

Operational Throughput & Fulfilment Report

Viamed Ltd | July 2026 | Rolling Task 649 | H.S.E.: No health and safety implications

Overall assessment
Viamed maintained a high and broadly stable level of operational activity during July 2026. 437 orders were created, 440 order checks were initiated, 451 delivery notifications were issued and 468 invoices were created. No evidence of a systemic operational failure, nonconformance or customer complaint was identified from the reviewed data.

Core KPI Snapshot

437 Orders created	440 Orders checked	472 Orders picked	7,314 Items scanned
61.79% Same / next day	18.20% >7 day indicator	97.1% UPS courier share	15 Input-error edits

1. Operational Throughput

Metric	July 2026	Comment
Orders Created	437	High, stable monthly throughput
Orders Modified	442	Consistent with normal order lifecycle activity
Order Checking Started	440	Closely aligned to order creation volume
Customer Confirmations	196	Active customer communication
Quotes Sent	38	Normal commercial activity
Proformas Sent	48	Normal commercial activity
Delivery Notifications	451	Consistent with dispatch throughput
Invoices Created	468	Strong invoice processing throughput
Invoices Emailed	430	Consistent invoice distribution activity

Overall processing activity remained consistent with the preceding review period. The close alignment between orders created, modified and checked indicates continued normal flow through the order lifecycle.

2. Warehouse / Picking Activity

Picker	Items Scanned	Orders Picked	Active Picking Days
Emma Clark	3,354	302	18
Catherine Spence	4,055	155	23
Derek Lamb	1,800	9	5
Michael Lamb	100	1	1
Helen Lamb	5	5	2

Picker	Items Scanned	Orders Picked	Active Picking Days
TOTAL	7,314	472	-

Warehouse activity remained substantial. The workload is concentrated primarily with Emma Clark and Catherine Spence, with additional support available from other trained personnel.

3. Dispatch Responsiveness

Dispatch category	Orders	Percent	Assessment
Same day	166	37.30%	Positive
Next day	109	24.49%	Positive
3 days	27	6.06%	Monitor
4 days	18	4.04%	Weekend effect possible
5 days	14	3.14%	Monitor
6 days	14	3.14%	Monitor
7 days	15	3.37%	Monitor
>7 days	81	18.20%	Context required
TOTAL	445	100%	

61.79% of recorded orders were dispatched on the same or next day. The >7 day indicator increased to 18.20%; however, this measure is known to include supplier backorders, part-fulfilled orders and delayed individual lines, and must be read alongside the active-order context rather than treated as an internal delay rate.

Known reporting limitation

The Days to Ship report is order-header based and does not reliably separate individual line fulfilment. Partial shipments, supplier backorders and delayed order lines can therefore cause an entire order to fall into the >7 day category. Friday-to-Monday activity can also appear as a multi-day delay. These figures are used as an operational indicator, not as a definitive measure of internal processing delay.

4. Courier / Logistics Profile

Courier / method	Shipments	Share	Observation
UPS	404	97.1%	Primary carrier
Kuehne + Nagel	6	1.4%	Specialist / alternative
FedEx	3	0.7%	Alternative
DHL	1	0.2%	Alternative
Own courier	1	0.2%	Exceptional use
TNT	1	0.2%	Alternative
TOTAL	416	100%	

UPS remains the overwhelmingly dominant carrier. This provides operational consistency but remains a single-carrier dependency that should continue to be monitored as part of resilience planning.

5. Order Editing / Operational Quality Indicators

Category	July Total	Interpretation
Customer Updates	25	Externally driven changes; not operational failures
Input Errors	15	Mostly minor administrative corrections
Layout Errors	1	Very low occurrence
Normal Process Updates	20	Routine operational amendments
Updated Due Date subset	6	Potential stock / supplier timing influence

Input-error edits equate to approximately 3.4% of orders created. The July profile is dominated by minor administrative corrections rather than substantive order-processing failures. No recurring pattern requiring nonconformance escalation was identified.

6. Staffing Capacity

Measure	Value	Interpretation
Total company contracted hours	589.5 hrs	14.7375 FTE across all company allocations
Viamed allocated staff	15 people	Nominal allocation count
Viamed allocated contracted capacity	482 hrs / 12.05 FTE	Shared staff may also support other companies

The allocation figure is nominal contracted capacity for staff associated with Viamed, not an exclusive measure of hours worked solely for Viamed because several employees are allocated across more than one company.

7. Open Order / Backorder Context

- The live active-order list contains supplier backorders, production backorders, forward orders, call-off orders, stock requests and planned shipping dates.
- These statuses provide direct operational context for orders appearing in the >7 day dispatch category.
- Forward and call-off orders are intentional commercial arrangements and should not be interpreted as internal late fulfilment.
- Supplier and production backorders remain appropriate monitoring items but the reviewed data does not demonstrate a systemic fulfilment failure.

8. Management Review Conclusion

Conclusion

July 2026 operational throughput remained strong. Order-entry, checking, warehouse picking, invoicing and customer communication activity were maintained at substantial levels. Same/next-day dispatch was 61.79%. The recorded 18.20% >7 day figure requires caution because the reporting method is known to overstate delay where orders are part-fulfilled or awaiting supplier/production lines. Current open-order evidence supports that interpretation. Courier use remains heavily concentrated on UPS. Operational editing data shows no significant or recurring quality issue. Overall, the process remains effective and no corrective action is required.

Nonconformance / Customer Complaint Review

- Nonconformance: None identified from the July 2026 operational evidence.
- Customer complaint: None identified from the reviewed operational data.
- Follow-up: Continue monitoring >7 day dispatch, supplier/production backorders and UPS dependency; retain the known line-level reporting limitation as a system improvement item.