Backup Chat Live Chat Online

Derek Lamb 78 Issues **19 *Unread*** 23 ISO Tasks 22.10 °C

Customer Complaint and Non Conformance Review Screen

Filter by Date Created: From: 01/01/2026 To: 22/06/2026 Filter Show All Records (Clear Dates)

Show All Generic Issues
Show All Viamed Issues
Show All Vandagraph Issues
Show All VST Issues
Show All Viamed Properties Issues
Show All Non Minor Issues
Next: QC 21 Active / Completed Forms

Any Returns to Escalate Will Show Here :

Show All Returns Reviews

To Filter to Company Issues you need to tag any in the Genetic Issues first

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
400483 19 Jun 2026	Order Error : 164268 Vandagraph Priority error	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 164268
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Vandagraph
Priority error
Fault:
incorrect priority for the order, also missed by checker

Possible Fix

19 Jun 2026 Helen Lamb
Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal	Reviewed Non Conformity / Complaint and determine if its a vigilance	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Issue requiring a corrective action plan					
400289 17 Jun 2026	UnShipped Items Return to Supplier BOX1086	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1086 warrant a NON conformance report via the CAPA process VM3COP10

17 Jun 2026 Derek Lamb
failed items going back to the supplier, all normal o2 sensor fail types,

Audit Organisation and Process Verification Internal Process Verification
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
400197 17 Jun 2026	Email Distribution (366)	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, 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
H.S.E. implications :No health and safety implications
17 Jun 2026 Derek Lamb
gmail inbox is upto date

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

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400169 16 Jun 2026	Order Error : 164100 Viamed New Error	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 164100
Order Entered by Sophie Lines
Order Checked by Emily Hanson
Office
Error was Viamed
New Error
Fault:
Order processed at incorrect price - put as 57.57 and should have 57.75.

Possible Fix
Requested amend

17 Jun 2026 Helen Lamb
Done

Audit Documentation Control

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
399585 10 Jun 2026	Audit 10 Documentation Control VST (183)	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated Audit 10 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18
H.S.E. implications :No health and safety implications

Audit Documentation Control

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
399584 10 Jun 2026	Audit 10 Documentation Control Viamed (27)	☐	☐	☐	☐	☐	☐	☐

Helen Lamb
System Generated BSI Audits Calendar BSI Audit Documentation Control Audit 10. BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18
H.S.E. implications :No health and safety implications

Audit Calibration

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		Escalate Non conformance / must state in issue if its an observation	corrective action plan					
399444 08 Jun 2026 397765	Audit 06 Calibration Viamed (20)_397765 - Observation Q10 COP needed on Failed Calibration	☐	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
System Generated Please Complete Calibration Audit 6 Observation Q10 we need a how to / COP on Failed Calibration procedure like a how to. Details in VOP but would be good to have instructions with details. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18 H.S.E. implications :No health and safety implications
12 Jun 2026 Derek Lamb
uploaded a draft for review, and polish

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
399522 09 Jun 2026	Order Error : 163986 Viamed Despatch date error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 163986
Order Entered by Aqib Majeed
Order Checked by Emily Hanson
Office
Error was Viamed
Despatch date error
Fault:
Aqib informed customer order would be dispatched same day. Didn`t ask or inform the warehouse and therefore it wasn`t sent until the day after due to other orders. Also didn`t check if it had gone out and inform the customer accordingly.

Possible Fix
Ask the warehouse if possible it can go. Not promise customer goods out same day especially on a single goods out staff day.

09 Jun 2026 Helen Lamb
Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

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399521 09 Jun 2026	Order Error : 163489 Viamed Memo error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 163489
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Viamed
Memo error
Fault:
added an internal note onto carriage line of order , which customer could see.

Possible Fix
removed

09 Jun 2026 Helen Lamb
Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
398639 29 May 2026	Shipped Items Return to Supplier BOX1081	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1081 warrant a NON conformance report via the CAPA process VM3COP10

29 May 2026 Derek Lamb
products came in with a very old date code, returning to supplier

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

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398638 29 May 2026	Order Error : 163768 Viamed Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 163768
Order Entered by Kate Griffiths
Order Checked by Emily Hanson
Office
Error was Viamed
Carriage - office
Fault:
put qty of 2 for the delivery charge , which has charged the customer twice for carriage, not spotted by checker

Possible Fix
edited the order myself

29 May 2026 Helen Lamb
Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
398508 28 May 2026	Order Error : 163564 Viamed Missing Stock items - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 163564
Order Entered by Sophie Lines
Order Checked by Aqib Majeed
Office
Error was Viamed
Missing Stock items - Office
Fault:
Added stock to order, but did not increase the qty of the foc finger probe that goes with it. missed by checker as well

Possible Fix
passed back to office

28 May 2026 Helen Lamb
Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
398235 26 May 2026	Order Error : 163500 Vandagraph Missing info - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 163500
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Office
Error was Vandagraph
Missing info - office
Fault:
ONE LINE HAS VET THE REST IS VAT EXEMPT IT SHOULD BE EXEMPT. AS SHIPPED TO Cyprus.

Possible Fix

26 May 2026 Helen Lamb
Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

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397996 21 May 2026	Shipped Items Return to Supplier BOX1079	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Does this Return BOX1079 warrant a NON conformance report via the CAPA process VM3COP10

22 May 2026 Derek Lamb
The overall picture for stock reference 0110132 looks relatively stable from a reliability perspective, especially considering the total quantity in circulation. Overall Failure Rate Total units in system: 6,180 Total recorded returns/faults: 27 Calculated return/fault rate: 0.48% That is a comparatively low field-return rate for an electrochemical oxygen sensor product, particularly one used in automotive environments. Key Findings Fault Distribution Fault TypeQtyNotes Non Linear - During Use4Most common confirmed operational issue No Output4Potential dead sensor/open circuit condition High Output1Single isolated drift issue Output Error (Low Output)1Single isolated output issue End Of Life1Expected wear-out, not considered a defect Main Observation The failures are not clustering around one catastrophic defect mode. Instead, the returns are spread across: output drift, linearity issues, dead/no-output units, and isolated sensor behaviour changes. That usually indicates: normal low-level field variation, handling/environmental factors, or isolated production variance, rather than a systematic manufacturing defect.

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

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397939 21 May 2026	Order Error : 163444 Viamed Stock error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 163444
Order Entered by Aqib Majeed
Order Checked by Sophie Lines
Non Selected
Error was Viamed
Stock error
Fault:
Stock not checked as available, customer not informed.

Possible Fix
Emailed and provided lead-time

22 May 2026 Helen Lamb
Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
397933 21 May 2026	Order Error : 162728 Viamed Despatch date error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 162728
Order Entered by Emily Hanson
Order Checked by Kate Griffiths
Office
Error was Viamed
Despatch date error
Fault:
Sophie informed customer that the order was due to be dispatched w/c 11th May. This was incorrect as the sensor which is out of stock is not expected until w/c 1st June. I think she has misunderstood which order was awaiting dispatch as 42223 was dispatched 14th May.

Possible Fix
Review PO numbers carefully and check against their subject heading. Maybe also include order numbers within our reply to avoid confusion.

22 May 2026 Helen Lamb
Done

Audit Calibration
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
397766 20 May 2026	Audit 06 Calibration VST (182)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Audit 06 BEFORE starting Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18
H.S.E. implications :No health and safety implications
26 May 2026 Helen Lamb
Done
02 Jun 2026 Helen Lamb
Audit Summary ? Audit 06 VST Ltd Calibration Audit Scope This audit reviewed the effectiveness of VST`s calibration system, including the Calibration Index, control of monitoring and measuring equipment, verification of calibrated equipment, and the associated audit and review processes. The audit covered five linked processes and associated rolling tasks and audits. Positive Findings The calibration system is well established and supported by documented procedures, defined responsibilities, measurable objectives, risk assessments, training records, and recurring audit activities. All five linked processes achieved a documented maturity score of 6/6 (100%), indicating that risk assessments, audits, objectives, backup personnel, reviews, and evidence of effectiveness are all in place. Regular monthly calibration reviews are being completed, with evidence showing that equipment due for calibration is identified, sent for calibration where required, and tracked until returned. Verification activities are in place to ensure calibrated equipment is recorded within the Calibration Index and appropriately labelled with calibration stickers. Recent verification records identified no issues and confirmed equipment was correctly labelled. The Calibration Index is actively monitored through both operational tasks and independent audit checks, providing multiple layers of oversight. Historical records demonstrate that where equipment was unavailable due to calibration or repair, this was identified, tracked and managed

appropriately. Observations Several calibration-related tasks during 2025 experienced extended completion times, primarily due to equipment being away for calibration, repair, or awaiting return from external service providers. Whilst this did not result in overdue calibration equipment being used, it demonstrates a reliance on external calibration turnaround times. The audit identifies a significant dependency on key personnel. Derek Lamb is linked to 100% of the audited processes and Helen Lamb to 80%, representing a recognised single-point-of-failure risk should either individual become unavailable. This is already highlighted within the system-generated risk indicators. Nonconformities None identified. The audit evidence reviewed does not indicate any failures of calibration control, missing calibration records, overdue calibrated equipment being used, or missing calibration labels. No nonconformances requiring corrective action were identified during this review. Conclusion The calibration system within VST appears to be effective, controlled, and operating in accordance with the requirements of ISO 9001 clause 7.1.5 (Monitoring and Measuring Resources) and the associated internal procedures. Calibration activities are routinely monitored, equipment status is tracked through the Calibration Index, and verification checks confirm equipment labelling and records remain current. No significant compliance concerns were identified during the audit. The primary area for continued management attention is succession planning and cross-training to reduce dependency upon a small number of key personnel involved in calibration oversight and audit activities. Audit Result: PASS Nonconformances Raised: 0 Observations: 1 (Personnel dependency / resilience risk) Overall Effectiveness: Effective and suitable for continued operation. Completed Audit attached no non confomrances or observations, Please review

03 Jun 2026 Derek Lamb
thankyou

08 Jun 2026 Helen Lamb
sorry wrong version attached Audit is completed, issue 399444 has been sent re an observation, as i think we need a COP / how to with more details than the VOP, on how to do this with our current systems. Please review

08 Jun 2026 Derek Lamb
thankyou

Audit Calibration

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
397765 20 May 2026	Audit 06 Calibration Viamed (20)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Please Complete Calibration Audit 6 BEFORE starting Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18
H.S.E. implications :No health and safety implications

08 Jun 2026 Helen Lamb
Created Related Issue #399444
Added by Helen Lamb sent to Derek Lamb
System Generated Please Complete Calibration Audit 6 Observation Q10 we need a how to / COP on Failed Calibration procedure like a how to. Details in VOP but would be good to have instructions with details. Any follow on issues must be identified with Observation Issue or a Non Conformance Issue. If the issue is a Non Conformance a QC21 form must be filled in, as per the QC21 form procedure, and investigated as such. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18 H.S.E. implications :No health and safety implications

08 Jun 2026 Helen Lamb
Internal Audit Summary ? Audit 06 Calibration (Viamed) Based on the document review, the calibration system appears to be well established, actively monitored, and effectively controlled. The audit covers the control of monitoring and measuring equipment, calibration scheduling, verification of calibrated equipment, and ongoing review of the calibration index. Five linked processes were reviewed and all achieved a Process Maturity score of 100% (6/6), with current risk assessments, audits, measurable objectives, training records, review activity, and evidence of effectiveness. Areas Reviewed Control of Monitoring and Measuring Devices Calibration Index Management Verification of Calibrated Equipment Internal Calibration Auditing Activities Associated rolling calibration and verification tasks Positive Findings No overdue calibration-related rolling tasks were identified. Monthly calibration reviews are being completed consistently, with documented evidence and comments recorded against each task. Equipment requiring external calibration is clearly tracked and monitored through the calibration index. Evidence demonstrates equipment is routinely removed from service and sent for calibration when due. Verification activities confirm that calibrated equipment is identified with calibration labels and date stickers. Historical records show calibration issues are followed through until equipment is returned and the calibration index is cleared. Internal audit and verification tasks provide independent oversight of the calibration process. All reviewed processes have been updated within the required review period and demonstrate evidence of ongoing use and effectiveness. Observations Several calibration tasks during 2025 experienced extended completion times (28?36 days), although the records indicate the delays were generally due to equipment being away for calibration or awaiting return rather than a failure of the process itself. The audit identifies a dependency risk whereby Derek Lamb is linked to 100% of the reviewed processes and Helen Lamb to 80%, creating a potential single-point-of-failure risk should key personnel become unavailable. This is a business continuity consideration rather than a calibration nonconformity. Nonconformities No nonconformities were identified from the evidence reviewed. The calibration process appears to be operating as intended, with suitable controls in place to ensure equipment remains calibrated, identifiable, and fit for purpose. Auditor`s Conclusion The calibration system is considered effective and compliant with the

requirements of ISO 13485:2016 Clause 7.6 and ISO 9001 requirements relating to monitoring and measuring resources. Evidence demonstrates that calibration status is routinely reviewed, equipment is identified appropriately, calibration records are maintained, and verification activities provide assurance that only suitably calibrated equipment is used. No significant risks or compliance concerns were identified during this review. The audit result is: PASS ? No Nonconformities Identified A minor management observation is noted regarding dependency on a limited number of individuals for calibration-related processes. Continued cross-training and maintenance of backup personnel should remain under review as part of ongoing business continuity planning. Audit is completed, issue 399444 has been sent re an observation, as i think we need a COP / how to with more details than the VOP, on how to do this with our current systems. Please review
08 Jun 2026 Helen Lamb
Audit is completed, issue 399444 has been sent re an observation, as i think we need a COP / how to with more details than the VOP, on how to do this with our current systems. Please review
08 Jun 2026 Derek Lamb
thankyou

Non Conformance Issues

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
397696 19 May 2026	Order Error : 163553 Viamed New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 163553
Order Entered by Sophie Lines
Order Checked by Emily Hanson
Goods Out
Error was Viamed
New Error
Fault:
Order not fulfilled on Shopify

Possible Fix
Done

19 May 2026 Helen Lamb
Done

Audit Contract Review

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
397500 18 May 2026	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated
Note this is an Audit - simply need to ensure its being carried out

Sales -> Distributor Agreements -> Check Sales Against Agreements,

List should be up to date / empty.
H.S.E. implications :No health and safety implications
21 May 2026 Derek Lamb

upto date as per may, so the list is being kept on top of last done in april

Non Conformance Issues

Viamed | Vandagraph | VST | Viamed Properties

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397096 12 May 2026	Order Error : 163470 Vandagraph Checking error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 163470
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths
Office
Error was Vandagraph
Checking error
Fault:
Incoterms has been entered incorectley

Possible Fix
passed back to office

12 May 2026 Helen Lamb
Done

Non Conformance Issues

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
396409 05 May 2026	Order Error : 163263 Vandagraph New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 163263
Order Entered by Kate Griffiths
Order Checked by Emily Hanson
Goods Out
Error was Vandagraph
New Error
Fault:
Not fulfilled on Shopify

Possible Fix
Done

05 May 2026 Helen Lamb
Done

Non Conformance Issues

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
395852 28 Apr 2026	Order Error : 163158 Viamed New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 163158
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Goods Out
Error was Viamed
New Error
Fault:
Order not fulfilled on Shopify

Possible Fix
Done

28 Apr 2026 Helen Lamb
Done

Non Conformance Issues

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
395555 24 Apr 2026	Order Error : 163141 Viamed Memo error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 163141
Order Entered by Sophie Lines
Order Checked by Kate Griffiths
Office
Error was Viamed
Memo error
Fault:
memo missing to state to add carriage charge to order

Possible Fix

24 Apr 2026 Helen Lamb
Done

Non Conformance Issues

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary	Subject/Notes	Minor Internal Error i.e. not ISO Non	Reviewed Non	Determined Cause of	Evaluated action to	Planning and documenting	Verify Action does not	Effectiveness of corrective

ID / Call ID		Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Non Conformity / Complaint	Ensure does not recur	action needed and implementation QC 28b	adversely affect Safety Performance or regulatory requirements	action reviewed
394834 16 Apr 2026	Battery door gone out to customer but its incorrect. Looks like Maxtec sent wrong goods.	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
Added by Helen Lamb sent to Derek Lamb
Notes on it from Catrin catrin.hollings 12:13 PM Yes sure. Steve aware. Stock for 0131702 barcode labelled as "Battery Cover". Maxtec label is for OM-25, but our part number 0131702 is for MaxO2 ME Battery cover. Stock booked in 2018, there was some confusion at the time where Maxtec were stopping the OM-25 and started to use MaxO2ME ref but that is not this product (if that makes sense). They then started selling MaxO2 ME Monitor - current model. Steve seems to think that we have booked them incorrectly, but I don`t know what the description/memo was at the time they were booked in. PVM1084 from 2020 was booked in as the same (which should have been the same) but there is no sight of it - RC looked. RC has pulled all stock and I`ve sent a message to CG to take a battery cover from the full unit to send to the customer.
25 Apr 2026 Derek Lamb
these came in in 2018 and 2020, fixed labeling wont happen again with this product Done
27 Apr 2026 Helen Lamb
This is a Maxtec fault from 8 years ago, it has been decided that we do not need to investigate this from the Viamed side as it is their fault. We feel its too late to make a compliant about this. Goods out are aware to check other older goods. No progressing with any further investigation at this time. No QC21 form needed. Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
391907 17 Mar 2026	Order Error : 161298 VST Memo error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 161298
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Office
Error was VST
Memo error
Fault:
No memo to state to add carriage cost

Possible Fix

18 Mar 2026 Helen Lamb
Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or	Reviewed Non Conformity / Complaint and	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and	Verify Action does not adversely affect Safety Performance or	Effectiveness of corrective action reviewed

		corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	determine if its a vigilance Issue requiring a corrective action plan			implementation QC 28b	regulatory requirements	
390939 05 Mar 2026	Order Error : 162100 Viamed Address Error - Office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 162100
Order Entered by Kate Griffiths
Order Checked by Aqib Majeed
Non Selected
Error was Viamed
Address Error - Office
Fault:
wrong account should have been shared services

Possible Fix

05 Mar 2026 Helen Lamb
Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
390936 05 Mar 2026 390520	Leaking Sensors Linked Issue 390520.1	☑	☐	☐	☐	☐	☐	☐

Steve Nixon
Added by Derek Lamb sent to Steve Nixon
FYI, looks like 0110051 we had 11 leaking sensors out of 100, its tripped a review figure due to 11 % failure rate Original Subject: 0110051 QA Data Requires Risk / Non Conformance Review Feb 2026_390520.1 Added by Robert Connor sent to Derek Lamb INFORMATION ONLY ISSUE **DO NOT** ADD NOTES! QA Failures High Numbers Barcode ID Serial Number Source Status Fault / Notes 2898002 338740 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898001 338739 Supplier Return Leaking Failed in Q.A. Did not reach end user 2897985 338723 Supplier Return Leaking Failed in Q.A. Did not reach end user 2897960 338698 Supplier Return Leaking. Failed in Q.A. Did not reach end user 2897963 338701 Supplier Return Leaking Failed in Q.A. Did not reach end user 2897978 338716 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898052 338790 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898046 338784 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898038 338776 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898034 338772 Supplier Return Leaking Failed in Q.A. Did not reach end user 2898014 338752 Supplier Return Leaking Failed in Q.A. Did not reach end user

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		state in issue if its an observation						
390872 05 Mar 2026	Non conformance review history VST (285)	[x]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
H.S.E. implications :No health and safety implications
06 Mar 2026 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st March 26. Nothing Of concern or to be investigated or reported on in Non Con issues. Review VST Product Feedback Negative (742) nothing new. Review VST Product Feedback Positive (1190) nothing new. Review VST Feedback - Customer Feedback Negative (740) nothing new. Review VST Customer Feedback Positive(1191) nothing new. Review VST Feedback - Customer Complaints (738) nothing new. Order Invoice Error Logs - no issues, nothing to worry about. Non Conformance, complaints and feedback headers nothing new, no concerns. Non Conformance issues review screen - No issues not already reviewed above in log. Only issues are those reviewing meeting headers from the Management Review. Nothing raised. No other feedback issues relating to non conformances that need to be monitored or reviewed. Derek please review
06 Mar 2026 Derek Lamb
thankyou

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
390871 05 Mar 2026	Non conformance review history Viamed (283)	[x]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

Derek Lamb
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review
H.S.E. implications :No health and safety implications
06 Mar 2026 Helen Lamb
Checked back through all Non Conformance issues (not automatically generated) to 1st March 26. 390469 R17A high failure rate, 390519 0110137 high failure rate, 390936 Leaking Sensor. These are all being reviewed, nothing else of concern or to be investigated or reported on in Non Con issues. Review VIAMED Feedback - Product Feedback Negative (741) nothing new. Review VIAMED Feedback - Product Feedback Positive (1189) nothing new. Review VIAMED Feedback - Customer Feedback Negative (739) nothing new. Review VIAMED Feedback - Customer Feedback Positive (1188) nothing new. Review VIAMED Feedback - Customer Complaints (737) nothing new. Order Invoice Error Logs - Only minor issue, nothing to worry about. New sorting on the page should make it easier to see what is our error and what are normal processes. Non Conformance, complaints and feedback headers nothing new no concerns. Issues 389105, 389104, 389104, 389103, 389102, 389101, 389100, 389099. Bluepoint PMS surveys. No problems and Nothing of concern. Nothing not already reviewed in the non conformance log all just general working errors. Nothing to worry about and nothing excessive. Nothing else new not already covered. Non Conformance issues review screen. No issues not already reviewed above in log. No other feedback issues relating to non conformances that need to be monitored or reviewed. Derek please review the above
06 Mar 2026 Derek Lamb
thankyou

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed

		no requirement to Escalate Non conformance / must state in issue if its an observation	corrective action plan					
389899 24 Feb 2026 380348	BOX1054 Linked Issue 380348.1	☑	☐	☐	☐	☐	☐	☐

Ryan Swaine
Added by Derek Lamb sent to Derek Lamb
Original Subject: Shipped Items Return to Supplier BOX1054_380348.1 Leaking gas ? the figure seems unusually high. We?re waiting for a response from the supplier. issue untagged still yellow but low do the list
08 Jun 2026 Ryan Swaine
As I have not received a response from the client following my last email, I will consider this case closed for the time being. Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
389517 19 Feb 2026	Order Error : 161533 Viamed Carriage - office	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 161533
Order Entered by Aqib Majeed
Order Checked by Emily Hanson
Office
Error was Viamed
Carriage - office
Fault:
spelling mistake on carriage line, missed by imputter and checker.

Possible Fix
changed at time of picking

20 Feb 2026 Helen Lamb
Done

Non Conformance Issues
Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
389479 19 Feb 2026	Order Error : 161855 Vandagraph New Error	☑	☐	☐	☐	☐	☐	☐

Helen Lamb
Auto Issue from Error Log 161855
Order Entered by Aqib Majeed
Order Checked by Kate Griffiths

Vandagraph Office
Error was Vandagraph
New Error
Fault:
Order not fulfilled on Shopify

Possible Fix
Done

19 Feb 2026 Helen Lamb
Done

Audit Contract Review

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
389221 18 Feb 2026	Distributor Agreements (379)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated
Note this is an Audit - simply need to ensure its being carried out

Sales -> Distributor Agreements -> Check Sales Against Agreements,

List should be up to date / empty.
H.S.E. implications :No health and safety implications
19 Feb 2026 Derek Lamb
ryan just been to arab health, but seems reasonably upto date

Audit Organisation and Process Verification Internal Process Verification

Viamed | Vandagraph | VST | Viamed Properties

Issue / Primary ID / Call ID	Subject/Notes	Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / must state in issue if its an observation	Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan	Determined Cause of Non Conformity / Complaint	Evaluated action to Ensure does not recur	Planning and documenting action needed and implementation QC 28b	Verify Action does not adversely affect Safety Performance or regulatory requirements	Effectiveness of corrective action reviewed
389118 17 Feb 2026	Email Distribution (366)	☑	☐	☐	☐	☐	☐	☐

Derek Lamb
System Generated Check the global mailbox, 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
H.S.E. implications :No health and safety implications
17 Feb 2026 Derek Lamb
email box is upto date