2026		Outstanding (3 days)	Michael Lamb
396791	Vandagraph Delivery Notifications (1043)	08 May 2026		Outstanding (6 days)	Michael Lamb
396686	Vandagraph Delivery Notifications (1043)	07 May 2026		Outstanding (7 days)	Michael Lamb
396579	Vandagraph Delivery Notifications (1043)	06 May 2026		Outstanding (8 days)	Michael Lamb
396401	Vandagraph Delivery Notifications (1043)	05 May 2026	07 May 2026	2 days	Michael Lamb
396346	Vandagraph	04 May 2026	07 May 2026	3 days	Michael Lamb

Management Review

Viamed - Office Processes

396186	Delivery Notifications (1043) Vandagraph	01 May 2026	07 May 2026	6 days	Michael Lamb
396036	Delivery Notifications (1043) Vandagraph	30 Apr 2026	07 May 2026	7 days	Michael Lamb
395933	Delivery Notifications (1043) Vandagraph	29 Apr 2026	07 May 2026	8 days	Michael Lamb
395779	Delivery Notifications (1043) Vandagraph	28 Apr 2026	07 May 2026	9 days	Michael Lamb
395646	Delivery Notifications (1043) Vandagraph	27 Apr 2026	30 Apr 2026	3 days	Michael Lamb
395520	Delivery Notifications (1043) Vandagraph	24 Apr 2026	30 Apr 2026	6 days	Michael Lamb
395381	Delivery Notifications (1043) Vandagraph	23 Apr 2026	30 Apr 2026	7 days	Michael Lamb
395253	Delivery Notifications (1043) Vandagraph	22 Apr 2026	30 Apr 2026	8 days	Michael Lamb
395140	Delivery Notifications (1043) Vandagraph	21 Apr 2026	30 Apr 2026	9 days	Michael Lamb
395012	Delivery Notifications (1043) Vandagraph	20 Apr 2026	30 Apr 2026	10 days	Michael Lamb
394897	Delivery Notifications (1043) Vandagraph	17 Apr 2026	22 Apr 2026	5 days	Michael Lamb

Process ID #7954 — Vandagraph Email Of Invoices

Last Reviewed: 11 May 2023 by Derek Lamb

Process Maturity (3 of 6 - 50%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Email Of Invoices List	Derek Lamb 26 May 2020
Outputs to the Process	invoices with the customer	Helen Lamb 13 Nov 2021
Risks to the Process	Customer not receiving invoices and therefore not paying them	Helen Lamb 13 Nov 2021
Steps to Minimise Process Risks	regular review and sending of statements.	Helen Lamb 13 Nov 2021
Scope / Definition of Process / Objective	Vandagraph Email Of Invoices	Derek Lamb 26 May 2020

Management Review

Viamed - Office Processes

Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	2.Minor	Helen Lamb 13 Nov 2021
Measurable Objective	Empty List	Derek Lamb 26 May 2020
Training Method Required	hands on with experience staff	Helen Lamb 13 Nov 2021
Verification / Effectiveness	that the debtors is up to date without any invoices left unpaid outside of terms	Helen Lamb 13 Nov 2021
Covid / Pandemic Notes	Not affected by Covid 19 or another national or international crisis	Helen Lamb 13 Nov 2021
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	No Action (Frequency=1, Severity=2)	

Linked Companies

- Vandagraph

Trained Staff (3)

- Derek Lamb (trained by Derek Lamb)
- Ryan Swaine (trained by Derek Lamb)
- Gail Bell (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 19 Feedback Customer Complaints Vigilance and Notifications Viamed Ltd (Doc ID: 132118)
- VOP 19 FeedBack Customer Complaints Vigilance and Notifications VST Ltd (Doc ID: 217154)

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

No completed tasks in the last 2 years.

Process ID #7955 — Vandagraph Shipper SignOff Collection

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	Vandagraph Shipper SignOff Collection List	Derek Lamb 26 May 2020
Outputs to the Process	Empty list	Derek Lamb 26 May 2020
Risks to the Process	task not carried out	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of tasks	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	Vandagraph Shipper SignOff Collection List	Derek Lamb 26 May 2020
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 26 May 2020
Severity of Risk (1-5)	1.Negligible	Derek Lamb 26 May 2020
Measurable Objective	Empty list	Derek Lamb 26 May 2020
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 02 Nov 2021

Management Review

Viamed - Office Processes

Verification / Effectiveness Covid / Pandemic Notes

Signed off Training
This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.

Derek Lamb 26 May 2020
Helen Lamb 23 Oct 2020

Risk / Benefit Report HSE Implications Calculated Risk Code

No Action
No health and safety implications
No Action (Frequency=1, Severity=1)

Helen Lamb 28 Jul 2025
Helen Lamb 28 Jul 2025

Interested Parties

- Customer
- Internal Systems

Linked Companies

- Vandagraph

Trained Staff (4)

- Gail Bell (trained by Derek Lamb)
- Ryan Swaine (trained by Helen Lamb)
- Derek Lamb (trained by Helen Lamb)
- Michael 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)

Rolling Task #1044

Subject: Vandagraph Shipper SignOff Collection

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed Vandagraph Shipper SignOff Collection List Vandagraph Shipper SignOff Collection List

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
397271	Vandagraph Shipper SignOff Collection (1044)	14 May 2026		Outstanding (0 days)	Michael Lamb
397160	Vandagraph Shipper SignOff Collection (1044)	13 May 2026		Outstanding (1 day)	Michael Lamb
397029	Vandagraph Shipper SignOff Collection (1044)	12 May 2026		Outstanding (2 days)	Michael Lamb
396901	Vandagraph Shipper SignOff Collection (1044)	11 May 2026		Outstanding (3 days)	Michael Lamb
396792	Vandagraph Shipper SignOff Collection (1044)	08 May 2026		Outstanding (6 days)	Michael Lamb
396687	Vandagraph Shipper SignOff Collection (1044)	07 May 2026		Outstanding (7 days)	Michael Lamb
396580	Vandagraph Shipper SignOff Collection (1044)	06 May 2026		Outstanding (8 days)	Michael Lamb
396402	Vandagraph	05 May 2026	07 May 2026	2 days	Michael Lamb

Management Review

Viamed - Office Processes

396347	Shipper SignOff Collection (1044) Vandagraph	04 May 2026	07 May 2026	3 days	Michael Lamb
396187	Shipper SignOff Collection (1044) Vandagraph	01 May 2026	07 May 2026	6 days	Michael Lamb
396037	Shipper SignOff Collection (1044) Vandagraph	30 Apr 2026	07 May 2026	7 days	Michael Lamb
395934	Shipper SignOff Collection (1044) Vandagraph	29 Apr 2026	07 May 2026	8 days	Michael Lamb
395780	Shipper SignOff Collection (1044) Vandagraph	28 Apr 2026	07 May 2026	9 days	Michael Lamb
395647	Shipper SignOff Collection (1044) Vandagraph	27 Apr 2026	30 Apr 2026	3 days	Michael Lamb
395521	Shipper SignOff Collection (1044) Vandagraph	24 Apr 2026	30 Apr 2026	6 days	Michael Lamb
395382	Shipper SignOff Collection (1044) Vandagraph	23 Apr 2026	30 Apr 2026	7 days	Michael Lamb
395254	Shipper SignOff Collection (1044) Vandagraph	22 Apr 2026	30 Apr 2026	8 days	Michael Lamb
395141	Shipper SignOff Collection (1044) Vandagraph	21 Apr 2026	30 Apr 2026	9 days	Michael Lamb
395013	Shipper SignOff Collection (1044) Vandagraph	20 Apr 2026	30 Apr 2026	10 days	Michael Lamb
394898	Shipper SignOff Collection (1044) Vandagraph	17 Apr 2026	22 Apr 2026	5 days	Michael Lamb

Process ID #7989 — Verification Contact Details Accounts

Last Reviewed: 17 Nov 2025 by Derek Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Intrastats Customer invoices	Helen Lamb 04 May 2022
Outputs to the Process	accounts package with the correct data	Helen Lamb 04 May 2022
Risks to the Process	that the wrong information is entered and missed	Helen Lamb 04 May 2022
Steps to Minimise Process Risks	regular checking and reviews	Helen Lamb 04 May 2022

Management Review

Viamed - Office Processes

Scope / Definition of Process / Objective	Verifying the contact details on invoices match between internal system and the external accounts package	Derek Lamb 07 Feb 2022
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 04 May 2022
Severity of Risk (1-5)	1.Negligible	Helen Lamb 04 May 2022
Measurable Objective	Intrastats Accounts package InvoicesCRM	Helen Lamb 04 May 2022
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 04 May 2022
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.Reviewing accounts package.	Helen Lamb 04 May 2022
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 04 May 2022
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Internal Systems
- Accountants

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (2)

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

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #1124

Subject: Verification Contact Details Accounts

Target User: Helen Lamb

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

Notes:

System GeneratedTask To be Completed Verifying the contact details on invoices match between internal system and the external accounts package

Check 5 Invoices from this week in the Accounts package, check contacts match in the internal system.

Rolling Audit #1125

Subject: Verification Contact Details Accounts

Target User: Derek Lamb

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

Notes:

System GeneratedTask To be Completed Verifying the contact details on invoices match between internal system and the external accounts package

Management Review

Viamed - Office Processes

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394519	Verification Contact Details Accounts (1124)	14 Apr 2026	16 Apr 2026	2 days	Helen Lamb
381018	Verification Contact Details Accounts (1125)	17 Nov 2025	20 Nov 2025	3 days	Derek Lamb
361430	Verification Contact Details Accounts (1124)	14 Apr 2025	14 Apr 2025	0 days	Helen Lamb
347009	Verification Contact Details Accounts (1125)	15 Nov 2024	21 Nov 2024	6 days	Derek Lamb

Process ID #7988 — Verification Contact Details Internal CRM

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	Invoice, Customer Paperwork and the existing CRM	Helen Lamb 23 Feb 2022
Outputs to the Process	effective and up to date CRM	Helen Lamb 23 Feb 2022
Risks to the Process	details are missed or incorrect	Helen Lamb 23 Feb 2022
Steps to Minimise Process Risks	regular reviews, procedures and checks	Helen Lamb 23 Feb 2022
Scope / Definition of Process / Objective	To confirm contact details are being entered into the system correctly. Between our Invoice, Customer Paperwork and the existing CRM	Derek Lamb 07 Feb 2022
Likelihood of Risk (1-5)	1. Improbable	Helen Lamb 23 Feb 2022
Severity of Risk (1-5)	1. Negligible	Helen Lamb 23 Feb 2022
Measurable Objective	Review recent invoices, and check the contact details between the Customer Paperwork and the CRM system	Helen Lamb 23 Feb 2022
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 23 Feb 2022
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 23 Feb 2022
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Feb 2022
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Interested Parties

- Internal Systems
- Customer

Management Review

Viamed - Office Processes

- VST OEM Customers

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (2)

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

Associated Documents

- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #1122

Subject: Verification Contact Details

Target User: Helen Lamb

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

Notes:

System Generated Task To be Completed

To confirm contact details are being entered into the system correctly. Between our Invoice, Customer Paperwork and the existing CRM

Check 5 of this Weeks invoices, and check the contact details between the Customer Paperwork and the CRM system

Rolling Audit #1123

Subject: Verification Contact Details

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed

To confirm contact details are being entered into the system correctly. Between our Invoice, Customer Paperwork and the existing CRM

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394396	Verification Contact Details (1122)	13 Apr 2026	16 Apr 2026	3 days	Helen Lamb
379715	Verification Contact Details (1123)	03 Nov 2025	06 Nov 2025	3 days	Derek Lamb
361429	Verification Contact Details (1122)	14 Apr 2025	14 Apr 2025	0 days	Helen Lamb
345754	Verification Contact Details (1123)	04 Nov 2024	11 Nov 2024	7 days	Derek Lamb

Process ID #7990 — Verification Invoice Details Accounts

Management Review

Viamed - Office Processes

Last Reviewed: 17 Nov 2025 by Derek Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Intrastats Customer invoices	Helen Lamb 04 May 2022
Outputs to the Process	Accounts package with the correct data	Helen Lamb 04 May 2022
Risks to the Process	That the wrong information is entered and info is missed	Helen Lamb 04 May 2022
Steps to Minimise Process Risks	regular checking and reviews	Helen Lamb 04 May 2022
Scope / Definition of Process / Objective	Verification of Sales Invoice details between internal systems and external accounts	Helen Lamb 15 Apr 2024
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 04 May 2022
Severity of Risk (1-5)	1.Negligible	Helen Lamb 04 May 2022
Measurable Objective	Intrastats Accounts package InvoicesCRM	Helen Lamb 04 May 2022
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 04 May 2022
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.Reviewing accounts package.	Helen Lamb 04 May 2022
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 04 May 2022
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.2.2
- 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 VST Ltd ISO9001:2015+A1: 8.1

Interested Parties

- Internal Systems
- Customer
- Accountants
- VST OEM Customers

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (2)

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

Associated Documents

Management Review

Viamed - Office Processes

- Audit 04 Accounts and Finance Viamed (Doc ID: 159427)
- Audit 04 Accounts and Finance VST (Doc ID: 159429)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #1126

Subject: Verification Invoice Details Accounts

Target User: Helen Lamb

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

Notes:

System GeneratedTask To be Completed Verification of Invoice details between internal systems and external accounts

Check 5 Invoice match between interal system and the external accounts packages,

Address, stock, totals and vat.

Rolling Audit #1127

Subject: Verification Invoice Details Accounts

Target User: Derek Lamb

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

Notes:

System GeneratedTask To be Completed Verification of Invoice details between internal systems and external accounts

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
394397	Verification Invoice Details Accounts (1126)	13 Apr 2026	16 Apr 2026	3 days	Helen Lamb
381019	Verification Invoice Details Accounts (1127)	17 Nov 2025	20 Nov 2025	3 days	Derek Lamb
361431	Verification Invoice Details Accounts (1126)	14 Apr 2025	14 Apr 2025	0 days	Helen Lamb
347195	Verification Invoice Details Accounts (1127)	18 Nov 2024	21 Nov 2024	3 days	Derek Lamb

Process ID #7751 — VST Purchase Order Log

Last Reviewed: 30 Apr 2026 by Michael Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Tick boxes to confirm order has been checked	Derek Lamb 23 May 2017

Management Review

Viamed - Office Processes

Outputs to the Process	Order is checked and received when expected	Derek Lamb 23 May 2017
Risks to the Process	The order is not checked and the supplier has not received it ergo we do not receive the order	Derek Lamb 23 May 2017
Steps to Minimise Process Risks	check all orders regularly	Derek Lamb 23 May 2017
Scope / Definition of Process / Objective	Check the VST PO log is up to date with confirmations and expected shipping dates	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Look at the VST PO Log	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.4.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.4.2

Interested Parties

- Supplier
- Internal Systems
- VST OEM Customers

Linked Companies

- VST

Trained Staff (9)

- Sarah Walton (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Steve Nixon (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Zoey Teal (trained by Derek Lamb)
- Sophie Lines (trained by Derek Lamb)
- Kate Griffiths (trained by Derek Lamb)
- Willow Merryweather (trained by Derek Lamb)
- Michael Lamb (trained by Helen Lamb)

Associated Documents

- Audit 05 Purchasing suppliers Viamed (Doc ID: 159433)
- Audit 05 Purchasing suppliers VST (Doc ID: 159435)
- VM3COP20.66 VST PO Log (Doc ID: 25292)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

Rolling Task #584

Subject: VST Purchase Order Log

Target User: Kate Griffiths

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

Management Review

Viamed - Office Processes

Notes:

System Generated
Task To be Completed

Please ensure the VST purchase orders on the PO Log are up to date and checked.

Use Viameds VM3COP20.29 for reference

Rolling Audit #585

Subject: VST Purchase Order Log
Target User: Michael Lamb
Recurrence: 0 Month(s) 1 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
397149	VST Purchase Order Log (585)	13 May 2026		Outstanding (1 day)	Michael Lamb
396880	VST Purchase Order Log (584)	11 May 2026	14 May 2026	3 days	Kate Griffiths
396564	VST Purchase Order Log (585)	06 May 2026		Outstanding (8 days)	Michael Lamb
396326	VST Purchase Order Log (584)	04 May 2026	07 May 2026	3 days	Kate Griffiths
395924	VST Purchase Order Log (585)	29 Apr 2026	07 May 2026	8 days	Michael Lamb
395625	VST Purchase Order Log (584)	27 Apr 2026	30 Apr 2026	3 days	Kate Griffiths
395231	VST Purchase Order Log (585)	22 Apr 2026	07 May 2026	15 days	Michael Lamb
394987	VST Purchase Order Log (584)	20 Apr 2026	22 Apr 2026	2 days	Kate Griffiths
394638	VST Purchase Order Log (585)	15 Apr 2026	22 Apr 2026	7 days	Michael Lamb
394375	VST Purchase Order Log (584)	13 Apr 2026	16 Apr 2026	3 days	Kate Griffiths
393892	VST Purchase Order Log (585)	08 Apr 2026	22 Apr 2026	14 days	Michael Lamb
393614	VST Purchase Order Log (584)	06 Apr 2026	16 Apr 2026	10 days	Kate Griffiths
393295	VST Purchase Order Log (585)	01 Apr 2026	09 Apr 2026	8 days	Michael Lamb
393081	VST Purchase Order Log (584)	30 Mar 2026	02 Apr 2026	3 days	Kate Griffiths
392755	VST Purchase Order Log (585)	25 Mar 2026	09 Apr 2026	15 days	Michael Lamb
392472	VST Purchase Order Log (584)	23 Mar 2026	26 Mar 2026	3 days	Kate Griffiths
391996	VST Purchase Order Log (585)	18 Mar 2026	09 Apr 2026	22 days	Michael Lamb
391766	VST Purchase Order Log (584)	16 Mar 2026	19 Mar 2026	3 days	Kate Griffiths
391425	VST Purchase Order Log (585)	11 Mar 2026	19 Mar 2026	8 days	Michael Lamb

Management Review

Viamed - Office Processes

391135 VST Purchase 09 Mar 2026 16 Mar 2026 7 days Kate Griffiths
Order Log (584)

Process ID #7806 — Watering Plants

Last Reviewed: 21 Nov 2025 by Helen Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Dry plants	Derek Lamb 23 May 2017
Outputs to the Process	Watered plants	Derek Lamb 23 May 2017
Risks to the Process	Dead plants.	Helen Lamb 22 Jul 2019
Steps to Minimise Process Risks	issues	Helen Lamb 22 Jul 2019
Scope / Definition of Process / Objective	To water the plants and ensure their survival	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 May 2017
Measurable Objective	Check the plants are still alive	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=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.4
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.4

Interested Parties

- Staff
- Physical Sites

Trained Staff (8)

Management Review

Viamed - Office Processes

- Sarah Walton (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Sophie Lines (trained by Katie Evans)
- Emily Hanson (trained by Katie Evans)
- Zoey Teal (trained by Katie Evans)
- Helen Lamb (trained by Helen Lamb)
- Catrin Hird (trained by Helen Lamb)
- Michael Lamb (trained by Helen Lamb)

Associated Documents

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

Rolling Task #663

Subject: Watering Plants

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed

Please water and tend to the plants in the office

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396782	Watering Plants (663)	08 May 2026	14 May 2026	6 days	Helen Lamb
396169	Watering Plants (663)	01 May 2026	07 May 2026	6 days	Helen Lamb
395513	Watering Plants (663)	24 Apr 2026	30 Apr 2026	6 days	Helen Lamb
394886	Watering Plants (663)	17 Apr 2026	22 Apr 2026	5 days	Helen Lamb
394277	Watering Plants (663)	10 Apr 2026	16 Apr 2026	6 days	Helen Lamb
393542	Watering Plants (663)	03 Apr 2026	09 Apr 2026	6 days	Helen Lamb
392998	Watering Plants (663)	27 Mar 2026	02 Apr 2026	6 days	Helen Lamb
392364	Watering Plants (663)	20 Mar 2026	26 Mar 2026	6 days	Helen Lamb
391674	Watering Plants (663)	13 Mar 2026	16 Mar 2026	3 days	Helen Lamb
391014	Watering Plants (663)	06 Mar 2026	06 Mar 2026	0 days	Helen Lamb
390260	Watering Plants (663)	27 Feb 2026	02 Mar 2026	3 days	Helen Lamb
389567	Watering Plants (663)	20 Feb 2026	26 Feb 2026	6 days	Helen Lamb
388889	Watering Plants (663)	13 Feb 2026	19 Feb 2026	6 days	Helen Lamb
388133	Watering Plants (663)	06 Feb 2026	10 Feb 2026	4 days	Helen Lamb
387348	Watering Plants (663)	30 Jan 2026	05 Feb 2026	6 days	Helen Lamb
386720	Watering Plants	23 Jan 2026	29 Jan 2026	6 days	Helen Lamb

Management Review

Viamed - Office Processes

386121	(663) Watering Plants	16 Jan 2026	19 Jan 2026	3 days	Helen Lamb
385504	(663) Watering Plants	09 Jan 2026	19 Jan 2026	10 days	Helen Lamb
384754	(663) Watering Plants	02 Jan 2026	08 Jan 2026	6 days	Helen Lamb
384327	(663) Watering Plants	26 Dec 2025	02 Jan 2026	7 days	Helen Lamb

Process ID #37 — West Yorkshire Ambulance Stock

Last Reviewed: 13 Nov 2021 by Helen Lamb

Training Course Required: Office Procedures

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Stock ShelfWest Yorkshire Ambulance stock checkOffice shelf / website viewStock quantities	Derek Lamb 02 Mar 2016
Outputs to the Process	Scanning required stock to Consignment Shelf.Sending new stock to WYA.	Derek Lamb 23 May 2017
Risks to the Process	Synchronisation FailsStock shortage	Derek Lamb 02 Mar 2016
Steps to Minimise Process Risks	Regular Office checks on the synchronisation of the consignment shelf against the website.Stock levels taken care of in the stock review.	Derek Lamb 14 Mar 2016
Scope / Definition of Process / Objective	Viamed has a consignment stock with West Yorkshire Ambulance,We scan stock to a shelf, then send them the consignment stockAs and when they use stock each week we do a rational and invoice them for the used stock and replenish the consignment stock.WYA Stock check via the website.We can now check their stock agrees with ours.	Derek Lamb 23 May 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 24 May 2017
Measurable Objective	Check the Task is being completed.	Derek Lamb 22 Aug 2018
Training Method Required	Procedural , Required Reading and Hands on	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	For Management Review	Helen Lamb 23 Oct 2020
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

Management Review

Viamed - Office Processes

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

Interested Parties

- Customer
- Internal Systems
- Staff
- Physical Sites
- VST OEM Customers

Linked Companies

- Viamed

Trained Staff (8)

- Katie Evans (trained by Derek Lamb)
- Steve Hardaker (trained by Derek Lamb)
- Emily Hanson (trained by Katie Evans)
- Sarah Walton (trained by Katie Evans)
- Kate Griffiths (trained by Derek Lamb)
- Catherine Spence (trained by Derek Lamb)
- Derek Lamb (trained by Derek Lamb)
- Lisa Leggoe (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)
- VM3COP20.25 WYA Yorkshire Ambulance Consignment Stock Order (Doc ID: 20324)
- VOP 03 Contract Review, Enquires, Office Processes (Doc ID: 77875)

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

No completed tasks in the last 2 years.

Responsibility-Only Processes (23)

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

- #4: Assisting With Refreshments For Visitors (last reviewed: 29 Jun 2016)
- #5944: Chasing Lost Customers (last reviewed: 29 Aug 2018)
- #7: Checking Of Sales Orders (last reviewed: 28 Jul 2025)
- #5895: Completing Office Job List (last reviewed: 13 May 2026)
- #5879: Customer Returning Goods On Our UPS Account (last reviewed: 29 Aug 2018)
- #5896: Ensuring ORD's Are Taken To Goods Out And Invoices Are Retrieved (last reviewed: 14 Mar 2016)
- #5897: Franking Mail (last reviewed: 28 Jul 2025)
- #6971: Freight Courier Cost Request (last reviewed: 29 Aug 2018)
- #7734: Humanmed Order Processing (last reviewed: 29 Aug 2018)
- #5912: Main Recycle Bins (last reviewed: 28 Jul 2025)
- #3: Meeting And Greeting Visitors To The Company (last reviewed: 23 Oct 2017)
- #8: Order And Status Liaison With Customers (last reviewed: 29 Aug 2018)
- #7675: Ordering Demo Stock For Humanmed Reps (last reviewed: 29 Jun 2016)
- #16: Photocopying (last reviewed: 15 Sep 2020)
- #5: Processing Of Sales Orders (last reviewed: 25 Nov 2017)
- #7710: Proforma And Quote Processing (last reviewed: 28 Sep 2017)
- #12: Sales And Technical Information Processing (last reviewed: 29 Aug 2018)
- #5947: Search For Distributors (last reviewed: 28 Sep 2017)
- #5882: Send Post To Humanmed (last reviewed: 19 Jul 2022)
- #5946: Sending Sale Or Returns (last reviewed: 29 Aug 2018)

Management Review

Viamed - Office Processes

- **#5945:** Sending Samples (last reviewed: 14 Mar 2016)
- **#6958:** Shipped Order Queries (last reviewed: 14 Mar 2016)
- **#6:** Updating Contact Management System (last reviewed: 25 Nov 2017)

Conclusion / Executive Summary

Auto-calculated summary of findings across the report.

Coverage

- **1** roles reviewed
- **80** active processes reviewed
- **23** responsibility-only processes (excluded from metrics, listed per role)

Key Risks

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

Overdue Reviews

- **17** process(es) not reviewed in over 24 months

Dependency Warnings

- [Office Processes] Sarah Walton linked to 78% (62 of 80) of role processes - single point of failure risk
- [Office Processes] Katie Evans linked to 70% (56 of 80) of role processes - single point of failure risk

Missing Audits

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

Missing Measurable Objectives

- **4** process(es) missing measurable objective

Trained Staff Coverage

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

Process Maturity Overview

- **8** of 80 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
Office Processes	80	6	17	2	0	4	17

End of Management Review Report - Viamed