



Locating Action Items & Submitting Corrective Actions User Guide

For the SQFAD Assessment Database

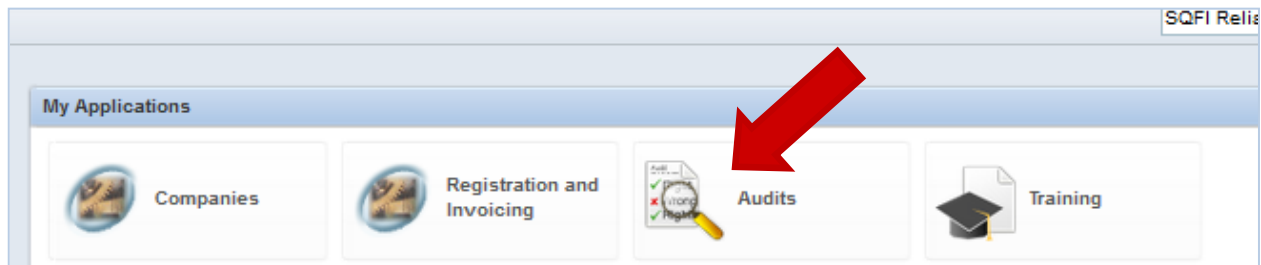
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LOCATING ACTION ITEMS

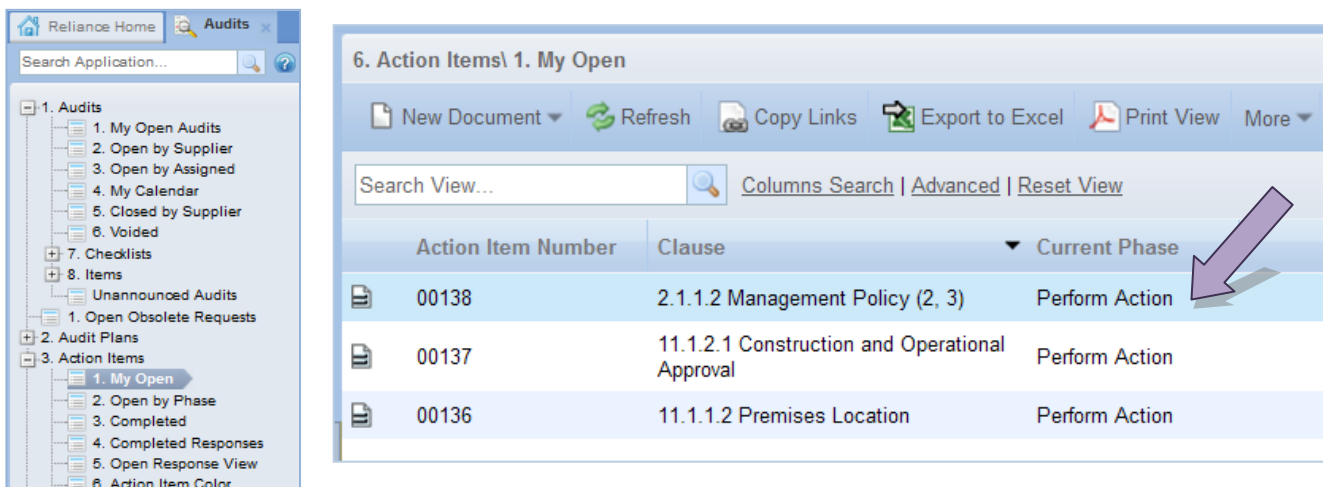
- 1) Primary contacts are notified of action items via automated email. This is not to be confused with any preliminary audit report which a certification may send. Please be aware that if your audit is still within the perform action phase, you are unable to access your action items. Log into the SQFAD portal using the assigned username and password and enter the **Audits** application.

IMPORTANT: If you have never logged into the SQFAD portal, please contact SQFI to receive a username and password. If you forgot your password, please select “Forgot Password,” and follow the steps to reset your password.



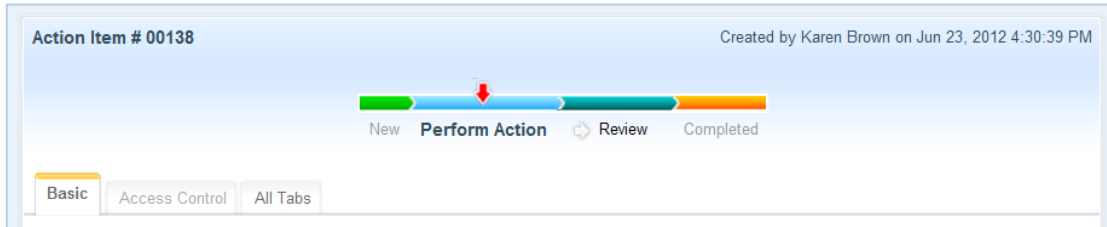
NOTE: Your audit must be in the “Corrective Action Plan and Review” phase in order to gain access to your action items. If not in this phase, your action items have not yet been completed and are not available for access.

- 2) Select “Audits” from “My Applications,” opening a new tab. Once within the “Audits” application, select “Action Items,” and “My Open.” Your open action items will appear for you in the right-hand area of the page, as demonstrated below. To view action items individually, click the item you would like to view.



ENTERING A CORRECTIVE ACTION

- 1) Within the action item, a phase tracker is visible at the top of the screen.



Perform Action – this phase shows that no corrective action has been entered for the specific action item

Review – as a Supplier, you will manually route the phase tracker to the review phase once having entered a completed corrective action. The review phase informs both your Auditor and Certification Body that you have completed your corrective action, to which they may then **review** the item.

Completed – the phase to which your corrective action has been approved. You will be able to view all completed corrective actions within the Audits application under “Action Items,” then “Completed.”

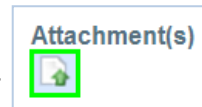
- 2) Beneath the phase tracker within your action item is the **corrective action form**. On this form you are able to view the item information, including the completion date and assigned users.

Your corrective action will be entered within the “**Action Taken**” area of the corrective action form.

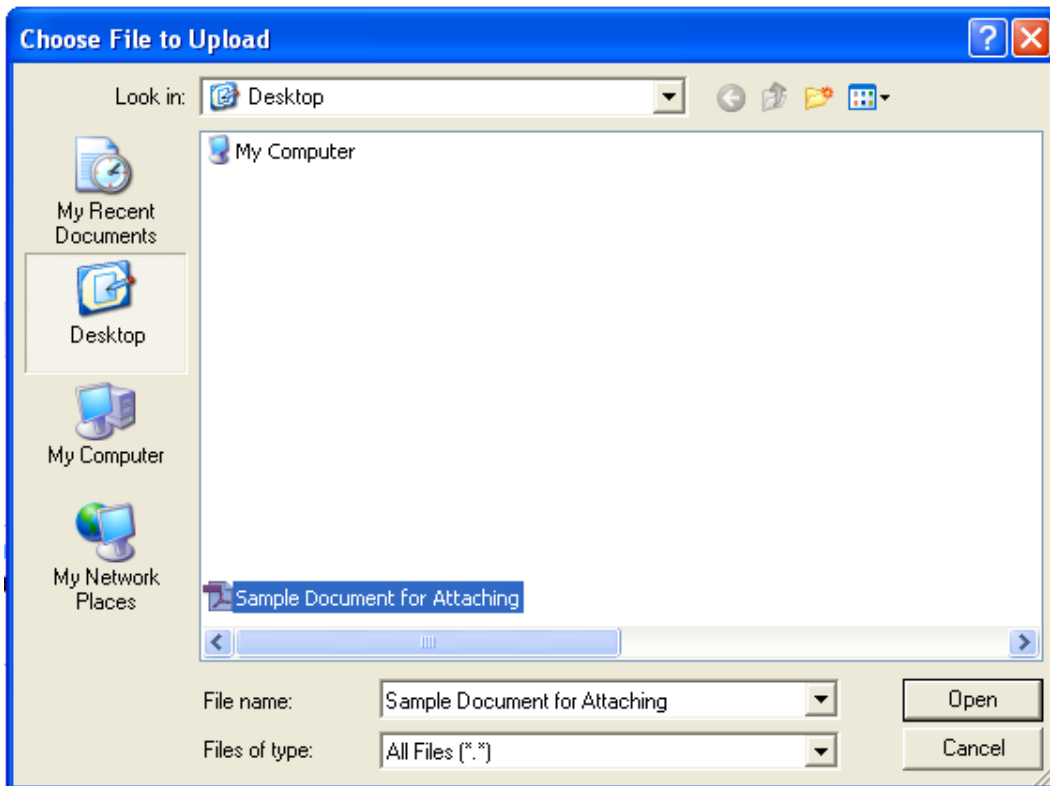
The screenshot shows a form titled "Action Taken" with three main sections: "Supplier Completion Date" with a date picker, "Action Taken" with a large text input field, and "Attachment(s)" with a green download icon.

- 3) Fill in your corrective action into the “**Action Taken**” field with a description of the adjustments made to correct the nonconformance issue.
- 4) After entering your corrective action into the “**Action Taken**” field, you will have the opportunity to add corresponding documentation via the “**Attachment(s)**” feature.

To add an attachment, simply select the attachment icon, as shown to the right.



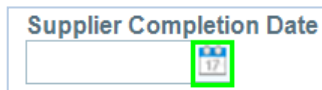
You will then be prompted to select your desired documentation from your computer. Simply select the document you would like to have uploaded into the system, then select “**Open.**” *The “Attachment(s)” feature has no size limit. Any amount of supporting documentation can be added to this field (PDF documents, Word documents, pictures, videos, etc.).*



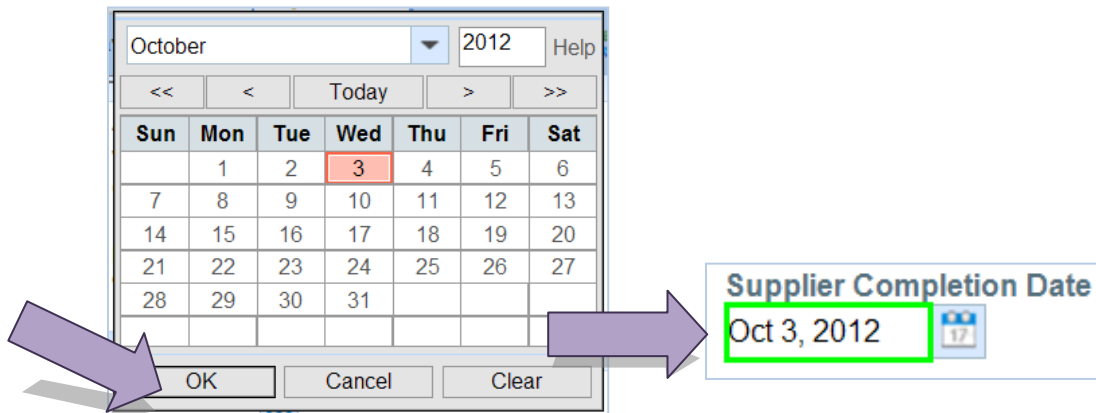
Your attachment will then appear for you within the corrective action form. You may enter multiple attachments per corrective action.



- 5) After having attached all of your desired corrective action documentation, you will need to enter the **“Supplier Completion Date.”** This date is specific to when the corrective action was completed. To enter the correct date, select the calendar icon to the right of the **“Supplier Completion Date”** field, as demonstrated below.



A calendar will then appear for you to select the correct date. To change the month and/or year, utilize the date fields at the top of the calendar. The date will always default to the current date to which you have selected the calendar icon.

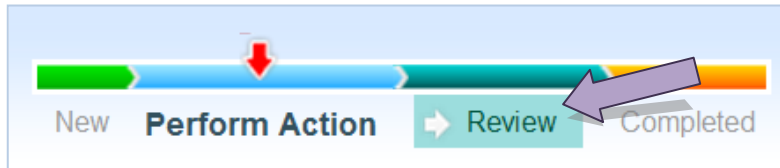


Once you are happy with the date you have selected, click **“OK.”** The date you selected will then appear for you within the **“Supplier Completion Date”** field, as shown above.

- 6) To save the information you entered for your corrective action, you can select the **“Save”** or **“Save & Close”** buttons within the corrective action form. Selecting **“Save”** will save the information and keep you within the same tab, whereas **“Save & Close”** will save the information and close the current tab.

FINALIZING A CORRECTIVE ACTION

- 1) To submit a corrective action for the review of your Auditor and Certification Body, access the **phase tracker** at the top of your desired corrective action. As a Supplier, you will need to manually route the action item to “Review.” Click “Review” on the phase tracker itself to route the document.



- 2) Once having selected “Review,” you will notice a pop-up system feature titled the “Phase Dialogue Box.” This box is a feature in which you are able to notify particular individuals of your entered corrective action.

PHASE DIALOGUE BOX

Refer to page 13

Send To – this field documents which phase you are routing the phase tracker to. Within a corrective action, you will only be routing the phase tracker to the “Review” phase. “Review” should have prepopulated for you within this field. You will not need to alter this field.

Due Date –designates a date by which the corrective action will need to be reviewed. The system automatically designates this date; however, you also have the opportunity to select a review date. This field must have a date entered or else you will not be able to route the documents.

Assign To –designates which individuals will be notified of phase tracker routing. This field is not editable, as it will automatically be designated with your Lead Auditor and Certification Body contact.

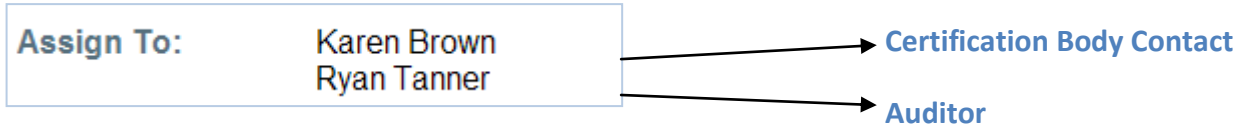
Notify –allows Suppliers to notify other users via email that you are routing the corrective action phase tracker forward to the “Review” phase. This is an optional feature.

Comment – this field is for additional comments. These comments will list for those individuals being notified that the corrective action is moving to the “Review” phase.

The screenshot shows a 'Phase Dialog' window with the following fields:

- Send To:** A dropdown menu with 'Review' selected.
- Due Date:** A date field with 'Oct 5, 2012' and a calendar icon.
- Assign To:** A text field with 'Karen Brown' and 'Ryan Tanner' listed.
- Notify:** A text field with a plus icon and a user icon.
- Comment:** A text area with up and down arrows.

At the bottom right, there are 'OK' and 'Cancel' buttons.



Phase Dialog

Please select the next phase and the due date.

Send To: Review

Due Date: * Oct 5, 2012

Assign To: Karen Brown
Ryan Tanner

Notify: [Empty field with contacts icon]

Comment: [Empty text area]

OK Cancel

- 3) To notify other individual that you are routing the corrective action to the “Review” phase, simply select the contacts icon at the top right corner of the “Notify” field.
- 4) A comment can be added within the Phase Dialogue Box, as mentioned on page 12.

Comment: This field is for additional comments. These comments will list for those individuals being notified that the corrective action is moving to the "Review" phase.

- 5) After selecting OK within the Phase Dialogue Box, you will be brought back out the “Audits” application, under “Action Items.” Your remaining action items will appear within this screen.

6. Action Items | 1. My Open

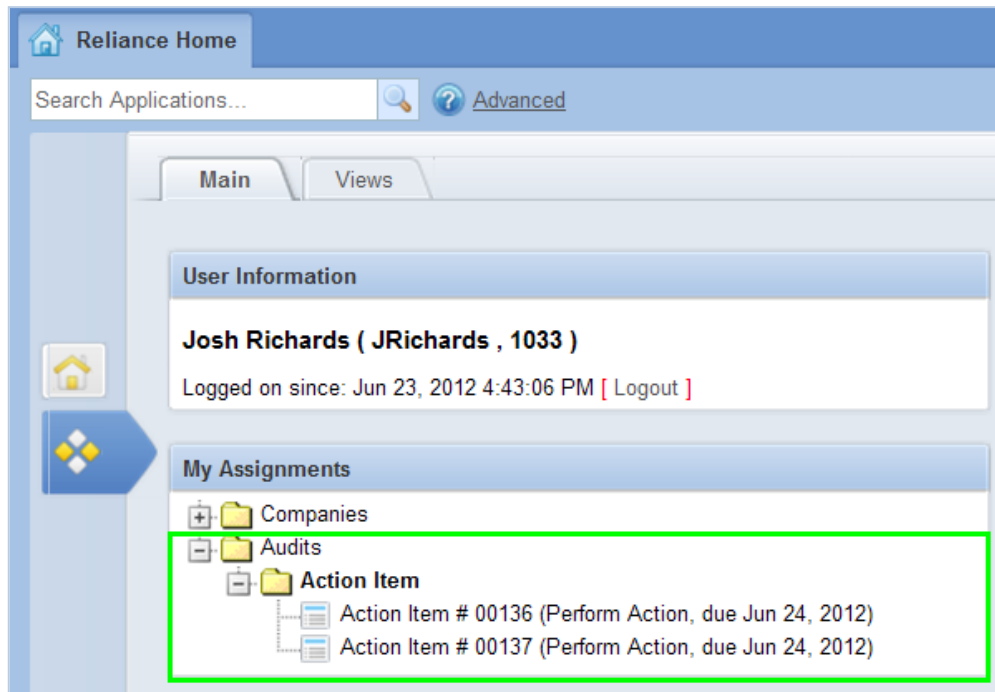
New Document Refresh Copy Links Export to Excel Print View More

Search View... Columns Search | Advanced | Reset View

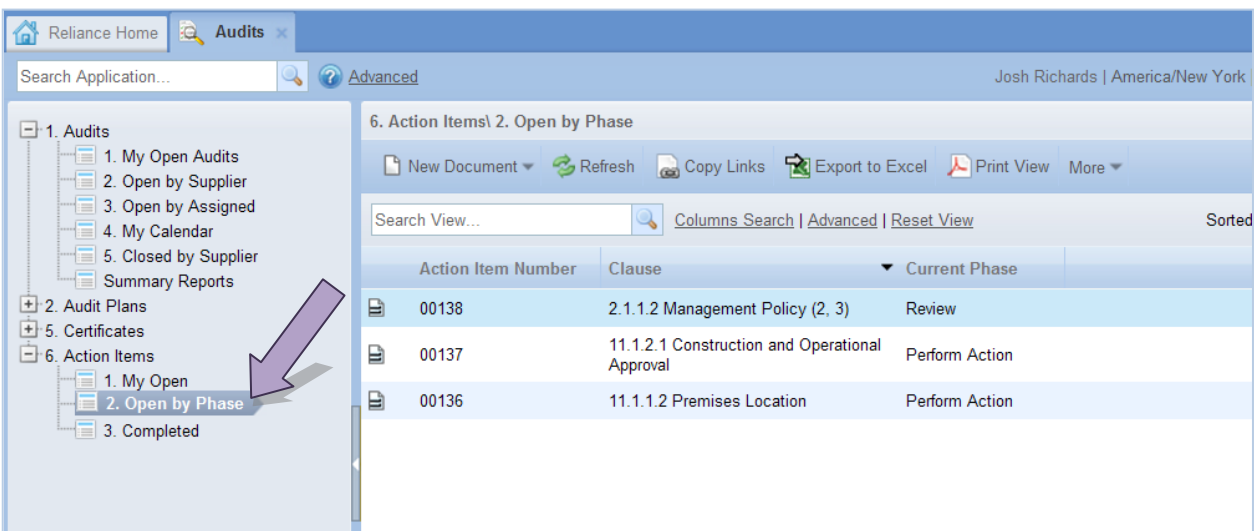
Action Item Number	Clause	Current Phase
00136	11.1.1.2 Premises Location	Perform Action
00137	11.1.2.1 Construction and Operational Approval	Perform Action

LOCATING REMAINING ACTION ITEMS

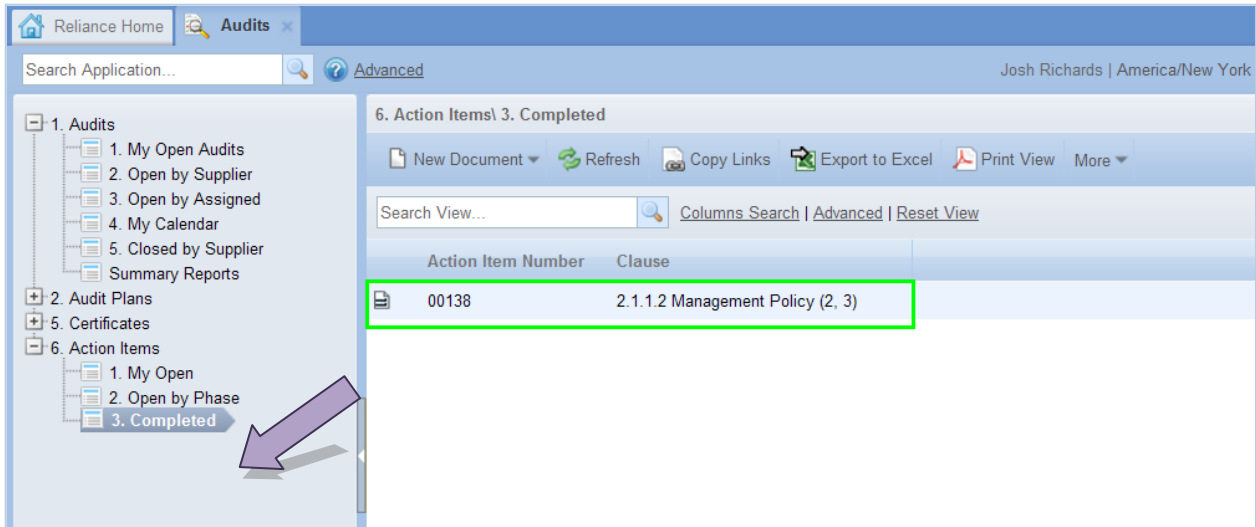
- 1) Your remaining action items can also be accessed within your portal, under “**My Assignments**” at any given time. As demonstrated below, when accessing your action items from “**My Assignments**,” the action item status and due date appears for you. To enter an action item from this area, simply click on the desired item.



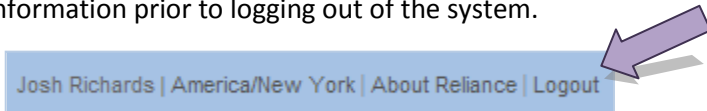
- 2) Within the “Audits” application, you can review the phase of your corrective actions at any time. To have this completed, select “**Open by Phase**” via “**Action Items**” from the left hand navigation bar, as demonstrated below.



3) As your action items are approved, your Certification Body and Auditor will have the action item routed to the “**Completed**” phase within the phase tracker.



To log out of the SQFAD system at any time, click on the tab labeled “**Reliance Home,**” then select “**Log Out**” via the top right hand corner of your screen. You will be prompted to save any incomplete information prior to logging out of the system.



If you have any questions, or experience any issues with the entering of your corrective actions, contact your Certification Body and/or Auditor.