

IOSA Audit Software Auditee Manual Edition 1 – February 2019



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Record of revisions

Edition number	Issue date	Effective date
First Edition	February 2019	February 2019

1 Introduction

The aim of this user manual is to provide procedures and guidance to assist airlines in processing IOSA corrective action and to support the program objective of providing acceptable quality and value in IOSA reports.

The manual contains procedures for using the IOSA Audit Software, as well as minimum requirements for the documenting of corrective actions by the Auditee.

This manual is primarily for the use of the Auditee coordinator during audit follow-up but should also be distributed to any Heads of Departments who will be providing corrective actions descriptions to the Audit Organizations (AO).

2 Audit Software Web Application

The Audit Software is available through the Internet. This section provides information on the usage of the web application. Refer to other procedures and guidance in the IOSA Audit Handbook for completing the IAR.

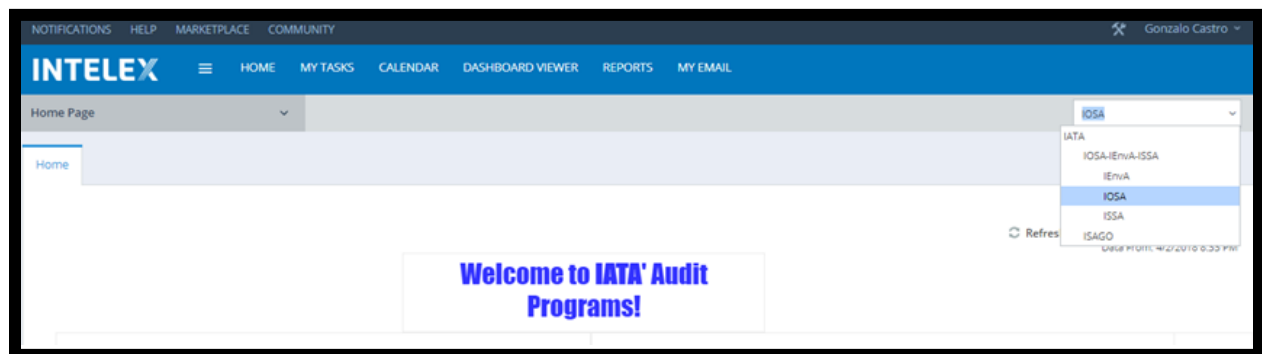
2.1 Accessing the System

Step 1: The online application is accessed through the Internet;

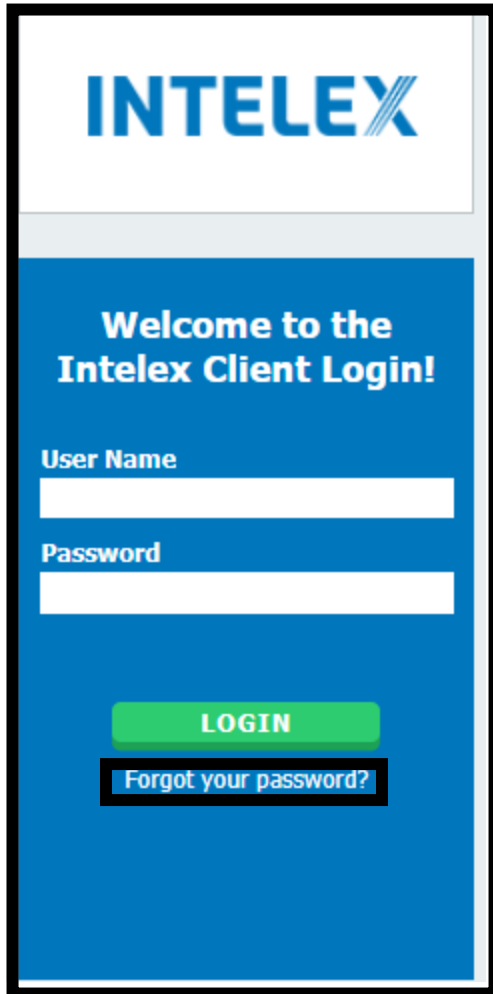
Step 2: Go to Audit Software;

Step 3: Log on using ID and Password;

When the auditor logs on to the application, the homepage will display. Next, **the auditors must ensure their logon location is set to IOSA**



If the password is not working the auditor must click on the “forgot your password” button under Login and follow the instructions.

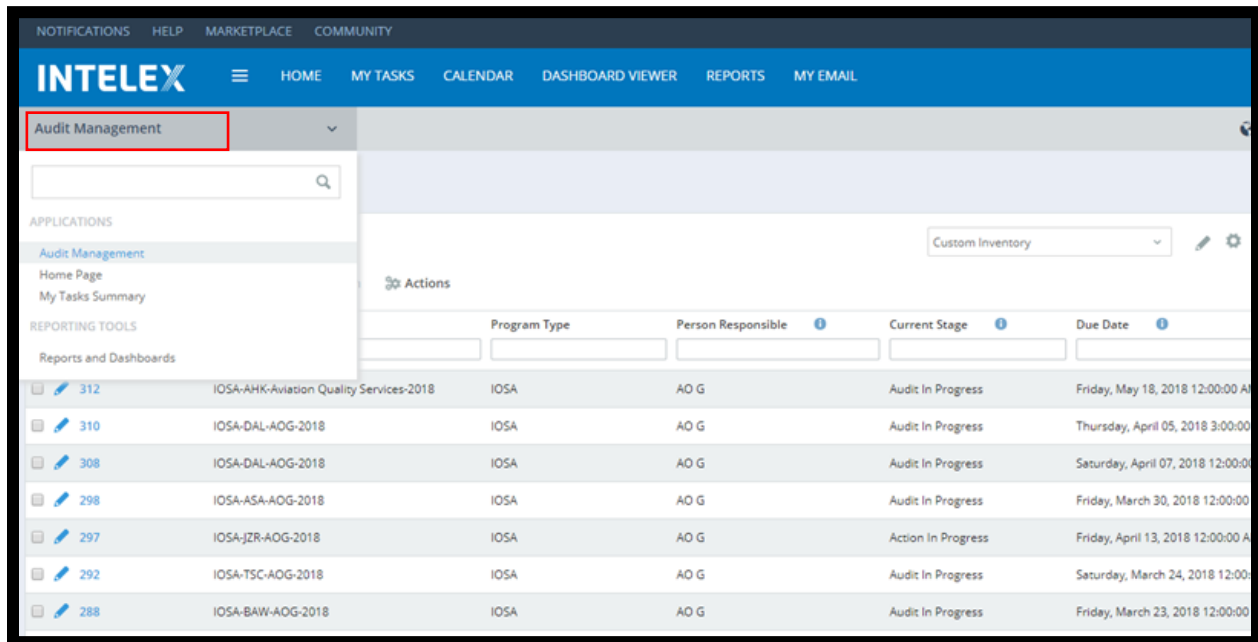


The screenshot shows the INTELEX Client Login interface. At the top is the INTELEX logo. Below it, a blue banner reads "Welcome to the Intellex Client Login!". Underneath the banner are two white input fields: "User Name" and "Password". Below the "Password" field is a green "LOGIN" button. At the bottom of the login area is a button labeled "Forgot your password?".

If the user tries three times to access the system without success, the he/she will be blocked and the System Administrator will need to be contacted.

2.3 System Menus

“Audit Management” tab displays the list of audits that the AO performed or will performed, and that the AO Administrator has access to. The list contains the record number (unique number assigned to each single audit), the code (IOSA audit code), program type, person responsible, current stage (Build, Audit in Progress, Action in Progress), and due date.



NOTIFICATIONS HELP MARKETPLACE COMMUNITY

INTELEX HOME MY TASKS CALENDAR DASHBOARD VIEWER REPORTS MY EMAIL

Audit Management

Search: []

APPLICATIONS

- Audit Management
- Home Page
- My Tasks Summary

REPORTING TOOLS

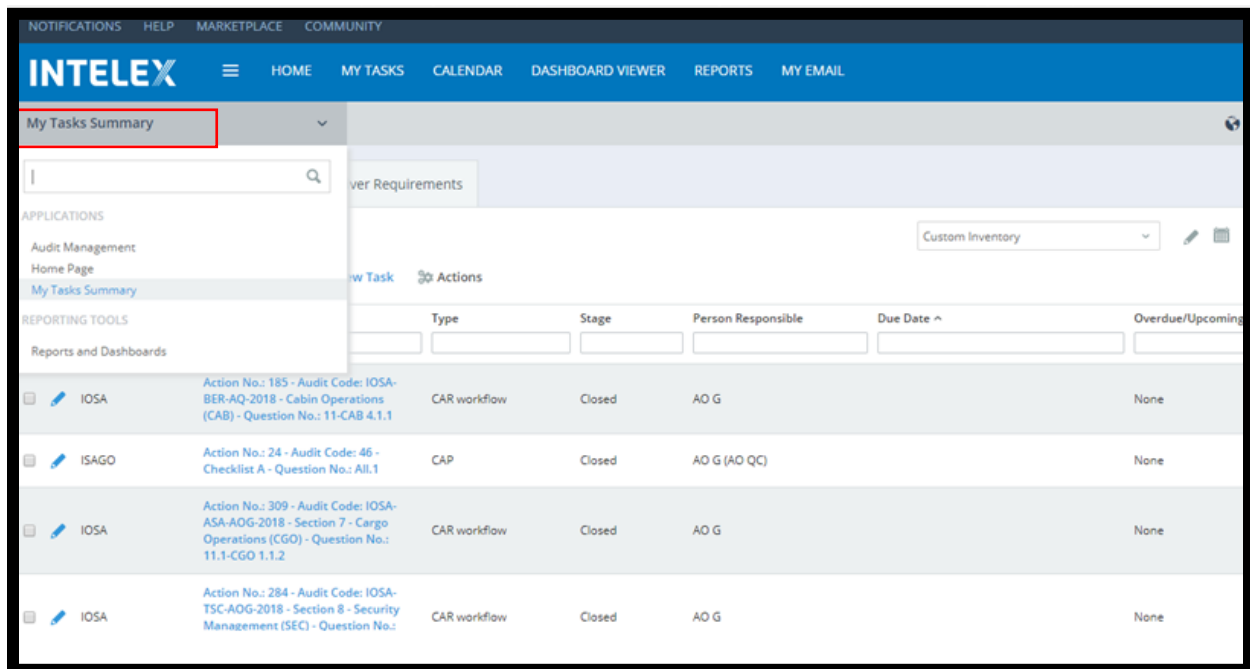
Reports and Dashboards

Custom Inventory []

Actions

	Program Type	Person Responsible	Current Stage	Due Date	
312	IOSA-AHK-Aviation Quality Services-2018	IOSA	AO G	Audit In Progress	Friday, May 18, 2018 12:00:00 A
310	IOSA-DAL-AOG-2018	IOSA	AO G	Audit In Progress	Thursday, April 05, 2018 3:00:00
308	IOSA-DAL-AOG-2018	IOSA	AO G	Audit In Progress	Saturday, April 07, 2018 12:00:00
298	IOSA-ASA-AOG-2018	IOSA	AO G	Audit In Progress	Friday, March 30, 2018 12:00:00
297	IOSA-JZR-AOG-2018	IOSA	AO G	Action In Progress	Friday, April 13, 2018 12:00:00 A
292	IOSA-TSC-AOG-2018	IOSA	AO G	Audit In Progress	Saturday, March 24, 2018 12:00:00
288	IOSA-BAW-AOG-2018	IOSA	AO G	Audit In Progress	Friday, March 23, 2018 12:00:00

"My Summary Tasks" tab displays the list of task links assigned to the user such audits, checklists (IOSA disciplines), and corrective actions (CARs).



NOTIFICATIONS HELP MARKETPLACE COMMUNITY

INTELEX HOME MY TASKS CALENDAR DASHBOARD VIEWER REPORTS MY EMAIL

My Tasks Summary

Search: []

APPLICATIONS

- Audit Management
- Home Page
- My Tasks Summary

REPORTING TOOLS

Reports and Dashboards

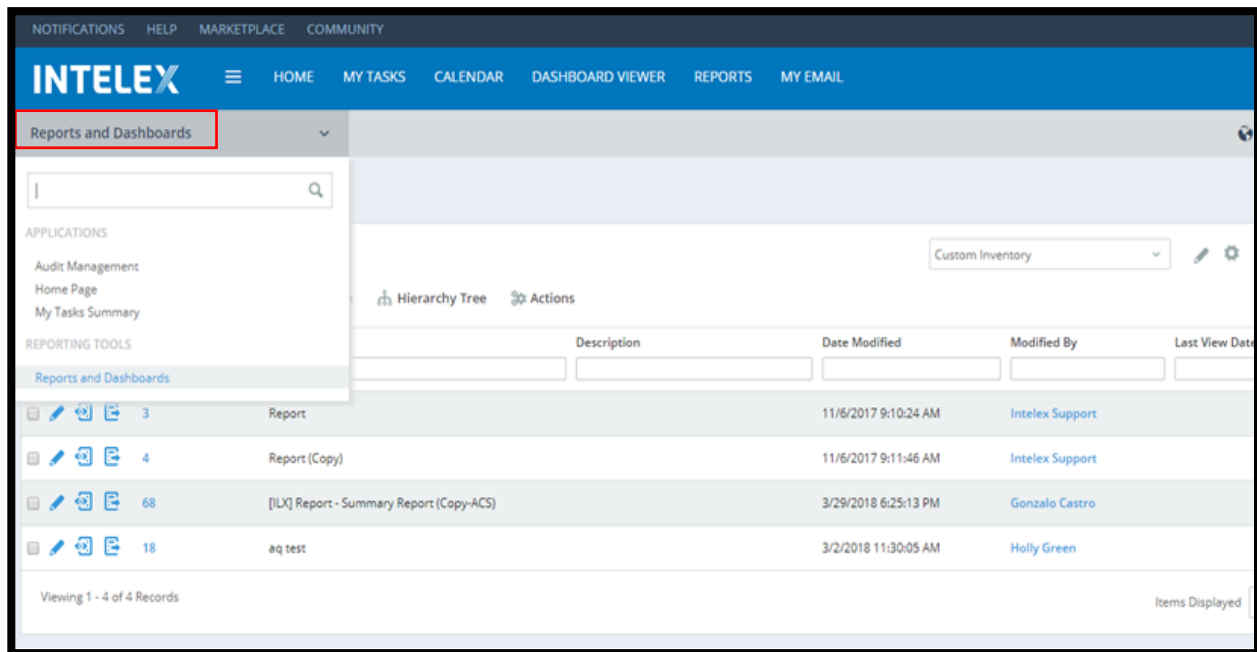
Custom Inventory []

Over Requirements

Task Actions

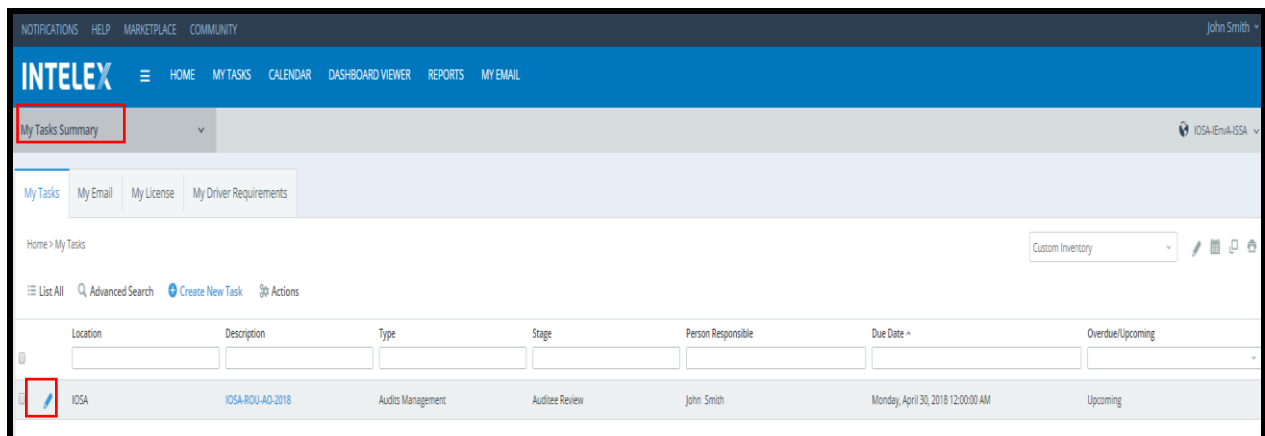
	Type	Stage	Person Responsible	Due Date	Overdue/Upcoming
IOSA	Action No.: 185 - Audit Code: IOSA-BER-AQ-2018 - Cabin Operations (CAB) - Question No.: 11-CAB 4.1.1	CAR workflow	Closed	AO G	None
ISAGO	Action No.: 24 - Audit Code: 46 - Checklist A - Question No.: A11.1	CAP	Closed	AO G (AO QC)	None
IOSA	Action No.: 309 - Audit Code: IOSA-ASA-AOG-2018 - Section 7 - Cargo Operations (CGO) - Question No.: 11.1-CGO 1.1.2	CAR workflow	Closed	AO G	None
IOSA	Action No.: 284 - Audit Code: IOSA-TSC-AOG-2018 - Section 8 - Security Management (SEC) - Question No.:	CAR workflow	Closed	AO G	None

"The Reports and Dashboard" tab shows the several IOSA statistical reports that can be run within Audit Software reporting tool to assist auditors during the onsite and corrective action phases of the audits.

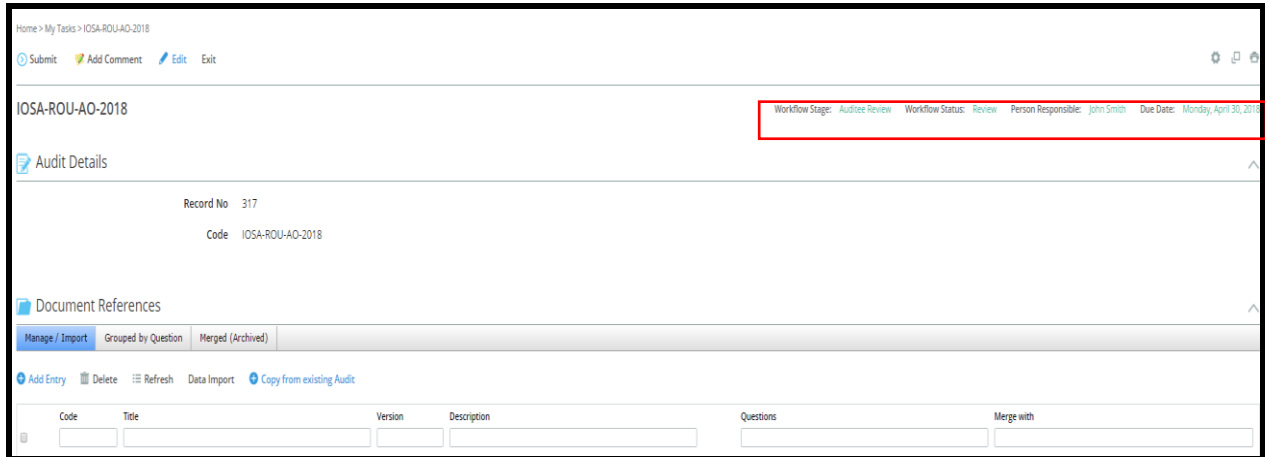


3 Document References

Document References can be added by the Auditee (if during the Audit Build, the AO selects such option) or by the Lead Auditor/ Auditor. The person Responsible will see this as a task in their My Tasks Summary menu. Clicking the Pencil Icon or the blue Description will allow for the Auditee to access the task.



Once they have access the task, the workflow stage will again be visible at the top of the screen.



Home > My Tasks > IOA-ROU-AO-2018

Submit Add Comment Edit Exit

IOA-ROU-AO-2018

Workflow Stage: Auditee Review Workflow Status: Review Person Responsible: John Smith Due Date: Monday, April 30, 2018

Audit Details

Record No 317

Code IOA-ROU-AO-2018

Document References

Manage / Import Grouped by Question Merged (Archived)

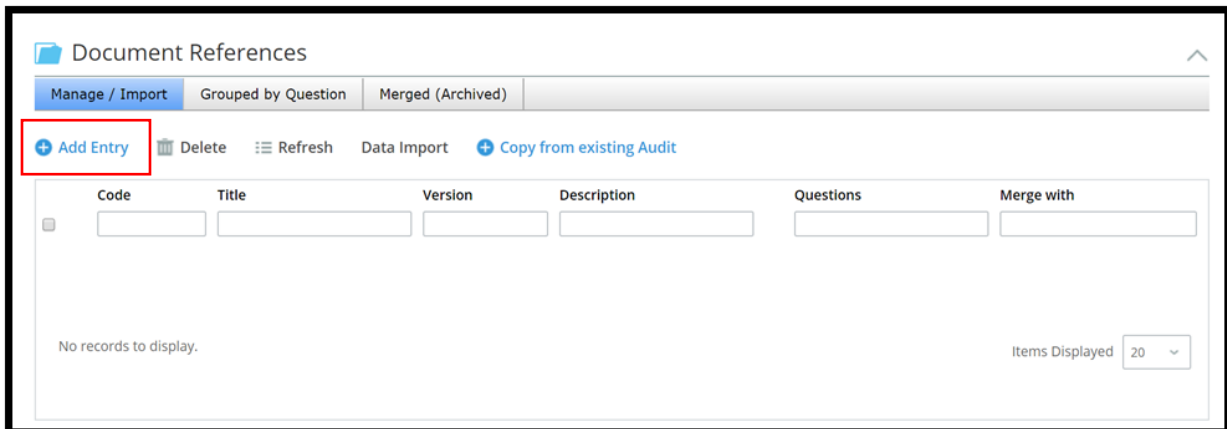
Add Entry Delete Refresh Data Import Copy from existing Audit

Code	Title	Version	Description	Questions	Merge with

The person Responsible can either enter a single document or import a whole list of document references by using one of the following options.

3.1 Enter a Single Document Reference

Click on "Add Entry" to enter a single document reference.



Document References

Manage / Import Grouped by Question Merged (Archived)

+ Add Entry Delete Refresh Data Import + Copy from existing Audit


Code	Title	Version	Description	Questions	Merge with

No records to display.

Items Displayed 20

The New [IATA] Document Reference will appear in a popup window. Enter the Document Reference Details and click save at the top left-hand corner.

Add Entry

 **Save**


Save & Exit

Save & Add Entry

Spell Check

Cancel

New [IATA] Document Reference

 **Document Reference Details**

Audit

IOSA-ROU-AO-2018


* Code

* Title


Version

Description


Date of Document



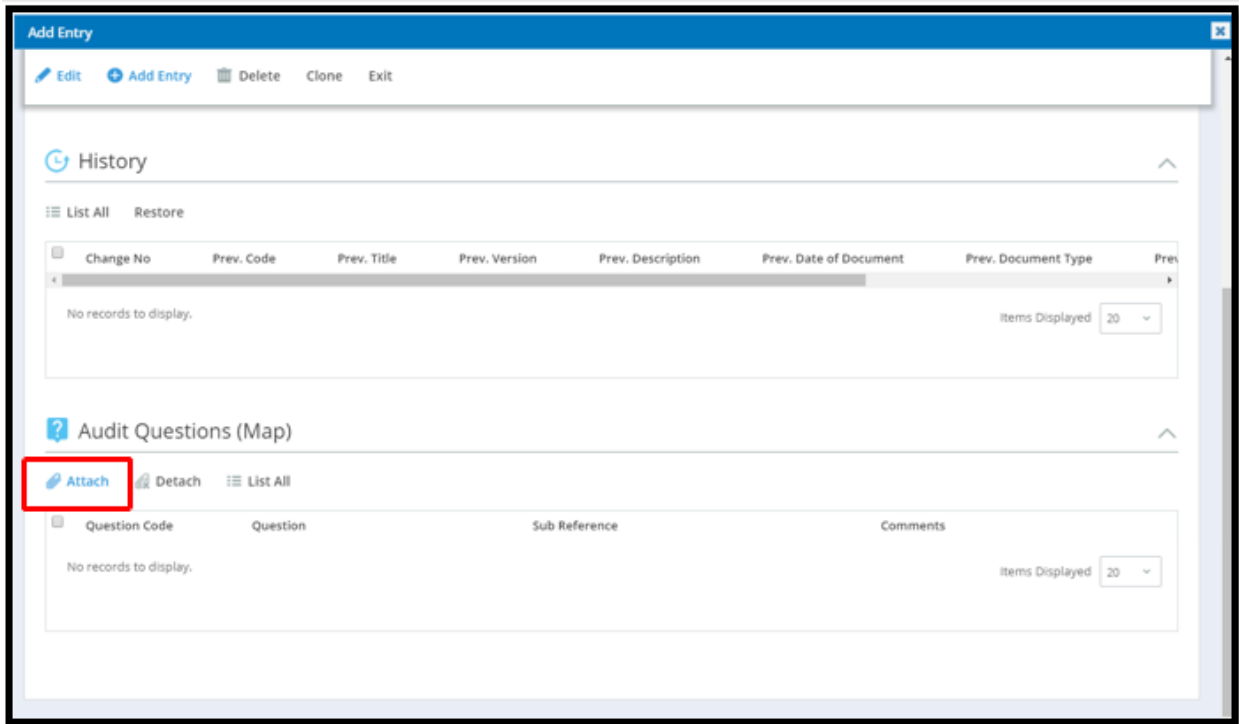
* Document Type



Date Reviewed

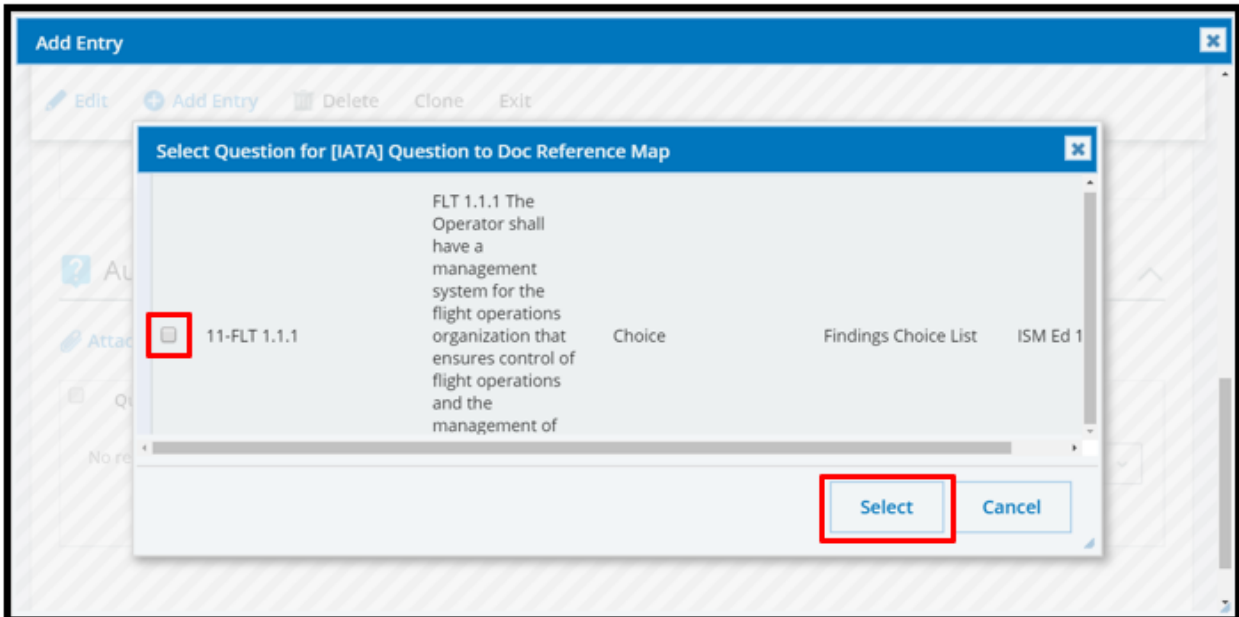


Once the Document Reference Details has been saved, the "History Grid" and "Audit Questions Grid" will appear. The History Grid will show a History of the Document reference, documenting any changes made to the reference. The Audit Questions Grid will allow for Audit Questions to be linked to the Document Reference. Clicking "Attach" under this grid will allow for questions to be chosen.



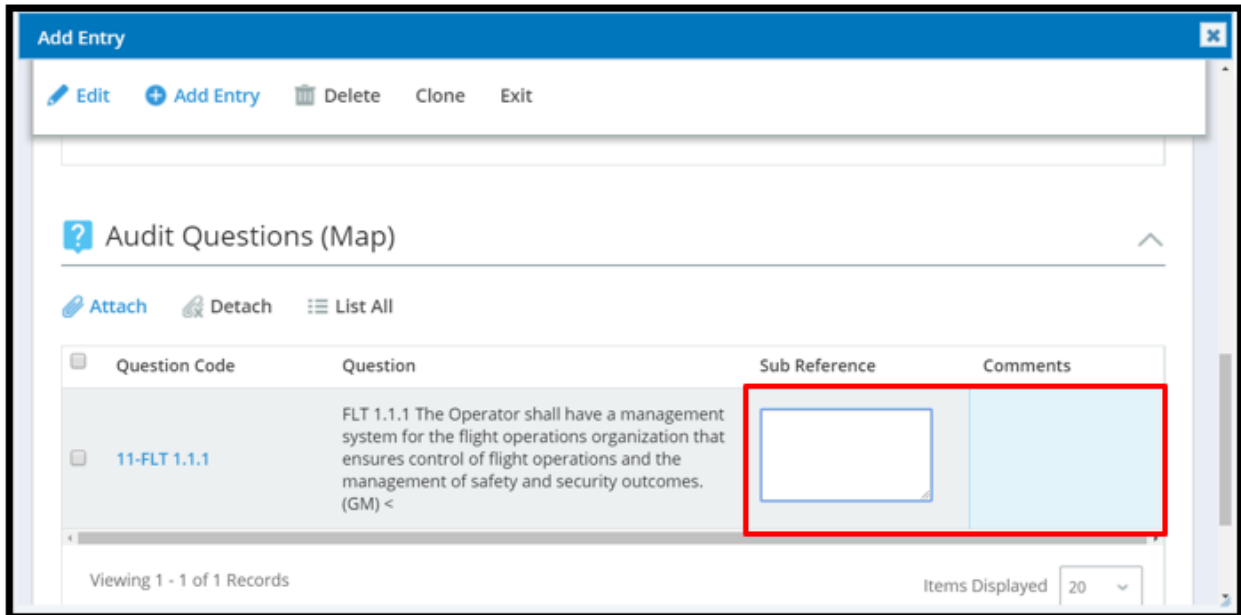
The screenshot shows the 'Add Entry' window with the 'Audit Questions (Map)' section. The 'Attach' button is highlighted with a red box. The window includes a 'History' section and a table for 'Audit Questions (Map)' with columns: Question Code, Question, Sub Reference, and Comments. The table currently shows 'No records to display.' and 'Items Displayed: 20'.

Choose the related question by clicking the checkbox next to it and clicking "Select".



The screenshot shows the 'Add Entry' window with a modal dialog titled 'Select Question for [IATA] Question to Doc Reference Map'. The dialog displays a list of questions. The first question, '11-FLT 1.1.1', is selected, indicated by a red box around its checkbox. The question text is: 'FLT 1.1.1 The Operator shall have a management system for the flight operations organization that ensures control of flight operations and the management of'. The dialog also shows 'Choice' and 'Findings Choice List' options. The 'Select' button is highlighted with a red box.

Once the Question has been attached, Sub References and Comments can be added using in-line editing. Click on the blue sections to enable the editing and click away from the grid to save the changes.



Add Entry

Edit + Add Entry Delete Clone Exit

? Audit Questions (Map)

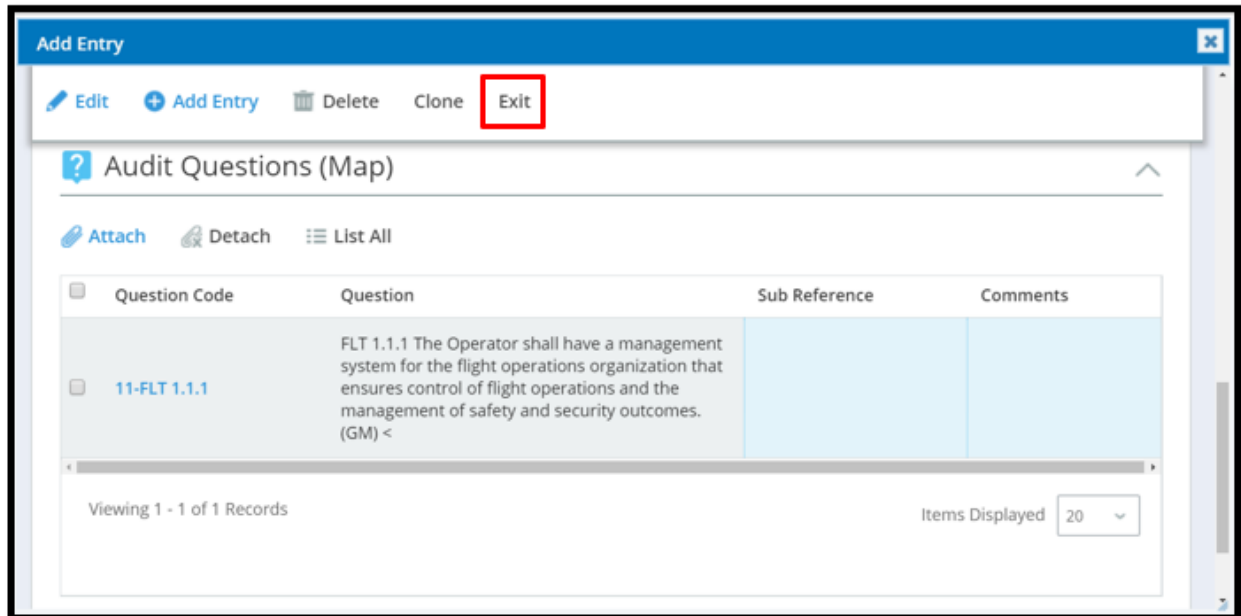
Attach Detach List All

Question Code	Question	Sub Reference	Comments
11-FLT 1.1.1	FLT 1.1.1 The Operator shall have a management system for the flight operations organization that ensures control of flight operations and the management of safety and security outcomes. (GM) <		

Viewing 1 - 1 of 1 Records

Items Displayed 20

Once the "Document Reference Details", and "Audit Questions (Map)" sections are complete, exit the Document Reference.



Add Entry

Edit + Add Entry Delete Clone Exit

? Audit Questions (Map)

Attach Detach List All

Question Code	Question	Sub Reference	Comments
11-FLT 1.1.1	FLT 1.1.1 The Operator shall have a management system for the flight operations organization that ensures control of flight operations and the management of safety and security outcomes. (GM) <		

Viewing 1 - 1 of 1 Records

Items Displayed 20

The manually added document Reference will then be visible in the Document References grid.

Document References

Manage / Import Grouped by Question Merged (Archived)

[Add Entry](#) [Delete](#) [Refresh](#) [Data Import](#) [Copy from existing Audit](#)

	Code	Title	Version	Description	Questions	Merge with
	CM	Corporate Manual	Iss. 02, Rev. 01	Text, Text, Text.	11-ORG 2.1.1	
	IRM	IATA Ref	8			
	OMC	Route Manual	ed.3		11-FLT 4.1.3, 11-FLT 4.2.3, 11-FLT 4.2.5	

The Document References have in-line editing in any blue section. Clicking in the section will activate the in-line editing. Make any changes required and click away from the cell. These changes will be saved automatically.

Document References

Manage / Import Grouped by Question Merged (Archived)

[Add Entry](#) [Delete](#) [Refresh](#) [Data Import](#) [Copy from existing Audit](#)

	Code	Title	Version	Description	Questions	Merge with
	CM	Corporate Manual	Iss. 02, Rev. 01	Text, Text, Text.	11-ORG 2.1.1	
	IRM	IATA Ref	<input type="text" value="8"/>			
	OMC	Route Manual	ed.3		11-FLT 4.1.3, 11-FLT 4.2.3, 11-FLT 4.2.5	

The "Merge With" column allows for two Document References to be merged together in the case that there is redundant information. The merged Reference will then be visible in the Merged (Archived) tab.

Document References

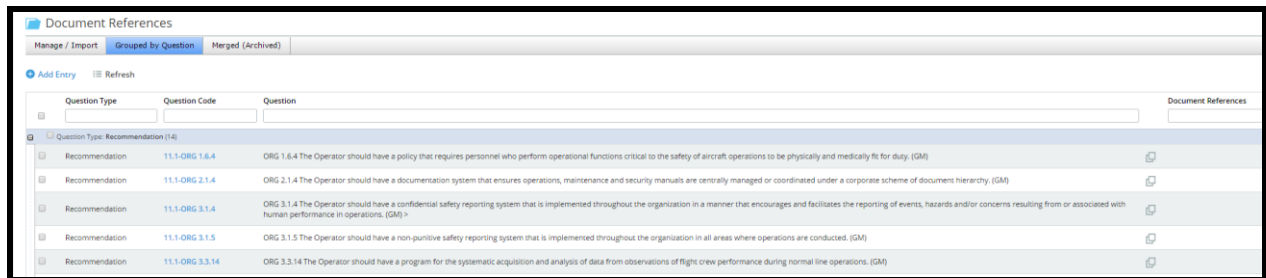
Manage / Import Grouped by Question Merged (Archived)

[Add Entry](#) [Delete](#) [Refresh](#) [Data Import](#) [Copy from existing Audit](#)

	Code	Title	Version	Description	Questions	Merge with
	CM	Corporate Manual	Iss. 02, Rev. 01	Text, Text, Text.	11-ORG 2.1.1	
	IRM	IATA Ref	8			
	OMC	Route Manual	ed.3		11-FLT 4.1.3, 11-FLT 4.2.3, 11-FLT 4.2.5	
	TM	Test Manual	1			<div> CM IRM OMC </div>

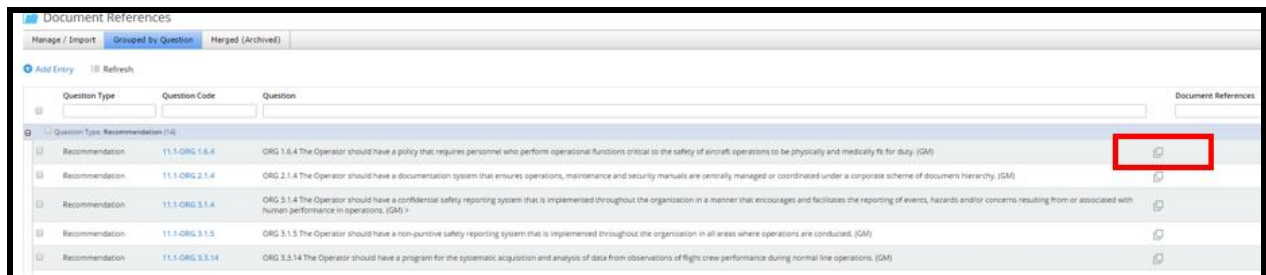
Viewing 1 - 4 of 4 Records

The "Grouped by Question" Tab shows a list of questions and the related Document References.



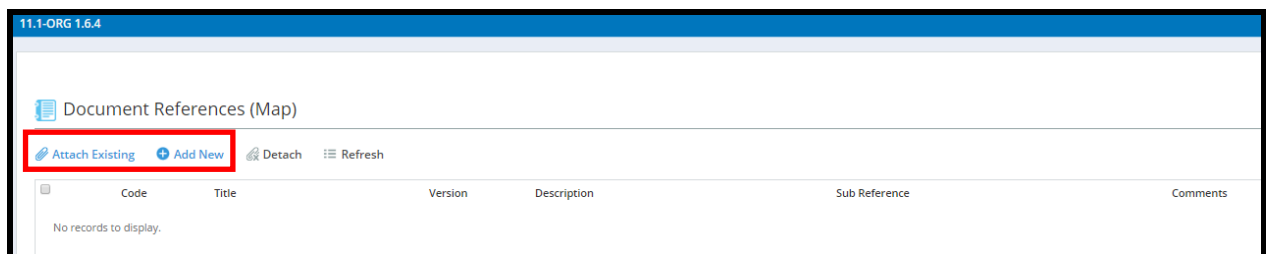
Question Type	Question Code	Question	Document References
Question Type: Recommendation (14)			
Recommendation	11.1-ORG 1.6.4	ORG 1.6.4 The Operator should have a policy that requires personnel who perform operational functions critical to the safety of aircraft operations to be physically and medically fit for duty. (GM)	
Recommendation	11.1-ORG 2.1.4	ORG 2.1.4 The Operator should have a documentation system that ensures operations, maintenance and security manuals are centrally managed or coordinated under a corporate scheme of document hierarchy. (GM)	
Recommendation	11.1-ORG 3.1.4	ORG 3.1.4 The Operator should have a confidential safety reporting system that is implemented throughout the organization in a manner that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations. (GM)	
Recommendation	11.1-ORG 3.1.5	ORG 3.1.5 The Operator should have a non-punitive safety reporting system that is implemented throughout the organization in all areas where operations are conducted. (GM)	
Recommendation	11.1-ORG 3.3.14	ORG 3.3.14 The Operator should have a program for the systematic acquisition and analysis of data from observations of flight crew performance during normal line operations. (GM)	

New Document References can also be added by clicking the paper icons beside the Document References column.



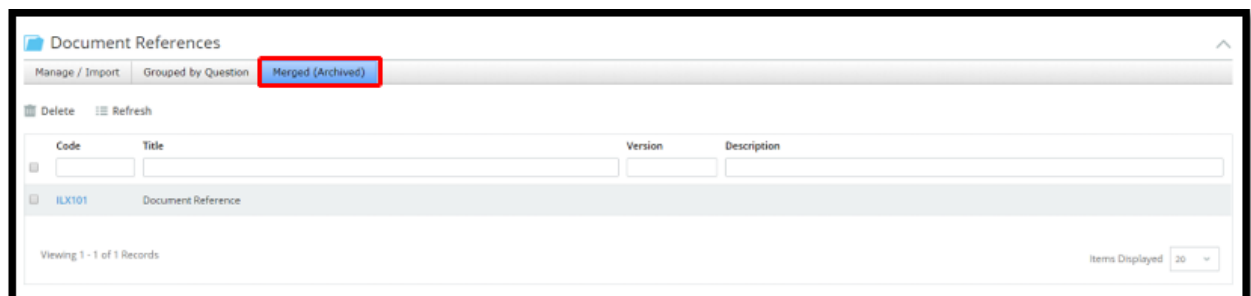
Question Type	Question Code	Question	Document References
Question Type: Recommendation (14)			
Recommendation	11.1-ORG 1.6.4	ORG 1.6.4 The Operator should have a policy that requires personnel who perform operational functions critical to the safety of aircraft operations to be physically and medically fit for duty. (GM)	
Recommendation	11.1-ORG 2.1.4	ORG 2.1.4 The Operator should have a documentation system that ensures operations, maintenance and security manuals are centrally managed or coordinated under a corporate scheme of document hierarchy. (GM)	
Recommendation	11.1-ORG 3.1.4	ORG 3.1.4 The Operator should have a confidential safety reporting system that is implemented throughout the organization in a manner that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations. (GM)	
Recommendation	11.1-ORG 3.1.5	ORG 3.1.5 The Operator should have a non-punitive safety reporting system that is implemented throughout the organization in all areas where operations are conducted. (GM)	
Recommendation	11.1-ORG 3.3.14	ORG 3.3.14 The Operator should have a program for the systematic acquisition and analysis of data from observations of flight crew performance during normal line operations. (GM)	

This will allow you to attach existing Document References to a question and add new Document References Manually.



11.1-ORG 1.6.4						
Document References (Map)						
Attach Existing Add New Detach Refresh						
	Code	Title	Version	Description	Sub Reference	Comments
No records to display.						

The "Merged (Archived) tab" will show all merged references.



Document References			
Manage / Import Grouped by Question Merged (Archived)			
Delete Refresh			
	Code	Title	Description
	ILX101	Document Reference	

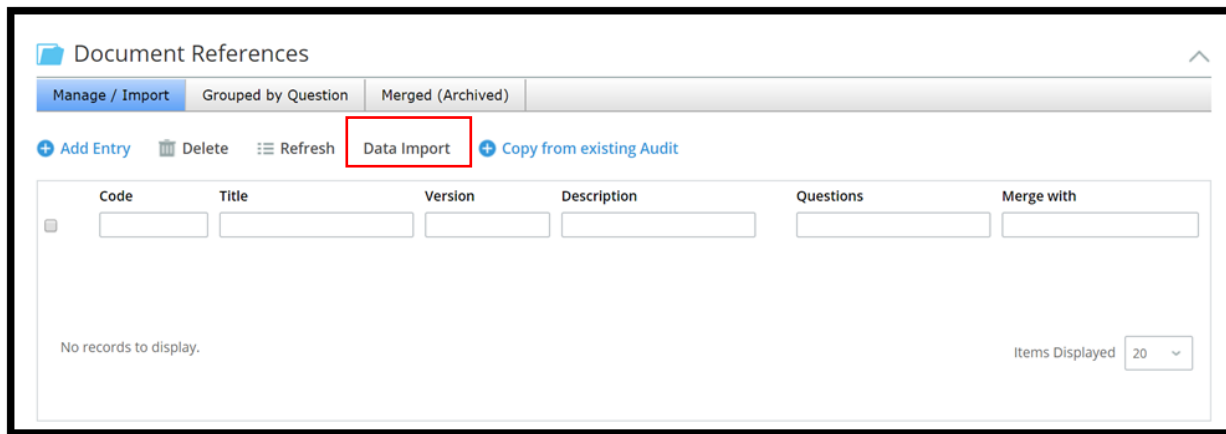
Viewing 1 - 1 of 1 Records

Items Displayed: 20

Once the Document References section is complete, the Auditee Document Reviewer can progress the workflow by clicking Submit in the top left corner of the page.

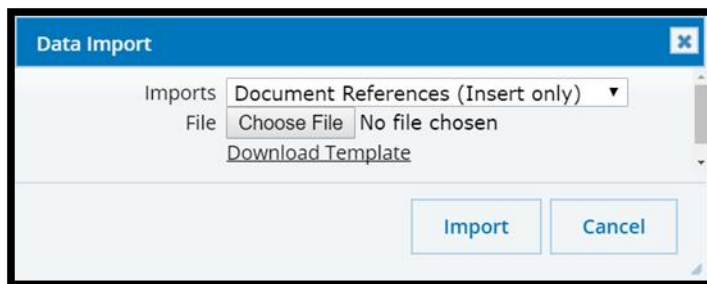
3.2 Import Document References from a Data File

Document References can be uploaded using the “Data Import” button under the Document References Grid. This will allow for a CSV file to be uploaded.



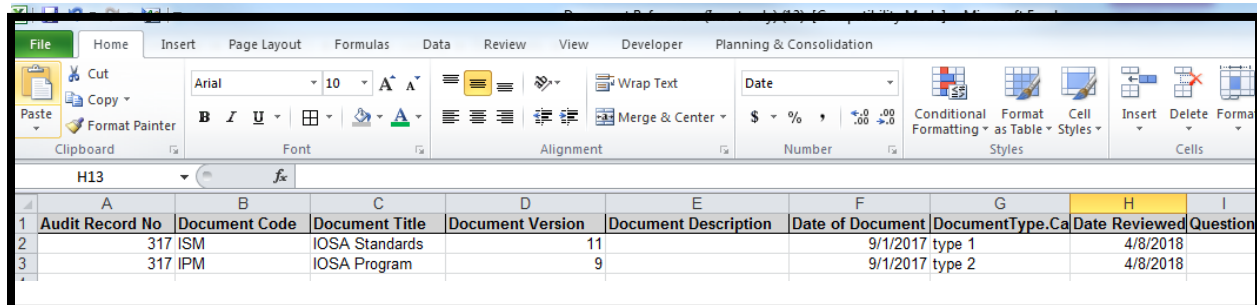
The screenshot shows the 'Document References' section with tabs for 'Manage / Import', 'Grouped by Question', and 'Merged (Archived)'. Below the tabs are buttons for '+ Add Entry', 'Delete', 'Refresh', 'Data Import' (highlighted with a red box), and '+ Copy from existing Audit'. Below these buttons is a table with columns: Code, Title, Version, Description, Questions, and Merge with. The table is currently empty, showing 'No records to display.' and 'Items Displayed: 20'.

Click “Choose File” to select the file to be used to upload the Document References. Download Template will allow the user to download the template used for Document Reference imports



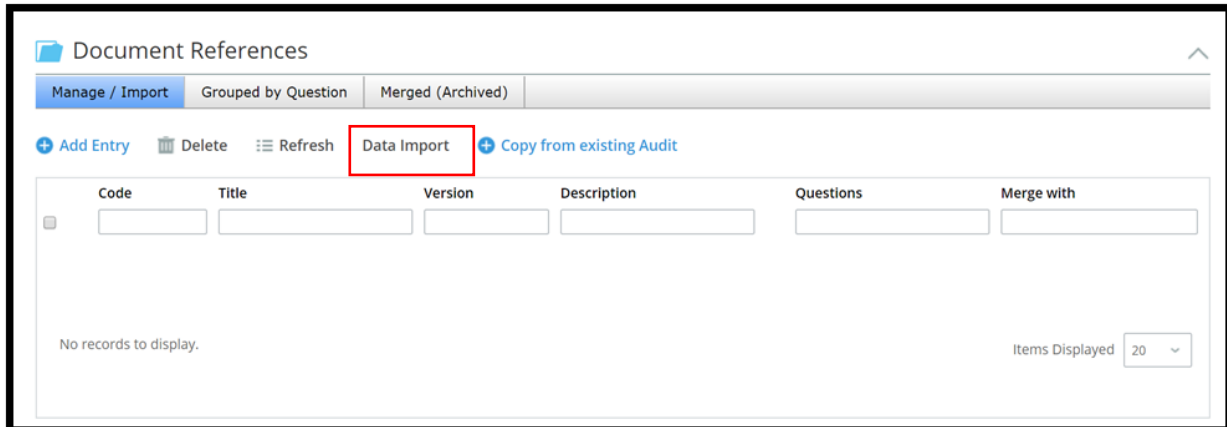
The screenshot shows the 'Data Import' dialog box. It has a dropdown menu for 'Imports' set to 'Document References (Insert only)'. Below it are buttons for 'Choose File' (highlighted), 'No file chosen', and 'Download Template'. At the bottom are 'Import' and 'Cancel' buttons.

Once you have downloaded the template, populate the columns with the applicable information using one row per entry and save the file.

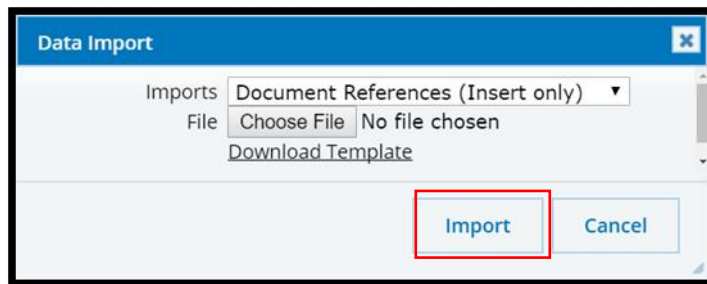


	A	B	C	D	E	F	G	H	I
1	Audit Record No	Document Code	Document Title	Document Version	Document Description	Date of Document	DocumentType.Ca	Date Reviewed	Question
2	317	ISM	IOSA Standards	11		9/1/2017	type 1	4/8/2018	
3	317	IPM	IOSA Program	9		9/1/2017	type 2	4/8/2018	

Return to the application and click "Data Import" again

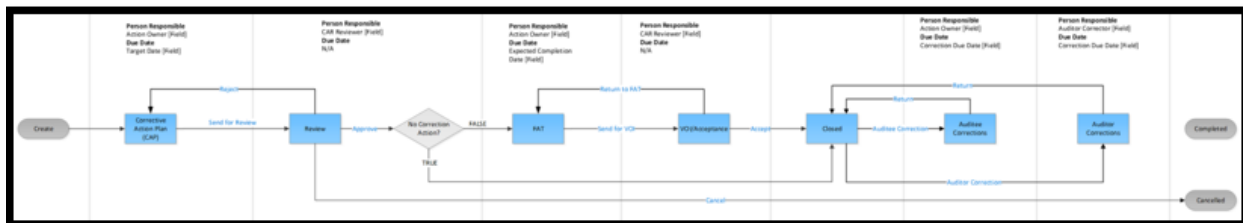


In the Data Import window, click on choose file to select the import file. Once that step is completed, click on "Import".



4 Completing a CAR

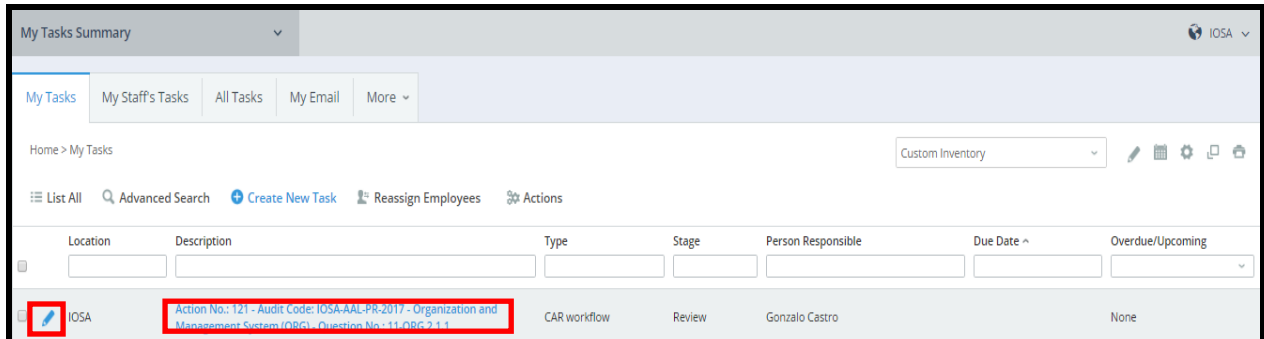
The CAR workflow is as follows:



1. Corrective Action Plan (CAP)
2. Review
3. Final Action Taken (FAT)
4. VOI/Acceptance
5. Closed
6. Auditee Corrections
7. Auditor Corrections

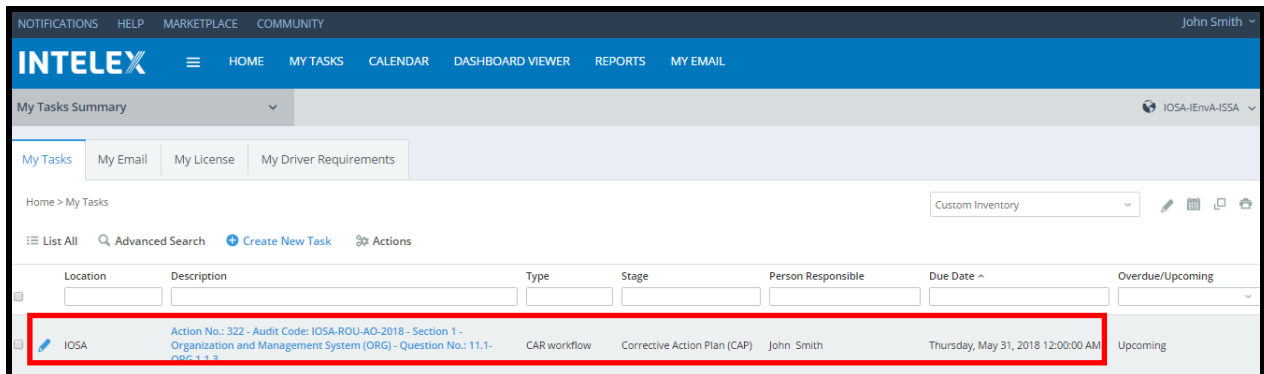
4.1 Accessing the CAR

In order to review a CAR for RC and CAP acceptance and for FAT acceptance, the person Responsible for each stage in the workflow will find the CAR in their My Tasks. They will have View and Edit permissions to the CAR for as long as they are the person responsible. They can access the CAR by clicking the Description or the Pencil Icon.



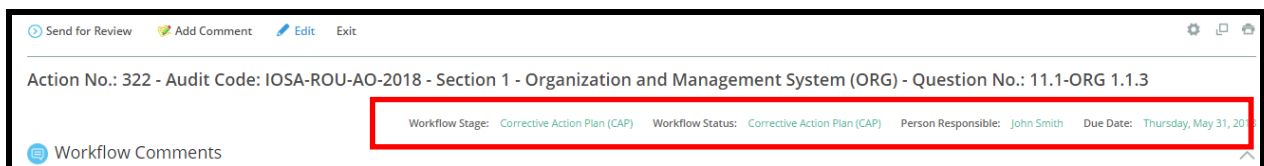
Location	Description	Type	Stage	Person Responsible	Due Date	Overdue/Upcoming
IOSA	Action No.: 121 - Audit Code: IOSA-AAL-PR-2017 - Organization and Management System (ORG) - Question No.: 11.1-ORG 1.1.3	CAR workflow	Review	Gonzalo Castro		None

The User will then be launched into the CAR. This will also be true for the auditee.



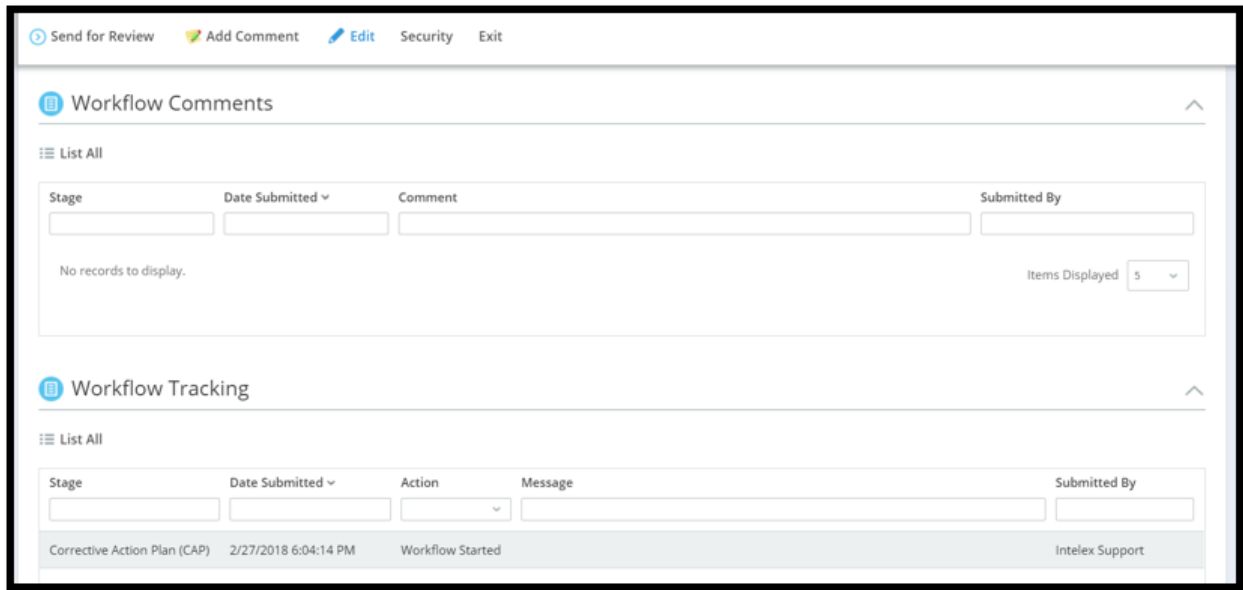
Location	Description	Type	Stage	Person Responsible	Due Date	Overdue/Upcoming
IOSA	Action No.: 322 - Audit Code: IOSA-ROU-AO-2018 - Section 1 - Organization and Management System (ORG) - Question No.: 11.1-ORG 1.1.3	CAR workflow	Corrective Action Plan (CAP)	John Smith	Thursday, May 31, 2018 12:00:00 AM	Upcoming

For each Stage of the Workflow, the "Workflow Stage", "Workflow Status", "person Responsible", and "Due Date" will be visible in each stage of the workflow. This can always be found at the top of the page below the name of the action.



Action No.: 322 - Audit Code: IOSA-ROU-AO-2018 - Section 1 - Organization and Management System (ORG) - Question No.: 11.1-ORG 1.1.3

Workflow Stage: Corrective Action Plan (CAP) Workflow Status: Corrective Action Plan (CAP) Person Responsible: John Smith Due Date: Thursday, May 31, 2018

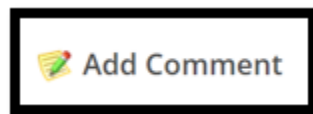


The screenshot displays the IATA Audit Software interface. At the top, there is a navigation bar with buttons: 'Send for Review', 'Add Comment', 'Edit', 'Security', and 'Exit'. Below this, the 'Workflow Comments' section is visible, featuring a 'List All' button and a table with columns: 'Stage', 'Date Submitted', 'Comment', and 'Submitted By'. The table is currently empty, showing 'No records to display.' and 'Items Displayed 5'. Below the 'Workflow Comments' section is the 'Workflow Tracking' section, also with a 'List All' button. It features a table with columns: 'Stage', 'Date Submitted', 'Action', 'Message', and 'Submitted By'. A single record is displayed: 'Corrective Action Plan (CAP)' with '2/27/2018 6:04:14 PM' for the date, 'Workflow Started' for the action, and 'Intelix Support' for the submitter.

The "Workflow Comments" and "Workflow Tracking" Sections will also always be visible at the top of the page. These sections can be collapsed by clicking on the section names or on the arrow at the right-hand side.



Clicking "Edit" found at the top of the page will allow you to complete the required details for each stage of the Workflow. Clicking Edit will also launch you directly to the sections that are required to be completed for the stage of the workflow you are currently working on.



A Comment can be added to the Workflow Comments section by clicking the "Add Comment" button at the top of the page.

The "Audit Details" section, "Initiating Details" section, and Related Questions Grid will appear as you scroll down. The Related Questions Grid shows the question which prompted the CAR, along with the Answer, Comments, any Document References, and any Attachments.

Send for Review
Add Comment
Edit
Exit

Audit Details

Initiating Details

Corrective Action Type

Finding

Assessment Made By

Auditor G

Action Owner

John Smith

Target Date

Thursday, May 31, 2018

Related Questions

Question	Answer	Auditor Comments	Doc Ref	Attachments
Section: 1 Management and Control (1)				
Question Type: Standard (1)				
11.1-ORG 1.1.3 ORG 1.1.3 The Operator shall identify one senior management official as the accountable executive (AE) who is accountable for performance of the management system as specified in ORG 1.1.1 and; (i) Irrespective of other functions, is accountable on behalf of the Operator for the implementation and maintenance of the safety management system (SMS) throughout the organization; (ii) Has the authority to ensure the allocation of resources necessary to manage safety and security risks to aircraft operations; (iii) Has overall accountability for ensuring operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC), and in compliance with applicable regulations and standards of the Operator. [SMS] (GM)	Finding - Not Documented Not Implemented	Process is unsafe		0

4.2 Entering the Root Cause (RC) and Corrective Action Plan (CAP)

The person responsible will review the RC and CAP displayed in the Root Cause Analysis Grid and Corrective Action Plan (CAP).

For information purposes, below is the procedure of adding the RC and CAP by the Auditee.

Click on "Add Entry"

Send for Review
Add Comment
Save
Cancel

Initiating Details

Related Questions

Root Cause Analysis

Add Entry
Delete
List All

Record No.	Category	Other Root Cause(s)
No records to display.		

Items Displayed 20

Corrective Action Plan

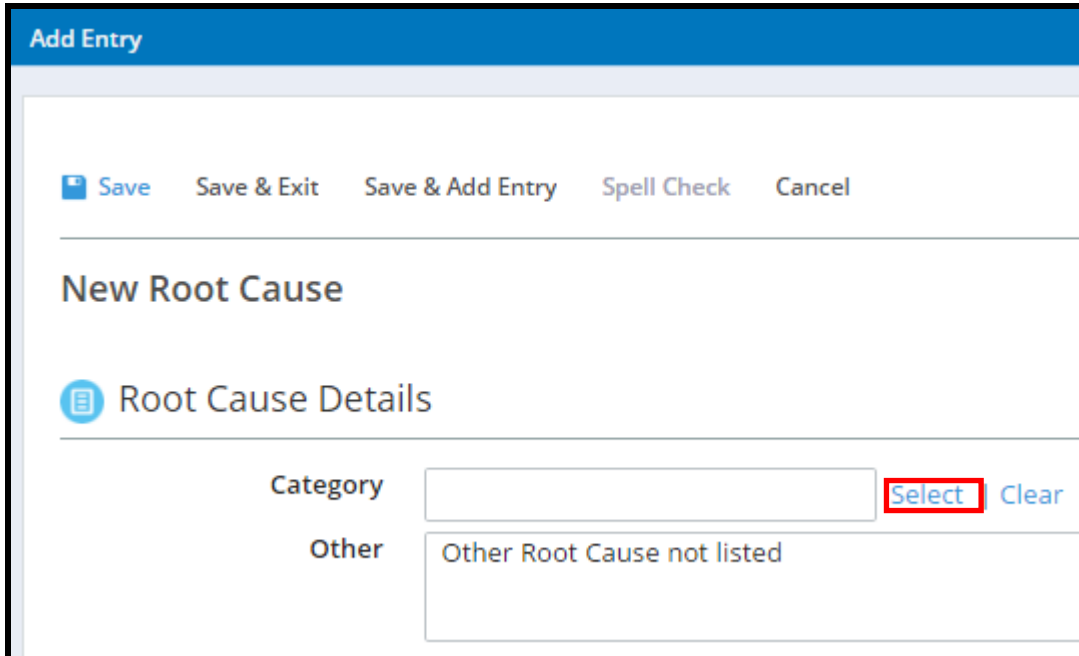
* Interim or Permanent?
☐ Final Action
☐ Interim Action

* Corrective Action
☒ Yes
☐ No


* Corrective Action Plan

A popup window will appear to define the Root Cause Details. Fill in the Root Cause Details.

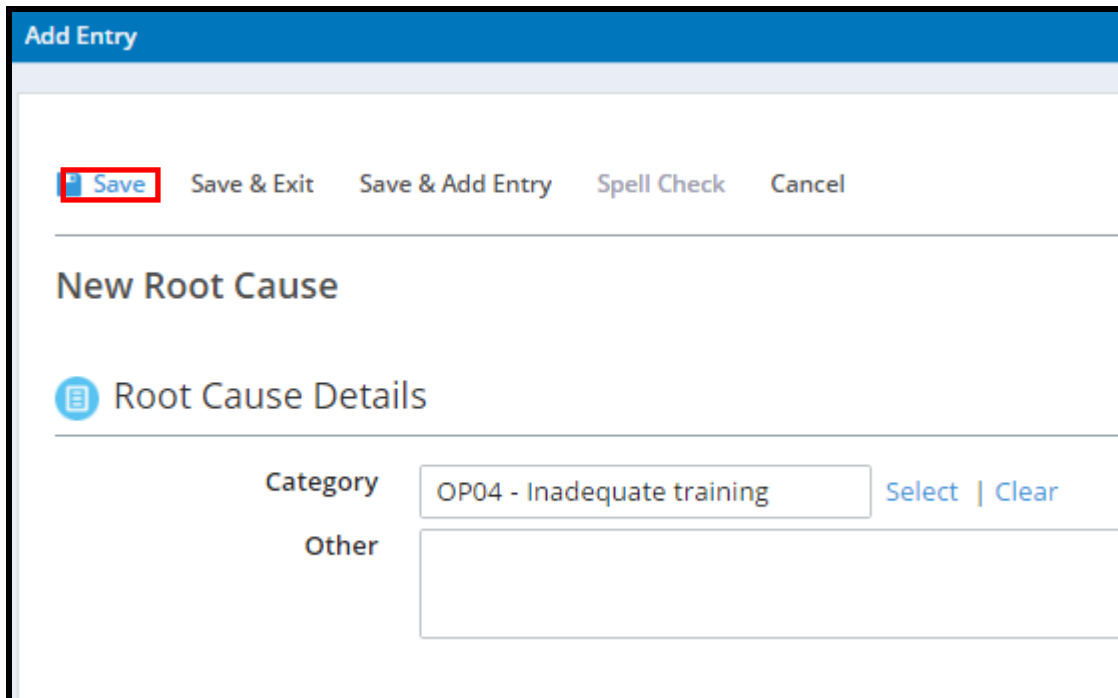
- Category: Use the Select button to select from a predefined list of Root Cause Categories. If none are applicable, select "Other" and fill in other field with category description.
- Other: If the Category is not listed in the predefined list, use this field to define the category or additional categories by typing in the text box.



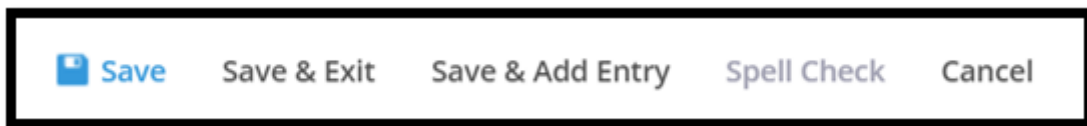
When clicking on "Select", the follow list of Root Causes will appear. Make a selection and click "Select"



Clicking "Save" at the top of the window will allow for the Root Cause Analysis to be saved, and you will then be able to exit the Root Cause Analysis. "Save and Exit" can be used to combine these actions. "Save & Add Entry" allows for you to save this Root Cause Analysis and begin a New Root Cause in the same action. Cancel will allow you to cancel this Root Cause Analysis.

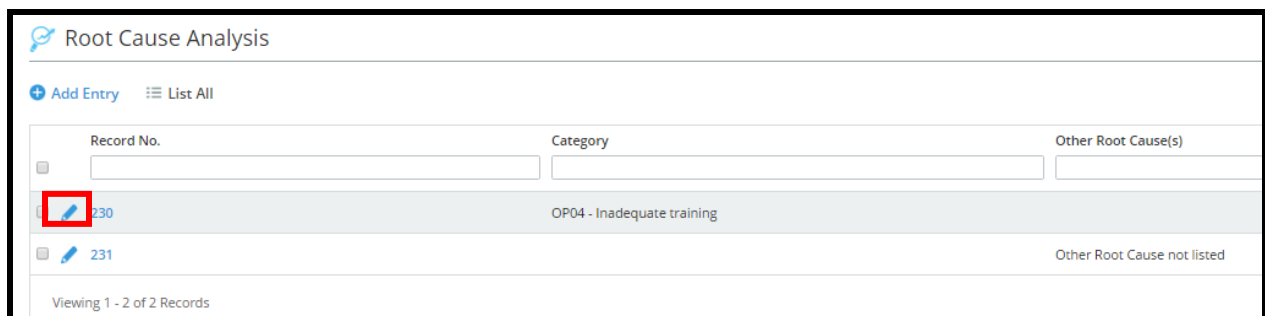


The screenshot shows a window titled "Add Entry" with a blue header. Below the header is a toolbar with five buttons: "Save" (highlighted with a red box), "Save & Exit", "Save & Add Entry", "Spell Check", and "Cancel". Below the toolbar is a section titled "New Root Cause" with a sub-section "Root Cause Details". Under "Root Cause Details", there are two input fields: "Category" and "Other". The "Category" field contains the text "OP04 - Inadequate training" and has "Select" and "Clear" links next to it. The "Other" field is empty.



This is a close-up of the toolbar from the "Add Entry" window. It contains five buttons: "Save" (highlighted with a red box), "Save & Exit", "Save & Add Entry", "Spell Check", and "Cancel".

Once the Root Cause Analysis has been saved and you have exited the popup, it will appear in the Root Cause Analysis Grid. Multiple Root Causes can be added to this grid if desired. The Root Cause Analysis can be edited by clicking the pencil icon beside the "Record No. and viewed in "read-only by clicking on the "Record No."



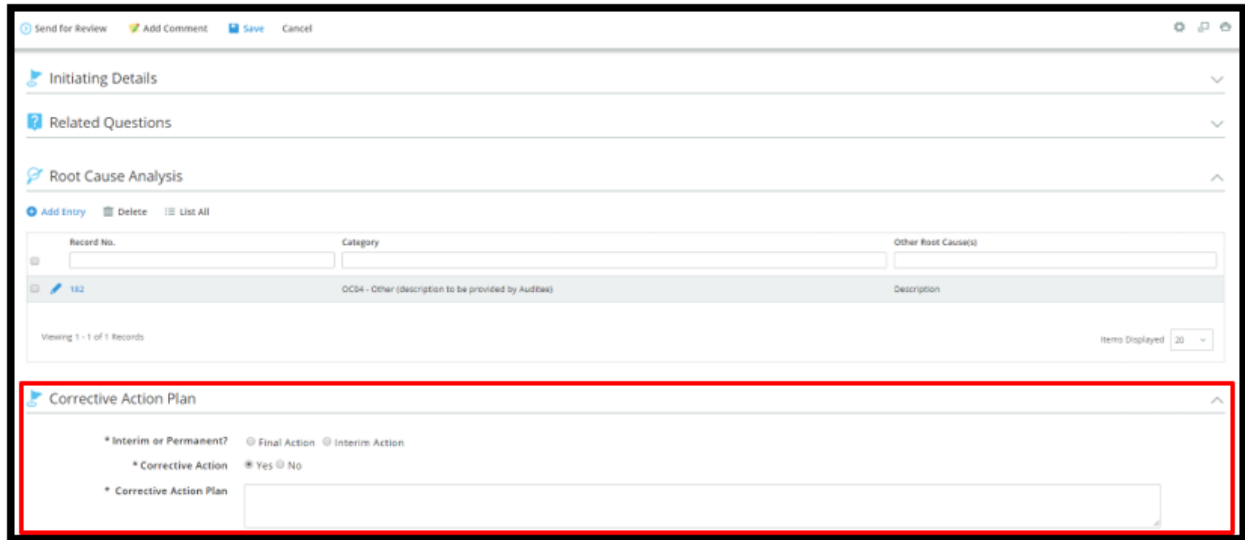
The screenshot shows a table titled "Root Cause Analysis" with a search icon and two tabs: "Add Entry" and "List All". The table has three columns: "Record No.", "Category", and "Other Root Cause(s)". There are two rows of data. The first row has a "Record No." of 230, a "Category" of "OP04 - Inadequate training", and an empty "Other Root Cause(s)" field. The second row has a "Record No." of 231, a "Category" of "Other Root Cause not listed", and an empty "Other Root Cause(s)" field. A red box highlights the pencil icon next to the "Record No." 230. At the bottom of the table, it says "Viewing 1 - 2 of 2 Records".

Record No.	Category	Other Root Cause(s)
230	OP04 - Inadequate training	
231	Other Root Cause not listed	

Once a Root Cause Analysis has been added, the Corrective Action Plan section must be completed. Click "Edit" at the top of the page to enable editing.



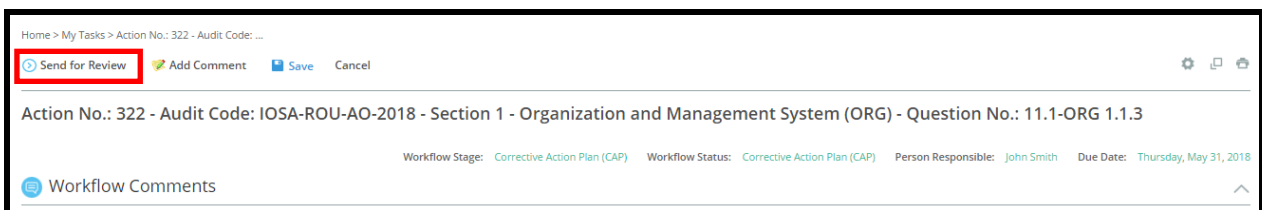
Complete the Corrective Action Plan details.



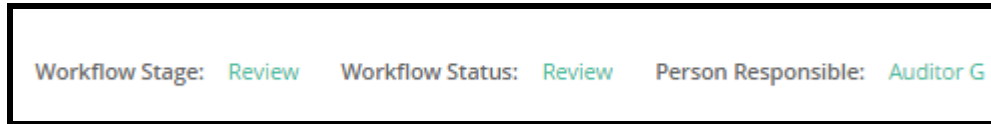
Interim or Permanent: Determine if the action to be completed is a Final Action or an Interim Action. (Mandatory)

- Corrective Action: Determine if there is a Corrective Action to be completed. (Mandatory)
- For Observations, if this field is answered with "No", the CAR Workflow will progress directly from the Review Stage to the Closed Stage of the Workflow.
- Corrective Action Plan: If there is a Corrective Action to be completed, specify further details in this field by typing in the text box. (Mandatory if Corrective Action is answered with "Yes")

Once a Root Cause Analysis has been added and the Corrective Action Plan details have been completed, click the "Send for Review" button at the top left of the page. The "Save" button can be used to save the changes made without submitting to the next Workflow Stage.

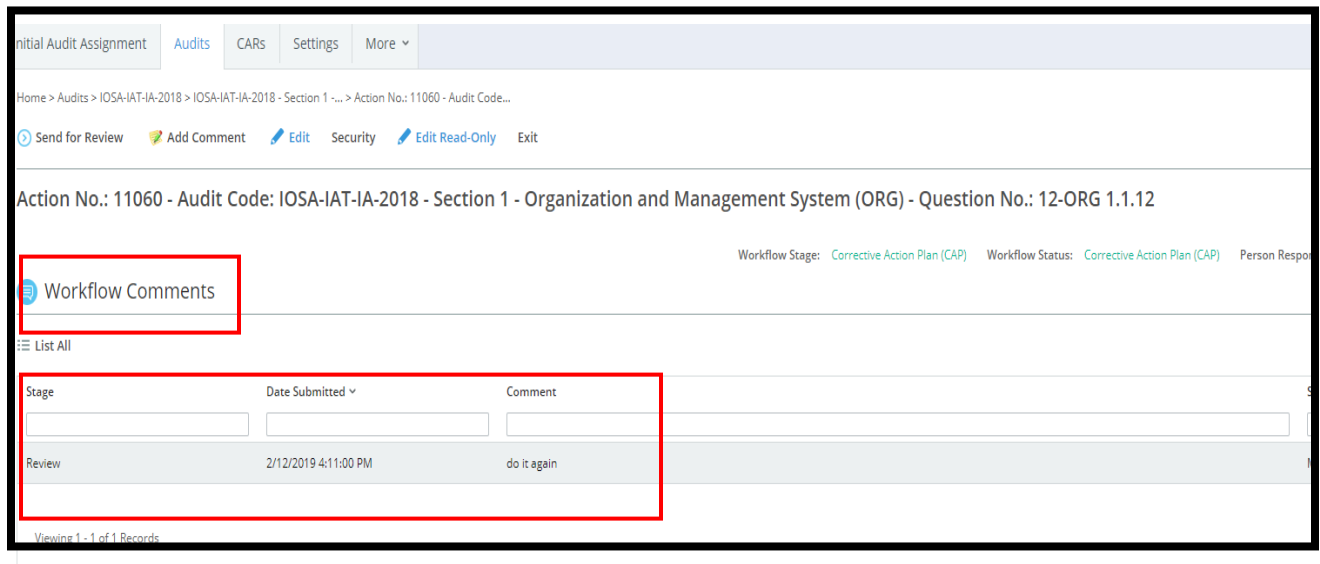


Once the "Send for Review" Button has been clicked, the Person Responsible for the Corrective Action Plan stage will have completed their task and the Person Responsible will pass to the CAR Reviewer (Defaults to the Auditor that raised the CAR). The Workflow has now progressed to the Review Stage.



4.3 Update Rejected CAP

When the Corrective Action Plan is rejected by the CAR Reviewer it will appear again on the My Task Summary menu. The Auditee will click on the CAR in question. The CAR Reviewer comments will be found at the top of the page under Workflow Comments.



Click "Edit" at the top of the page to edit the CAR and make the corrections as requested by the CAR Reviewer.




After the correction are enter click on "Send of Review" at the top of the page to the CAR back to the CAR Reviewer.

Once the CAR has been reviewed and the CAR Reviewer has clicked "Approve", the CAR will progress to the FAT Workflow Stage. The Person responsible will again be the Action Owner defined when the CAR was first created.

4.4 Completing Final Action Taken (FAT)

Once the CAP is approved by CAR Reviewer the auditee will find the CAR in the My Task Summary menu. After clicking on the CAR, it will be displayed. The CAR information, stage and responsible person will be shown at the top of the page.

Clicking the "Edit" button at the top of the page will launch you directly into the FAT section.



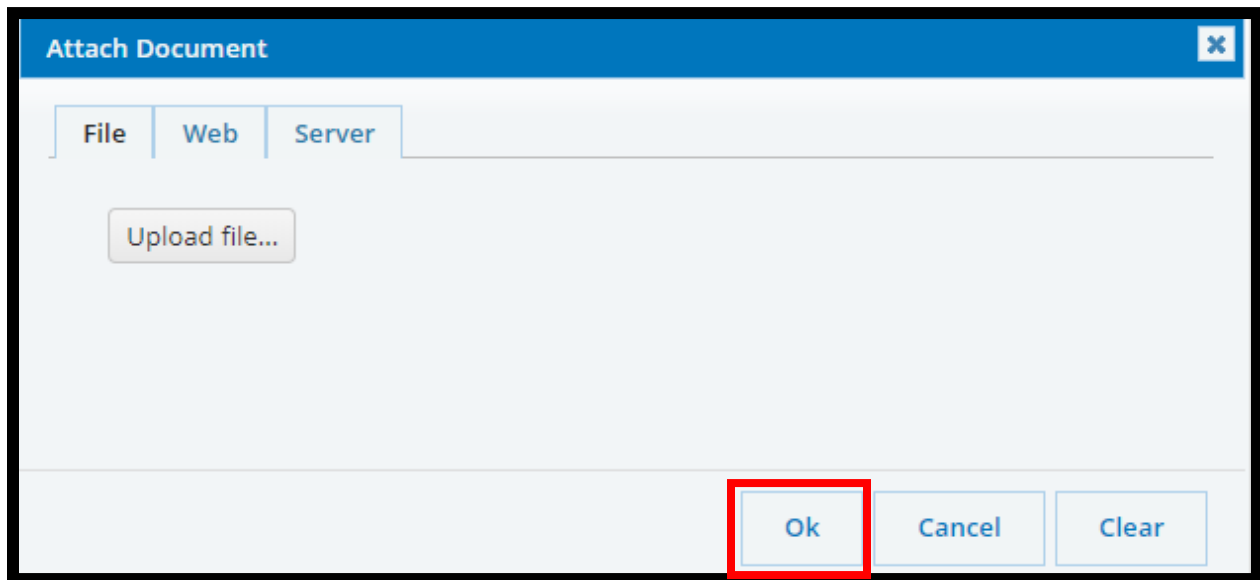
Complete the FAT stage.

- Final Actions Taken: Enter the details of the Final Action here by typing in the text box.
- Actions Taken By: Use this dropdown to choose who took the action. This will be a filtered dropdown of available Auditees for this Audit.
- Submitted By: This field will be blank until the CAR is progressed to the next Workflow stage. This will populate with the user who submits the CAR to the VOI/Acceptance stage.
- Date of Final Action Taken: This field will be blank until the CAR is progressed to the next Workflow stage. This will populate with the date that the CAR is progressed to the VOI/Acceptance stage.

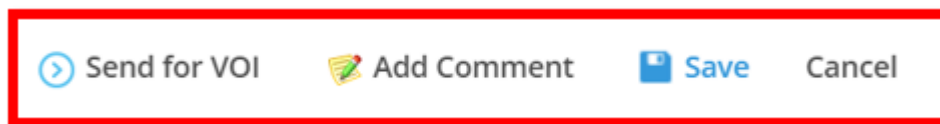
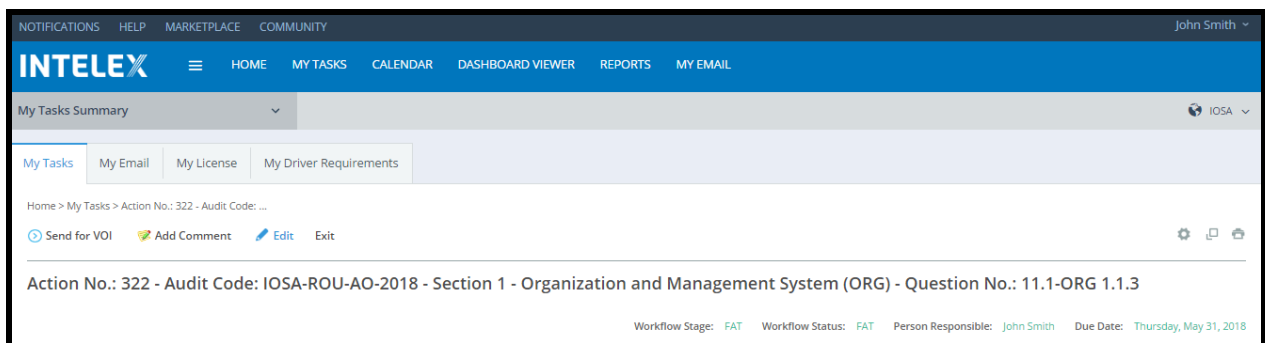
In order to attach evidence to the CAR, navigate to the Attachment section of the CAR at the bottom of the screen and click on "Attach Document"



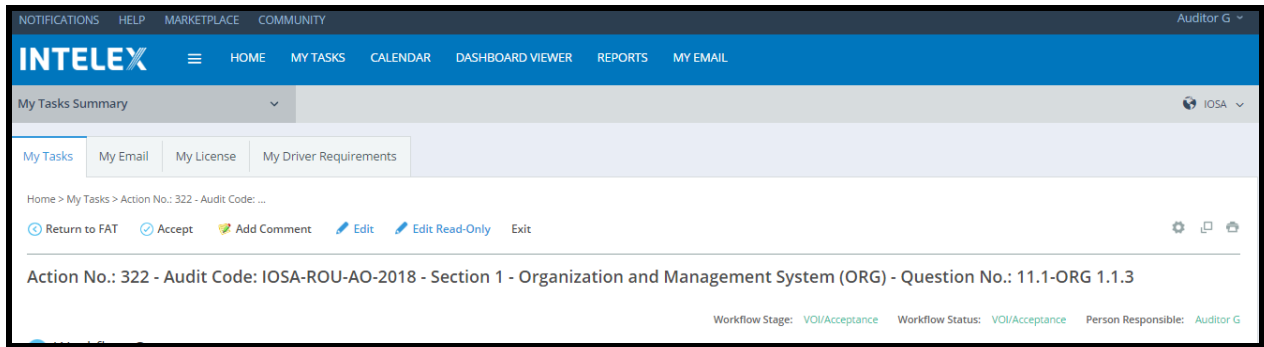
A window will open. Once the document is selected, click on "OK".



After the FAT section has been completed, the CAR may be progressed to the next Workflow Stage by clicking the "Send for VOI" workflow button at the top left of the screen.



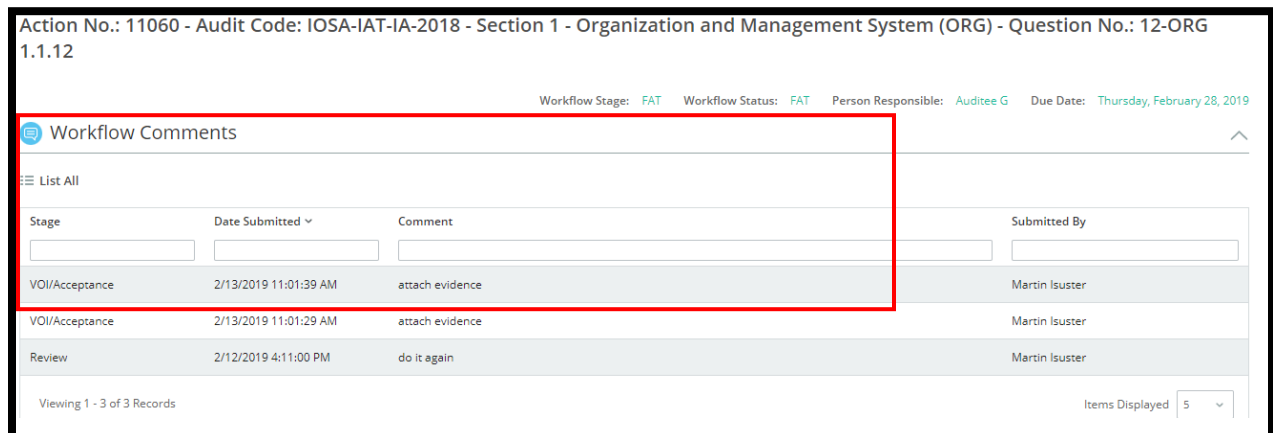
Once the CAR has been sent for VOI by the Action Owner, the CAR will progress to the VOI/Acceptance Workflow Stage. The Person Responsible will be the CAR reviewer.



Workflow Stage: VOI/Acceptance Workflow Status: VOI/Acceptance Person Responsible: Auditor G

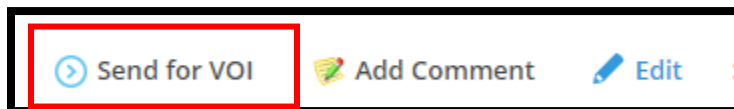
4.5 Update of Rejected FAT

When the FAT is rejected by the CAR Reviewer, it will appear again on the My Task Summary menu. The auditee will click on the CAR in question. The CAR Reviewer comments will be found at the top of the page under Workflow Comments.



Stage	Date Submitted	Comment	Submitted By
VOI/Acceptance	2/13/2019 11:01:39 AM	attach evidence	Martin Isuster
VOI/Acceptance	2/13/2019 11:01:29 AM	attach evidence	Martin Isuster
Review	2/12/2019 4:11:00 PM	do it again	Martin Isuster

Click on "Edit" in order to make the changes requested by the CAR Reviewer. Once the changes are made, click on "Send for VOI" at the top of the page



When the CAR is accepted, it will progress to the Closed Stage.



NOTIFICATIONS HELP MARKETPLACE COMMUNITY AO CAR Admin

INTELEX HOME MY TASKS CALENDAR DASHBOARD VIEWER REPORTS MY EMAIL

My Tasks Summary IOSA

My Tasks My Email My License My Driver Requirements

Home > My Tasks > Action No.: 322 - Audit Code: ...

Auditee Corrections Auditor Corrections Add Comment Edit Edit Read-Only Exit

Action No.: 322 - Audit Code: IOSA-ROU-AO-2018 - Section 1 - Organization and Management System (ORG) - Question No.: 11.1-ORG 1.1.3

Workflow Stage: Closed Workflow Status: Closed Person Responsible: AO CAR Admin

Workflow Stage: Closed Workflow Status: Closed Person Responsible: AO CAR Admin

From this stage, the CAR can be sent for Auditee Corrections or for Auditor Corrections.

If the CAR is sent back to the Auditee for corrections, it will appear on the My Task Summary. Access the by Clicking on it.

Clicking the "Edit" button at the top of the page will launch you directly into the sections available for correction. Corrections can be made to the Root Cause Analysis, Corrective Action Plan, and FAT sections.

Return Add Comment Save Cancel

Root Cause Analysis

+ Add Entry List All

Record No.	Analysis	Category	Cause Description
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/> 230		OP04 - Inadequate training	
<input checked="" type="checkbox"/> 231			Other Root Cause not listed

Viewing 1 - 2 of 2 Records

Corrective Action Plan

* Interim or Permanent? ☒ Final Action ☐ Interim Action

Corrective Action ☒ Yes ☐ No

* Corrective Action Plan

FAT

* Final Action Taken

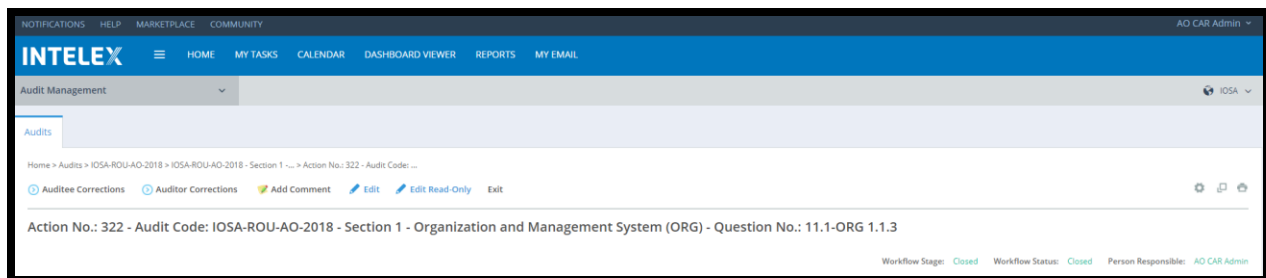
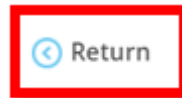
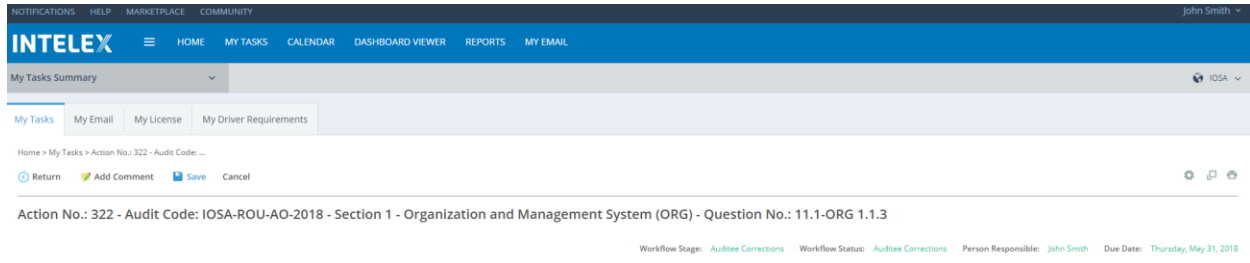
* Date of Final Action Taken

Final Review and Acceptance Submitted By Auditor G

Action Taken By John Smith

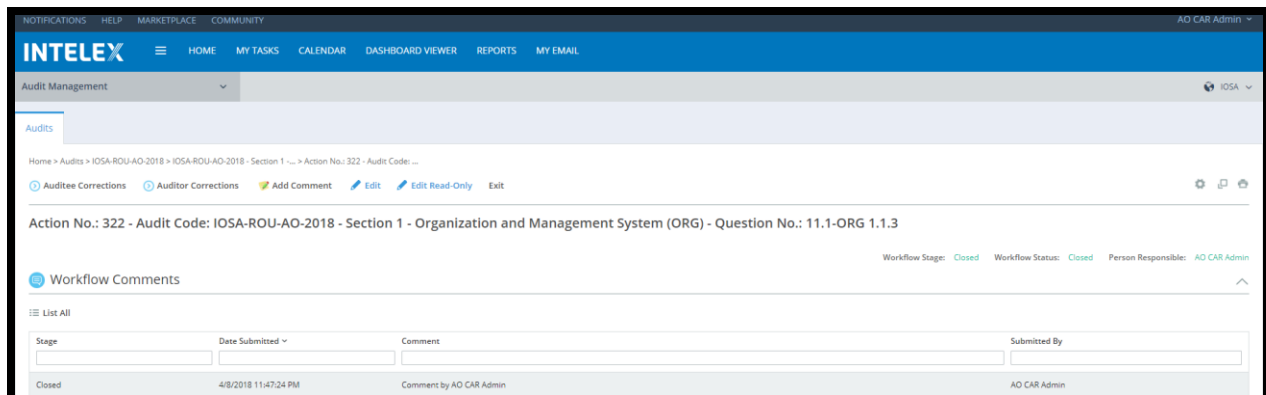


Once the corrections have been made, the CAR can be returned to the closed status by clicking the "Return" button at the top left of the page. Save will allow the Action Owner to continue save existing work without returning to the closed status.



Workflow Stage: Closed Workflow Status: Closed Person Responsible: AO CAR Admin

The CAR is completed in the Closed status but will continue to be open for corrections until the Audit Closure Deadline date passes or until the Audit is closed or in IATA QC.



Workflow Stage: Closed Workflow Status: Closed Person Responsible: AO CAR Admin