

Management Review Report

Viamed

Role: IT Controller

Report Date: 13 Jul 2026

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- 1. IT Controller (ID #31)
- 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: IT Controller (ID #31)

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

Assigned Employees: Derek Lamb, Derek Lamb, Derek Lamb, Derek Lamb

Processes Assigned: 63 (42 active, 21 responsibility-only)

Role Risk Indicators - IT Controller

- 42 linked processes
- 3 overdue rolling tasks/audits
- 5 processes not reviewed >24 months
- 7 processes with only one trained user
- 1 processes missing measurable objective
- 14 processes with no audit configured

Dependency / Single-Point-of-Failure Risk

- Derek Lamb linked to 98% (41 of 42) of role processes - single point of failure risk
- 7 process(es) have only 1 trained employee - no backup coverage

Process ID #7701 — AWS Amazon Web Services

Last Reviewed: 10 Oct 2025 by Helen Lamb

Process Maturity (5 of 6 - 83%)

Management Review

Viamed - IT Controller

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	Amazon	Derek Lamb 23 May 2016
Outputs to the Process	Web Sites	Derek Lamb 23 May 2016
Risks to the Process	No risks as its used for development and backups of working websites	Derek Lamb 23 May 2016
Steps to Minimise Process Risks	Keep up to date with issues.	Helen Lamb 22 Jul 2019
Scope / Definition of Process / Objective	Amazon Web Services, is an online service, which basically simply provides a Linux PC out on the Web.Viamed uses this, for Web development of Websites:It hosts a working backup of many websites.Viamed / vst / vandagraph etc..	Derek Lamb 23 May 2016
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 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	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.	Derek 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: 8.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.4.1

Interested Parties

- Internal Systems
- Finance Banks
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Vandagraph
- Viamed
- VST

Trained Staff (3)

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

Associated Documents

- Audit 16 Sales and Marketing (Doc ID: 22078)
- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- VM3COP27.15 Amazon Web Services Invoice Pickup (Doc ID: 16949)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #511

Subject: AWS Amazon Web Services Collect Invoice
Target User: Michael Lamb
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated
Task To be Completed

Collect the previous 12 Months Invoice and Send all on an Issue to Accounts

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
377820	AWS Amazon Web Services Collect Invoice (511)	13 Oct 2025	20 Nov 2025	38 days	Michael Lamb
19 No v 2 02 5 1 0:2 2	Co Mi do mp ch ne let ael ed La mb				
377307	AWS Amazon Web Services Collect Invoice (511)	07 Oct 2025	16 Oct 2025	9 days	Michael Lamb
10 Oc t 2 02 5 1 1:1 7	Co Mi do mp ch ne let ael ed La mb				
374735	AWS Amazon Web Services Collect Invoice (511)	08 Sep 2025	16 Oct 2025	38 days	Michael Lamb
10 Oc t 2 02 5 1 1:1 7	Co Mi do mp ch ne let ael ed La mb				
372019	AWS Amazon Web Services Collect Invoice (511)	07 Aug 2025	04 Sep 2025	28 days	Michael Lamb
28	Co Mi do				

Aug 2025 09:38	Michael Lamb	AWS Amazon Web Services Collect Invoice (511)	07 Jul 2025	18 Jul 2025	11 days	Michael Lamb
Jul 2025 12:25	Michael Lamb	AWS Amazon Web Services Collect Invoice (511)	09 Jun 2025	18 Jul 2025	39 days	Michael Lamb
Jul 2025 12:25	Michael Lamb	AWS Amazon Web Services Collect Invoice (511)	07 May 2025	03 Jul 2025	57 days	Michael Lamb
Jun 2025 6:04	Michael Lamb	AWS Amazon Web Services Collect Invoice (511)	07 Apr 2025	02 May 2025	25 days	Michael Lamb
May 2025 0:19	Michael Lamb	AWS Amazon Web Services Collect Invoice (511)				

01 Ma y 2 02 5 1 0:1 9	Co mp let ed	Mi ch ael La mb	D on e				
357785		AWS Amazon Web Services Collect Invoice (511)	07 Mar 2025	25 Mar 2025	18 days		Michael Lamb
18 Ma r 2 02 5 1 3:3 7		Mi ch ael La mb	D on e				
18 Ma r 2 02 5 1 3:3 7	Co mp let ed	Mi ch ael La mb	D on e				
354861		AWS Amazon Web Services Collect Invoice (511)	07 Feb 2025	07 Mar 2025	28 days		Michael Lamb
28 Fe b 2 02 5 2 2:3 9		Mi ch ael La mb	D on e				
28 Fe b 2 02 5 2 2:3 9	Co mp let ed	Mi ch ael La mb	D on e				
351404		AWS Amazon Web Services Collect Invoice (511)	07 Jan 2025	30 Jan 2025	23 days		Michael Lamb
29 Ja n 2 02 5 1 1:1 7		Mi ch ael La mb	D on e				
29 Ja n 2 02 5 1 1:1 7	Co mp let ed	Mi ch ael La mb	D on e				
349095		AWS Amazon Web Services Collect Invoice (511)	09 Dec 2024	30 Jan 2025	52 days		Michael Lamb
29 Ja		Mi ch	D on				

n 2	ael	e				
02	La					
5 1	mb					
1:1						
7						
29	Co	Mi	D			
Ja	mp	ch	on			
n 2	let	ael	e			
02	ed	La				
5 1	mb					
1:1						
7						
346246		AWS Amazon Web	07 Nov 2024	04 Dec 2024	27 days	Michael Lamb
		Services Collect				
		Invoice (511)				
22	Mi	D				
No	ch	on				
v 2	ael	e				
02	La					
4 1	mb					
4:0						
3						
22	Co	Mi	D			
No	mp	ch	on			
v 2	let	ael	e			
02	ed	La				
4 1	mb					
4:0						
3						
343045		AWS Amazon Web	07 Oct 2024	11 Nov 2024	35 days	Michael Lamb
		Services Collect				
		Invoice (511)				
29	Mi	D				
Oc	ch	on				
t 2	ael	e				
02	La					
4 1	mb					
8:4						
9						
29	Co	Mi	D			
Oc	mp	ch	on			
t 2	let	ael	e			
02	ed	La				
4 1	mb					
8:4						
9						
340387		AWS Amazon Web	09 Sep 2024	14 Oct 2024	35 days	Michael Lamb
		Services Collect				
		Invoice (511)				
10	Mi	D				
Oc	ch	on				
t 2	ael	e				
02	La					
4 1	mb					
8:4						
1						
10	Co	Mi	D			
Oc	mp	ch	on			
t 2	let	ael	e			
02	ed	La				
4 1	mb					
8:4						
1						

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337459	AWS Amazon Web Services Collect Invoice (511)	07 Aug 2024	05 Sep 2024	29 days	Michael Lamb
08 Aug 2024 1:56	Michael Lamb				
08 Aug 2024 1:56	Michael Lamb				

Process ID #7918 — Backup Jeans Local Folder

Last Reviewed: 19 Nov 2021 by Derek Lamb

Process Maturity (2 of 6 - 33%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Jeans Folder	Derek Lamb 08 Nov 2018
Outputs to the Process	Network T Drive	Derek Lamb 08 Nov 2018
Risks to the Process	documents maybe lost of their is an issue with PC	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	review of issues	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	To backup Jeans filesNO LONGER REQUIRED JEAN DOES NOT HAVE FOLDER ANYMORE	Derek Lamb 19 Nov 2021
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 08 Nov 2018
Severity of Risk (1-5)	1.Negligible	Derek Lamb 08 Nov 2018
Measurable Objective	THIS JOB IS NO LONGER CARRIED OUT AS JEAN NO LONGER WORKS IN THE OFFICE	Helen Lamb 02 Nov 2021
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is 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	Helen Lamb 23 Oct 2020

Management Review

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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 (Frequency=1, Severity=1)

Interested Parties

- Internal Systems

Linked Companies

- Vandagraph

Trained Staff (1)

- Helen Lamb (trained by Derek Lamb)

Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)

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

No completed tasks in the last 2 years.

Process ID #7832 — Cleardown Emailed Invoices

Last Reviewed: 21 Oct 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	Main Email Box	Derek Lamb 27 Oct 2020
Outputs to the Process	Invoices being Emailed out checked for validity,Clear down of Emails to save space in private box	Derek Lamb 20 Sep 2017
Risks to the Process	that we may loose some emails	Helen Lamb 13 Nov 2021
Steps to Minimise Process Risks	regular issues to remind to do job	Helen Lamb 13 Nov 2021
Scope / Definition of Process / Objective	Backup of all Sent Emails sent to External Address for Verification	Derek Lamb 20 Sep 2017
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 20 Sep 2017
Measurable Objective	Emails out get copied to a Holding Email box,Checking the last two Invoices have the correct Invoice Attached.	Derek Lamb 12 Jul 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment	Helen Lamb 26 Oct 2020

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Covid / Pandemic Notes

of effectiveness required. This is an internal review only.

This process is 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: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 6.1.2
- 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: 6.1.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3

Interested Parties

- Customer
- Internal Systems
- VST OEM Customers
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #731

Subject: Emailed Invoices Cleardown

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

Check the top 2 Emails in the copy of sent Invoices,

check the Linked Invoice number it the same as the one in the Subject Line.

Rolling Audit #1243

Subject: Cleardown Emailed Invoices
Target User: Derek Lamb
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed Backup of all Sent Emails sent to External Address for Verification Main Email Box

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
401414	Emailed Invoices Cleardown (731)	01 Jul 2026		Outstanding (12 days)	Michael Lamb
400225	Emailed Invoices Cleardown (731)	17 Jun 2026		Outstanding (26 days)	Michael Lamb
398961	Emailed Invoices Cleardown (731)	03 Jun 2026	12 Jun 2026	9 days	Michael Lamb
10 Jun 2026 02:06:10	Co mp let ed La mb				
397795	Emailed Invoices Cleardown (731)	20 May 2026	04 Jun 2026	15 days	Michael Lamb
28 May 2026 02:06:10	Co mp let ed La mb				
396570	Emailed Invoices Cleardown (731)	06 May 2026	28 May 2026	22 days	Michael Lamb
19 May 2026 02:06:10	Co mp let ed La mb				
395238	Emailed Invoices Cleardown (731)	22 Apr 2026	30 Apr 2026	8 days	Michael Lamb
28 Apr 2026 02:06:10	Co mp let ed La mb (Bulk)				
393897	Emailed Invoices Cleardown (731)	08 Apr 2026	30 Apr 2026	22 days	Michael Lamb
28 Apr 2026 02:06:10	Co mp let ed La mb (Bulk)				

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392760	Emailed Invoices Cleardown (731)	25 Mar 2026	09 Apr 2026	15 days	Michael Lamb
07 Co Mi Do Ap mp ch ne r 2 let ael 02 ed La 6 1 mb 2:5 7					
391431	Emailed Invoices Cleardown (731)	11 Mar 2026	26 Mar 2026	15 days	Michael Lamb
19 Co Mi Bul Ma mp ch k c r 2 let ael om 02 ed La ple 6 1 (B mb ted 1:2 ulk 2)					
389990	Emailed Invoices Cleardown (731)	25 Feb 2026	26 Mar 2026	29 days	Michael Lamb
19 Co Mi Bul Ma mp ch k c r 2 let ael om 02 ed La ple 6 1 (B mb ted 1:2 ulk 2)					
388577	Emailed Invoices Cleardown (731)	11 Feb 2026	19 Feb 2026	8 days	Michael Lamb
19 Co Mi Bul Fe mp ch k c b 2 let ael om 02 ed La ple 6 1 (B mb ted 1:4 ulk 6)					
387137	Emailed Invoices Cleardown (731)	28 Jan 2026	19 Feb 2026	22 days	Michael Lamb
19 Co Mi Bul Fe mp ch k c b 2 let ael om 02 ed La ple 6 1 (B mb ted 1:4 ulk 6)					
385869	Emailed Invoices Cleardown (731)	14 Jan 2026	19 Feb 2026	36 days	Michael Lamb
19 Co Mi Bul Fe mp ch k c b 2 let ael om 02 ed La ple 6 1 (B mb ted 1:4 ulk 6)					
384588	Emailed Invoices Cleardown (731)	31 Dec 2025	08 Jan 2026	8 days	Michael Lamb
05 Co Mi do Ja mp ch ne n 2 let ael 02 ed La 6 0 mb 9:4 0					

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383727	Emailed Invoices Cleardown (731)	17 Dec 2025	22 Dec 2025	5 days	Michael Lamb
22 Co Mi do De mp ch ne c 2 let ael 02 ed La 5 1 mb 3:4 7					
382473	Emailed Invoices Cleardown (731)	03 Dec 2025	22 Dec 2025	19 days	Michael Lamb
22 Co Mi do De mp ch ne c 2 let ael 02 ed La 5 1 mb 3:4 7					
381231	Emailed Invoices Cleardown (731)	19 Nov 2025	20 Nov 2025	1 day	Michael Lamb
19 Co Mi do No mp ch ne v 2 let ael 02 ed La 5 1 mb 0:2 2					
380072	Emailed Invoices Cleardown (731)	05 Nov 2025	20 Nov 2025	15 days	Michael Lamb
11 Co Mi do No mp ch ne v 2 let ael 02 ed La 5 0 mb 9:1 6					
378759	Emailed Invoices Cleardown (731)	22 Oct 2025	20 Nov 2025	29 days	Michael Lamb
11 Co Mi do No mp ch ne v 2 let ael 02 ed La 5 0 mb 9:1 5					
378274	Cleardown Emailed Invoices (1243)	16 Oct 2025	24 Oct 2025	8 days	Derek Lamb
21 Co De tas Oc mp rek ks t 2 let La upt 02 ed mb o d 5 1 ate 2:0 8					

Process ID #7700 — Domain Name Management

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (5 of 6 - 83%)

Management Review

Viamed - IT Controller

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	Fasthost Domain name Management sytem	Derek Lamb 20 Jul 2018
Outputs to the Process	Renewal of Domains	Derek Lamb 01 Feb 2017
Risks to the Process	Loss of website presense	Derek Lamb 01 Feb 2017
Steps to Minimise Process Risks	rolling Issue to check domains	Derek Lamb 01 Feb 2017
Scope / Definition of Process / Objective	Maintain Domains for websites	Derek Lamb 01 Feb 2017
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	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	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: 4.4.1
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 8.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.4.1

Interested Parties

- Internal Systems
- Internet Providers

Linked Companies

- Viamed
- Vandagraph
- VST

Trained Staff (2)

- Derek Lamb (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)
- VM3COP27.14 Domain Name Management (Doc ID: 26744)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #510

Management Review

Viamed - IT Controller

Subject: Domain Name Management
Target User: Michael Lamb
Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated
Task To be Completed

Loginto Fasthosts can
check for outstanding Invoiced
check for domains going out of date

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
400517	Domain Name Management (510)	22 Jun 2026		Outstanding (21 days)	Michael Lamb
397777	Domain Name Management (510)	20 May 2026	12 Jun 2026	23 days	Michael Lamb
10 Jun 2026 02:05	Domain Name Management (510)				
394974	Domain Name Management (510)	20 Apr 2026	28 May 2026	38 days	Michael Lamb
19 May 2026 02:03:05	Domain Name Management (510)				
392343	Domain Name Management (510)	20 Mar 2026	09 Apr 2026	20 days	Michael Lamb
07 Apr 2026 02:05	Domain Name Management (510)				
389546	Domain Name Management (510)	20 Feb 2026	26 Feb 2026	6 days	Michael Lamb
20 Feb 2026 02:04:04	Domain Name Management (510)				

b 2 02 6 1 4:1 4)	let ed (B ulk	ael La mb	om ple ted				
386332		Domain Name Management (510)	20 Jan 2026	26 Feb 2026	37 days		Michael Lamb
20 Fe b 2 02 6 1 4:1 4)	Co mp let ed (B ulk	Mi ch ael La mb	Bul k c om ple ted				
384030		Domain Name Management (510)	22 Dec 2025	22 Dec 2025	0 days		Michael Lamb
22 De c 2 02 5 1 3:4 7	Co mp let ed	Mi ch ael La mb	do ne				
381313		Domain Name Management (510)	20 Nov 2025	22 Dec 2025	32 days		Michael Lamb
22 De c 2 02 5 1 3:4 7	Co mp let ed	Mi ch ael La mb	do ne				
378498		Domain Name Management (510)	20 Oct 2025	20 Nov 2025	31 days		Michael Lamb
19 No v 2 02 5 1 0:2 2	Co mp let ed	Mi ch ael La mb	do ne				
375835		Domain Name Management (510)	22 Sep 2025	16 Oct 2025	24 days		Michael Lamb
10 Oc t 2 02 5 1 1:1 6	Co mp let ed	Mi ch ael La mb	do ne				
373158		Domain Name Management (510)	20 Aug 2025	04 Sep 2025	15 days		Michael Lamb
28 Au g 2 02	Co mp let ed	Mi ch ael La	do ne				

5 0	mb					
9:4						
1						
370277		Domain Name Management (510)	21 Jul 2025	31 Jul 2025	10 days	Michael Lamb
30	Mi D					
Jul	ch on					
20	ael e					
25	La					
13:	mb					
10						
30	Co Mi D					
Jul	mp ch on					
20	let ael e					
25	ed La					
13:	mb					
10						
367623		Domain Name Management (510)	20 Jun 2025	18 Jul 2025	28 days	Michael Lamb
14	Mi D					
Jul	ch on					
20	ael e					
25	La					
12:	mb					
25						
14	Co Mi D					
Jul	mp ch on					
20	let ael e					
25	ed La					
12:	mb					
25						
364796		Domain Name Management (510)	20 May 2025	03 Jul 2025	44 days	Michael Lamb
26	Mi D					
Ju	ch on					
n 2	ael e					
02	La					
5 1	mb					
6:0						
4						
26	Co Mi D					
Ju	mp ch on					
n 2	let ael e					
02	ed La					
5 1	mb					
6:0						
4						
362056		Domain Name Management (510)	21 Apr 2025	02 May 2025	11 days	Michael Lamb
01	Mi D					
Ma	ch on					
y 2	ael e					
02	La					
5 1	mb					
0:1						
9						
01	Co Mi D					
Ma	mp ch on					
y 2	let ael e					
02	ed La					
5 1	mb					
0:1						
9						

359096	Domain Name Management (510)	20 Mar 2025	07 Apr 2025	18 days	Michael Lamb
02 Ap r 2 02 5 0 9:5 3	Mi ch ael La mb	D on e			
02 Ap r 2 02 5 0 9:5 3	Co mp let ed	Mi ch ael La mb	D on e		
356078	Domain Name Management (510)	20 Feb 2025	07 Mar 2025	15 days	Michael Lamb
28 Fe b 2 02 5 2 2:4 0	Mi ch ael La mb	D on e			
28 Fe b 2 02 5 2 2:4 0	Co mp let ed	Mi ch ael La mb	D on e		
352967	Domain Name Management (510)	20 Jan 2025	06 Feb 2025	17 days	Michael Lamb
03 Fe b 2 02 5 1 8:3 6	Mi ch ael La mb	D on e			
03 Fe b 2 02 5 1 8:3 6	Co mp let ed	Mi ch ael La mb	D on e		
350276	Domain Name Management (510)	20 Dec 2024	30 Jan 2025	41 days	Michael Lamb
29 Ja n 2 02 5 1 1:1 7	Mi ch ael La mb	D on e			
29 Ja n 2 02 5 1 1:1	Co mp let ed	Mi ch ael La mb	D on e		

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Viamed - IT Controller

7					
347430	Domain Name Management (510)	20 Nov 2024	04 Dec 2024	14 days	Michael Lamb
22	Mi D				
No	ch on				
v 2	ael e				
02	La				
4 1	mb				
4:1					
7					
22	Co Mi D				
No	mp ch on				
v 2	let ael e				
02	ed La				
4 1	mb				
4:1					
7					

Process ID #53 — 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	Email Boxes	Derek Lamb 02 Mar 2016
Outputs to the Process	Setup correctly	Helen Lamb 29 Aug 2018
Risks to the Process	incorrect email routing can lead to emails not getting to were they are supposed to be	Derek Lamb 02 Mar 2016
Steps to Minimise Process Risks	Email is a common tool, any problems with emailing is apparently quickly.	Derek Lamb 09 Mar 2016
Scope / Definition of Process / Objective	Maintain the Online Email boxescurrently Google and Goldmine	Helen Lamb 29 Aug 2018
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 29 Aug 2018
Severity of Risk (1-5)	1.Negligible	Helen Lamb 29 Aug 2018
Measurable Objective	checking that all emails are clear / forwarded from the main Gmail box daily. This can be done by accessing the Main Google Mail Inbox and checking it does not have emails older than a working day in it.	Helen Lamb 29 Aug 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international	Helen Lamb 23 Oct 2020

Risk / Benefit Report HSE Implications Calculated Risk Code	circumstance / crisis.	
	No Action	Helen Lamb 28 Jul 2025
	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

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

Linked Companies

- VST
- Viamed Properties
- Viamed
- Vandagraph

Trained Staff (9)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- Viamed Vandagraph VST Email addresses and Routing to Gmail Accounts (Doc ID: 12269)
- VM3COP26.01 Email Routing Hotchilli (Doc ID: 8574)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Audit #902

Subject: Emails - check they have been done
Target User: Catrin Hird
Recurrence: 0 Month(s) 1 Week(s) 0 Day(s)

Notes:
System Generated
Task To be Completed

Have all the emails in the main Gmail inbox been done. List any older than a day.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
402426	Emails - check they have been done (902)	09 Jul 2026		Outstanding (4 days)	Catrin Hird
09	Co Ca Do				

Management Review

Viamed - IT Controller

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06

401552	Emails - check they have been done (902)	02 Jul 2026	09 Jul 2026	7 days	Catrin Hird
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02 Co Ca Do
Jul mp trin ne
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26 ed d
08:
39

400919	Emails - check they have been done (902)	25 Jun 2026	09 Jul 2026	14 days	Catrin Hird
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400332	Emails - check they have been done (902)	18 Jun 2026	09 Jul 2026	21 days	Catrin Hird
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n 2 let Hir
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6 0
8:5
3

399697	Emails - check they have been done (902)	11 Jun 2026	12 Jun 2026	1 day	Catrin Hird
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n 2 let Hir
02 ed d
6 1
3:1
5

399088	Emails - check they have been done (902)	04 Jun 2026	04 Jun 2026	0 days	Catrin Hird
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n 2 let Hir
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6 0
8:4
1

398472	Emails - check they have been done (902)	28 May 2026	04 Jun 2026	7 days	Catrin Hird
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28 Co Ca Do
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y 2 let Hir
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6 0
8:4

Management Review

Viamed - IT Controller

6 397897		Emails - check they have been done (902)	21 May 2026	28 May 2026	7 days	Catrin Hird
21 Ma y 2 02 6 1 0:1 7	Co mp let ed	Ca trin Hir d	Do ne			
14 Ma y 2 02 6 1 3:0 5	Co mp let ed	Ca trin Hir d	Do ne			
14 Ma y 2 02 6 1 3:0 5	Co mp let ed	Ca trin Hir d	Do ne			
397267		Emails - check they have been done (902)	14 May 2026	28 May 2026	14 days	Catrin Hird
14 Ma y 2 02 6 1 3:0 5	Co mp let ed	Ca trin Hir d	Do ne			
14 Ma y 2 02 6 1 3:0 5	Co mp let ed	Ca trin Hir d	Do ne			
396682		Emails - check they have been done (902)	07 May 2026	14 May 2026	7 days	Catrin Hird
07 Ma y 2 02 6 1 2:1 8	Co mp let ed	Ca trin Hir d	Do ne			
07 Ma y 2 02 6 1 2:1 8	Co mp let ed	Ca trin Hir d	Do ne			
396033		Emails - check they have been done (902)	30 Apr 2026	07 May 2026	7 days	Catrin Hird
30 Ap r 2 02 6 0 9:2 1	Co mp let ed	Ca trin Hir d	Do ne			
30 Ap r 2 02 6 0 9:2 1	Co mp let ed	Ca trin Hir d	Do ne			
395378		Emails - check they have been done (902)	23 Apr 2026	23 Apr 2026	0 days	Catrin Hird
23 Ap r 2 02 6 0 8:3 5	Co mp let ed	Ca trin Hir d	Do ne			
23 Ap r 2 02 6 0 8:3 5	Co mp let ed	Ca trin Hir d	Do ne			
394772		Emails - check they have been done (902)	16 Apr 2026	16 Apr 2026	0 days	Catrin Hird
16 Ap r 2 02 6 0 9:0 3	Co mp let ed	Ca trin Hir d	Do ne			
16 Ap r 2 02 6 0 9:0 3	Co mp let ed	Ca trin Hir d	Do ne			
394021		Emails - check they have been done	09 Apr 2026	16 Apr 2026	7 days	Catrin Hird

Management Review

Viamed - IT Controller

(902)							
09 Apr 2026 1:43	Completed	Catrin Hird	Done				
393440	Emails - check they have been done (902)			02 Apr 2026	02 Apr 2026	0 days	Catrin Hird
(902)							
02 Apr 2026 8:32	Completed	Catrin Hird	Done				
392904	Emails - check they have been done (902)			26 Mar 2026	26 Mar 2026	0 days	Catrin Hird
(902)							
26 Mar 2026 0:43	Completed	Catrin Hird	Done				
392137	Emails - check they have been done (902)			19 Mar 2026	19 Mar 2026	0 days	Catrin Hird
(902)							
19 Mar 2026 8:40	Completed	Catrin Hird	Done				
391573	Emails - check they have been done (902)			12 Mar 2026	16 Mar 2026	4 days	Catrin Hird
(902)							
12 Mar 2026 9:05	Completed	Catrin Hird	Done				
390902	Emails - check they have been done (902)			05 Mar 2026	05 Mar 2026	0 days	Catrin Hird
(902)							
05 Mar 2026 9:37	Completed	Catrin Hird	Done				
390127	Emails - check they have been done (902)			26 Feb 2026	26 Feb 2026	0 days	Catrin Hird
(902)							
26 Feb	Completed	Catrin	Done				

Management Review

Viamed - IT Controller

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Process ID #7755 — Fast Hosts Invoice

Last Reviewed: 24 Nov 2025 by Derek Lamb

Process Maturity (5 of 6 - 83%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Fast Hosts web pages	Derek Lamb 01 Feb 2017
Outputs to the Process	Invoice sent to Helen	Derek Lamb 01 Feb 2017
Risks to the Process	No risks to system. Accounting excersise	Derek Lamb 01 Feb 2017
Steps to Minimise Process Risks	Rolling Issue no audit required as Accounts will chase up for the invoice when they find they don't have it	Derek Lamb 01 Feb 2017
Scope / Definition of Process / Objective	To Send Invoices for online services to Helen every 12 months on the issue	Helen Lamb 10 Oct 2025
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 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	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: 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: 8.4.1
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.1 General
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.4.1

Interested Parties

- Finance Banks
- Internet Providers
- ISO Auditing Bodies
- Government E.G. HMRC

- Physical Sites
- Internal Systems
- Regulations

Linked Companies

- Viamed
- VST
- Vandagraph
- Viamed Properties

Trained Staff (3)

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

Associated Documents

- Audit 16 Sales and Marketing (Doc ID: 22078)
- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #597

Subject: Fast Hosts Invoice

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

Collect Invoice and forward to Helen

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
377835	Fast Hosts Invoice (597)	13 Oct 2025	26 Feb 2026	136 days	Michael Lamb
20 Feb 2025 12:02:44	Completed				
377448	Fast Hosts Invoice (597)	08 Oct 2025	16 Oct 2025	8 days	Michael Lamb
10 Oct 2025 12:02:51	Completed				
374749	Fast Hosts Invoice (597)	08 Sep 2025	16 Oct 2025	38 days	Michael Lamb
10 Oct 2025 12:02:51	Completed				

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372122			Fast Hosts Invoice (597)	08 Aug 2025	04 Sep 2025	27 days	Michael Lamb
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g 2	let	ael					
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9:3							
8							
369192			Fast Hosts Invoice (597)	08 Jul 2025	18 Jul 2025	10 days	Michael Lamb
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Jul		ch	on				
20		ael	e				
25		La					
12:		mb					
25							
14	Co	Mi	D				
Jul	mp	ch	on				
20	let	ael	e				
25	ed	La					
12:		mb					
25							
366498			Fast Hosts Invoice (597)	09 Jun 2025	18 Jul 2025	39 days	Michael Lamb
14		Mi	D				
Jul		ch	on				
20		ael	e				
25		La					
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25							
14	Co	Mi	D				
Jul	mp	ch	on				
20	let	ael	e				
25	ed	La					
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25							
363739			Fast Hosts Invoice (597)	08 May 2025	03 Jul 2025	56 days	Michael Lamb
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360916			Fast Hosts Invoice (597)	08 Apr 2025	02 May 2025	24 days	Michael Lamb
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02	ed	La				
5 1	mb					
0:1						
9						
357962		Fast Hosts Invoice	10 Mar 2025	25 Mar 2025	15 days	Michael Lamb
		(597)				
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02	La					
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7						
18	Co	Mi	D			
Ma	mp	ch	on			
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02	ed	La				
5 1	mb					
3:3						
7						
355044		Fast Hosts Invoice	10 Feb 2025	07 Mar 2025	25 days	Michael Lamb
		(597)				
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02	La					
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28	Co	Mi	D			
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5 2	mb					
2:3						
9						
351551		Fast Hosts Invoice	08 Jan 2025	30 Jan 2025	22 days	Michael Lamb
		(597)				
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02	ed	La				
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7						
349108		Fast Hosts Invoice	09 Dec 2024	30 Jan 2025	52 days	Michael Lamb
		(597)				
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29	Co Mi D					
Ja	mp ch on					
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02	ed La					
5 1	mb					
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346366		Fast Hosts Invoice (597)	08 Nov 2024	04 Dec 2024	26 days	Michael Lamb
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22	Co Mi D					
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02	ed La					
4 1	mb					
4:0						
3						
343222		Fast Hosts Invoice (597)	08 Oct 2024	11 Nov 2024	34 days	Michael Lamb
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29	Co Mi D					
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02	ed La					
4 1	mb					
8:4						
9						
340400		Fast Hosts Invoice (597)	09 Sep 2024	14 Oct 2024	35 days	Michael Lamb
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4 1	mb					
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10	Co Mi D					
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02	ed La					
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337616		Fast Hosts Invoice (597)	08 Aug 2024	05 Sep 2024	28 days	Michael Lamb
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Management Review

Viamed - IT Controller

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Process ID #7916 — Google Webmaster Tools

Last Reviewed: 22 Oct 2025 by Catrin Hird

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	Googles Webmaster Tools	Derek Lamb 16 Oct 2018
Outputs to the Process	Compliant web site to googles current requirements	Derek Lamb 16 Oct 2018
Risks to the Process	Job not carried out Google analytics errors	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of issues	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	To check the webmaster tools to see our websites from googles point of view.fix any errors it may flag up	Derek Lamb 16 Oct 2018
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 16 Oct 2018
Severity of Risk (1-5)	1.Negligible	Derek Lamb 16 Oct 2018
Measurable Objective	Google analytics errors to be zero	Derek Lamb 16 Oct 2018
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	No verification required or assessment of effectiveness required. This is an internal review only.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	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

Linked Companies

- Viamed

- VST
- Vandagraph

Trained Staff (2)

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

Associated Documents

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

Rolling Task #919

Subject: Google Search Console
Target User: Catrin Hird
Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated
Task To be Completed

Rolling Audit #1235

Subject: Google Webmaster Tools
Target User: Derek Lamb
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed To check the webmaster tools to see our websites from googles point of view.fix any errors it may flag up Googles Webmaster Tools

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
400119	Google Search Console (919)	16 Jun 2026		Outstanding (27 days)	Catrin Hird
397552	Google Search Console (919)	18 May 2026	28 May 2026	10 days	Catrin Hird
21 02 6 1 3:3 5	Co mp let ed Ca trin ne Hir d				
394775	Google Search Console (919)	16 Apr 2026	16 Apr 2026	0 days	Catrin Hird
16 02 6 1 3:3 4	Co mp let ed Ca trin ne Hir d				
391788	Google Search Console (919)	16 Mar 2026	16 Apr 2026	31 days	Catrin Hird
09 02 6 1	Co mp let ed Ca trin ne Hir d				

Viamed - IT Controller

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378266	Google Search Console (919)	16 Oct 2025	24 Oct 2025	8 days	Catrin Hird	
22 Oc t 2 02	Co mp let ed Ca trin Hir d Do ne					
5 1 2:5 9						
375434	Google Search Console (919)	16 Sep 2025	22 Sep 2025	6 days	Catrin Hird	
18 Se p 2 02	Co mp let ed Ca trin Hir d On goi ng					
5 1 3:2 7						
372934	Google Search Console (919)	18 Aug 2025	12 Sep 2025	25 days	Catrin Hird	
10 Se p 2 02	Co mp let ed Ca trin Hir d Do ne					
5 1 4:1 6						
10 Se p 2 02	Re -R ea d Ca trin Hir d					
5 1 4:1 5						
369960	Google Search Console (919)	16 Jul 2025	18 Jul 2025	2 days	Catrin Hird	
16 Jul 20 25 13:34	Ca trin Hir d Do on e On goi ng					
16 Jul 20 25 13:34	Co mp let ed Ca trin Hir d Do on e On goi ng					
367134	Google Search Console (919)	16 Jun 2025	19 Jun 2025	3 days	Catrin Hird	
19 Ju n 2 02 5 0 9:1 9	Ca trin Hir d Do ne, rev iew req uir ed by DL as					

			I do not understand some of the issues.					
19 Jun 2025 09:19	Completed	Catrin Hird	Done, review required by DL as I do not understand some of the issues.					
364523			Google Search Console (919)	16 May 2025	22 May 2025	6 days		Catrin Hird
21 May 2025 13:44		Catrin Hird	No t c urr ent ly in use					
21 May 2025 13:44	Completed	Catrin Hird	No t c urr ent ly in use					
361753			Google Search Console (919)	16 Apr 2025	24 Apr 2025	8 days		Catrin Hird
17 Apr 2025 15:1		Catrin Hird	Aw aiti ng me eti					

Viamed - IT Controller

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358705	Google Search Console (919)	17 Mar 2025	25 Mar 2025	8 days	Catrin Hird
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18 Mar 2025 14:00	Cartin Hird	Not c urr ent ly in us e, aw aiti ng me eti ng wit h DL to dis cu
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355737			Google Search Console (919)	17 Feb 2025	20 Feb 2025	3 days	Catrin Hird
18 Fe b 2 02 5 0 9:3 2		Ca trin Hir d	D on e				
18 Fe b 2 02 5 0 9:3 2	Co mp let ed	Ca trin Hir d	D on e				
354893			Google Webmaster Tools (1235)	07 Feb 2025	27 Mar 2025	48 days	Derek Lamb
12 Ma r 2 02 5 1 1:4 4		De rek La mb	thi s no log er wo rks , but cat rin				

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12 Ma r 2 02 5 1 1:4 4	Co mp let ed	De rek La mb	thi s no log er wo rks , but cat rin su ppl ies si mil ar dat a, so not hin g to ch ag e c urr ent ly				
352730			Google Search Console (919)	16 Jan 2025	23 Jan 2025	7 days	Catrin Hird
22 Ja n 2 02 5 0 9:3 2		Ca trin Hir d	Aw aiti ng rev iew wit h DL				
22 Ja n 2 02	Co mp let ed	Ca trin Hir d	Aw aiti ng rev				

Management Review

Viamed - IT Controller

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Process ID #7739 — Intrastats Amendment Log

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Intrastats Amendment Log	Derek Lamb 01 Feb 2017
Outputs to the Process	Notes added to log to indicate what has changed and why.	Derek Lamb 01 Feb 2017
Risks to the Process	None, The updates are automatically logged and stored for easy retrieval. This process is simply to add notes to new updates	Helen Lamb 26 Oct 2020
Steps to Minimise Process Risks	Rolling Issue to add notes	Derek Lamb 01 Feb 2017
Scope / Definition of Process / Objective	Intrastat Changes updates. Logging system to enable roll back should anything break	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 12 Jun 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Derek Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd 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: 7.1.3
- 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: 7.1.3

Interested Parties

- Internal Systems
- ISO Auditing Bodies

Linked Companies

- Vandagraph
- Viamed Properties
- Viamed
- VST

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #562

Subject: Intrastats Amendment Log
Target User: Derek Lamb
Recurrence: 0 Month(s) 1 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed

Click the X
Click Intrastats Amendment log

Update notes on file changes

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
402540	Intrastats Amendment Log (562)	10 Jul 2026		Outstanding (3 days)	Derek Lamb
10 Jul 2026 14:23	Completed				

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Viamed - IT Controller

Derek Lamb

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26 Jun 2026

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Derek Lamb

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Intrastats
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Weekly Development Summary (12/19/2026) This week focused on three major areas of development with

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Derek Lamb

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Management Review

Viamed - IT Controller

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397412			Intrastats Amendment Log (562)	15 May 2026	28 May 2026	13 days	Derek Lamb
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396157		Intrastats Amendment Log (562)	01 May 2026	07 May 2026	6 days	Derek Lamb
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395502		Intrastats Amendment Log (562)	24 Apr 2026	30 Apr 2026	6 days	Derek Lamb
24 Ap r 2 02 6 0 9:2 7	Co mp let ed	De rek La mb	Do ne			
394876		Intrastats Amendment Log (562)	17 Apr 2026	22 Apr 2026	5 days	Derek Lamb
17 Ap r 2 02 6 1 0:1 5	Co mp let ed	De rek La mb	Do ne			
394268		Intrastats Amendment Log (562)	10 Apr 2026	16 Apr 2026	6 days	Derek Lamb
10 Ap r 2 02 6 1 1:4 1	Co mp let ed	De rek La mb	Do ne			
393532		Intrastats Amendment Log (562)	03 Apr 2026	09 Apr 2026	6 days	Derek Lamb
07 Ap r 2 02 6 0 8:4 4	Co mp let ed	De rek La mb	Do ne			
392989		Intrastats Amendment Log (562)	27 Mar 2026	02 Apr 2026	6 days	Derek Lamb
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Viamed - IT Controller

Process ID #7129 — Intrastats Cross Reference Database Tables Updates

Process Maturity (6 of 6 - 100%)

Management Review

Viamed - IT Controller

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Current have to use phpmyadmin on the server to export the XREF tables into sql format, then upload them via the online phpmyadmin to get the dataset into the online tables.	Derek Lamb 22 Aug 2016
Outputs to the Process	Functioning up to date cross reference tables	Derek Lamb 22 Aug 2016
Risks to the Process	The online Cross reference guide not updated	Helen Lamb 30 Oct 2023
Steps to Minimise Process Risks	database maintenanceRegular issues	Helen Lamb 30 Oct 2023
Scope / Definition of Process / Objective	Update the online Cross reference guides with latest intrastats data.	Derek Lamb 22 Aug 2016
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=3, 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

- Internal Systems
- Customer
- Staff
- VST OEM Customers

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #462

Subject: Intrastats Cross Reference Database Tables Updates
Target User: Derek Lamb
Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask Resync the Online Cross reference tables with the Intrastat Tables,Admin Cross Reference FilesExport FilesSelect CompanyClick Export FilesRename the download as data.jsonFTP to the Server/xref/data/copy in the data.jsonhttps://www.viamed.co.uk/xref/admin/Login admin_password = qhZrLwJvFsXeImport the dataFollow Istuctions on Screen

Rolling Audit #457

Subject: Intrastats Cross Reference Database Tables Updates
Target User: Steve Nixon
Recurrence: 3 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated
Audit To be Completed

Please check the online website for any new additions you have added before today.

Check its got the latest data.

If not forward Issue to Derek

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
402404	Intrastats Cross Reference Database Tables Updates (462)	09 Jul 2026		Outstanding (4 days)	Derek Lamb
09 Jul 2026 15:15	Completed by Derek Lamb				
399468	Intrastats Cross Reference Database Tables	09 Jun 2026	09 Jul 2026	30 days	Derek Lamb

Updates (462)						
18 Jun 2026 12:30	Completed	Derek Lamb	Done, updated the instructions in issue for how to actually perform the update			
18 Jun 2026 12:30	Revised	Derek Lamb				
398015			Intrastats Cross Reference Database Tables Updates (457)	22 May 2026	Outstanding (52 days)	Steve Nixon
396858			Intrastats Cross Reference Database Tables Updates (462)	11 May 2026	14 May 2026 3 days	Derek Lamb
11 May 2026 09:56	Completed	Derek Lamb	done Friday week before last			
393996			Intrastats Cross Reference Database Tables Updates (462)	09 Apr 2026	16 Apr 2026 7 days	Derek Lamb
09 Apr 2026 16:01	Completed	Derek Lamb	done			

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16 Ma r 2 02 6 1 3:0 2	Co mp let ed	De rek La mb	not do ne			
389678		Intrastats Cross Reference Database Tables Updates (457)	23 Feb 2026	26 Feb 2026	3 days	Steve Nixon
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388292		Intrastats Cross Reference Database Tables Updates (462)	09 Feb 2026	10 Feb 2026	1 day	Derek Lamb
09 Fe b 2 02 6 1 0:5 6	Co mp let ed	De rek La mb	not do ne			
385477		Intrastats Cross Reference Database Tables Updates (462)	09 Jan 2026	19 Jan 2026	10 days	Derek Lamb
09 Ja n 2 02 6 0 9:2 3	Co mp let ed	De rek La mb	Do ne			
382923		Intrastats Cross Reference Database Tables Updates (462)	09 Dec 2025	22 Dec 2025	13 days	Derek Lamb
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381531		Intrastats Cross Reference Database Tables Updates (457)	24 Nov 2025	26 Feb 2026	94 days	Steve Nixon	
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380372		Intrastats Cross Reference Database Tables Updates (462)	10 Nov 2025	20 Nov 2025	10 days	Derek Lamb	
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Management Review

Viamed - IT Controller

377555		Intrastats Cross Reference Database Tables Updates (462)	09 Oct 2025	16 Oct 2025	7 days	Derek Lamb
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374854		Intrastats Cross Reference Database Tables Updates (462)	09 Sep 2025	16 Oct 2025	37 days	Derek Lamb
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09 Sep 2 02 5 1 4:2 0	Re ad	De rek La mb rke d as rea d				
373352		Intrastats Cross Reference Database Tables Updates (457)	22 Aug 2025	12 Sep 2025	21 days	Steve Nixon
04 Sep 2 02 5 1 4:4 6	Co mp let ed	Ste ve Nix on dat ed ad-ho c.				
372236		Intrastats Cross Reference Database Tables Updates (462)	11 Aug 2025	14 Aug 2025	3 days	Derek Lamb
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369323		Intrastats Cross	09 Jul 2025	18 Jul 2025	9 days	Derek Lamb

		Reference Database Tables Updates (462)				
11 Jul 2025 09:15	Derek Lamb	Derek Lamb				
11 Jul 2025 09:15	Completed	Derek Lamb				
366476		Intrastats Cross Reference Database Tables Updates (462)	09 Jun 2025	19 Jun 2025	10 days	Derek Lamb
		Reference Database Tables Updates (462)				
12 Jun 2025 5:26	Derek Lamb	Derek Lamb				
12 Jun 2025 5:26	Completed	Derek Lamb				
364981		Intrastats Cross Reference Database Tables Updates (457)	22 May 2025	12 Sep 2025	113 days	Steve Nixon
		Reference Database Tables Updates (457)				
04 Sep 2025 4:46	Completed	Steve Nixon				
363847		Intrastats Cross Reference Database Tables Updates (462)	09 May 2025	15 May 2025	6 days	Derek Lamb
		Reference Database Tables Updates (462)				
13 May 2025 3:38	Derek Lamb	not done				
13 May 2025 3:38	Completed	Derek Lamb				

Management Review

Viamed - IT Controller

Process ID #7130 — Intrastats Information for Intrastats and L Drive

Last Reviewed: 12 Jun 2024 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	Intrastats Comparison Screens	Derek Lamb 15 Oct 2017
Outputs to the Process	L Drive and Intrastats in sync	Derek Lamb 15 Oct 2017
Risks to the Process	Documents get out of Sync	Derek Lamb 15 Oct 2017
Steps to Minimise Process Risks	Rolling Task	Derek Lamb 15 Oct 2017
Scope / Definition of Process / Objective	To Review the L Drive Library is in sync with Intrastats DocumentationTASK DISCONTIUNED, L Drive has been replaced with Intrastats	Derek Lamb 06 Sep 2021
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 15 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 15 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report		
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: 4.4.1](#)

Interested Parties

- [Internal Systems](#)

Linked Companies

- [Viamed](#)
- [VST](#)

Management Review

Viamed - IT Controller

Trained Staff (2)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

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

No completed tasks in the last 2 years.

Process ID #7126 — Intrastats Requested Page updates

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Green man top of header bar	Derek Lamb 09 Mar 2016
Outputs to the Process	General fixes to pages	Derek Lamb 09 Mar 2016
Risks to the Process	that a fix is missed or a page does not work	Helen Lamb 30 Oct 2023
Steps to Minimise Process Risks	This page helps to minimise the risk itself also regular review and feedback	Helen Lamb 30 Oct 2023
Scope / Definition of Process / Objective	Fix general errors in intrastats such as Spelling errors or columns not lining up	Derek Lamb 09 Mar 2016
Likelihood of Risk (1-5)	2. Remote	Helen Lamb 30 Oct 2023
Severity of Risk (1-5)	1. Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	Check rolling issues are completed within terms. Check issues.	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 generated so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international	Helen Lamb 23 Oct 2020

Risk / Benefit Report HSE Implications Calculated Risk Code	circumstance / crisis.	
	No Action	Helen Lamb 28 Jul 2025
	No health and safety implications	Helen Lamb 28 Jul 2025
	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

- Internal Systems

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #458

Subject: Intrastats Requested Page updates
Target User: Derek Lamb
Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
401802	Intrastats Requested Page updates (458)	06 Jul 2026	09 Jul 2026	3 days	Derek Lamb
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399203					Intrastats Requested Page updates (458)	05 Jun 2026	12 Jun 2026	7 days	Derek Lamb
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396375					Intrastats Requested Page updates (458)	05 May 2026	07 May 2026	2 days	Derek Lamb
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393590					Intrastats Requested Page updates (458)	06 Apr 2026	09 Apr 2026	3 days	Derek Lamb
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390878					Intrastats Requested Page updates (458)	05 Mar 2026	06 Mar 2026	1 day	Derek Lamb
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387865					Intrastats Requested Page updates (458)	05 Feb 2026	10 Feb 2026	5 days	Derek Lamb
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384932					Intrastats Requested Page updates (458)	05 Jan 2026	08 Jan 2026	3 days	Derek Lamb
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382677			,	Intrastats Requested Page updates (458)	05 Dec 2025	11 Dec 2025	6 days	Derek Lamb
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380050				Intrastats Requested Page updates (458)	05 Nov 2025	20 Nov 2025	15 days	Derek Lamb
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377139			Intrastats Requested Page updates (458)	06 Oct 2025	09 Oct 2025	3 days	Derek Lamb
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374612			Intrastats Requested Page updates (458)	05 Sep 2025	12 Sep 2025	7 days	Derek Lamb
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354625		Intrastats Requested Page updates (458)	05 Feb 2025	25 Mar 2025	48 days	Derek Lamb	
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351249		Intrastats Requested Page updates (458)	06 Jan 2025	08 Jan 2025	2 days	Derek Lamb	
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Viamed - IT Controller

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Process ID #8108 — IT Controller Review

Last Reviewed: 14 May 2026 by Derek Lamb

Process Maturity (3 of 6 - 50%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process		
Outputs to the Process		
Risks to the Process		
Steps to Minimise Process Risks		
Scope / Definition of Process / Objective	New Process as of 14 / 05 / 2026.Roles Titles Processes and Procedures ADMIN ViamedEnd column of IT Controller Review Responsibilitys ReviewPrint to PDF,	Derek Lamb 14 May 2026
Likelihood of Risk (1-5)		
Severity of Risk (1-5)		
Measurable Objective		
Training Method Required		
Verification / Effectiveness		
Covid / Pandemic Notes		
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	NEEDS SETTING (Frequency=0, Severity=0)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.2.5
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 8.5

Interested Parties

- ISO Auditing Bodies
- Internal Systems

Linked Companies

- Viamed

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

Management Review

Viamed - IT Controller

- Audit 18 Management Review VST (Doc ID: 159473)
- management reviews - Roles Reviews (Doc ID: 220072)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 210961)

Rolling Task #1329

Subject: IT Controller Review

Target User: Derek Lamb

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

Notes:

System GeneratedTask To be Completed

Roles Titles Processes and Procedures ADMIN Viamed

End column of IT Controller Review Responsibilitys Review

Print to PDF,

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
399991	IT Controller Review (1329)	15 Jun 2026	09 Jul 2026	24 days	Derek Lamb
17 Jun 2022 02:06:13:08	Completed by Derek Lamb				
397364	IT Controller Review (1329)	14 May 2026	28 May 2026	14 days	Derek Lamb
14 May 2022 02:06:17:07	Completed by Derek Lamb				

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Management Review

Viamed - IT Controller

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Process ID #6813 — Management Meeting Turnover Report

Last Reviewed: 17 Jun 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	Opera DataIntrastata Report Screen	Derek Lamb 09 Mar 2016
Outputs to the Process	Turnover Screen	Derek Lamb 09 Mar 2016
Risks to the Process	Incorrect figures could be financially catastrophic	Derek Lamb 09 Mar 2016
Steps to Minimise Process Risks	rolling issues	Derek Lamb 09 Mar 2016
Scope / Definition of Process / Objective	Ensure the turnover report is accurate	Derek Lamb 09 Mar 2016
Likelihood of Risk (1-5)	3.Occasional	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	Check turnover report to other reports on Intrastats to verify.	Helen Lamb 22 Jul 2019
Training Method Required	Procedural , Required Reading and	Helen Lamb 01 Oct 2019

Management Review

Viamed - IT Controller

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=3, Severity=1)	

Linked ISO Sections

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

Interested Parties

- Internal Systems
- Finance Banks
- Accountants

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 18 Management Review Viamed (Doc ID: 159471)
- Audit 18 Management Review VST (Doc ID: 159473)
- VM3COP27.13 Intrastats to Opera Turnover Checking (Doc ID: 16942)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #459

Subject: Management Meeting Turnover Report

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed

Double check Xero turnover

compare to Intrastats Turnover screen

*Note Xero adds prepayments into turnover, Intrastats does not until the Invoice is generated, so number will never match 100%.

Rolling Audit #460

Subject: Management Meeting Turnover Report

Target User: Helen Lamb

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

Viamed - IT Controller

AUDIT Ensure the Task is being Completed

compare to Intrastats Turnover screen

*Note Xero adds prepayments into turnover, Intrastats does not until the Invoice is generated, so number will never match 100%.

ID	Subject			Created	Completed	Days to Complete	Investigated By
401386	Management Meeting Turnover Report (459)			01 Jul 2026	09 Jul 2026	8 days	Derek Lamb
01 Jul 2026 12:39	Completed	Derek Lamb	15 Jul 2026 12:39				
I think I will go							
399929	Management Meeting Turnover Report (459)			15 Jun 2026	09 Jul 2026	24 days	Derek Lamb
17 Jun 2026 1:49	Completed	Derek Lamb	17 Jun 2026 1:49				
I pushed it to 1st jult make it easier to match the dates Done							

17 Jun 2026 1:49	Re ad	De rek La mb				
399062			Management Meeting Turnover Report (460)	04 Jun 2026	12 Jun 2026	8 days Helen Lamb
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397133			Management Meeting Turnover Report (459)	13 May 2026	28 May 2026	15 days Derek Lamb
21 May 2026 6 06:57	Co mp let ed	De rek La mb	xer o to 31 apr il 1,08 1,4 29. 90 is to 31 apr il £ 1,1 23, 62 1. so ab out rig ht			
394354			Management Meeting Turnover Report (459)	13 Apr 2026	16 Apr 2026	3 days Derek Lamb
13 Apr 2026 6 15:35	Co mp let ed	De rek La mb	not do ne mi ss ed firs t w ee			

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391649		Management Meeting Turnover Report (459)	13 Mar 2026	19 Mar 2026	6 days	Derek Lamb
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388864		Management Meeting Turnover Report (459)	13 Feb 2026	19 Feb 2026	6 days	Derek Lamb
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385710		Management Meeting Turnover Report (459)	13 Jan 2026	19 Jan 2026	6 days	Derek Lamb
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			the ye ar				
383416			Management Meeting Turnover Report (459)	15 Dec 2025	02 Jan 2026	18 days	Derek Lamb
30 Dec 2025 13:12	Completed	Derek Lamb	not doing, will be fully done tomorrow as year end				
380739			Management Meeting Turnover Report (459)	13 Nov 2025	20 Nov 2025	7 days	Derek Lamb
13 Nov 2025 13:48	Completed	Derek Lamb	in the right balance, I park depending on dates imported, but looks to be correct				
377811			Management Meeting Turnover Report (459)	13 Oct 2025	24 Oct 2025	11 days	Derek Lamb
21 Oct 2025 12:06	Completed	Derek Lamb	2,3 22, 38 0.4 1 vs 2,3 90,				

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375308			Management Meeting Turnover Report (459)	15 Sep 2025	22 Sep 2025	7 days	Derek Lamb
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372523			Management Meeting Turnover Report (459)	13 Aug 2025	14 Aug 2025	1 day	Derek Lamb
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369670			Management Meeting Turnover Report (459)	14 Jul 2025	18 Jul 2025	4 days	Derek Lamb
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366990			Management Meeting Turnover Report (459)	13 Jun 2025	19 Jun 2025	6 days	Derek Lamb
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366101			Management Meeting Turnover Report (460)	04 Jun 2025	12 Jun 2025	8 days	Helen Lamb
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364094			Management Meeting Turnover Report (459)	13 May 2025	15 May 2025	2 days	Derek Lamb
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361385			Management Meeting Turnover Report (459)	14 Apr 2025	14 Apr 2025	0 days
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358420			Management Meeting Turnover Report (459)	13 Mar 2025	25 Mar 2025	12 days
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355413			Management Meeting Turnover Report (459)	13 Feb 2025	07 Mar 2025	22 days	Derek Lamb
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Management Review

Viamed - IT Controller

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Process ID #7963 — NON REAL Test Process

Last Reviewed: 09 Aug 2022 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	Yes
Reviewed <12 Months	No
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	This is a NON real Process,In the system for software Verification Purposes only	Derek Lamb 12 Nov 2021
Likelihood of Risk (1-5)		
Severity of Risk (1-5)		

Measurable Objective	test	Derek Lamb 29 Oct 2021
Training Method Required		
Verification / Effectiveness		
Covid / Pandemic Notes		
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	NEEDS SETTING (Frequency=0, Severity=0)	

Interested Parties

- Internal Systems

Linked Companies

- 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 VST (Doc ID: 163467)

Rolling Task #1064

Subject: NON REAL Test Process
Target User: Helen Lamb
Recurrence: 48 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
343518	NON REAL Test Process (1064)	10 Oct 2024	14 Oct 2024	4 days	Helen Lamb
10 Oc t 2 02 4 1 1:4 4	Hel en La mb				
10 Oc t 2 02 4 1 1:4 4	Co mp let ed Hel en La mb				

Process ID #7672 — Off Site Backup

Last Reviewed: 01 Jun 2026 by Helen Lamb

Process Maturity (6 of 6 - 100%)

Management Review

Viamed - IT Controller

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Backup Server	Derek Lamb 09 Mar 2016
Outputs to the Process	Data on removable Hard Disk	Derek Lamb 09 Mar 2016
Risks to the Process	now as its a backup processBack is unrestorable	Derek Lamb 09 Mar 2016
Steps to Minimise Process Risks	Development server is off site and data is restored form the backup data to keep the development server upto dateso backup data is regularly tested	Derek Lamb 09 Mar 2016
Scope / Definition of Process / Objective	To take a copy of the important data off-site that's not being automatically backup by the system, Currently T Drive being the primary files to be backed up. Changed routine to Monthly, as only T drive is now being backed up, all other files automatically being backed up remotely	Derek Lamb 30 May 2022
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	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 12 Jun 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: 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

- Physical Sites
- Internal Systems

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (3)

- Derek Lamb (trained by Derek Lamb)

- Helen Lamb (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)
- VM3COP60.00 Viamed Server Backup System (Doc ID: 165987)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #452

Subject: Off Site Backup
Target User: Michael Lamb
Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:
Back up the Usersopen Files (T Drive) to USB and take offsite

Rolling Audit #453

Subject: Off Site Backup
Target User: Helen Lamb
Recurrence: 3 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
401800	Off Site Backup (452)	06 Jul 2026		Outstanding (7 days)	Michael Lamb
399060	Off Site Backup (452)	04 Jun 2026	12 Jun 2026	8 days	Michael Lamb
10 Jun 2026 02:45	Completed by Michael Lamb				
398672	Off Site Backup (453)	01 Jun 2026	04 Jun 2026	3 days	Helen Lamb
01 Jun 2026 02:04	Completed by Helen Lamb				
396302	Off Site Backup (452)	04 May 2026	04 Jun 2026	31 days	Michael Lamb
28 Jun 2026 00:00	Completed by Michael Lamb				

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393588		Off Site Backup (452)		06 Apr 2026	22 Apr 2026	16 days	Michael Lamb
17 Ap r 2 02 6 1 0:4 2	Co mp let ed	Mi ch ael La mb	Do ne				
390740		Off Site Backup (452)		04 Mar 2026	19 Mar 2026	15 days	Michael Lamb
16 Ma r 2 02 6 1 4:5 2	Co mp let ed	Mi ch ael La mb	Do ne				
390432		Off Site Backup (453)		02 Mar 2026	02 Mar 2026	0 days	Helen Lamb
02 Ma r 2 02 6 1 3:1 2	Co mp let ed	Hel en La mb	Do ne				
387744		Off Site Backup (452)		04 Feb 2026	10 Feb 2026	6 days	Michael Lamb
17 Ma y 6 43 99 0 1 3:0 9	Re ad	Mi ch ael La mb					
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384930		Off Site Backup (452)		05 Jan 2026	19 Jan 2026	14 days	Michael Lamb
19 Ja n 2 02 6 1 1:1 6	Co mp let ed	Mi ch ael La mb	Do ne				
382563		Off Site Backup (452)		04 Dec 2025	19 Jan 2026	46 days	Michael Lamb
19	Co	Mi	do				

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382142		Off Site Backup (453)		01 Dec 2025	04 Dec 2025	3 days	Helen Lamb
02 De c 2 02 5 1 0:5 8	Co mp let ed	Hel en La mb	Do ne				
379919		Off Site Backup (452)		04 Nov 2025	22 Dec 2025	48 days	Michael Lamb
17 De c 2 02 5 1 2:3 6	Co mp let ed	Mi ch ael La mb	do ne				
377137		Off Site Backup (452)		06 Oct 2025	20 Nov 2025	45 days	Michael Lamb
11 No v 2 02 5 0 9:0 6	Co mp let ed	Mi ch ael La mb	do ne				
374433		Off Site Backup (452)		04 Sep 2025	02 Oct 2025	28 days	Michael Lamb
02 Oc t 2 02 5 0 9:3 7	Me eti ng Co mp leti on	De rek La mb					
373987		Off Site Backup (453)		01 Sep 2025	04 Sep 2025	3 days	Helen Lamb
01 Se p 2 02 5 1 4:5 1	Co mp let ed	Hel en La mb	Do ne				
371625		Off Site Backup (452)		04 Aug 2025	04 Sep 2025	31 days	Michael Lamb
28 Au g 2 02 5 0 9:3 7	Co mp let ed	Mi ch ael La mb	do ne				
368909		Off Site Backup (452)		04 Jul 2025	18 Jul 2025	14 days	Michael Lamb
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Jul 2025 12:50	ch ael La mb	on e				
14 Jul 2025 12:50	Complet ed	Michael Lamb				
366100	Off Site Backup (452)	04 Jun 2025	19 Jun 2025	15 days	Michael Lamb	
13 Jun 2025 5:14	Michael Lamb					
13 Jun 2025 5:14	Complet ed					
365788	Off Site Backup (453)	02 Jun 2025	05 Jun 2025	3 days	Helen Lamb	
02 Jun 2025 1:18	Helen Lamb					
02 Jun 2025 1:18	Complet ed					
363210	Off Site Backup (452)	05 May 2025	22 May 2025	17 days	Michael Lamb	
20 May 2025 9:41	Michael Lamb					
20 May 2025 9:41	Complet ed					

Management Review

Viamed - IT Controller

Last Reviewed: 12 Dec 2022 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	Opera databases, Requires Knowledge of DBF Files. as the problem relates to an old bug within opera, causing negative stock values. not fixable from within opera itself	Derek Lamb 01 Feb 2017
Outputs to the Process	Fixed Opera Databases	Derek Lamb 01 Feb 2017
Risks to the Process	Damage Opera.	Derek Lamb 01 Feb 2017
Steps to Minimise Process Risks	Process is done at a month end as the shut down will highlight any opera problems and a backup can be reinstated	Derek Lamb 01 Feb 2017
Scope / Definition of Process / Objective	To find and correct opera when it reads Negative stock values. NOT REQUIRED ANYMORE Opera	Derek Lamb 10 Dec 2021
Likelihood of Risk (1-5)	1. Improbable	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1. Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	the stock take. Opera to Intrastats levels	Helen Lamb 17 Apr 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 generated so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report		
HSE Implications		
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

- [Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.1](#)
- [Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 4.4.1](#)

Interested Parties

- Internal Systems
- Accountants

Linked Companies

Management Review

Viamed - IT Controller

- Viamed
- VST
- Vandagraph

Trained Staff (2)

- Derek Lamb (trained by Derek Lamb)
- Helen 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 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

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

No completed tasks in the last 2 years.

Process ID #44 — Secure Socket Level Certificate

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Currently Go-Daddy certificate follow current go daddy instructions to renew the certificate	Derek Lamb 09 Mar 2016
Outputs to the Process	a Digital certificate to add to the server for encryption	Derek Lamb 09 Mar 2016
Risks to the Process	If certificate fails you can bypass the warnings and continue and still have encryption. only risk would be a man in the middle attack, however as Intrastats is in constant use warnings would be given to all members of staff as it tries to update. risk is minimum	Helen Lamb 30 Oct 2023
Steps to Minimise Process Risks	Regular updates to the systems and software	Helen Lamb 30 Oct 2023
Scope / Definition of Process / Objective	Encrypt data sent back and forth to Intrastats so it can be used off site	Derek Lamb 09 Mar 2016
Likelihood of Risk (1-5)	1. Improbable	Derek Lamb 12 Jun 2017
Severity of Risk (1-5)	1. Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	Can log into intrastats with out security warning.	Derek Lamb 29 Aug 2018
Training Method Required	External training course from external provider.	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

Management Review

Viamed - IT Controller

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.

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

Interested Parties

- Internal Systems
- Internet Providers

Linked Companies

- Vandagraph
- Viamed

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- viamed vmsecure ssl certificate replacement (Doc ID: 101660)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)

Rolling Task #412

Subject: Secure Socket Level Certificate

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed

Check number of years left on vmsecure.me.uk ssl certificate currently held with Go Daddy

Username: 56585025

password ISH51680oxiz

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
374178	Secure Socket	02 Sep 2025	04 Sep 2025	2 days	Derek Lamb

				Level Certificate (412)					
02 Sep 2025 09:49	Completed	Derek Lamb	Done						
02 Sep 2025 09:49		Derek Lamb	Added File: www.vmsecure.m e.uk-certificate.s.zip						
339687			Secure Socket Level Certificate (412)	02 Sep 2024	05 Sep 2024	3 days	Derek Lamb		
04 Sep 2024 14:10		Derek Lamb	no longer required, but						
04 Sep 2024 14:10	Completed	Derek Lamb	no longer required, but						

Process ID #7951 — Server Review

Last Reviewed: 01 Jul 2026 by Derek Lamb

Management Review

Viamed - IT Controller

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	Access to raw servers Via SSH	Derek Lamb 05 Mar 2020
Outputs to the Process	Issue log	Derek Lamb 05 Mar 2020
Risks to the Process	Older programs such as Opera and Goldmine have inbuilt file limits Server has limited space,	Derek Lamb 05 Mar 2020
Steps to Minimise Process Risks	rolling issues, clear down of old systems	Derek Lamb 05 Mar 2020
Scope / Definition of Process / Objective	Check the Server space and Size of important files	Derek Lamb 05 Mar 2020
Likelihood of Risk (1-5)	1. Improbable	Derek Lamb 05 Mar 2020
Severity of Risk (1-5)	2. Minor	Helen Lamb 13 Nov 2021
Measurable Objective	In the issues, server space and requirements	Derek Lamb 05 Mar 2020
Training Method Required	hands on	Derek Lamb 05 Mar 2020
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 05 Mar 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=2)	

Interested Parties

- Internal Systems

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (2)

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

Associated Documents

- Audit 08 Training, Competence and Human Resources Viamed (Doc ID: 162725)
- Audit 08 Training, Competence and Human Resources VST (Doc ID: 162731)
- Audit 27 Software Validation Viamed (Doc ID: 156701)

Rolling Task #139

Subject: Server Review
Target User: Michael Lamb
Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated
Check

- 1/ Main server free space
Forward issue to Admin if Sapce left is Less than 30% on any drive
- 2/ Backup server free space
Forward issue to Admin if Sapce left is Less than 30% on any drive

Rolling Audit #1033

Subject: Server Review
Target User: Derek Lamb
Recurrence: 3 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedAUDIT To be Completed
Check the Server space and Size of important files Access to raw servers Via SSH

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
401779	Server Review (139)	06 Jul 2026		Outstanding (7 days)	Michael Lamb
401427	Server Review (1033)	01 Jul 2026	01 Jul 2026	0 days	Derek Lamb
01 Jul 2026	Completed historically				
20 Jul 2026	Completed historically				
26 Jul 2026	Completed historically				
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Viamed - IT Controller

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Michael Lamb

Management Review

Viamed - IT Controller

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393566				Server Review (139)	06 Apr 2026	09 Apr 2026	3 days		Michael Lamb
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393317		Server Review (1033)	01 Apr 2026	01 Apr 2026	0 days	Derek Lamb	
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Viamed - IT Controller

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05 Mar 2026

16 Mar 2026

Michael Lamb

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384907		Server Review (139)	05 Jan 2026	19 Jan 2026	14 days	Michael Lamb
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384697		Server Review (1033)	01 Jan 2026	02 Jan 2026	1 day	Derek Lamb
02 Ja n 2 02 6 0 9:2 6	Co mp let ed	De no rek iss La ue mb s				
382665		Server Review (139)	05 Dec 2025	22 Dec 2025	17 days	Michael Lamb
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380040					Server Review	05 Nov 2025	22 Dec 2025	47 days	Michael Lamb
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Viamed - IT Controller

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Viamed - IT Controller

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Viamed - IT Controller

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Michael Lamb

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371756	Do ne	Server Review (139)	05 Aug 2025	04 Sep 2025	30 days	Michael Lamb
28 Aug 2025 09:37	Completed					
369019	Do ne	Server Review (139)	07 Jul 2025	18 Jul 2025	11 days	Michael Lamb
14 Jul 2025 12:51	Completed					
14 Jul 2025 12:51	Completed					
368497	Do ne	Server Review (1033)	01 Jul 2025	03 Jul 2025	2 days	Derek Lamb
01 Jul 2025 11:37	Completed					

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366212		Server Review (139)	05 Jun 2025	18 Jul 2025	43 days		Michael Lamb
14 Jul 2025 12:51	Re -R ea d	Mi ch ael La mb					
14 Jul 2025	Re -R ea d	Mi ch ael La					

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363188		Server Review (139)	05 May 2025	22 May 2025	17 days	Michael Lamb
20 May 2025 09:28	Michael Lamb	Filesystem Size Used Available Use% Mounted on /dev/nvme0n1p2 1.8T 77G 1.6T 11%/tmpfs 16G 16G 0%/dev/sdmtmpfs 3.2G 8M 3.2G 0%/runtmpfs 5.0M 5.0M 0%/run/lock/de				

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Management Review

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Process ID #7865 — Software Validation Conflicting Audits

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	Audit Roles Titles and Processes link	Derek Lamb 09 Oct 2017
Outputs to the Process	should be a Single entry in the Clash list (i.e. This Process)	Derek Lamb 09 Oct 2017
Risks to the Process	non Automatic	Derek Lamb 09 Oct 2017
Steps to Minimise Process Risks	Non Automatic	Derek Lamb 09 Oct 2017
Scope / Definition of Process / Objective	Software Validation of the system:To check all process(s) tasks and audits are not clashed with the same person doing the Task as the Audit.	Derek Lamb 09 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 09 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 09 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020

Management Review

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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: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST
- Vandagraph
- Viamed Properties

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #779

Subject: Software Validation Conflicting Audits

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed

Employee Menu, Audit of Roles titles and Processes, should see this task in the conflicts list.

This Should Appear In every Management review Audit as a clash

Rolling Audit #781

Subject: Software Validation Conflicting Audits

Target User: Derek Lamb

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

Notes:
System Generated
*** AUDIT *** Enure the Task is being Completed

Employee Menu, Audit of Roles titles and Processes, should see this task in the conflicts list.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
378013	Software Validation Conflicting Audits (781)	14 Oct 2025	16 Oct 2025	2 days	Derek Lamb
15 Oct 2025 15:00	Completed				
377455	Software Validation Conflicting Audits (779)	08 Oct 2025	09 Oct 2025	1 day	Derek Lamb
08 Oct 2025 08:42	Completed				
343780	Software Validation Conflicting Audits (781)	14 Oct 2024	14 Oct 2024	0 days	Derek Lamb
14 Oct 2024 14:04	Completed				
14 Oct 2024 14:04	Completed				

343228	list	Software Validation	08 Oct 2024	04 Dec 2024	57 days	Derek Lamb
		Conflicting Audits				
		(779)				
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Process ID #7881 — Software Validation - Live Orders

Last Reviewed: 25 Oct 2024 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	Opera outstanding Orders PrintIntrastats Backorders Print	Derek Lamb 22 Oct 2017
Outputs to the Process	Non, just confirmation both lists have the same data.	Derek Lamb 22 Oct 2017
Risks to the Process	no risks, confirmation back orders is working as inteneded	Derek Lamb 22 Oct 2017
Steps to Minimise Process Risks	not applicable	Derek Lamb 22 Oct 2017
Scope / Definition of Process / Objective	To compare Opera Live Orders to Intrastats Back order Active ListNO LONGER REQUIREDOpera is now out of the system	Derek Lamb 22 Oct 2020
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 22 Oct 2017
Severity of Risk (1-5)	1.Negligible	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, 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	Helen Lamb 26 Oct 2020

Management Review

Viamed - IT Controller

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

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: 7.5.6

Interested Parties

- Internal Systems
- ISO Auditing Bodies
- Regulations
- Government E.G. HMRC
- Physical Sites

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

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

No completed tasks in the last 2 years.

Process ID #7855 — Software Validation - Production Lists

Last Reviewed: 07 May 2025 by Derek 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	In production list intrastatsProduction	Derek Lamb 01 Oct 2017

Management Review

Viamed - IT Controller

Outputs to the Process	areas to locate the actual productions Confirmation the list is accurate and no extra production sheets exist	Derek Lamb 01 Oct 2017
Risks to the Process	Software inaccuracies in production	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats controlled rolling issues to confirm	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	Software Validation - Production Lists Review the current active production lists in intrastats to the actual in progress production lists	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	2. Remote	Derek Lamb 01 Oct 2017
Severity of Risk (1-5)	2. Minor	Derek Lamb 01 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	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 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 ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (6)

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

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #761

Subject: Software Validation In Production List
Target User: Robert Connor
Recurrence: 3 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed.

Intrastats -> Production Menu,

Production in Production List.

Please print out the list provided.

All the production jobs should be in the building with a production sheet.

List any you cannot find,
List any Extra Production Sheets you locate

Rolling Audit #762

Subject: Software Validation In Production List
Target User: Derek Lamb
Recurrence: 6 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated*** AUDIT *** Enure the Task is being Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
401416	Software Validation In Production List (761)	01 Jul 2026	09 Jul 2026	8 days	Robert Connor
01 Jul 2026 08:09	Co mp let ed Ro ber t C on nor				
396175	Software Validation In Production List (762)	01 May 2026	07 May 2026	6 days	Derek Lamb
01 May 2026 02:09	Co mp let ed De rek La mb				
393308	Software Validation In Production List (761)	01 Apr 2026	02 Apr 2026	1 day	Robert Connor
01 Apr 2026 02:03	Co mp let ed Ro ber t C on nor				

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384686			Software Validation	01 Jan 2026	08 Jan 2026	7 days	Robert Connor
			In Production List				
			(761)				
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379682			Software Validation	03 Nov 2025	06 Nov 2025	3 days	Derek Lamb
			In Production List				
			(762)				
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Management Review

Viamed - IT Controller

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Management Review

Viamed - IT Controller

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Management Review

Viamed - IT Controller

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362992			Software Validation In Production List (762)	01 May 2025	08 May 2025	7 days		Derek Lamb
07 Ma y 2 02 5 0 9:3 9	De rek La mb	PS 37 71 wa snt foi un d, but wa s tr an siti oni ng, ha s no w be en sol d an d fi nic he d wit h						
07 Ma y 2 02 5 0 9:3 9	Co mp let ed	De rek La mb	PS 37 71 wa snt foi un d, but wa s tr an siti oni ng, ha s no					

			w be en sol d an d fi nic he d wit h				
360190			Software Validation In Production List (761)	01 Apr 2025	14 Apr 2025	13 days	Robert Connor
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350939			Software Validation In Production List (761)	01 Jan 2025	02 Jan 2025	1 day	Robert Connor
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02 Ja n 2 02 5 0 8:2 0	Co mp let ed	Ro ber t C on nor	Do ne, all ac co unt ed for.				
345610			Software Validation In Production List (762)	01 Nov 2024	11 Nov 2024	10 days	Derek Lamb
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Management Review

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342448		Software Validation In Production List (761)	01 Oct 2024	03 Oct 2024	2 days	Robert Connor
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Process ID #7858 — Software Validation Attempt To QA Some Stock

Last Reviewed: 09 Feb 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	A Stock Item Barcode,QA Product Screen	Derek Lamb 01 Oct 2017
Outputs to the Process	Alarm that User requires training	Derek Lamb 01 Oct 2017
Risks to the Process	Untrained staff QA/Processing Product	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Rolling Test Task	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	Test the QA System that Staff not trained for QA are unable to QA a Product.	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	3.Serious	Derek Lamb 01 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends,	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=1, Severity=3)

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6

Interested Parties

- Internal Systems
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (4)

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

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #766

Subject: Software Validation Attempt To QA Some Stock

Target User: Michael Lamb

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

Notes:

System Generated

Task To be Completed

Search stock for 0010017 R-17s

View the Stock Levels,

Select a Location

From the list Note down a Barcode

In the Stock Box Option Intrastats,

Find QA STOCK

Type the Barcode from above into the Scan Barcode of product box

You should get notification you require training.

Type done if you do,

Other wise Please forward the Issue to management

Rolling Audit #1175

Subject: Software Validation Attempt To QA Some Stock

Target User: Derek Lamb

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

Notes:

System GeneratedTask To be Completed Test the QA System that Staff not trained for QA are unable to QA a Product. A Stock Item Barcode,QA Product Screen

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
398708	Software Validation Attempt To QA Some Stock (766)	01 Jun 2026	12 Jun 2026	11 days	Michael Lamb
10 Jun 2026 10:06	Completed	10 Jun 2026 10:06	10 Jun 2026 10:06	0 days	Michael Lamb
388338	Software Validation Attempt To QA Some Stock (1175)	09 Feb 2026	10 Feb 2026	1 day	Derek Lamb
09 Feb 2026 10:06	Completed	09 Feb 2026 10:06	09 Feb 2026 10:06	0 days	Derek Lamb

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382177				Software Validation Attempt To QA Some Stock (766)	01 Dec 2025	08 Jan 2026	38 days	Michael Lamb
05 Ja n 2 02 6 0 9:4 0	Co mp let ed	Mi ch ael La mb	do ne					
365827				Software Validation Attempt To QA Some Stock (766)	02 Jun 2025	03 Jul 2025	31 days	Michael Lamb
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26 Ju n 2 02 5 1 6:0 4	Co mp let ed	Mi ch ael La mb	D on e					
355071				Software Validation Attempt To QA Some Stock (1175)	10 Feb 2025	13 Feb 2025	3 days	Derek Lamb
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10 Fe b 2 02 5 1 0:4 1	Co mp let ed	De rek La mb	wo rke d as int en ed ed					
348431				Software Validation Attempt To QA Some Stock (766)	02 Dec 2024	27 Dec 2024	25 days	Michael Lamb
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Process ID #7875 — Software Validation Document Control

Last Reviewed: 19 Mar 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	Search Stock Item testitemsearch for linked documents, should be a test document in the attached documentsbring up the document,download the work doc,update the word file with current date,produce pdf of new fileupload ontop of the old file.	Derek Lamb 20 Oct 2017
Outputs to the Process	next stock search of testitem should point to the new version of the document.in the admin panel of the document the old historic versions should be present.	Derek Lamb 20 Oct 2017
Risks to the Process	If not carried out, document index is unvalidated	Derek Lamb 20 Oct 2017
Steps to Minimise Process Risks	rolling Issue	Derek Lamb 20 Oct 2017
Scope / Definition of Process / Objective	To test document control is working as intended.	Derek Lamb 20 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 20 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 20 Oct 2017
Measurable Objective	Check rolling issues are completed within terms. Check Document Index.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6

Interested Parties

- Internal Systems

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- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Vandagraph
- Viamed
- Viamed Properties
- VST

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #802

Subject: Software Validation Document Control

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed To test document control is working as intended.

Search Stock Item testitem

search for linked documents,

should be a test document in the attached documents bring up the document,

Check document is on the out of date documents list

download the work doc,

update the word file with current date,produce pdf of new fileupload ontop of the old file.

update the expiry date of the new document,

Document should no longer be on the out of date document list

Rolling Audit #803

Subject: Software Validation Document Control

Target User: Helen Lamb

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

Notes:

System Generated

*** AUDIT *** Enure the Task is being Completed

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

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ID	Subject	Created	Completed	Days to Complete	Investigated By
379686	Software Validation Document Control (803)	03 Nov 2025	06 Nov 2025	3 days	Helen Lamb
03 No v 2 02 5 1 2:2 6	Co mp let ed	Hel en La mb	Do ne		
378525	Software Validation Document Control (802)	20 Oct 2025	24 Oct 2025	4 days	Derek Lamb
21 Oc t 2 02 5 1 1:5 9	Co mp let ed	De rek La mb	Do ne		
345613	Software Validation Document Control (803)	01 Nov 2024	11 Nov 2024	10 days	Helen Lamb
06 No v 2 02 4 1 6:0 9		Hel en La mb	D on e		
06 No v 2 02 4 1 6:0 9	Co mp let ed	Hel en La mb	D on e		
344455	Software Validation Document Control (802)	21 Oct 2024	04 Dec 2024	44 days	Derek Lamb
20 Ma r 2 02 5 1 1:3 0	Re -R ea d	De rek La mb			
20 Ma r 2 02 5 1 1:3 0	Re -R ea d	De rek La mb			

Process ID #7852 — Software Validation Expired Stock

Last Reviewed: 24 Feb 2026 by Derek Lamb

Management Review

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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	Active Listpick a random order, Select a Product, Management to adjust the Expire date	Derek Lamb 01 Oct 2017
Outputs to the Process	Alert to picking screen the selected Item has expired. Management to put back the original expire date	Derek Lamb 01 Oct 2017
Risks to the Process	Expired product leaves the building and unusable products get to customers	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats Controlled	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	To attempt to Scan a product that has gone past its expire date.	Derek Lamb 01 Oct 2017
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	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- VST
- Viamed

Trained Staff (6)

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

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

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #756

Subject: Software Validation Expired Stock
Target User: Catherine Spence
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated
Task To be Completed.

Pick an Order from the Active List,

Select a Barcode for Picking,

Ask Management to flag the item with an Expired Date.

Attempt to Scan the Item to the order

Picking screen should alert the Item has Expired.

Ask Management to remove the Expired flag from the Barcode

Rolling Audit #757

Subject: Software Validation Expired Stock
Target User: Derek Lamb
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated
*** AUDIT *** Enure the Task is being Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
390602	Software Validation Expired Stock (757)	03 Mar 2026	05 Mar 2026	2 days	Derek Lamb
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377841			Software Validation Expired Stock (756)	13 Oct 2025	08 Jan 2026	87 days	Catherine Spence
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357131			Software Validation Expired Stock (757)	03 Mar 2025	13 Mar 2025	10 days	Derek Lamb
12 De c 6 43 99 0 0 0:3 2 10 Ma r 2 02 5 1	Re ad	De rek La mb					
		De rek La mb	18 Oc t 2 02 4				

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343778		Software Validation Expired Stock (756)	14 Oct 2024	24 Oct 2024	10 days	Catherine Spence
18 Oc t 2 02 4 1 2:0 1	Ca the rin e S pe nc e	err ore d an d tol d me tha t it ha d e xpi red an d wo uld not sc an to ord				

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Process ID #7854 — Software Validation In Production List

Last Reviewed: 01 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	The in production list screen	Derek Lamb 01 Oct 2017
Outputs to the Process	Physical checking the production lists in production departments.Physical checking no further production lists are found.	Derek Lamb 01 Oct 2017
Risks to the Process	Software tracking of production jobs fails.	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats controlledrolling Issues to check the system	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	Software Validation of the production lists.By confirming no extra production jobs are stuck in the system, and all listed production jobs are found. the production tracking is validated	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 01 Oct 2017
Severity of Risk (1-5)	2.Minor	Derek Lamb 01 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019

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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	unable to be performed currently due to covid,however very little production is being performed, namely just v1000.so risk of problems here is limited, due to covid itself	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=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (4)

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

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #761

Subject: Software Validation In Production List

Target User: Robert Connor

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

Notes:

System GeneratedTask To be Completed.

Intrastats -> Production Menu,

Production in Production List.

Please print out the list provided.

All the production jobs should be in the building with a production sheet.

List any you cannot find,
List any Extra Production Sheets you locate

Rolling Audit #762

Subject: Software Validation In Production List
Target User: Derek Lamb
Recurrence: 6 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated*** AUDIT *** Enure the Task is being Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
401416	Software Validation In Production List (761)	01 Jul 2026	09 Jul 2026	8 days	Robert Connor
01 Jul 2026 08:09	Co mp let ed Ro ber t C on nor for. All ac co unt ed for.				
396175	Software Validation In Production List (762)	01 May 2026	07 May 2026	6 days	Derek Lamb
01 May 2026 02:06 4:49	Co mp let ed De rek La mb all ok				
393308	Software Validation In Production List (761)	01 Apr 2026	02 Apr 2026	1 day	Robert Connor
01 Apr 2026 02:03	Co mp let ed Ro ber t C on nor oc ate PS 39 16 an d P S3 91 7				
01 Apr 2026 06:08 0	Re ad Ro ber t C on nor lss ue ma rke d as rea d				
384686	Software Validation	01 Jan 2026	08 Jan 2026	7 days	Robert Connor

				In Production List (761)				
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379682				Software Validation In Production List (762)	03 Nov 2025	06 Nov 2025	3 days	Derek Lamb
03 No v 2 02 5 1 0:3 3	Co mp let ed	De rek La mb	38 42 Va nd agr ap h1 00 11 02 39 Ox yg en se ns or R- 33 VA N (RP)30 /Se p/2 02 5 Mi ch ael La mb 30/ Se p/2 02 5 Mi ch ael La mb 03/ Oc t/2 02 5 Mi ch ael La					

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376741		Software Validation In Production List (761)	01 Oct 2025	02 Oct 2025	1 day	Robert Connor
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368489		Software Validation In Production List (761)	01 Jul 2025	10 Jul 2025	9 days	Robert Connor
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362992			Software Validation In Production List (762)	01 May 2025	08 May 2025	7 days	Derek Lamb
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360190	Software Validation In Production List (761)	01 Apr 2025	14 Apr 2025	13 days	Robert Connor
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350939	Software Validation In Production List (761)	01 Jan 2025	02 Jan 2025	1 day	Robert Connor
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345610	Software Validation In Production List (762)	01 Nov 2024	11 Nov 2024	10 days	Derek Lamb
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342448			Software Validation In Production List (761)	01 Oct 2024	03 Oct 2024	2 days	Robert Connor
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Management Review

Viamed - IT Controller

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Process ID #7870 — Software Validation Non Conformance Product Risk Feedback Loop

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Rolling Issue triggers an Issue, relating to a test item, attached to a test product range.Reviewing the post market surveillance should show the rlling issue in the review list	Derek Lamb 16 Oct 2017
Outputs to the Process	Confirmed feedback loop is working	Derek Lamb 16 Oct 2017
Risks to the Process	issues not carried out	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular review of the issue system to make sure they are carried out	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	Scope to check the automatic system of tagging product non conformance and other issues to the post market surveillance review report.	Derek Lamb 16 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 16 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 16 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon	Helen Lamb 26 Oct 2020

Management Review

Viamed - IT Controller

Covid / Pandemic Notes

final completion of that task or mini 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)

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #789

Subject: Software Validation Non Conformance Product Risk Feedback Loop

Target User: Derek Lamb

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

Notes:

System Generated Task To be Completed

testitem

Create a Non Conformance from this Issue.

then review the Post Market Surveillance against the Test Technical file zztest not real file.

Scroll down to the Issues section, the Non conformance issue and this Issue Should be present

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
378259	Software Validation Non Conformance Product Risk Feedback Loop	16 Oct 2025	24 Oct 2025	8 days	Derek Lamb

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344073			Software Validation	16 Oct 2024	17 Oct 2024	1 day
			Non Conformance			
			Product Risk			
			Feedback Loop			
(789)						
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Process ID #7853 — Software Validation Non Sell Able Shelf

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (6 of 6 - 100%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
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Management Review

Viamed - IT Controller

Input to the Process	Active List, Stock item from unsellable shelf.	Derek Lamb 01 Oct 2017
Outputs to the Process	Order picking notification item cannot be picked for order	Derek Lamb 01 Oct 2017
Risks to the Process	quarantine stock leaves the building to a customer order, or stock on hold for a customer gets shipped to another customer.	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats Controlled	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	Warehouse shelves can be tagged as sellable stock / unsellable stock. Either for quarantine purposes or holding items for other customer orders. Test that Order picking cannot pick unsellable stock locations to an Order	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	1. Improbable	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	3. Serious	Derek Lamb 01 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=3)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (5)

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

Associated Documents

- Audit 20 Process verification to Management Viamed (Doc ID: 159389)
- Audit 20 Process verification to Management VST (Doc ID: 159391)

Viamed - IT Controller

- ## Rolling Task #759

Target User: Catherine Spence

Notes:

System Generated

Task To be Completed.

Please pick an order, and try to scan an Item to it from a NON Sellable shelf.

you should be alerted to a Picking Error

Subject: Software Validation Non Sell Able Shelf

Target User: Derek Lamb

Recurrence: 12 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)

281 / 351

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348619		Software Validation Non Sell Able Shelf (760)	03 Dec 2024	04 Dec 2024	1 day	Derek Lamb
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339735		Software Validation Non Sell Able Shelf (759)	02 Sep 2024	13 Sep 2024	11 days	Catherine Spence
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Process ID #7861 — Software Validation Of Training Documents Forced Reading

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (4 of 6 - 67%)

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Up dates of documents and new staff	Derek Lamb 04 Oct 2017

Management Review

Viamed - IT Controller

Outputs to the Process	trigger required reading Required reading flags up or correct persons intrastats. Dynamic and forced training	Derek Lamb 04 Oct 2017
Risks to the Process	required reading not read.	Derek Lamb 04 Oct 2017
Steps to Minimise Process Risks	Rolling audit of required reading	Derek Lamb 04 Oct 2017
Scope / Definition of Process / Objective	Software Validating Of Training Documents via Forced Required Reading	Derek Lamb 04 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 04 Oct 2017
Severity of Risk (1-5)	2.Minor	Derek Lamb 04 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness,of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6

Interested Parties

- Internal Systems
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (1)

- Derek Lamb (trained by Derek Lamb)

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #768

Subject: Software Validation Of Training Documents Forced Reading
Target User: Derek Lamb
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated
Task To be Completed

Go to training manager, pick a training course eg office processes
find a document updated in the last few months
Make a note here of the docid
check all members of the course have re-read the documentation - go to document admin find users read

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
377169	Software Validation Of Training Documents Forced Reading (768)	06 Oct 2025	09 Oct 2025	3 days	Derek Lamb
06 Oct 2025 11:05	Completed by Derek Lamb				

Management Review

Viamed - IT Controller

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Management Review

Viamed - IT Controller

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Management Review

Viamed - IT Controller

342883	4 all go od	Software Validation Of Training Documents Forced Reading (768)	04 Oct 2024	04 Dec 2024	61 days	Derek Lamb
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Process ID #7880 — Software Validation Out Of Date Documents

Last Reviewed: 07 May 2025 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	Rolling task with instructions	Derek Lamb 23 Oct 2017
Outputs to the Process	confirmed software functioning as intended	Derek Lamb 23 Oct 2017
Risks to the Process	Old document in the system	Derek Lamb 23 Oct 2017
Steps to Minimise Process Risks	rolling task	Derek Lamb 23 Oct 2017
Scope / Definition of Process / Objective	To confirm the out of documents computer software functions as expected flagging out of date items on to the list	Derek Lamb 23 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 23 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 23 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	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 not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report		

Management Review

Viamed - IT Controller

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: 7.5.6

Interested Parties

- Internal Systems
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #808

Subject: Software Validation Scheduled Tasks And Audits

Target User: Derek Lamb

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

Notes:

System Generated

Task To be Completed

Print a PDF of this Issue.

Go to Document Index Admin,

and find the Software Validation Rollings Tasks and Audits in the out of date documents section.

Upload the new PDF and set a new Expiry date of 12 Months Time less a day from todays date

Rolling Audit #809

Subject: Software Validation Scheduled Tasks And Audits

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed To check the Scheduled Tasks and Audits is working as Intended.To also Check the Out of Date

documents is working as Intended. Rolling Task ID.Out of Date Documents.

Just need to check the Task History from the link in this Issue check things are working as intended.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
395634	Software Validation Scheduled Tasks And Audits (809)	27 Apr 2026	01 Jun 2026	35 days	Helen Lamb
27 Apr 2026 15:49	Completed by Helen Lamb				
27 Apr 2026 15:49	Reviewed by Helen Lamb				
386560	Software Validation Scheduled Tasks And Audits (808)	22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
01 May 2026 06:46	Reviewed by Derek Lamb				
23 Jan 2026 08:37	Completed by Derek Lamb				
379075	Software Validation Scheduled Tasks And Audits (809)	27 Oct 2025	04 Nov 2025	8 days	Helen Lamb
28 Oct 2025 15:49	Completed by Helen Lamb				

Management Review

Viamed - IT Controller

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362565			Software Validation Scheduled Tasks And Audits (809)	25 Apr 2025	13 May 2025	18 days	Helen Lamb
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353229			Software Validation Scheduled Tasks And Audits (808)	22 Jan 2025	30 Jan 2025	8 days		Derek Lamb
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344968	Software Validation	25 Oct 2024	28 Oct 2024	3 days	Helen Lamb	
	Scheduled Tasks					
	And Audits (809)					
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Process ID #7850 — Software Validation Scan Incorrect Product

Last Reviewed: 02 Feb 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	Active list - random order numberRandom Stock item, not on the selected order	Derek Lamb 01 Oct 2017
Outputs to the Process	Error alert informing incorrect goods picked	Derek Lamb 01 Oct 2017
Risks to the Process	system allows incorrect items to be picked to customer orders	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats Controlled	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	Test the Goods out process disabling picking of items not relating to an order	Derek Lamb 01 Oct 2017
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	Ensure the Task is being carried out, and is confirmed to be working	Derek Lamb 02 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

Management Review

Viamed - IT Controller

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: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- Customer
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (6)

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

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #752

Subject: Scan Incorrect Product - Software Validation

Target User: Catherine Spence

Recurrence: 9 Month(s) 0 Week(s) 0 Day(s)

Notes:

System Generated

Task To be Completed

Please attempt to scan a Product not on an Order,

Ensure it Alerts you and does not pick the item to An order

Rolling Audit #753

Subject: Scan Incorrect Product

Target User: Derek Lamb

Recurrence: 12 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
398706	Scan Incorrect Product - Software Validation (752)	01 Jun 2026	06 Jul 2026	35 days	Catherine Spence
06 Jul 2026	Me eting Completed				
12 Jun 2026	Completed				
02 Feb 2026	Scan Incorrect Product (753)	02 Feb 2026	02 Feb 2026	0 days	Derek Lamb
02 Feb 2026	Completed				

Management Review
Viamed - IT Controller

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374024			Scan Incorrect Product - Software Validation (752)	01 Sep 2025	12 Sep 2025	11 days	Catherine Spence
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354355			Scan Incorrect Product (753)	03 Feb 2025	27 Mar 2025	52 days	Derek Lamb
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348429			Scan Incorrect Product - Software Validation (752)	02 Dec 2024	27 Dec 2024	25 days	Catherine Spence
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Management Review

Viamed - IT Controller

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Process ID #7851 — Software Validation Scan Un-QA Product To Order

Last Reviewed: 02 Feb 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	Active listSingle un processed product barcode	Derek Lamb 01 Oct 2017
Outputs to the Process	Alert on Picking screen informing dispatch an unprocessed product is being picked	Derek Lamb 01 Oct 2017
Risks to the Process	Unprocessed product gets out into the field, resulting in recalls	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats Controlled	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	To test intrastats does not allow picking of unprocessed products to live customer orders	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 12 Nov 2021
Severity of Risk (1-5)	1.Negligible	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	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	Likelihood is Improbable as this process tests the actual system of preventing UN-QA stock getting past QA.This process itself is to reduce the risk of UN-QA product getting past goods out	Derek Lamb 23 Nov 2021
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: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3

Management Review

Viamed - IT Controller

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- 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
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (6)

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

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #754

Subject: Software Validation Scan UnQA Product To Order

Target User: Catherine Spence

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

Notes:

System Generated

Task To be Completed

Pick a customer order from the Active List

Please attempt to scan an Un QA barcode

to an order, use the correct Item from the Order, but one that has not passed through QA.

Return the Item to the Waiting QA area after Test

Rolling Audit #755

Subject: Software Validation Scan Un-QA Product To Order

Target User: Derek Lamb

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

Notes:

System Generated

*** AUDIT *** Enure the Task is being Completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
399822	Software Validation Scan UnQA Product To Order (754)	12 Jun 2026	09 Jul 2026	27 days	Catherine Spence
24 Jun 2026 15:44	Completed				
24 Jun 2026 15:44	Ca the rin e S d pe will nc not sc an to ord er Do ne				
24 Jun 2026 15:44	Re ad the rin e S pe nc e				
387475	Software Validation Scan Un-QA Product To Order (755)	02 Feb 2026	05 Feb 2026	3 days	Derek Lamb
02 Feb 2026 13:54	Completed				
02 Feb 2026 13:54	De wo rek rks La as mb int en de d				
383300	Software Validation Scan UnQA Product To Order (754)	12 Dec 2025	22 Dec 2025	10 days	Catherine Spence
12 Dec 2025 15:17:3	Completed				
12 Dec 2025 15:17:3	Ca eor the rin an e S d pe will nc not all ow to sc an to ord er Do ne				
366887	Software Validation Scan UnQA Product To Order (754)	12 Jun 2025	26 Jun 2025	14 days	Catherine Spence
20	Ca ale				

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354356				Software Validation Scan Un-QA Product To Order (755)	03 Feb 2025	06 Feb 2025	3 days		Derek Lamb
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349461				Software Validation Scan UnQA Product To Order (754)	12 Dec 2024	27 Dec 2024	15 days		Catherine Spence
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Process ID #7879 — Software Validation Scheduled Tasks And Audits

Last Reviewed: 01 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

Management Review

Viamed - IT Controller

Reviewed <12 Months
Recent Completion Evidence

Yes
Yes

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Rolling Task ID.Out of Date Documents	Derek Lamb 22 Oct 2017
Outputs to the Process	Issue should appear for completion relating to this Task.Pdf of Issue to be uploaded to Document index, and new expiry date set as Per Rolling Task	Derek Lamb 22 Oct 2017
Risks to the Process	Tasks and Audit Rolling Issues Key to ISO requirements.risk of losing standards	Derek Lamb 22 Oct 2017
Steps to Minimise Process Risks	Dual Test of Out of Date Documents and Rolling Tasks and Audits	Derek Lamb 22 Oct 2017
Scope / Definition of Process / Objective	To check the Scheduled Tasks and Audits is working as Intended.To also Check the Out of Date documents is working as Intended.	Derek Lamb 22 Oct 2017
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 22 Oct 2017
Severity of Risk (1-5)	1.Negligible	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 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)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6

Interested Parties

- Internal Systems
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- Software Validation Rollings Tasks and Audits (Doc ID: 218809)
- VOP 13 Process Monitoring, System Reviews, Audits, Management Reviews Analysis Data PMS Post Market (Doc ID: 218809)

Viamed - IT Controller

- VOP 27 Software Validation (Doc ID: 91486)

Subject: Software Validation Scheduled Tasks And Audits

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

Task To be Completed

Go to Document Index Admin.

and find the Software Validation Rollings Tasks and Audits in the out of date documents section.

Upload the new PDF and set a new Expiry date of 12 Months Time less a day from todays date

Subject: Software Validation Scheduled Tasks And Audits

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

Task To be Completed To check the Scheduled Tasks and Audits is working as Intended.To also Check the Out of Date documents is working as Intended. Rolling Task ID.Out of Date Documents.

Just need to check the Task History from the link in this Issue check things are working as intended.

ID	Subject				Created	Completed	Days to Complete	Investigated By
395634	Software Validation Scheduled Tasks And Audits (809)				27 Apr 2026	01 Jun 2026	35 days	Helen Lamb
27 Apr 2026 15:49	Completed	Helene Lambert						
27 Apr 2026 15:49	Reopened	Helene Lambert						
386560	Software Validation Scheduled Tasks And Audits (808)				22 Jan 2026	23 Jan 2026	1 day	Derek Lamb
01 Mar 2026 15:44	Reopened	Derek Lamb						

Viamed - IT Controller

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353229		Software Validation Scheduled Tasks And Audits (808)	22 Jan 2025	30 Jan 2025	8 days	Derek Lamb
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344968		Software Validation Scheduled Tasks And Audits (809)	25 Oct 2024	28 Oct 2024	3 days	Helen Lamb
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		Hel en La mb				

Management Review

Viamed - IT Controller

Last Reviewed: 17 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	SRS systemIssues	Helen Lamb 16 Dec 2024
Outputs to the Process	Fully verified system for SRS`S	Helen Lamb 16 Dec 2024
Risks to the Process	that the system is not working as intended or it is not checked fully	Helen Lamb 16 Dec 2024
Steps to Minimise Process Risks	regular reviews and issues to check the system.	Helen Lamb 16 Dec 2024
Scope / Definition of Process / Objective	Issue to verify process works as intended - Create a New SRS, Add in a test item stock reference, generate the SRS, Go in via engineer mode, Flag the SRS as a non conformance or customer complaint, check the non conformance page for it appearing in the list, clear form the list, complete the SRS	Helen Lamb 16 Dec 2024
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 31 Dec 2024
Severity of Risk (1-5)	2.Minor	Helen Lamb 16 Dec 2024
Measurable Objective	Check issue has been completed as this verifies the system is working as it should.	Helen Lamb 16 Dec 2024
Training Method Required	hands on from experienced members of staff or Training with the IT Controller	Helen Lamb 16 Dec 2024
Verification / Effectiveness	regular reviews and the system being used and found to be effective	Helen Lamb 16 Dec 2024
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 16 Dec 2024
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 8.5.1

Interested Parties

- ISO Auditing Bodies
- Customer

Linked Companies

- Viamed
- VST
- Vandagraph

Trained Staff (2)

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

Viamed - IT Controller

- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

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

Task To be Completed

complete the SRS

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

Task To be Completed

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

307 / 351

Management Review

Viamed - IT Controller

379729	Software Validation	03 Nov 2025	06 Nov 2025	3 days	Derek Lamb
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	Nonconformance				
	(1257)				
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Process ID #7857 — Software Validation Stock Tracking Check

Last Reviewed: 02 Mar 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	Intrastats screen bring up a random stock location and expected parts.	Derek Lamb 02 Oct 2017
Outputs to the Process	Stock location is checked and confirmation all parts are present, and no extra parts are found	Derek Lamb 02 Oct 2017
Risks to the Process	Stock gets mislaid in the warehouse	Derek Lamb 02 Oct 2017
Steps to Minimise Process Risks	rolling issue to check the system	Derek Lamb 02 Oct 2017
Scope / Definition of Process / Objective	To confirm Software Validation Stock Tracking Check, is functioning as expected	Derek Lamb 02 Oct 2017
Likelihood of Risk (1-5)	2.Remote	Derek Lamb 02 Oct 2017
Severity of Risk (1-5)	1.Negligible	Derek Lamb 02 Oct 2017
Measurable Objective	A random shelf will be selected. Please print the screen and tick off the items expected on the shelf. List any items extra found on the shelf.Check Items are packaged correctly and have barcodes	Derek Lamb 17 Feb 2022
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019

Management Review

Viamed - IT Controller

Verification / Effectiveness	We assess the previous issues for any problems or anomalies. Upon final completion of this task any trends, problems or anomalies will be picked up and if needed a separate issue generate so an investigation can be carried out. The final completion of any issue, resulting in a query over the effectiveness, of any task or mini audit, will also be reported on in an issue upon final completion of that task or mini audit.	Helen Lamb 26 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.1.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO9001:2015: 7.5.2
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.1.3
- Quality Management System Route Map to Documents and Procedures VST Ltd ISO9001:2015+A1: 7.5.2

Interested Parties

- Internal Systems
- ISO Auditing Bodies
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (2)

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

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #763

Subject: Software Validation Stock Tracking Check

Target User: Robert Connor

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

Notes:

System Generated

Task To be Completed.

To Confirm Shelf location contains the correct Items.
Intrastats -> Stock -> Miscellaneous -> Stock Tracking Validation.

A random shelf will be selected.

Please print the screen and tick off the items expected on the shelf.

List any items extra found on the shelf.

Check Items are packaged correctly and have barcodes

Sign / date and return the Check to Management.

Rolling Audit #1155

Subject: Software Validation Stock Tracking Check
Target User: Derek Lamb
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed To confirm Software Validation Stock Tracking Check, is functioning as expected
Intrastats screen bring up a random stock location and expected parts.

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
393898	Software Validation Stock Tracking Check (763)	08 Apr 2026	09 Apr 2026	1 day	Robert Connor
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390501	Software Validation Stock Tracking Check (1155)	02 Mar 2026	02 Mar 2026	0 days	Derek Lamb
02 Ma r 02 61 0:0 9	Co mp let ed mb he ck reg ula rly, all se em s ok				
377454	Software Validation Stock Tracking Check (763)	08 Oct 2025	09 Oct 2025	1 day	Robert Connor
08 Oc t 02 50	Co mp let ed on nor				

8:10	360921	Software Validation Stock Tracking Check (763)	08 Apr 2025	14 Apr 2025	6 days	Robert Connor
10 Apr 2025 8:03	Robert Connor, Director	Done, all correct.				
10 Apr 2025 8:03	Robert Connor, Director	Done, all correct.				
357163		Software Validation Stock Tracking Check (1155)	03 Mar 2025	02 May 2025	60 days	Derek Lamb
30 Apr 2025 5:16	Derek Lamb	reviewed				
30 Apr 2025 5:16	Derek Lamb	reviewed				
343227		Software Validation Stock Tracking Check (763)	08 Oct 2024	17 Oct 2024	9 days	Robert Connor
16 Oct 2024 2:02	Robert Connor	Done.				
16 Oct 2024 2:02	Robert Connor	Done.				

Process ID #8013 — Software Validation Test Email System

Last Reviewed: 28 Jul 2025 by Helen Lamb

Process Maturity (6 of 6 - 100%)



Management Review

Viamed - IT Controller

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Send a test email from your GMAIL address. Toinfo@viamed.co.uk sales@viamed.co.uk enquiries@viamed.co.uk iso@viamed.co.uk Check all the emails are recieved in the main box	Derek Lamb 29 Apr 2022
Outputs to the Process	Gmail emails	Helen Lamb 04 May 2022
Risks to the Process	The email system is not working correctly	Helen Lamb 04 May 2022
Steps to Minimise Process Risks	regular reviews and monitoring	Helen Lamb 04 May 2022
Scope / Definition of Process / Objective	Ensure Email system working as intended	Derek Lamb 29 Apr 2022
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 29 Apr 2022
Severity of Risk (1-5)	1.Negligible	Derek Lamb 29 Apr 2022
Measurable Objective	Test emails recieved	Derek Lamb 29 Apr 2022
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 04 May 2022
Verification / Effectiveness	test emails sent and received as intended	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

- Internet Providers

Linked Companies

- VST
- Viamed Properties
- Viamed
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #1179

Subject: Software Validation Test Email System

Target User: Catrin Hird

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

Notes:

System GeneratedTask To be Completed

Send a test email from your GMAIL address. To

info@viamed.co.uk
sales@viamed.co.uk
enquiries@viamed.co.uk
iso@viamed.co.uk

Check all the emails are recieved in the main box

Rolling Audit #1180

Subject: Software Validation Test Email System
Target User: Derek Lamb
Recurrence: 12 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed Ensure Email system working as intended Gmail

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
396354	Software Validation Test Email System (1179)	04 May 2026	07 May 2026	3 days	Catrin Hird
05 Ma y 2 02 6 0 8:5 0	Co mp let ed Ca trin Hir d	Do ne			
390503	Software Validation Test Email System (1180)	02 Mar 2026	02 Mar 2026	0 days	Derek Lamb
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379716	Software Validation Test Email System (1179)	03 Nov 2025	06 Nov 2025	3 days	Catrin Hird
05 No v 2 02 5 1 0:5 1	Co mp let ed Ca trin Hir d	Do ne			

363261	Software Validation Test Email System (1179)	05 May 2025	08 May 2025	3 days	Catrin Hird
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06 Ma y 2 02 5 1 2:3 0	Co mp let ed	Ca trin Hir d	D on e		
357165	Software Validation Test Email System (1180)	03 Mar 2025	07 Mar 2025	4 days	Derek Lamb
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04 Ma r 2 02 5 1 5:5 1	Co mp let ed	De rek La mb	em ails wo rki ng as int en ed ex ce pt for aqi bs		
345755	Software Validation Test Email System (1179)	04 Nov 2024	11 Nov 2024	7 days	Catrin Hird
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Management Review

Viamed - IT Controller

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Process ID #7856 — Software Validation Unchecked Orders

Last Reviewed: 11 Dec 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	Active List, Request to pick from a new unchecked order	Derek Lamb 01 Oct 2017
Outputs to the Process	picking screen Error showing stock cannot be picked	Derek Lamb 01 Oct 2017
Risks to the Process	Customer receives incorrect items due to order not being checked.	Derek Lamb 01 Oct 2017
Steps to Minimise Process Risks	Intrastats Controlled. Rolling Issue to prove system works as intended	Derek Lamb 01 Oct 2017
Scope / Definition of Process / Objective	To check order picking cannot pick against an unchecked order	Derek Lamb 01 Oct 2017
Likelihood of Risk (1-5)	2. Remote	Derek Lamb 01 Oct 2017
Severity of Risk (1-5)	2. Minor	Derek Lamb 01 Oct 2017
Measurable Objective	Check rolling issues are completed within terms.	Helen Lamb 22 Jul 2019
Training Method Required	Hands on Learning from experienced staff	Helen Lamb 01 Oct 2019
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Derek Lamb 23 Oct 2020
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 23 Oct 2020
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=2, Severity=2)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.6
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 6.3
- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 7.5.6

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

Interested Parties

- Internal Systems
- ISO Auditing Bodies
- Customer
- Government E.G. HMRC
- Physical Sites
- Regulations

Linked Companies

- Viamed
- VST

Trained Staff (5)

- Derek Lamb (trained by Derek Lamb)
- Helen Lamb (trained by Derek Lamb)
- Katie Evans (trained by Derek Lamb)
- Michael Lamb (trained by Helen Lamb)
- Sophie Lines (trained by Derek Lamb)

Associated Documents

- Audit 20 Process verification to Managment Viamed (Doc ID: 159389)
- Audit 20 Process verification to Managment VST (Doc ID: 159391)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VOP 27 Software Validation (Doc ID: 91486)

Rolling Task #764

Subject: Software Validation Unchecked Orders

Target User: Sophie Lines

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

Notes:

System Generated

Task To be Completed

Please on your next NON Urgent Order entered into Intrastats.

do not pass the order via Checking.

Request Goods out attempts to scan Items to the Order.

If the Order is able to be Scanned enter the order number and complete the Issue,

otherwise just put in done.

Rolling Audit #765

Subject: Software Validation Unchecked Orders

Target User: Derek Lamb

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

Notes:

System Generated

Audit of process:

To check order picking cannot pick against an unchecked order Active List,Request to pick from a new unchecked order

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
384687	Software Validation Unchecked Orders (764)	01 Jan 2026	08 Jan 2026	7 days	Sophie Lines
07 Ja n 2 02 6 1 3:1 6	Co mp let ed So phi e L ine Do ne				
382475	Software Validation Unchecked Orders (765)	03 Dec 2025	22 Dec 2025	19 days	Derek Lamb
11 De c 2 02 5 0 9:1 4	Co mp let ed De rek La mb wo rke d as int en de d				
350940	Software Validation Unchecked Orders (764)	01 Jan 2025	08 Jan 2025	7 days	Sophie Lines
03 Ja n 2 02 5 1 4:5 1	So phi e L ine D on e				
03 Ja n 2 02 5 1 4:5 1	Co mp let ed So phi e L ine D on e				
348620	Software Validation Unchecked Orders (765)	03 Dec 2024	04 Dec 2024	1 day	Derek Lamb
03 De c 2 02 4 1 2:4 4	De rek La mb tas k w ork ed				
03 De c 2 02 4 1 2:4	Co mp let ed De rek La mb tas k w ork ed				

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Process ID #52 — Software Verification Clear Down Backup Emails

Last Reviewed: 25 Oct 2024 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	Hotchilli Email Box	Derek Lamb 02 Mar 2016
Outputs to the Process	Backup emails	Derek Lamb 02 Mar 2016
Risks to the Process	Mail box gets full and bounces emails back	Derek Lamb 02 Mar 2016
Steps to Minimise Process Risks	Regular task to clear down emails	Derek Lamb 02 Mar 2016
Scope / Definition of Process / Objective	Keeps a month or so backup emails	Derek Lamb 02 Mar 2016
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	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=2, Severity=1)	

Linked ISO Sections

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

Interested Parties

- Internal Systems

Linked Companies

- Viamed

Trained Staff (2)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)

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- Audit 10 Documentation Control VST (Doc ID: 159361)
- Audit 27 Software Validation Viamed (Doc ID: 156701)
- VM3COP60.00 Viamed Server Backup System (Doc ID: 165987)
- VOP 11 Equipment Control, Office, Warehouse, Pcs and Equipment (Doc ID: 174218)
- VOP 27 Software Validation (Doc ID: 91486)

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

No completed tasks in the last 2 years.

Process ID #7987 — Sync External Telephone Logs

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	Telephone system	Helen Lamb 23 Feb 2022
Outputs to the Process	Intrastats log of telephone calls from telephone system.	Helen Lamb 23 Feb 2022
Risks to the Process	that inputs will be missed.	Helen Lamb 23 Feb 2022
Steps to Minimise Process Risks	regular reviews and issues.	Helen Lamb 23 Feb 2022
Scope / Definition of Process / Objective	To Export Telephone logs from the phone system to intrastats	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	Check Intrastats for the Telephone logs from the phone system to intrastats. Make sure its updated regularly	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
- Staff
- Internet Providers

Linked Companies

- Viamed
- Viamed Properties
- VST
- Vandagraph

Trained Staff (2)

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

Associated Documents

- Audit 10 Documentation Control Viamed (Doc ID: 159363)
- Audit 10 Documentation Control VST (Doc ID: 159361)
- Sync External Telephone Logs (1120) (Doc ID: 164769)
- VOP 01 Documentation and Records, Control, Creation, Storage, Retrieval, Revision Control and Online Records (Doc ID: 120321)

Rolling Task #1120

Subject: Sync External Telephone Logs
Target User: Derek Lamb
Recurrence: 0 Month(s) 1 Week(s) 0 Day(s)

Notes:
System Generated
Task To be Completed

To Export Telephone logs from the phone system to intrastats

Rolling Audit #1121

Subject: Sync External Telephone Logs
Target User: Helen Lamb
Recurrence: 6 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed To Export Telephone logs from the phone system to intrastats

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
401853	Sync External Telephone Logs (1120)	06 Jul 2026	09 Jul 2026	3 days	Derek Lamb
06 Jul 2026 09:19	Completed				
	Still available				

			abl e in the act ual y p ho ne sys te m jus t not ac ce ss abl e fr om intr ast ats				
401167			Sync External Telephone Logs (1120)	29 Jun 2026	09 Jul 2026	10 days	Derek Lamb
29 Ju n 2 02 6 0 9:4 7	Co mp let ed	De rek La mb	Go ing to mo ve thi s is su e to mo nth ly, its low pri orit y, an d n ee d a rev iew of the ne w ph on e s yst em as the re				

			is no dir ect AP I, or ma ss ex por t fu nct ion					
400563				Sync External Telephone Logs (1120)	22 Jun 2026	09 Jul 2026	17 days	Derek Lamb
22 Jun 2026 11:08	Completed	Derek Lamb	New Phone system , data link bet we en ne w onl ine log s an d i ntr ast ats still to be wo rke d out an d b uilt					
399976				Sync External Telephone Logs (1120)	15 Jun 2026	09 Jul 2026	24 days	Derek Lamb
15 Jun 2026 12:02	Completed	Derek Lamb	can not do yet					
399375				Sync External	08 Jun 2026	12 Jun 2026	4 days	Derek Lamb

Telephone Logs (1120)						
08 Jun 2026 1:44	Completed	Derek Lamb	still not worked this out with the new phone system, its on the dev to do list, but maybe the functions are already in the new system, so needed to re-evaluate what we require			
398730	Sync External	01 Jun 2026	04 Jun 2026	3 days		Derek Lamb

Telephone Logs (1120)						
01 Jun 2026 07:45	Completed	Derek Lamb	unable to perform currently,	398172	Sync External Telephone Logs (1120)	25 May 202628 May 20263 daysDerek Lamb
26 May 2026 10:35	Completed	Derek Lamb	unable to do currently	397558	Sync External Telephone Logs (1120)	18 May 202628 May 202610 daysDerek Lamb
18 May 2026 07:29	Completed	Derek Lamb	networks still working out the mechanics	396902	Sync External Telephone Logs (1120)	11 May 202614 May 20263 daysDerek Lamb
11 May 2026 09:56	Completed	Derek Lamb	unable to do currently	396351	Sync External Telephone Logs (1120)	04 May 202607 May 20263 daysDerek Lamb
04 May 2026 12:50	Completed	Derek Lamb	unable to perform yet			

			du e to ne w ph on e s yst em					
396193				Sync External Telephone Logs (1121)	01 May 2026	07 May 2026	6 days	Helen Lamb
01 Ma y 2 02 6 1 4:4 9	Co mp let ed	Hel en La mb	Do ne					
395648				Sync External Telephone Logs (1120)	27 Apr 2026	30 Apr 2026	3 days	Derek Lamb
27 Ap r 2 02 6 0 9:4 8	Co mp let ed	De rek La mb	ne w ph on e s yst em ca nn ot do thi s yet					
395015				Sync External Telephone Logs (1120)	20 Apr 2026	22 Apr 2026	2 days	Derek Lamb
20 Ap r 2 02 6 0 9:3 0	Co mp let ed	De rek La mb	un abl e to do yet , got a ne w ph on es sys te m, ne ed to r es yn c b					

			ac k to 1st apr il w he n we wo rk a me tho d of doi ng thi s				
394395			Sync External Telephone Logs (1120)	13 Apr 2026	16 Apr 2026	3 days	Derek Lamb
14 Apr r 2 02 6 1 0:0 6	Co mp let ed	De rek La mb	un abl e to do ne w ph on e s yst em				
393643			Sync External Telephone Logs (1120)	06 Apr 2026	09 Apr 2026	3 days	Derek Lamb
07 Apr r 2 02 6 0 8:5 1	Co mp let ed	De rek La mb	Do ne				
393099			Sync External Telephone Logs (1120)	30 Mar 2026	02 Apr 2026	3 days	Derek Lamb
30 Mar r 2 02 6 0 8:1 9	Co mp let ed	De rek La mb	Do ne				
392502			Sync External Telephone Logs (1120)	23 Mar 2026	02 Apr 2026	10 days	Derek Lamb
26 Mar r 2 02 6 1	Co mp let ed	De rek La mb	do ne				

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1:5 6 391797	Sync External Telephone Logs (1120)	16 Mar 2026	16 Mar 2026	0 days	Derek Lamb
16 Co De do Ma mp rek ne r 2 let La 02 ed mb 6 1 (B 1:1 ulk 6) 391157	Sync External Telephone Logs (1120)	09 Mar 2026	16 Mar 2026	7 days	Derek Lamb
16 Co De do Ma mp rek ne r 2 let La 02 ed mb 6 1 (B 1:1 ulk 6) 390499	Sync External Telephone Logs (1120)	02 Mar 2026	05 Mar 2026	3 days	Derek Lamb
03 Co De do Ma mp rek ne r 2 let La ye 02 ed mb ste 6 1 rda 2:2 y 0					

Process ID #7934 — Test Website Questions

Last Reviewed: 22 Jun 2023 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	Website	Derek Lamb 02 May 2019
Outputs to the Process	Alert in Intrastats that a question has been submitted	Derek Lamb 02 May 2019
Risks to the Process	Questions may be missed and unanswered	Helen Lamb 02 Nov 2021
Steps to Minimise Process Risks	regular issues and reviews of issues. Checking by no web questions are left unanswered. See intrastats automatic flagging	Helen Lamb 02 Nov 2021
Scope / Definition of Process / Objective	Test the integration of the website submitted questions to intrastatsTASK	Derek Lamb 08 Jun 2023

	NO LONGER REQUIRED, SHOPIFY EMAILS QUESTIONS	
Likelihood of Risk (1-5)	1.Improbable	Derek Lamb 02 May 2019
Severity of Risk (1-5)	1.Negligible	Derek Lamb 02 May 2019
Measurable Objective	Test Question appears in intrastats	Derek Lamb 02 May 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 (Frequency=1, Severity=1)	
HSE Implications		
Calculated Risk Code		
Linked ISO Sections		
• Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 5.2		
Interested Parties		
• Customer		
Linked Companies		
• Viamed		
Trained Staff (2)		
• Derek Lamb (trained by Derek Lamb)		
• Michael Lamb (trained by Helen Lamb)		
Associated Documents		
• Audit 14 Complaints and Corrective Actions Viamed (Doc ID: 203281)		
• Audit 14 Complaints and Corrective Actions VST (Doc ID: 159453)		
Task Completion History (Last 2 Years, Max 20 Items)		
No completed tasks in the last 2 years.		
Process ID #8027 — Update Pricing For Viamed Shopify		
Last Reviewed: 03 Feb 2026 by Helen Lamb		
Process Maturity (6 of 6 - 100%)		
Measure		Status
Has Risk Assessment		Yes
Has Audit		Yes

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

Risk Assessment

Risk Item	Notes / Value	Last Updated
Input to the Process	Shopify price lists intrastats pricing	Helen Lamb 02 May 2023
Outputs to the Process	Correct pricing online	Helen Lamb 02 May 2023
Risks to the Process	That a price will be missed and a customer buys the product at the previous price.	Helen Lamb 02 May 2023
Steps to Minimise Process Risks	regular reviews and reminders	Helen Lamb 02 May 2023
Scope / Definition of Process / Objective	To make sure the pricing on the Shopify web shop is updated when the prices are updated in the companies. Regular checks to ensure all prices are correct.	Helen Lamb 02 May 2023
Likelihood of Risk (1-5)	1. Improbable	Helen Lamb 02 May 2023
Severity of Risk (1-5)	1. Negligible	Helen Lamb 02 May 2023
Measurable Objective	The prices match from the Shopify web shop to the internal price lists	Helen Lamb 02 May 2023
Training Method Required	Hands on from experienced members of staff Online tutorial videos for the Shopify web shop	Helen Lamb 02 May 2023
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 02 May 2023
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 02 May 2023
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.2.5

Interested Parties

- Internal Systems
- Customer
- Web Shop Hosting

Linked Companies

- Vandagraph
- Viamed

Trained Staff (3)

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

Associated Documents

- Audit 01 Picking packing Viamed (Doc ID: 173579)
- Audit 01 Picking packing VST (Doc ID: 173583)
- Audit 02 Contract Review and Sales Order Processing Viamed (Doc ID: 163469)
- Audit 02 Contract Review and Sales Order Processing VST (Doc ID: 163467)
- VM3COP27.54 How to export import products into Shopify (Doc ID: 166244)

Rolling Task #1204

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Subject: Update Pricing for Viamed Shopify
Target User: Catrin Hird
Recurrence: 0 Month(s) 1 Week(s) 0 Day(s)

Notes:
System Generated
Export and reupload pricing for Shopify website. Weekly.

Rolling Audit #1215

Subject: Update Pricing For Viamed Shopify
Target User: Helen Lamb
Recurrence: 6 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed

Check this task has been carried out

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
402199	Update Pricing for Viamed Shopify (1204)	07 Jul 2026	07 Jul 2026	0 days	Catrin Hird
07 Jul 2026 11:07	Co mp let ed Ca trin Hir d Do ne Ad de d F ile: pro du cts _e xp ort _1 (1). zip				
401285	Update Pricing for Viamed Shopify (1204)	30 Jun 2026	01 Jul 2026	1 day	Catrin Hird
01 Jul 2026 10:33	Co mp let ed Ca trin Hir d Do ne				
01 Jul 2026 10:23	Ca trin Hir d Ad de d F ile: pro du cts _e xp ort				

400679			_1. zip				
			Update Pricing for Viamed Shopify (1204)	23 Jun 2026	24 Jun 2026	1 day	Catrin Hird
24 Jun 2026 10:25	Completed	Catrin Hird	Attached document: original export from Shopify. Shopify updated.				
24 Jun 2026 09:39		Catrin Hird	Added File: products_export_1(12).zip				
400125			Update Pricing for Viamed Shopify (1204)	16 Jun 2026	16 Jun 2026	0 days	Catrin Hird
16 Jun 2026 11:43	Completed	Catrin Hird	Done				
16 Jun 2026 11:43	Read	Catrin Hird					
399492			Update Pricing for Viamed Shopify (1204)	09 Jun 2026	09 Jun 2026	0 days	Catrin Hird
09 Jun 2026 16 1	Completed	Catrin Hird	Done				

0:2 2 09 Ju n 2 02 6 1 0:1 4		Ca trin Hir d	Ad de d F ile: pro du cts _e xp ort _1 (10) .zi p					
398844			Update Pricing for Viamed Shopify (1204)	02 Jun 2026	02 Jun 2026	0 days		Catrin Hird
02 Ju n 2 02 6 1 1:0 1	Com pleted	Ca trin Hir d	Do ne					
02 Ju n 2 02 6 1 0:5 4		Ca trin Hir d	Ad de d F ile: pro du cts _e xp ort _1 (9) .zip					
398215			Update Pricing for Viamed Shopify (1204)	26 May 2026	27 May 2026	1 day		Catrin Hird
27 Ma y 2 02 6 1 2:4 8	Re ad	Ca trin Hir d						
27 Ma y 2 02 6 1 1:4 6	Com pleted	Ca trin Hir d	Do ne					
397686			Update Pricing for Viamed Shopify (1204)	19 May 2026	19 May 2026	0 days		Catrin Hird
19 Ma y 2 02	Com pleted	Ca trin Hir d	Do ne					

6 1 0:3 6 19 Ma y 2 02 6 0 9:5 8		Ca trin Hir d	Ad de d F ile: pro du cts _e xp ort _1 (7). zip				
397030			Update Pricing for Viamed Shopify (1204)	12 May 2026	12 May 2026	0 days	Catrin Hird
12 Ma y 2 02 6 1 2:3 3	Co mp let ed	Ca trin Hir d	Do ne				
12 Ma y 2 02 6 1 2:2 4		Ca trin Hir d	Ad de d F ile: pro du cts _e xp ort _1 (5). zip				
396403			Update Pricing for Viamed Shopify (1204)	05 May 2026	05 May 2026	0 days	Catrin Hird
05 Ma y 2 02 6 1 0:5 7	Co mp let ed	Ca trin Hir d	Do ne				
05 Ma y 2 02 6 1 0:4 3		Ca trin Hir d	Ad de d F ile: pro du cts _e xp ort _1 (4). zip				
395781			Update Pricing for	28 Apr 2026	28 Apr 2026	0 days	Catrin Hird

				Viamed Shopify (1204)				
28 Apr 2026 6 11:05	Completed	Catrin Hird	Done					
28 Apr 2026 6 10:10		Catrin Hird	Added File: products_export_1.csv					
395142				Update Pricing for Viamed Shopify (1204)	21 Apr 2026	21 Apr 2026	0 days	Catrin Hird
09 Mar 2026 7 15:12	Revised	Catrin Hird						
09 Mar 2026 7 12:15	Revised	Catrin Hird						
394520				Update Pricing for Viamed Shopify (1204)	14 Apr 2026	14 Apr 2026	0 days	Catrin Hird
18 Dec 2026 6 19:54	Revised	Catrin Hird						
18 Dec 2026 6 17:03	Revised	Catrin Hird						
393699				Update Pricing for Viamed Shopify (1204)	07 Apr 2026	07 Apr 2026	0 days	Catrin Hird
28	Revised	Catrin Hird						

Se p 6 43 99 6 1 2:2 6	ad	trin Hir d					
07 Ap r 2 02 6 1 0:5 0	Co mp let ed	Ca trin Hir d	Du e to pri cin g u pd ate , pr ice s is not bei ng up dat ed on the we bsi te f ro m I ntr ast ats du e to the ex por t. Qu ant itie s u pd ate d an d u plo ad ed.				
393194			Update Pricing for Viamed Shopify (1204)	31 Mar 2026	01 Apr 2026	1 day	Catrin Hird
20 Jul 64 39 96 23: 10	Re ad	Ca trin Hir d					

03 Ma y 6 43 99 4 0 2:5 3	Re ad	Ca trin Hir d				
392646		Update Pricing for Viamed Shopify (1204)	24 Mar 2026	24 Mar 2026	0 days	Catrin Hird
10 Fe b 6 43 99 4 1 8:4 8	Re ad	Ca trin Hir d				
24 Ma r 2 02 6 0 9:2 6	Co mp let ed	Ca trin Hir d	Do ne			
391888		Update Pricing for Viamed Shopify (1204)	17 Mar 2026	19 Mar 2026	2 days	Catrin Hird
14 De c 6 43 99 3 2 1:5 5	Re ad	Ca trin Hir d				
19 Ma r 2 02 6 0 9:1 6	Co mp let ed	Ca trin Hir d	Do ne			
391291		Update Pricing for Viamed Shopify (1204)	10 Mar 2026	10 Mar 2026	0 days	Catrin Hird
01 Se p 6 43 99 3 2 1:5 3	Re ad	Ca trin Hir d				
01 Se p 6 43 99 3 2 1:5 1	Re ad	Ca trin Hir d				

390612	Update Pricing for Viamed Shopify (1204)	03 Mar 2026	03 Mar 2026	0 days	Catrin Hird
13 Jun 2026 5:47	Read Catrin Hird				
13 Jun 2026 4:18	Read Catrin Hird				
389860	Update Pricing for Viamed Shopify (1204)	24 Feb 2026	24 Feb 2026	0 days	Catrin Hird
11 Dec 2026 9:17	Read Catrin Hird				
11 Dec 2026 9:00	Read Catrin Hird				

Process ID #7703 — Vandagraph Pay Pal Retrieve Funds

Last Reviewed: 12 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	PayPal	Helen Lamb 13 Nov 2021
Outputs to the Process	Money lands in the Bank	Derek Lamb 23 May 2016
Risks to the Process	No risk to the process as such as its paypal driven,Can only withdraw funds to allocated bank account	Helen Lamb 13 Nov 2021

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Steps to Minimise Process Risks	follow the task and review	Helen Lamb 13 Nov 2021
Scope / Definition of Process / Objective	To remove money from the Pay Pal system into Vandagraph Bank account	Helen Lamb 22 Jul 2019
Likelihood of Risk (1-5)	2.Remote	Helen Lamb 13 Nov 2021
Severity of Risk (1-5)	1.Negligible	Derek Lamb 12 Jun 2017
Measurable Objective	Check Paypal for funds and see when last withdrew.	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 ISO9001:2015: 4.4.1
- 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: 8.2.2
- 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: 8.2.2

Interested Parties

- Finance Banks
- Customer
- Accountants

Linked Companies

- Vandagraph

Trained Staff (2)

- Derek Lamb (trained by Derek 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)
- VM3COP27.16 Vandagraph PayPal Retrieve Funds (Doc ID: 16953)
- VOP 04 Accounts, Bank, Loans, Debtors, Creditors, Accountant Processes (Doc ID: 31088)

Rolling Task #512

Subject: Vandagraph Pay Pay Retrieve Funds

Target User: Helen Lamb

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

Notes:

System Generated

Task To be Completed

Rolling Audit #780

Subject: Vandagraph Pay Pay Retrieve Funds

Target User: Derek Lamb

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

Notes:
System Generated
*** AUDIT *** Ensure the Task is being Completed

Confirm Pay Pal Funds are being retrieved

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
401811	Vandagraph Pay Pay Retrieve Funds (512)	06 Jul 2026	09 Jul 2026	3 days	Helen Lamb
07 Jul 2026 14:11	Co mp let ed Hel en La mb Do ne				
399339	Vandagraph Pay Pay Retrieve Funds (512)	08 Jun 2026	12 Jun 2026	4 days	Helen Lamb
08 Jun 2026 06:10:17	Co mp let ed Hel en La mb Do ne				
08 Jun 2026 06:10:17	Re ad Hel en La mb				
396888	Vandagraph Pay Pay Retrieve Funds (780)	11 May 2026	14 May 2026	3 days	Derek Lamb
12 May 2026 06:14:06	Co mp let ed De rek La mb all up to date				
396554	Vandagraph Pay Pay Retrieve Funds (512)	06 May 2026	07 May 2026	1 day	Helen Lamb
06 May 2026 05:14	Co mp let ed Hel en La mb Do ne				
393598	Vandagraph Pay Pay Retrieve Funds (512)	06 Apr 2026	09 Apr 2026	3 days	Helen Lamb
28	Re Hel				

Se p 6 43 99 6 1 0:0 3	ad La mb	en					
07 Ap r 2 02 6 0 8:5 4	Co mp let ed	Hel en La mb	Do ne				
390994	Vandagraph Pay Pay Retrieve Funds (512)	06 Mar 2026	06 Mar 2026	0 days		Helen Lamb	
06 Ma r 2 02 6 1 2:4 6	Co mp let ed	Hel en La mb	Do ne				
388113	Vandagraph Pay Pay Retrieve Funds (512)	06 Feb 2026	10 Feb 2026	4 days		Helen Lamb	
09 Fe b 2 02 6 1 2:4 1	Co mp let ed	Hel en La mb	Do ne				
385062	Vandagraph Pay Pay Retrieve Funds (512)	06 Jan 2026	08 Jan 2026	2 days		Helen Lamb	
06 Ja n 2 02 6 1 0:4 6	Co mp let ed	Hel en La mb	Do ne				
382817	Vandagraph Pay Pay Retrieve Funds (512)	08 Dec 2025	11 Dec 2025	3 days		Helen Lamb	
10 De c 2 02 5 1 0:3 5	Co mp let ed	Hel en La mb	Do ne				
380402	Vandagraph Pay Pay Retrieve Funds (780)	10 Nov 2025	20 Nov 2025	10 days		Derek Lamb	
10 No v 2 02 5 0 9:5	Co mp let ed	De rek La mb	tas k is upt o d ate				

Management Review
Viamed - IT Controller

2 380168	Vandagraph Pay Pay Retrieve Funds (512)	06 Nov 2025	20 Nov 2025	14 days	Helen Lamb
06 No v 2 02 5 1 0:1 5	Co mp let ed	Hel en La mb	Do ne		
377147	Vandagraph Pay Pay Retrieve Funds (512)	06 Oct 2025	09 Oct 2025	3 days	Helen Lamb
06 Oc t 2 02 5 1 1:4 7	Co mp let ed	Hel en La mb	Do ne		
374736	Vandagraph Pay Pay Retrieve Funds (512)	08 Sep 2025	12 Sep 2025	4 days	Helen Lamb
08 Se p 2 02 5 1 1:2 1	Co mp let ed	Hel en La mb	Do ne		
371896	Vandagraph Pay Pay Retrieve Funds (512)	06 Aug 2025	07 Aug 2025	1 day	Helen Lamb
06 Au g 2 02 5 1 4:0 0	Co mp let ed	Hel en La mb	do ne		
369046	Vandagraph Pay Pay Retrieve Funds (512)	07 Jul 2025	10 Jul 2025	3 days	Helen Lamb
07 Jul 20 25 09: 13 07 Jul 20 25 09: 13	Co mp let ed	Hel en La mb	D on e		
366346	Vandagraph Pay Pay Retrieve Funds (512)	06 Jun 2025	12 Jun 2025	6 days	Helen Lamb
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363873		Vandagraph Pay Pay Retrieve Funds (780)	09 May 2025	15 May 2025	6 days	Derek Lamb
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363284		Vandagraph Pay Pay Retrieve Funds (512)	06 May 2025	08 May 2025	2 days	Helen Lamb
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360761		Vandagraph Pay Pay Retrieve Funds (512)	07 Apr 2025	14 Apr 2025	7 days	Helen Lamb
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357638		Vandagraph Pay Pay Retrieve	06 Mar 2025	07 Mar 2025	1 day	Helen Lamb

Management Review

Viamed - IT Controller

Funds (512)

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Process ID #8028 — Viamed Shopify Sales Report Export

Last Reviewed: 11 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	Shopify	Helen Lamb 02 May 2023
Outputs to the Process	transaction report	Helen Lamb 02 May 2023
Risks to the Process	report missed	Helen Lamb 02 May 2023
Steps to Minimise Process Risks	regular checks	Helen Lamb 02 May 2023
Scope / Definition of Process / Objective	Export the Viamed Shopify Sales transaction Report	Helen Lamb 02 May 2023
Likelihood of Risk (1-5)	1.Improbable	Helen Lamb 02 May 2023
Severity of Risk (1-5)	1.Negligible	Helen Lamb 02 May 2023
Measurable Objective	Report saved in issues with the transaction attached.	Helen Lamb 02 May 2023
Training Method Required	Hands on by experienced members of staff	Helen Lamb 02 May 2023
Verification / Effectiveness	This task is verified for effectiveness during internal rolling audit issues.	Helen Lamb 02 May 2023
Covid / Pandemic Notes	This process is not affected by Covid 19 or other extreme national or international circumstance / crisis.	Helen Lamb 02 May 2023
Risk / Benefit Report	No Action	Helen Lamb 28 Jul 2025
HSE Implications	No health and safety implications	Helen Lamb 28 Jul 2025
Calculated Risk Code	No Action (Frequency=1, Severity=1)	

Linked ISO Sections

- Quality Management System Route Map to Documents and Procedures Viamed Ltd ISO13485:2016: 4.1.3

Interested Parties

- Web Shop Hosting
- Staff

- Customer

Linked Companies

- Viamed
- Vandagraph

Trained Staff (3)

- Catrin Hird (trained by Derek Lamb)
- 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)
- VM3COP27.52 How to export payments and transaction information from Shopify (Doc ID: 75989)

Rolling Task #1212

Subject: Viamed Shopify Sales Report Export
Target User: Catrin Hird
Recurrence: 1 Month(s) 0 Week(s) 0 Day(s)

Notes:
System Generated
Provide to Helen.

viamed.online
automotive.viamed.co.uk (no longer active)

Rolling Audit #1216

Subject: Viamed Shopify Sales Report Export
Target User: Helen Lamb
Recurrence: 6 Month(s) 0 Week(s) 0 Day(s)

Notes:
System GeneratedTask To be Completed

Audit to check task is being completed

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

ID	Subject	Created	Completed	Days to Complete	Investigated By
401437	Viamed Shopify Sales Report Export (1212)	01 Jul 2026		Outstanding (12 days)	Helen Lamb
01 Jul 2026 10:21	Up dated Catrin Hird				
01 Jul 2026 10:21	Filed Catrin Hird				

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398734				Viamed Shopify Sales Report Export (1212)	01 Jun 2026	03 Jun 2026	2 days		Helen Lamb
02 Jun 2026 16:10	Completed	Hel en La mb	tha nk s D on e						
02 Jun 2026 16:08	Revised	Hel en La mb							
396195				Viamed Shopify Sales Report Export (1212)	01 May 2026	13 May 2026	12 days		Helen Lamb
08 May 2026 17:19	Completed	Hel en La mb	tha nk s D on e						
08 May 2026 17:09	Revised	Hel en La mb							
393328				Viamed Shopify Sales Report Export (1212)	01 Apr 2026	15 Apr 2026	14 days		Helen Lamb
02 Nov 2026 14:49	Revised	Hel en La mb							
20 Jul 2026 23:28	Revised	Ca trin Hir d							
390505				Viamed Shopify Sales Report Export (1212)	02 Mar 2026	01 Apr 2026	30 days		Helen Lamb
18	Revised	Hel							

Viamed - IT Controller

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346 / 351

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379719				Viamed Shopify Sales Report Export (1212)	03 Nov 2025	Outstanding (252 days)	Helen Lamb
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376759				Viamed Shopify Sales Report Export (1212)	01 Oct 2025	09 Oct 2025 8 days	Helen Lamb
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374056				Viamed Shopify Sales Report Export (1212)	01 Sep 2025	04 Sep 2025 3 days	Helen Lamb
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371492			Viamed Shopify Sales Report Export (1212)	01 Aug 2025	11 Aug 2025	10 days
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371495			Viamed Shopify Sales Report Export (1216)	01 Aug 2025	11 Aug 2025	10 days
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368508			Viamed Shopify Sales Report Export (1212)	01 Jul 2025	08 Jul 2025	7 days
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365860		Viamed Shopify Sales Report Export (1212)	02 Jun 2025	19 Jun 2025	17 days	Helen Lamb
19 Ju n 2 02 5 1 3:5 3	Hel tha en nk La s mb					
19 Ju n 2 02 5 1 3:5 3	Co mp let ed	Hel tha en nk La s mb				
363013		Viamed Shopify Sales Report Export (1212)	01 May 2025	04 Jun 2025	34 days	Helen Lamb
29 Ma y 2 02 5 1 7:3 7	Hel D en on La e mb					
29 Ma y 2 02 5 1 7:3 7	Co mp let ed	Hel D en on La e mb				
360211		Viamed Shopify Sales Report Export (1212)	01 Apr 2025	15 Apr 2025	14 days	Helen Lamb
15 Ap r 2 02 5 1 2:1 2	Hel tha en nk La s mb					
15 Ap r 2 02 5 1 2:1 2	Co mp let ed	Hel tha en nk La s mb				
357167		Viamed Shopify Sales Report	03 Mar 2025	01 Apr 2025	29 days	Helen Lamb

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354388		Viamed Shopify	03 Feb 2025	20 Feb 2025	17 days	Helen Lamb
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Responsibility-Only Processes (21)

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

- #46: Backup Server Status (last reviewed: 19 May 2026)
- #7704: Computer Failure Diagnostics (last reviewed: 26 Sep 2017)
- #5939: Email ISP Routing (last reviewed: 21 Oct 2017)
- #7121: General Computer Maintenance (last reviewed: 04 Oct 2017)
- #50: Guest Access Wifi (last reviewed: 25 Jun 2025)
- #48: Internet (last reviewed: 20 Sep 2017)
- #7124: Intrastats (last reviewed: 20 Sep 2017)
- #7133: Intrastats Contact Manager (last reviewed: Never)
- #7128: Intrastats Future Features needed (last reviewed: Never)
- #7132: Intrastats Goldmine (last reviewed: 31 Aug 2018)
- #7131: Intrastats Opera (last reviewed: 26 Sep 2017)
- #7127: Intrastats Unfinished in progress Processes (last reviewed: Never)
- #7125: Intrastats Urgent Problems (last reviewed: 20 Sep 2017)
- #45: Main Server Status (last reviewed: 28 Jul 2025)
- #51: Printers (last reviewed: 30 Oct 2023)
- #5941: Replace Main Server (last reviewed: 09 Mar 2016)
- #7178: Systems Innovation (last reviewed: Never)
- #7668: Upgrading Intrastats ISO Quality system (last reviewed: 31 Aug 2018)
- #7702: Vandagraph Pay Pay Issue Refund (last reviewed: 23 May 2016)
- #5903: Weather Station (last reviewed: 06 Jul 2026)
- #49: Wifi (last reviewed: 23 Jun 2026)

Conclusion / Executive Summary

Auto-calculated summary of findings across the report.

Coverage

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

Key Risks

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

Overdue Reviews

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

Dependency Warnings

- [IT Controller] Derek Lamb linked to 98% (41 of 42) of role processes - single point of failure risk

Missing Audits

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

Missing Measurable Objectives

- 1 process(es) missing measurable objective

Trained Staff Coverage

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

Process Maturity Overview

- 5 of 42 processes (12%) 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
IT Controller	42	3	5	7	0	1	14

End of Management Review Report - Viamed