ramco
Aviation Solutions

Quality Audit Management

User Guide

Version 5.3

DISCLAIMER

Improvements and changes to this text necessitated by typographical errors, inaccuracies of current information or improvements to software programs and/or equipment, may be made by Ramco Systems Limited, at any time and without notice. Such changes will, however, be incorporated into new editions of this document. Any hard copies of this document are to be regarded as temporary reference copies only.

The documentation has been provided for the entire Aviation solution, although only a part of the entire solution may be deployed at the customer site, in accordance with the license agreement between the customer and Ramco Systems Limited. Therefore, the documentation made available to the customer may refer to features that are not present in the solution purchased / deployed at the customer site.

About this manual

This manual briefly describes the basic processes and functions in Ramco Aviation Solution.

Who Should Read This Manual

This manual is intended for users who are managing the Aviation industry processes and are new to Ramco Aviation Solution.

This manual assumes that the user is familiar with the Aviation Industry nomenclatures and systems based software.

How To Use This Manual

Ramco Aviation Solution provides extensive Online Help that contains detailed instructions on how to use the application. Users are suggested to use this manual for specific references, along with the Online Help. This manual contains enough information to help the users perform the basic tasks and points toward the Online Help for more detailed information.

How This Manual is organized

The User Guide is divided into 5 chapters and index. Given below is a brief run-through of what each chapter consists of.

Chapter 1 provides an overview of the **Quality Audit Management** business process. The sub processes are explained in the following chapters.

Chapter 2 guides you through the **Set Options, Maintain Quick Codes, and Maintain Root Cause Codes** sub processes.

Chapter 3 guides you through the **Maintain Quality Audit Schedules** sub process.

Chapter 4 guides you through the **Initiate Quality Audit** sub process.

Chapter 5 guides you through the **Process Non-Conformities / Report** sub process.

The **Index** offers a quick reference to selected words used in the manual.

Document Conventions

- The data entry has been explained taking into account the "Create" business activity. Specific references (if any) to any other business activity such as "Modify" and "View" are given as "Note" at the appropriate places.
- **Boldface** is used to denote commands and user interface labels.
  Example: Enter **Company Code** and click the **Get Details** pushbutton.
- *Italics* used for references.
  Example: *See Figure 1.1.*
- The icon is used for Notes, to convey additional information.

Reference Documentation

This User Guide is part of the documentation set that comes with Ramco Aviation Solution.

The documentation is generally provided in two forms:

- The Documentation CD in Adobe® Systems' Portable Document Format (PDF).
- Context-sensitive Online Help information accessible from the application screens.

Whom To Contact For Queries

Please locate the nearest office for your geographical area from www.ramco.com for assistance.

Table of Contents

Chapter 1/ Introduction

Quality Audit Management business process facilitates the Quality Audit department to develop and maintain processes that promote continuous compliance with regulatory requirements. The quality audit involves the following tasks.

- Maintaining audit schedules
- Maintaining root causes information for non-conformities
- Tracking audits from initiation to closure
- Recording results of audit
- Recording corrective and preventive action
- Recording audit references
- Initiating follow-up audits for unresolved non-conformities
- Maintaining of resolution history of non-conformities

This manual familiarizes users with the following,

The **Set Options** sub-process: facilitates the setting of processing parameters for carrying out the Audit Management function.

The **Maintain Quick Codes** sub-process: enables the users to define Meta data under specific categories.

The **Maintain Root Cause Codes** sub-process: enables users to identify and define all the possible root causes for non-conformities, under specific categories.

The **Maintain Quality Audit Schedules** sub-process: enables users to create / update quality audit schedules / calendars for a specific period.

The **Initiate Quality Audit** sub-process: records key details of scheduled and unscheduled audits at the time of commencement. An audit report is created and the information generated by the audit is recorded at various junctures of the auditing processes till its final closure.

The **Process Non-Conformities / Report** sub-process: enables users to act on the NCs / recommendations of the auditor.

Chapter 2/ Set Process Data

This chapter provides the step-by-step procedure that you require to define parameters as well as user-specific data for the quality audit business process.

Set Options

Setting Parameters

This sub process helps in defining the processing parameters for the audit process.

1. Select the **Set Options** link under the **Quality Audit** business component. The **Set Options** page appears. *See Figure 2.1*.

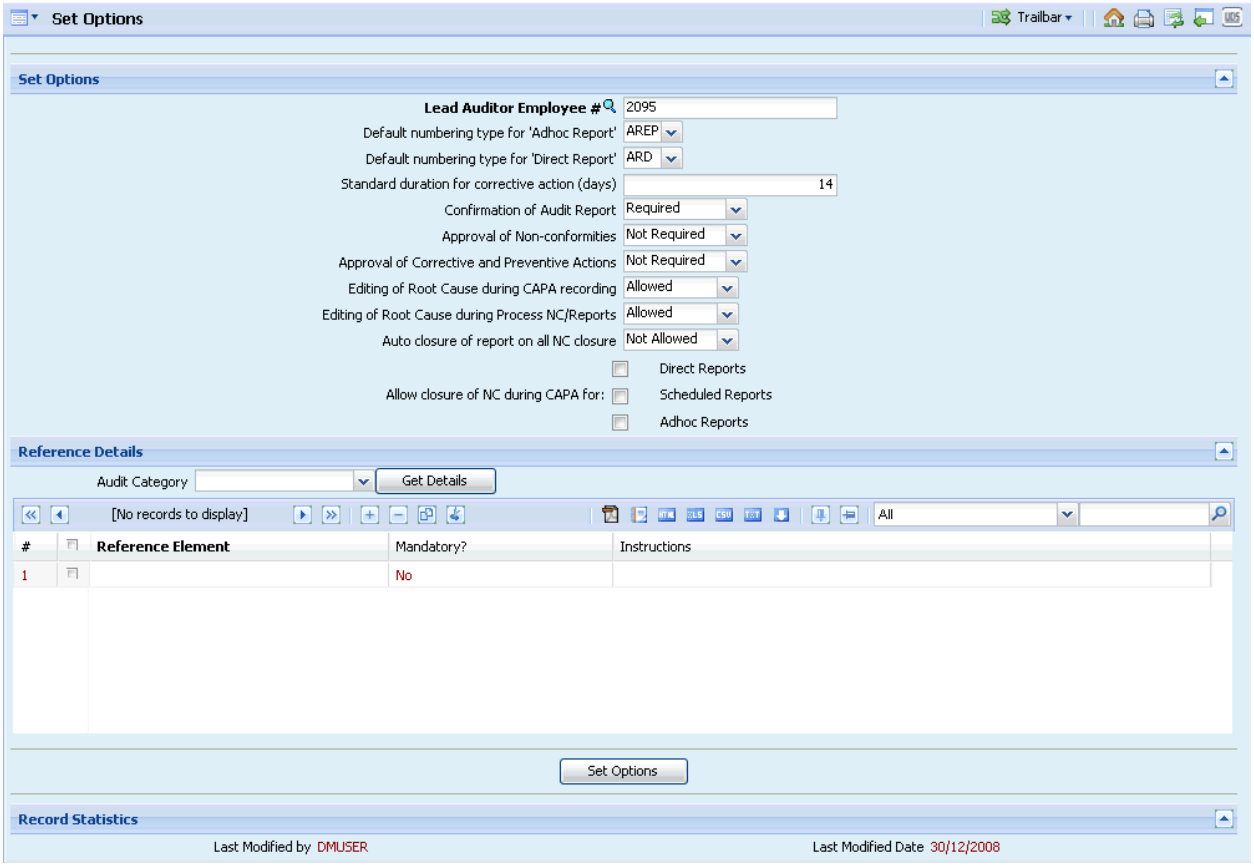

Figure 2.1 Setting parameters

Define the following in the **Set Options** group box.

2. The employee code of the chief auditor in the **Lead Auditor Employee #** field.
3. The default numbering type for Adhoc reports in the **Default Numbering Type for 'Adhoc Report'** field.
4. The default numbering type for Direct reports in the **Default Numbering Type for 'Direct Report'** field.
5. The normal / permitted duration for implementing corrective action, in days, in the **Standard Duration for Corrective Action (Days)** field.
6. The confirmation of an audit report is mandatory/not mandatory in the **Confirmation of Audit Report** field.
7. The approval of an audit report is mandatory/not mandatory in the **Approval of Non-conformities** field.

8. The approval of Corrective and Preventive actions taken as part of audit is mandatory/not mandatory in the **Approval of Corrective and preventive Actions** field.

9. The modification of the root cause information during the recording of CAPA is allowed /disallowed in the **Editing of Root Cause Info during CAPA Recording** field.

10. The modification of the root cause information during the recording of CAPA is allowed /disallowed in the **Editing of Root Cause during Process NC/Reports** field.

11. The audit report can be closed automatically when all the NCs of the report are closed, in the **Auto Closure of Report on all NC Closure** field

To specify **Allow Closure of NC during CAPA** for:

12. Select the **Direct Reports** box to allow closure of NC during CAPA recording.

13. Select the **Scheduled Reports** box to allow closure of NC during CAPA recording.

14. Select the **Adhoc Reports** box to allow closure of NC during CAPA recording.

In the **Reference Details** group box,

15. Select the **Audit Category.**

16. Select the **Get Details** pushbutton.

Specify the following in the multiline.

17. The reference element for the audit, such as work order and part, in the **Reference Element** field.

18. Whether the reference element is mandatory for the audit in the **Mandatory?** field.

19. Any guidelines for the audit process in the **Instructions** field.

20. Select the **Set Options** pushbutton.

Maintain Quick Codes

Maintaining quick codes

This sub process helps in defining the Meta data or user-specific data under specific categories for use in the sub processes.

1. Select the **Maintain Quick Codes** link under the **Quality Audit** business component. The **Maintain Quick Codes** page appears. *See Figure 2.2*.

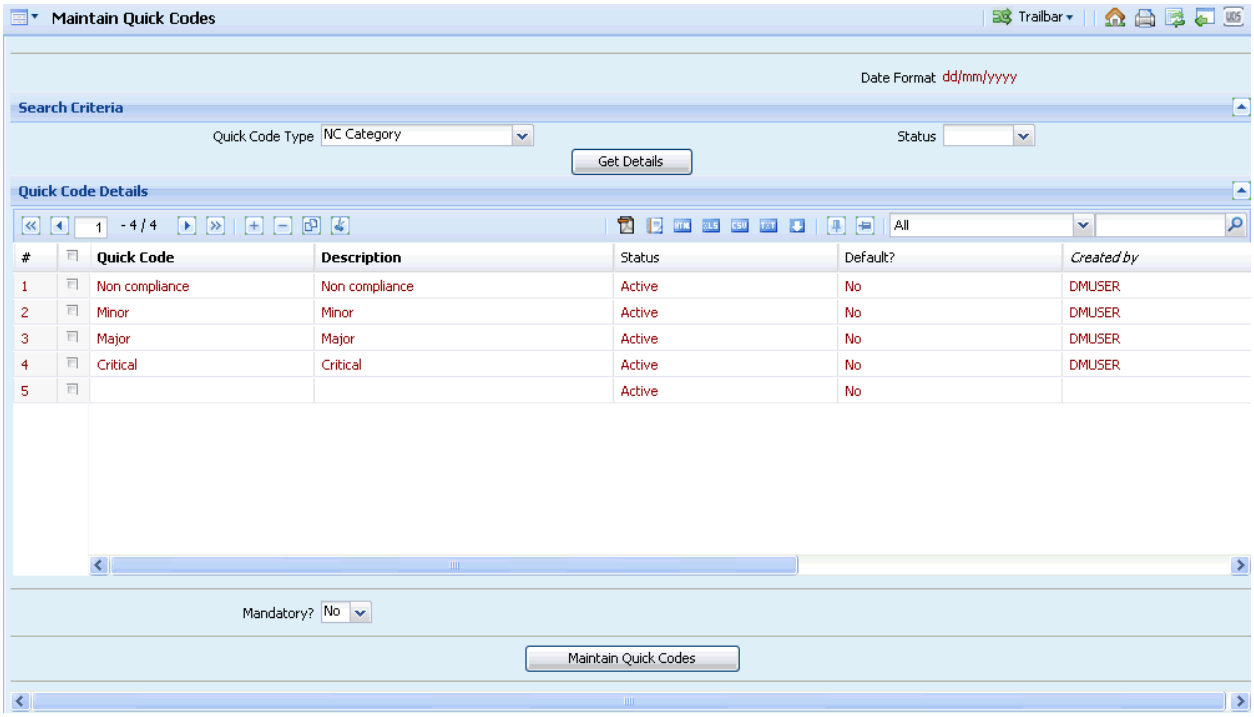

Figure 2.2 Maintaining quick codes

Enter the following in the **Search Criteria** group box.

2. The **Quick Code Type** under which you want to create the quick code
3. The **Status** of the quick code.
4. Select the **Get Details** pushbutton

The Quick Code Details multiline displays the following details of existing quick codes under the selected quick code type: **Quick Code**, **Description**, **Status**, **Default**, **Created by**, **Created Date**, **Last Modified by** and, **Last Modified Date**.

5. You can add the following fields to create a new quick code: **Quick Code**, **Description**, **Status**, and **Default**.
6. Select the **Maintain Quick Codes** pushbutton to save the modified details.

Maintain Root Cause Codes

Maintaining root cause codes

This sub process helps in creating an entire set of root causes / contributing factors that can be attributed to NCs ascertained by the auditor during the audit process.

1. Select the **Maintain Root Cause Codes** link under the **Quality Audit** business component. The **Maintain Root Cause Codes** page appears. *See Figure 2.3*.

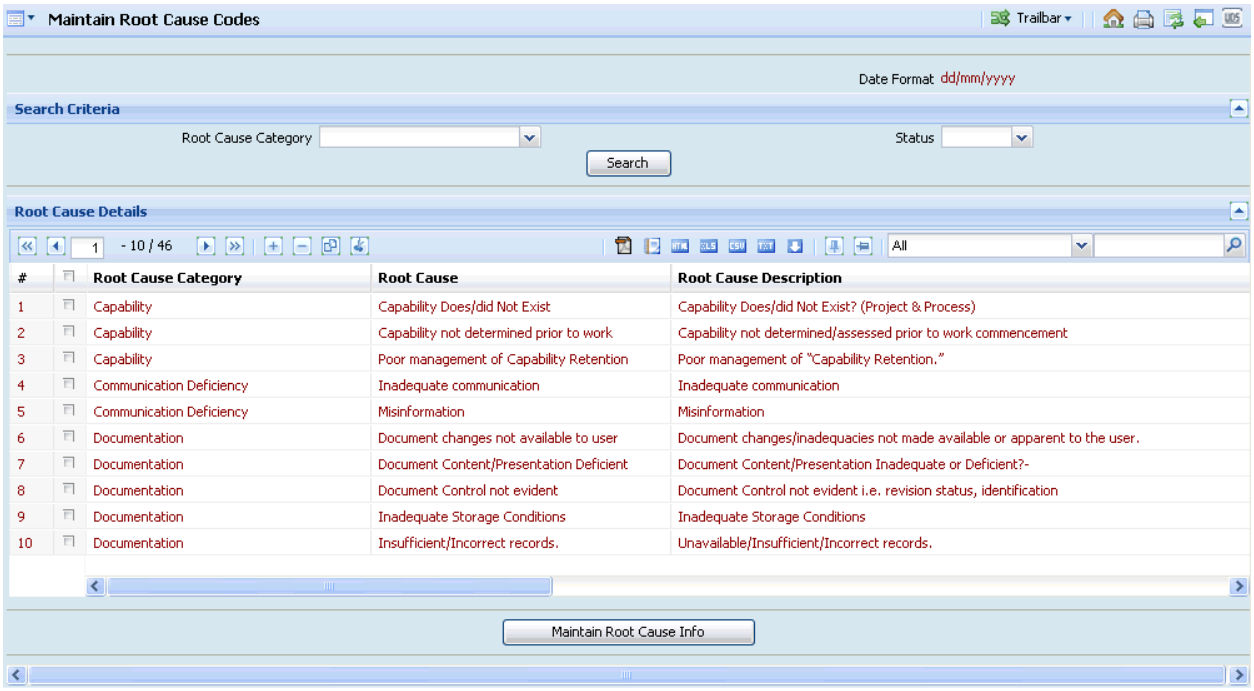

Figure 2.3 Maintaining root cause codes

2. Enter the following in the **Root Cause Details** multiline: **Root Cause Category**, **Root Cause ID**, **Root Cause Description**, **Status** and **Remarks**.

3. Select the **Maintain Root Cause Info** pushbutton to save the specified details.

4. To modify a root cause, use the **Search Criteria** to find the root cause you want to change and follow the same procedure that is illustrated for creation.

Chapter 3 / Maintain Quality Audit Schedules

This chapter provides the step-by-step procedure that you require to create quality audit schedule.

Maintain Quality Audit Schedules

This activity enables a QA manager to create / modify audit calendar for a specified period. You can define a fixed number of audits of a specific type to be carried out at fixed time intervals in an audit calendar / schedule.

The processes / departments that require audit are identified in addition to the number of audits to be carried out in the schedule and the time interval between two audits.

You can record vital information about an audit schedule including the name, scope, type, entity, auditing agency, scheduled date, estimated duration of audit, reference, time interval between audits, number of audits and, the auditor.

Note: The quality audit schedule # acts as the identification number and hence cannot be modified anytime after creation.

Maintaining audit schedules

1. Select the **Maintain Quality Audit Schedules** link under the **Quality Audit** business component. The **Maintain Quality Audit Schedules** page appears. *See Figure 3.1*.

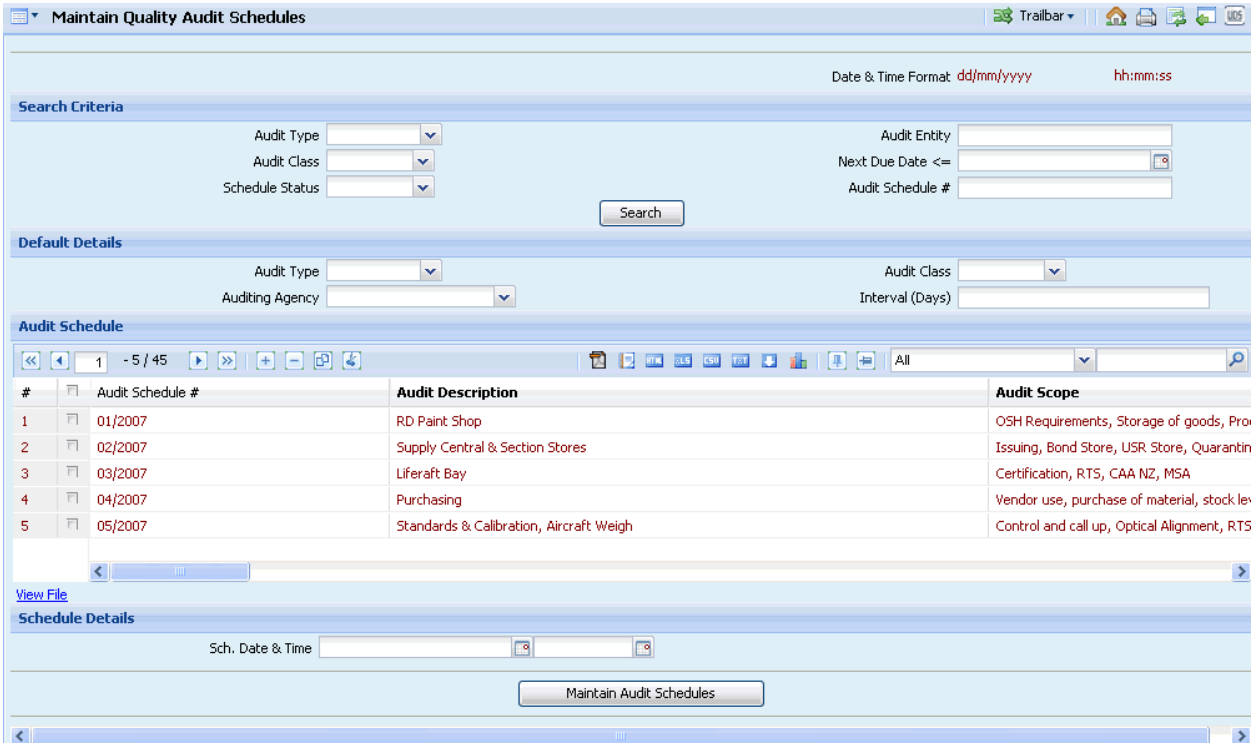

Figure 3.1 Setting quality audit schedules

Enter the following in the **Audit Schedule** multiline.

2. The identification number of the audit schedule, in the **Audit Schedule** # field.
3. The name / description of the audit schedule, in the **Audit Description** field.
4. The activities that will be covered in the audit, in the **Audit Scope** field.
5. The type of the audit schedule, in the **Audit Type** field. Examples: Employee, Station, Work Center, and Others
6. The process / department or entity of audit, in the **Audit Entity** field. Examples: Supplier #, Employee #, Work Center #, etc.,
7. The name or description of the audit entity, in the **Entity Name** field.
8. The agency that conducts the audit, in the **Audit Agency** field.
9. The class of the audit schedule, in the **Audit Class** field.
10. The planned duration of the audit, in hours, in the **Est. Duration (Hours)** field.
11. The procedure that can be referred to, for carrying out the audit, in the **Ref. Procedure** field.

12. The periodicity of the audit, in the **Interval (Days)** field.
13. The date of the most recent audit, in the **Last Performed Date** field.
14. The date of the next audit, in the **Next Due Date** field.
15. The date till which the audit schedule is valid, in the **Effective Till Date** field.
16. The number of audits to be carried out during the audit schedule, in the **No. Of Occurrences** field.
17. Any references to the audit schedule, in the **Other References** field.
18. Any remarks of the QA Manager who prepares the audit schedule, in the **Comments** field.
19. The employee code of the auditor for the entire audit schedule, in the **Default Auditor** field.
20. The report numbering type for the audit schedule, in the **Audit Report No. Type** field.
21. The planned start-date of the audit schedule, in the **Schedule Date** field.
22. The planned start-time of the audit schedule, in the **Schedule Time** field.
23. The organization unit in which the **Quality Audit** component is deployed or the organization unit to which the audit schedule is applicable, in the **Audit Location** field.
24. The status of the audit schedule, in the **Schedule Status** field.
25. The execution status of the audit schedule, in the **Execution Status** field.
26. The source of the audit schedule, in the **Source** field.
27. The identification number of the source, in the **Source Ref. #** field.

Note: This field is required if Follow-up Audit is selected as the source. The audit report # that is closed and for which the follow-up audit is required must be specified here.

28. The planned date and time of start of the audit schedule, in the **Sch. Date & Time** field.
29. Select the **Maintain Audit Schedules** pushbutton.

Chapter 4 / Initiate Quality Audit

This chapter provides the step-by-step procedure to do the following tasks

- Initiating schedule based and adhoc audit reports
- Recording audit details for schedule based, adhoc and direct reports
- Recording CAPA for schedule based, adhoc and direct reports
- Recording reference details for schedule based, adhoc and direct reports

Initiating quality audit

This sub process enables QA managers to the record vital information at the outset of the audit for schedule-based audits.

QA personnel can also specify scope, objective, type, auditor, auditee, location, estimated duration, scheduled date and time of the audit besides follow-up and carryover items from the previous audit.

In addition, the sub process enables to,

- Record reference documents
- Record audit findings
- Record corrective and preventive action (CAPA) as recommended by the auditor

1. Select the **Initiate Quality Audit** link under the **Quality Audit** business component. The **Initiate Quality Audit** page appears. *See Figure 4.1*.

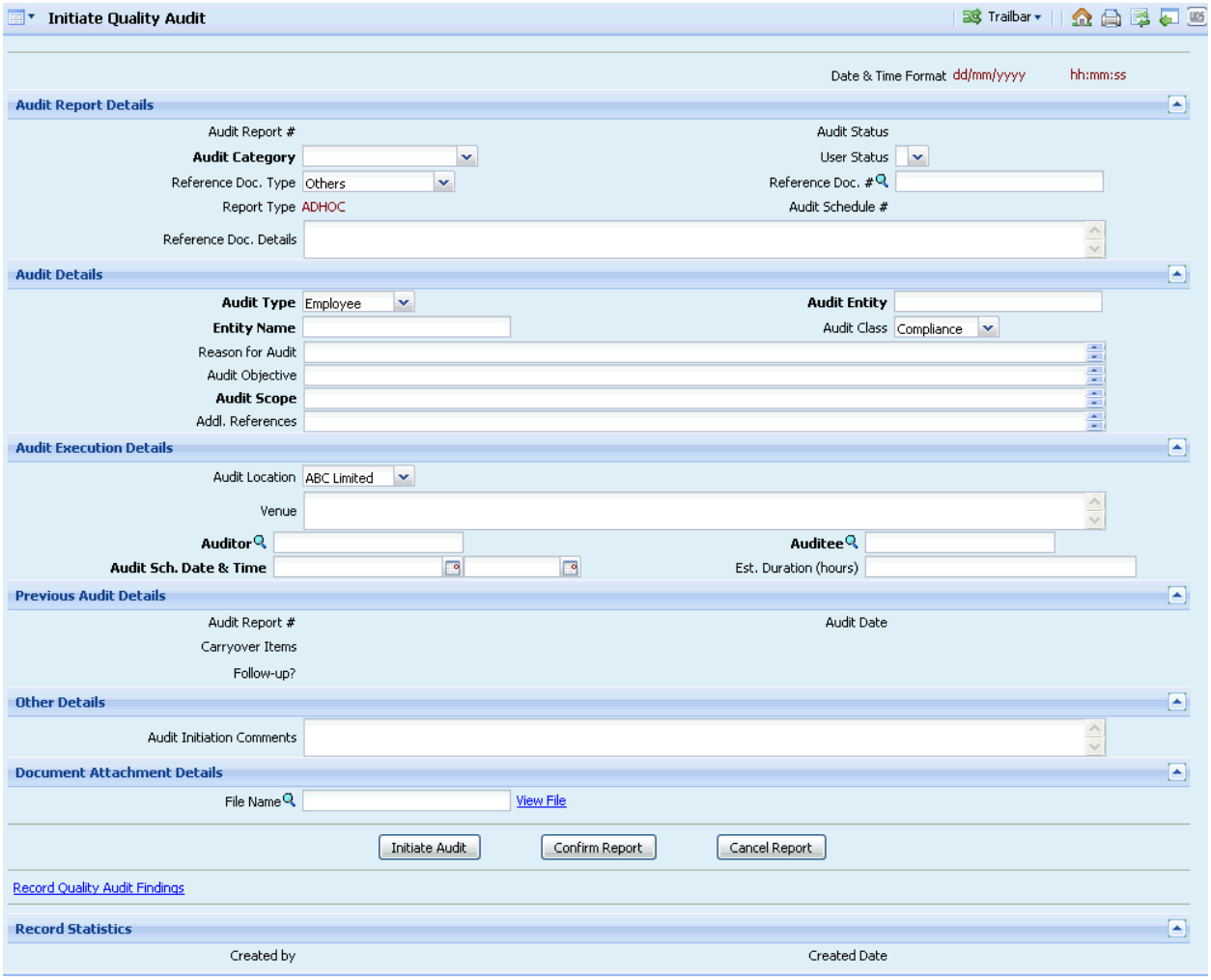

Figure 4.1 Initiating quality audit

Enter the following in the **Audit Report Details** group box.

2. The category of the audit, in the **Audit Category** field.
3. The user status of the audit, in the **User Status** field.
4. The reference document type for the audit, in the **Reference Doc. Type** field.
5. The identification number of the reference document for the audit, in the **Reference Doc. #** field.

6. Any details of the reference document, in the **Reference Doc. Details** field.

Note: The system displays the audit report # as per the parameters set in the Set Options sub process. The report type is displayed as "Adhoc". The audit status is set after you save the details.

Note: If this page is accessed through the "Initiate Schedule based Audit" link, the report type is displayed as "Scheduled" and, the audit schedule # as selected in the "Select Quality Schedule" page is displayed.

Enter the following in the **Audit Details** group box.

7. The type of audit, in the **Audit Type** field.
8. The process/department/entity that is audited, in the **Audit Entity** field.
9. The name/description of the audit entity, in the **Entity Name** field.
10. The class of audit, in the **Audit Class** field.
11. The causes that necessitated the audit, in the **Reason for Audit** field.
12. The purpose of the audit, in the **Audit Objective** field.
13. The activities that are covered in the audit, in the **Audit Scope** field.
14. Any details of additional references for the audit, in the **Addl. References** field.
15. Enter the following in the **Audit Execution Details** group box.
16. The organization unit in which the audit is carried out, in the **Audit Location** field.
17. Any details on the location of the audit, in the **Venue** field.
18. The employee code of the auditor, in the **Auditor** field.
19. The employee code of the auditee, in the **Auditee** field.
20. The planned date and time of the audit, in the **Audit Sch. Date & Time** field.
21. The planned duration of the audit, in hours, in the **Est. Duration (Hours)** field.

In the **Other Details** group box,

22. Specify remarks / additional information on the initiation of audit, in the **Audit Initiation Comments** field.

In the Document Attachment Details group box,

23. The document file associated with the audit, in the **File Name** field.

24. Select the **Initiate Audit** pushbutton to commence the audit.

On initiation, the audit status becomes "Fresh".

25. Select the **Confirm Report** pushbutton to validate the audit.

On confirmation, the audit status of the audit report is set to "Initiated", by the system. If the audit report is based on an audit schedule, the schedule status of the audit schedule becomes "Active" and the execution status "Initiated".

26. Select the **Cancel Report** pushbutton to stop the audit.

On cancellation, the system sets the audit status to "Cancelled".

Record quality audit findings

This sub process helps auditors to record the non-conformities (NCs) and the recommendations / observations of schedule based / adhoc audits.

For direct audits, employees can also use this sub process to record the NCs or recommendations to improve a process / department as ascertained by their own analysis.

Note: This task is required for all the audit report types.

For direct audit report types

1. Select the **Record Audit Findings** link in the **Initiate Quality Audit / Edit Quality Audit** page. *See Figure 4.1*.

For schedule based audit report types

2. Select the **Record Audit Findings** link in the **Select Quality Audit Schedule** page. Prior to this, you must initially select the **Initiate Schedule based Quality Audit** link to open the **Select Quality Audit Schedule** page. *See Figure 42.*

For direct audit report types

3. Select the **Report Non-Conformities (Direct)** link under the **Quality Audit** component. *See Figure 4.2.*

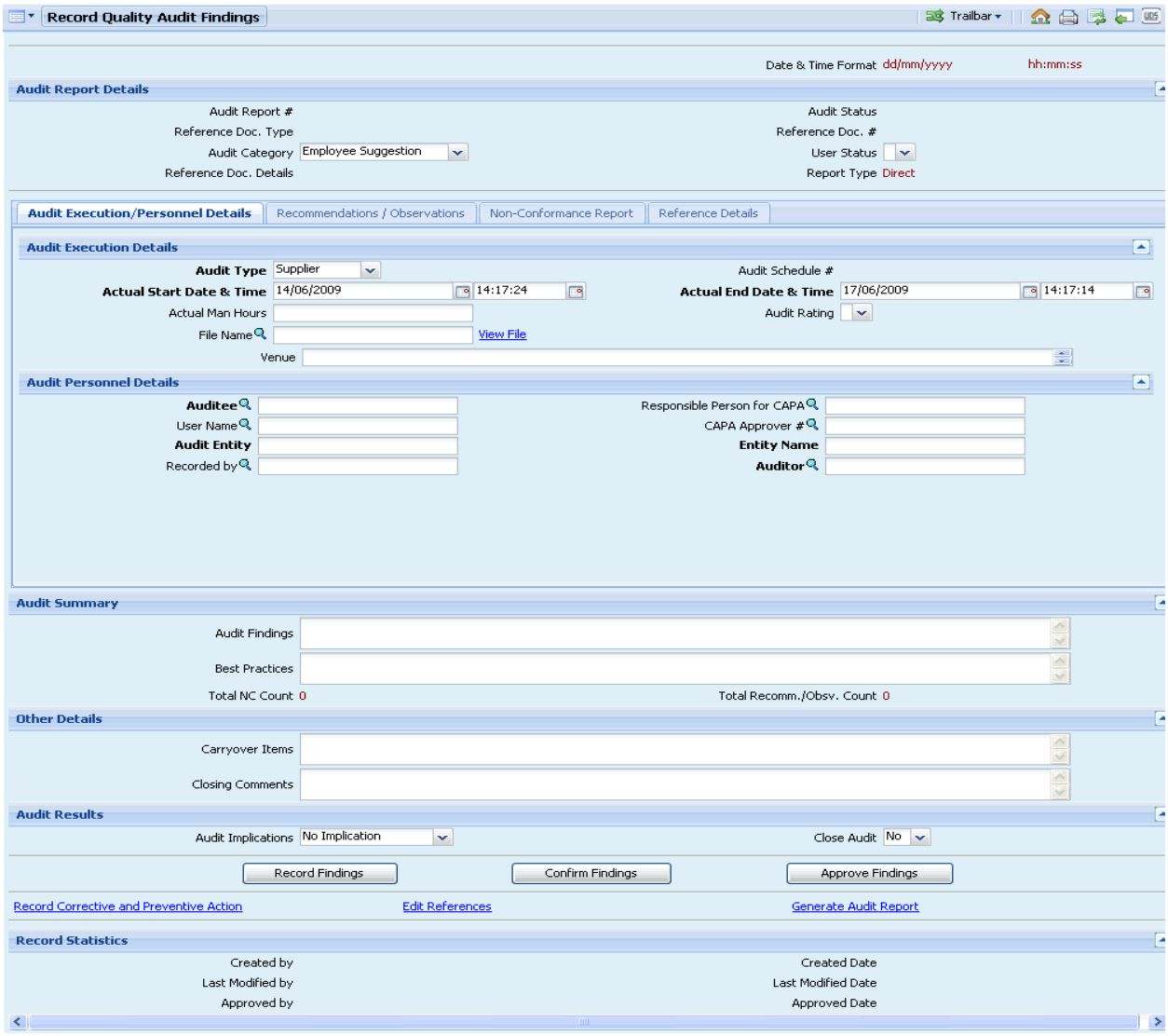

Figure 4.2 Recording audit execution personnel details

4. Record the following details in the **Audit Report Details** group box: **Audit Category** and **User Status**.

5. Select the **Audit Execution/Personnel Details** tab. *See Figure 4.2.*

6. In the **Audit Execution Details** group box, specify **Audit Type**, **Actual Start Date & Time**, **Actual End Date & Time**, **Actual Man Hours**, **Audit Rating**, **File Name** and, **Venue**.

In the **Audit Personnel Details** group box, enter the following.

7. The employee code of the person who is audited for his work, in the **Auditee** field.

8. The employee code of the person who is in charge of CAPA associated with the audit, in the **Responsible Person for CAPA** field.

9. The employee code of the login user, in the **User Name** field.
10. The employee code of the person, who is the approver of the audit report, in the **Approval Authority** field.
11. The process/department/entity that is audited, in the **Audit Entity** field.
12. The name / description of the audited entity, in the **Entity Name** field.
13. The employee code of the person who recorded the audit proceedings, in the **Recorded By** field.
14. The details of the employees / persons that the auditor interacted with during audit, in the **Auditor Other Persons Met** field.
15. Select the **Recommendations/Observations** tab. *See Figure 4.3.*

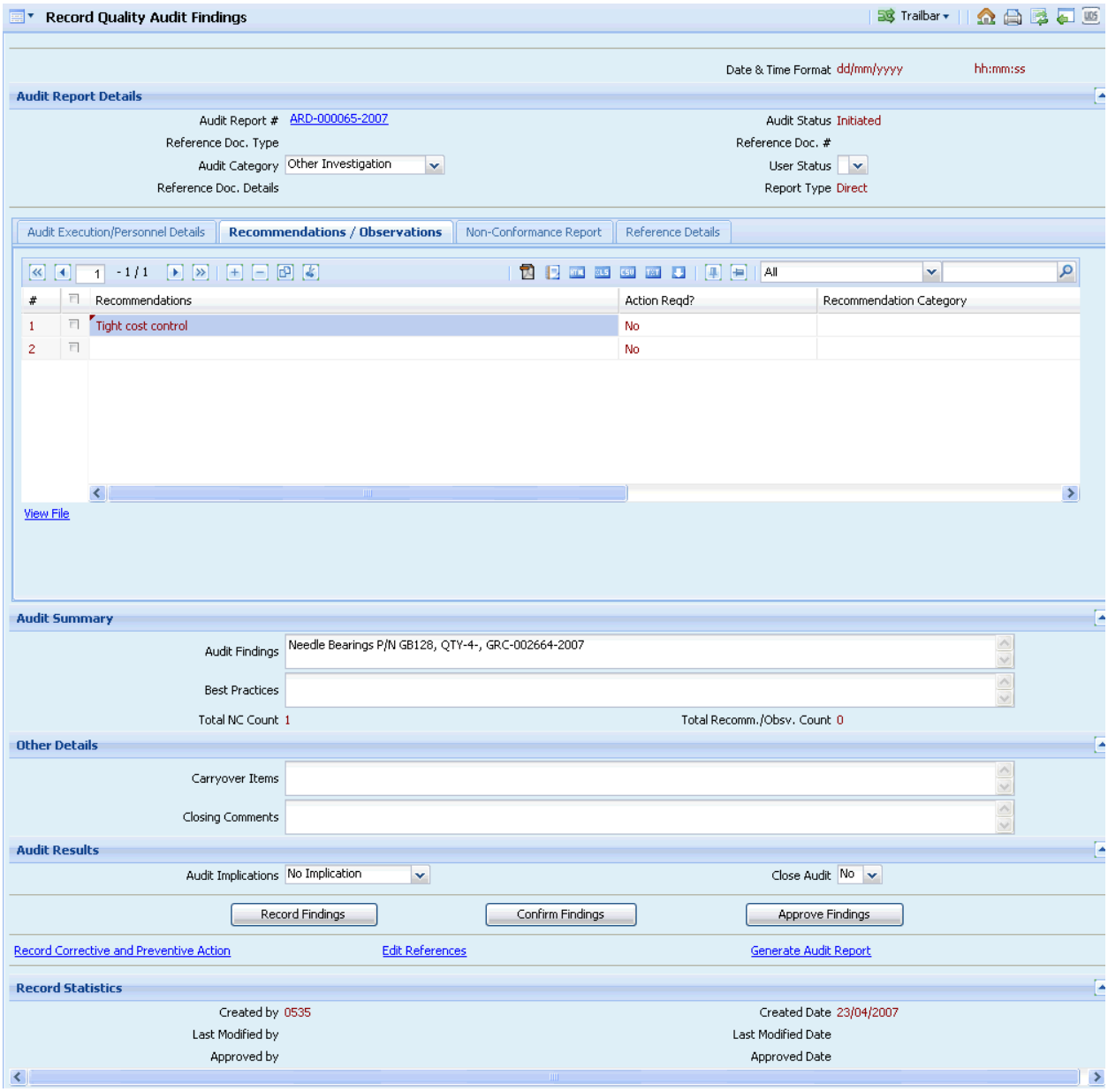

Figure 4.3 Recording recommendations and suggestions

Enter the following in the multiline

16. The description of the recommendation / observation of the auditor, in the **Recommendations** field.

17. Whether any action is required to implement the recommendation / observation, in the **Action Reqd.?** field.

18. The classification of the recommendation, in the **Recommendation Category** field.

19. The date on or before which any action, if required is to be carried out, in the **Action By Date** field.

20. The employee code of the person responsible for any action, if required, in the **Action By** field.

21. The document associated with the recommendation / observation, in the **File Name** field.

22. Select the **Non-Conformance Report** tab. *See Figure 4.4.*

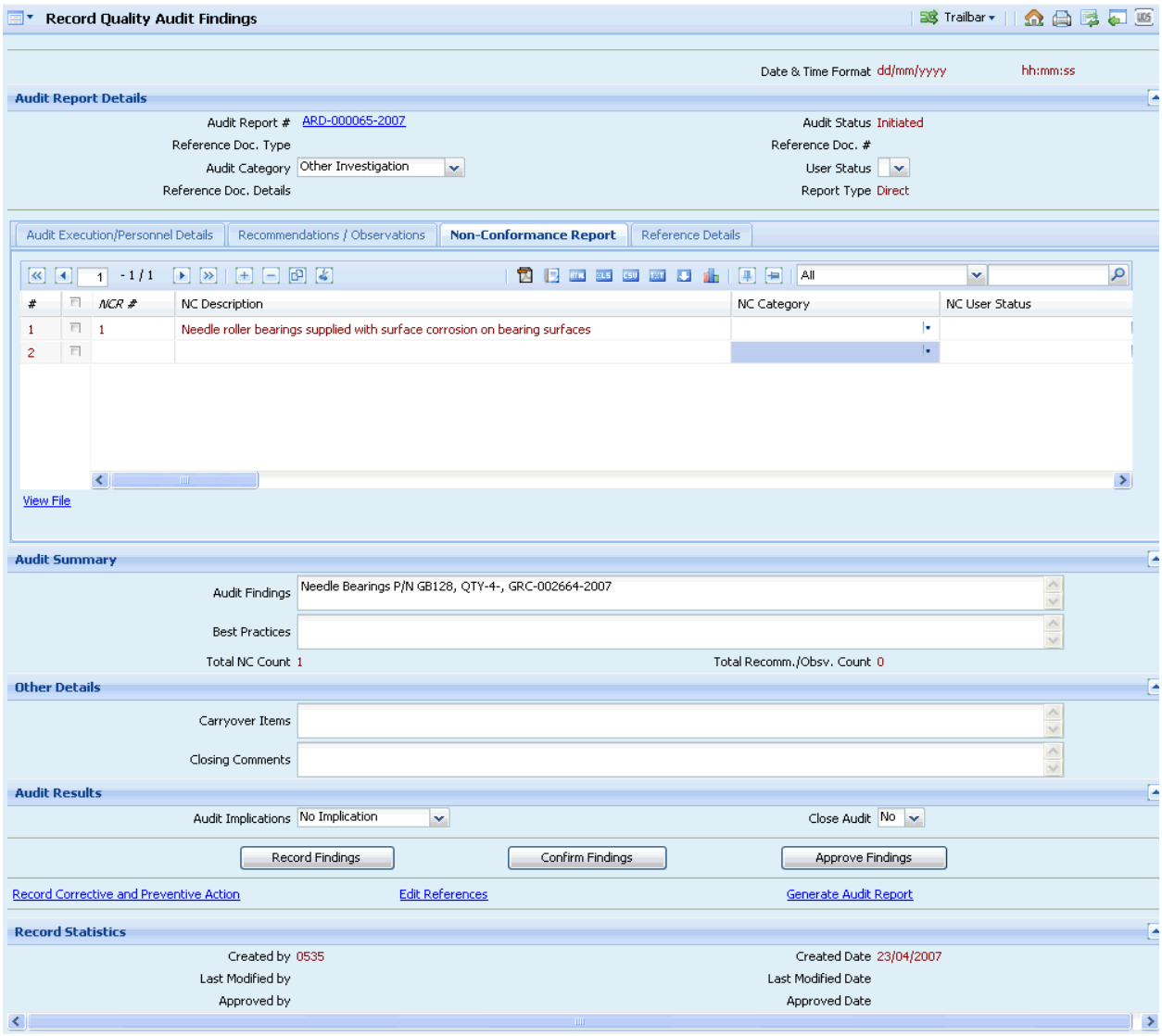

Figure 4.4 Recording non-conformities

Enter the following in the multiline.

23. The name / description of the NC, in the **NC Description** field.

24. The category of the NC, in the **NC Category** field.

25. The NC user status of the NC, in the **NC User Status** field.
26. The action required for correcting or preventing the NC, in the **Action** field.
27. The severity of the NC, in the **Severity** field.
28. The procedures followed or used as reference for recording NCs, in the **Ref. Procedure** field.
29. A numeric value to Numeric value to quantify the risk caused by the NC. in the **Risk Index** field.
30. A qualitative or quantitative information, records or statements which can be verified as evidence for recording the NC, in the **Objective Evidence** field.
31. The corrective action proposed by the auditor against the NC, in the **Proposed Action** field.
32. The date by which corrective action must be complete, in the **Action By Date** field.
33. The employee code of the person in charge of corrective and preventive action to resolve the NC, in the **Responsible Person for CAPA** field.
34. The observation type of the NC, in the **Observation Type** field.
35. The root cause of the NC, in the **Root Cause** field.
36. The contributing factor of the NC, in the **Contributing Factor** field.
37. An analysis of the root cause of the NC in the **Root Cause Analysis** field.
38. The human factor responsible for the NC, in the **Human Factor** field.
39. The causal category of the NC, in the **Causal Category** field.
40. The document associated with the NC, in the **File Name** field.
41. Any comments / additional information from the auditor, in the **Auditor Remarks** field.
42. Select the **Reference Details** tab. *See Figure 4.4.*

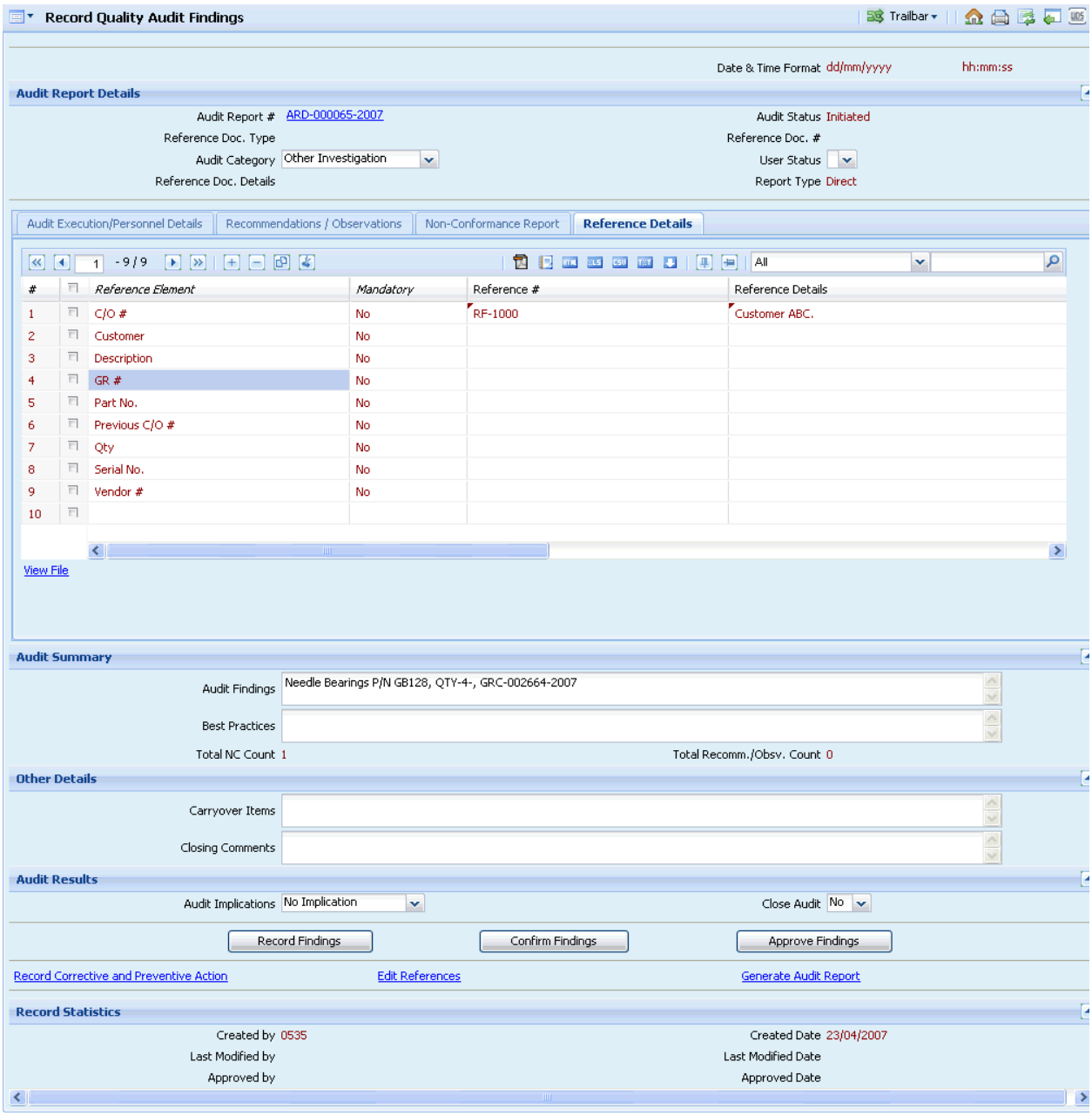

Figure 4.4 Recording references

Enter the following in the multiline.

43. The identification number of the reference, in the **Reference #** field.
44. Any details of the reference, in the **Reference Details** field.
45. The document associated with the reference, in the **File Name** field.

Enter the following in the **Audit Summary** group box.

46. Information on the findings of the audit, in the **Audit Findings** field.

47. Model procedures for the audit / audit entity, in the **Best Practices** field.

Enter the following in the **Non-Conformance Report Other Details** group box.

48. Any NCs / recommendations to be resolved in the follow-up audit, in the **Carryover Items** field.

49. Any remarks or additional information from the auditor at the time of audit closure, in the **Closing Comments** field.

50. Specify the following in the **Audit Results** group box.

51. The result of the audit, in the **Audit Implications** field.

52. Whether to close the audit, in the **Close Audit** field.

53. Select the **Record Findings** pushbutton to save the details.

Note: The system sets the status to "Findings Recorded".

54. Select the **Confirm Findings** pushbutton to validate the details.

Note: The system sets the status to "Findings Confirmed".

55. Select the **Approve Findings** pushbutton to approve the details.

To proceed

- Select the Record Corrective and Preventive Action link to record CAPA details.
- Select the Edit References pushbutton to modify reference details.

Recording corrective and preventive action

This function enables an employee / auditee to record and forward CAPA details to the department head / concerned authority for approval. Additionally, the CAPA approver can also use this activity to approve the CAPA record.

On approval of CAPA, the audit report is processed to its logical end / closure.

The details of CAPA that you can record include the action and the date by which the action must be complete with regard to NCs and recommendations.

Note: This task is required for all the audit report types.

1. Select the **Record Corrective and Preventive Action** link in the **Record Quality Audit Findings** page. *See Figure 4.5.*

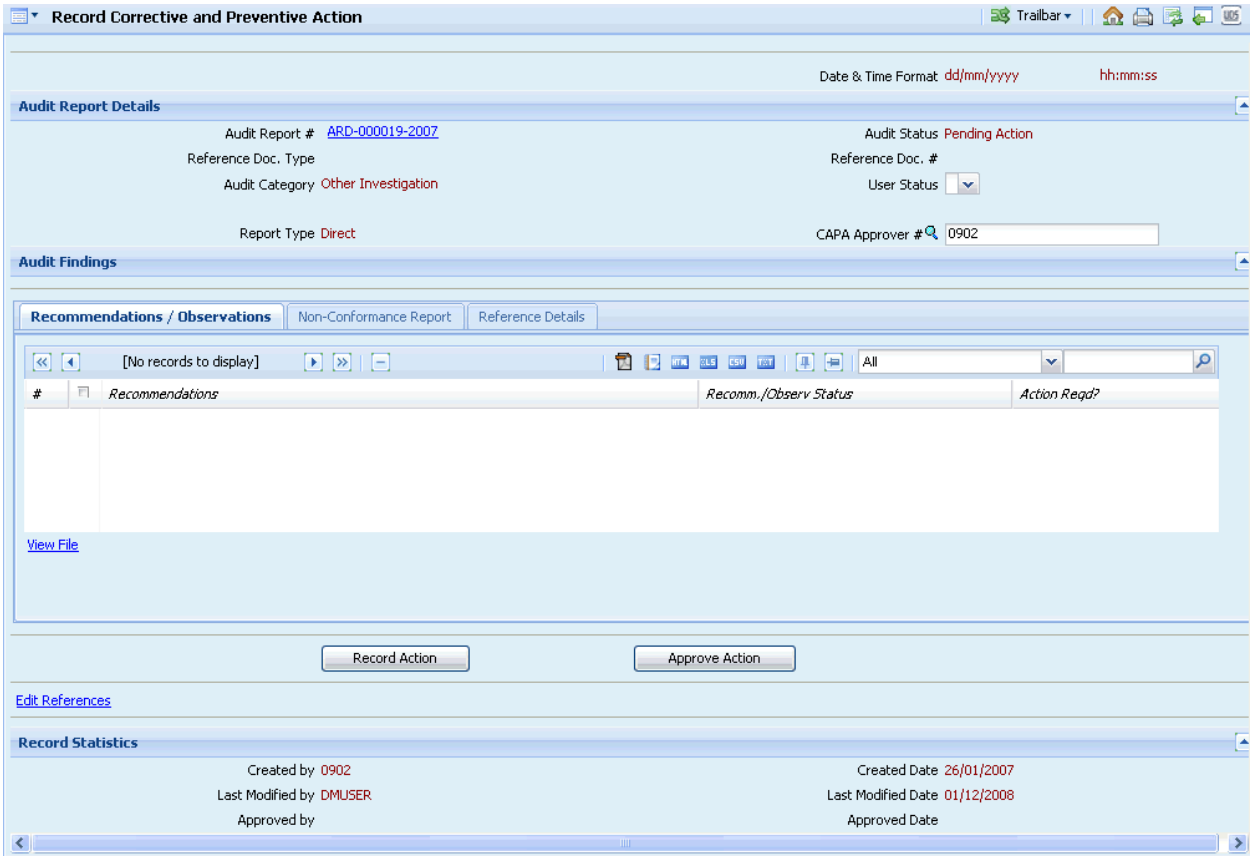

Figure 4.5 Recording recommendations and observations

In the **Audit Report Details** group box.

2. Specify the user status of the audit report, in the **User Status** field.
3. Specify the employee code of the CAPA approver, in the **CAPA Approver #** field.
4. Select the **Recommendations / Observations** tab.

Enter the following in the multiline.

5. The date on or before which the action required for the recommendation / observation must be complete, in the **Action By Date** field.
6. The action required for the recommendation, in the **Action** field.
7. Any comments of the auditee on the recommendation / observation and related action, in the **Auditee Remarks** field.
8. The employee code of the person who recorded the action-related details, in the **Updated By** field.

9. The date on which the action-related details were recorded, in the **Updated Date** field.

10. The identification number of the CAPA approver, in the **CAPA Approver #** field.

11. The document associated with CAPA, in the **File Name** field.

12. Select the **Non-Conformance Report** tab. *See Figure 4.6*.

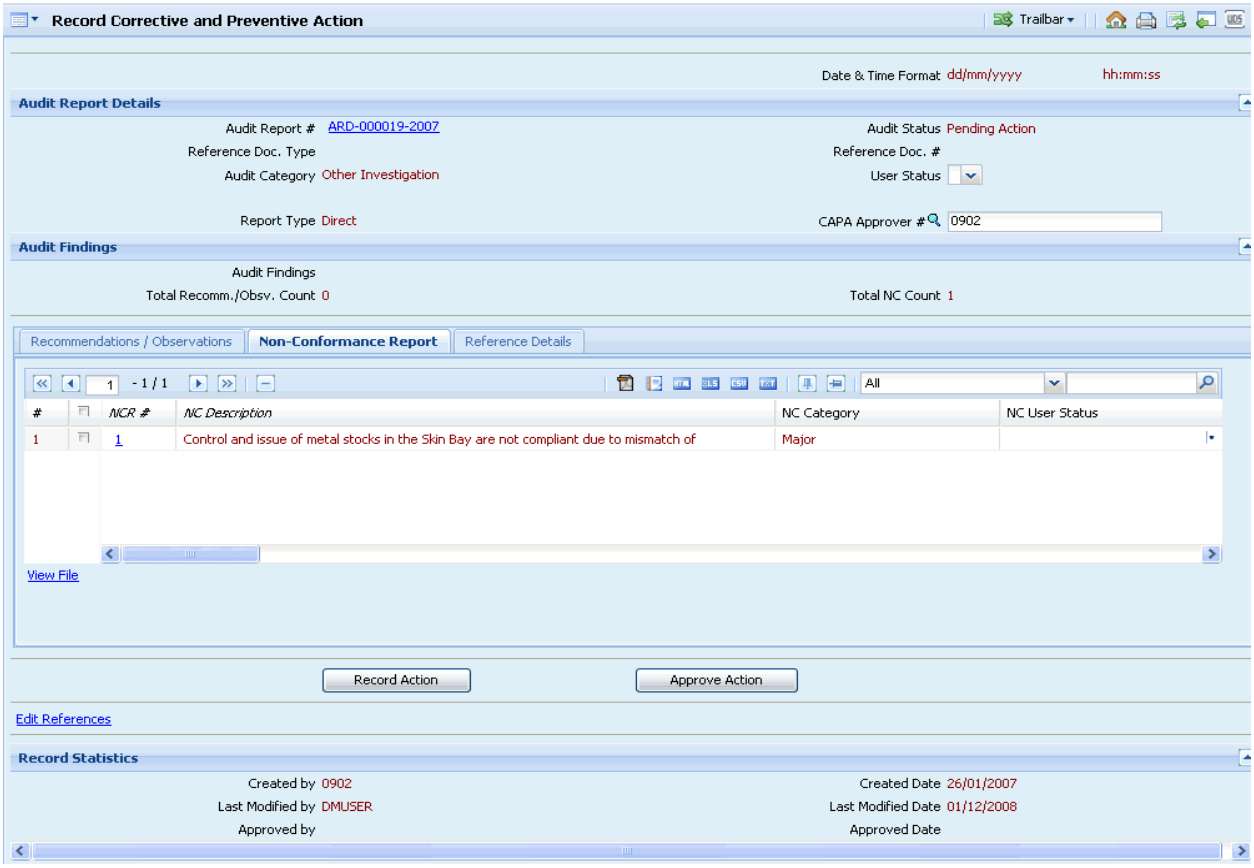

Figure 4.6 Recording non-conformities

13. Enter the following in the multiline: **NC Category**, **NC User Status**, **Action**, **Action by Date**, **Corrective Action**, **Preventive Action**, **Root Cause**, **Contributing factor**, **Root Cause Analysis**, **Human Factor**, **Causal Category**, **Impact Analysis**, **Impact Analysis Ref., CAPA Approver #, File Name** and, **Auditee Remarks**.

14. Select the **Record Action** pushbutton to save the details.

15. Select the **Approve Action** pushbutton to agree to the details.

To proceed

- Select the **Edit References** pushbutton to record reference details.

Recording references

Note: This task is required for all the audit report types.

1. Select the **Record References** link in the **Record Quality Audit Findings** or **Record Corrective and Preventive Action** page. *See Figure 4.7*.

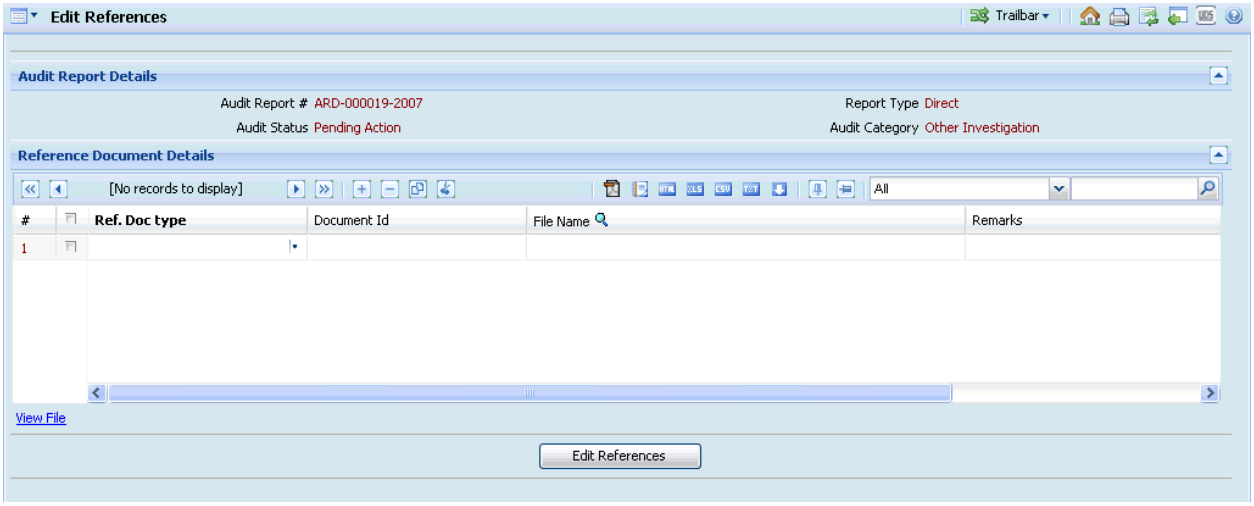

Figure 4.7 Recording references

Enter the following in the **Reference Document Details** multiline.

2. The type of the reference document, in the **Ref. Doc. Type** field.
3. The identification number of the reference document, in the **Document Id** field.
4. The reference document associated with the audit, in the **File Name** field.
5. Any comments on the reference, in the **File Name** field.
6. Select the **Edit References** pushbutton to save the reference record.

Initiating schedule based quality audit

Selecting quality audit schedule

1. Select the **Initiate Schedule based Quality Audit** link under the Quality Audit business component. The Select Quality Audit Schedule page appears. *See Figure 4.8.*

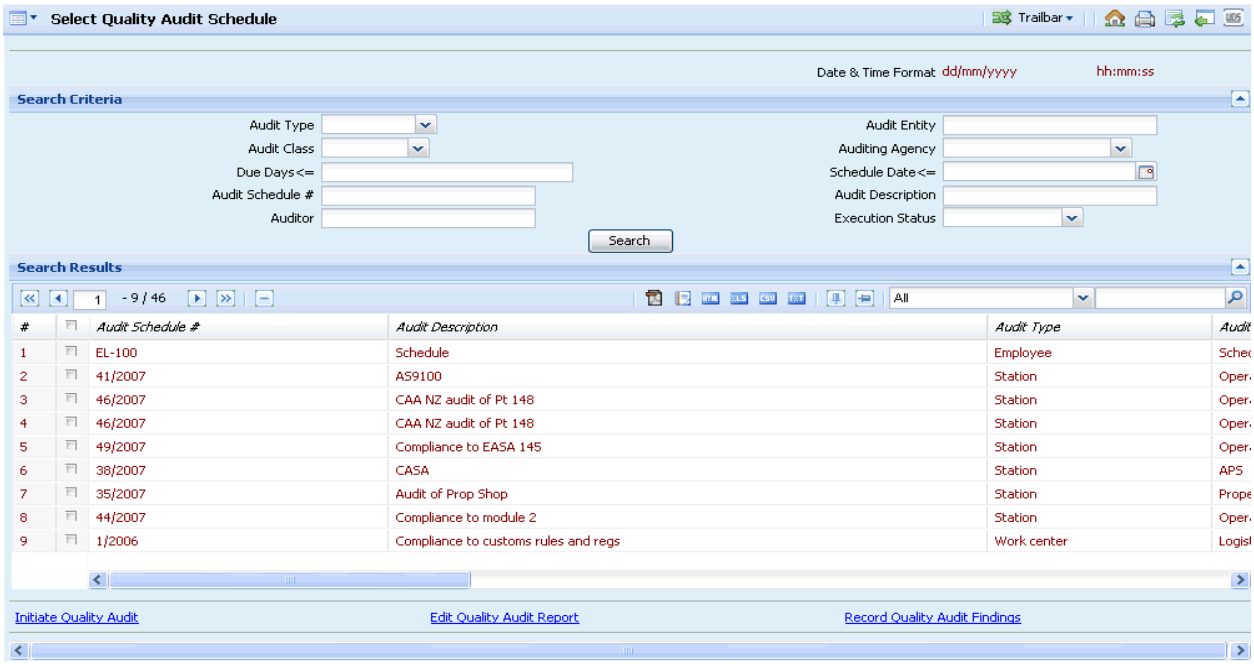

Figure 4.8 Selecting quality audit schedule

2. Enter the any or all the fields in the **Search Criteria** group box to find the audit report you want.

3. Select the **Search** pushbutton. The **Search Results** multiline displays the following for the records that match the specified search criteria.

4. Check the box preceding the audit schedule you want to work with.

5. Select the **Initiate Quality Audit** link to commence the Quality Audit process for the selected schedule.

6. Select the **Record Quality Audit Findings** link to record the audit findings for the selected schedule.

Initiating schedule based quality audit

Refer to the instructions in the Initiating Quality Audit section for further details.

Chapter 5 / Process Non-Conformities / Report

This chapter provides the step-by-step procedure that you would require to process audit reports.

Processing non-conformities / report

This function enables an auditor to take action on the non-conformities (NCs) determined by the audit process.

On approval of CAPA, the auditor reviews the action taken against the recommendation for every NC and carries out the following actions,

- Close audit report if no NCs is found.
- Close NCs against which satisfactory action has been taken.
- Accept or reject more time for resolving NCs. (If time extension for a NC is rejected, the NC must be resolved immediately. The NCs for which more time is provided, they must be resolved within the extended time.)
- Specify follow-up audits for carryover issues.

For follow-up audits, a new audit schedule can be created. The system maintains a history of NCs.

Selecting quality audit schedule

1. Select the **Process Non-Conformities / Report** link under the **Quality Audit** business component. The **Select Quality Audit Report** page appears. *See Figure 5.1*.

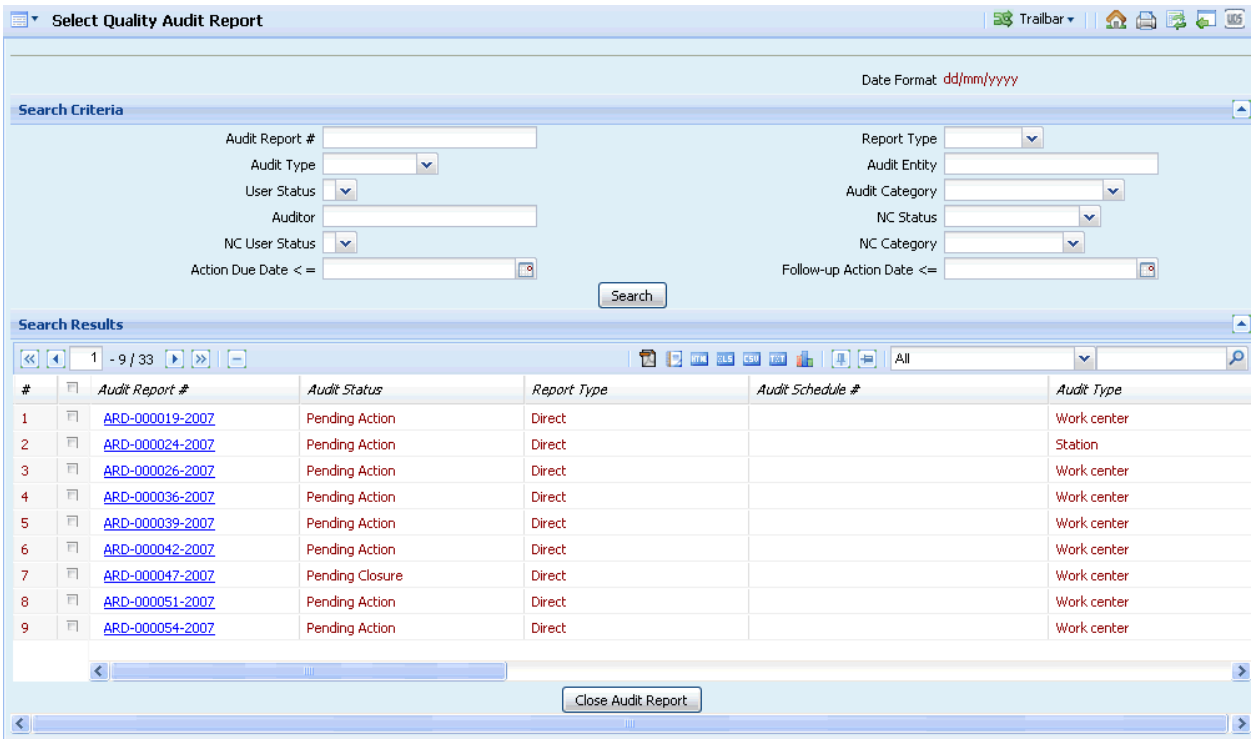

Figure 5.1 Selecting quality audit report for recording non-conformities

2. Specify any or all the fields in the **Search Criteria** group box.

3. Select the **Search** pushbutton. The **Search Results** multiline displays the following for the quality audit report matching the specified search criteria.

4. Select the check box for the audit report records that you want to close.

5. Select the **Close Audit Report** pushbutton to conclude the audit represented by the selected audit reports.

Note: The status of the NCR is updated to "Closed". The system automatically closes the audit report by updating the status of the audit report to "Actioned" on closure of all NCs, if you have selected "Allowed" in the "Auto Closure of Report on all NC Closure" drop-down list box of the "Set Options" activity.

Processing non-conformities / audit report

1. Select the hyperlink in the **Audit Report #** column for the audit that you want to process or carry out action, in the **Search Results** multiline of the **Select Quality Audit Report** page. The **Process Non-Conformities / Reports page** appears. *See Figure 5.2*.

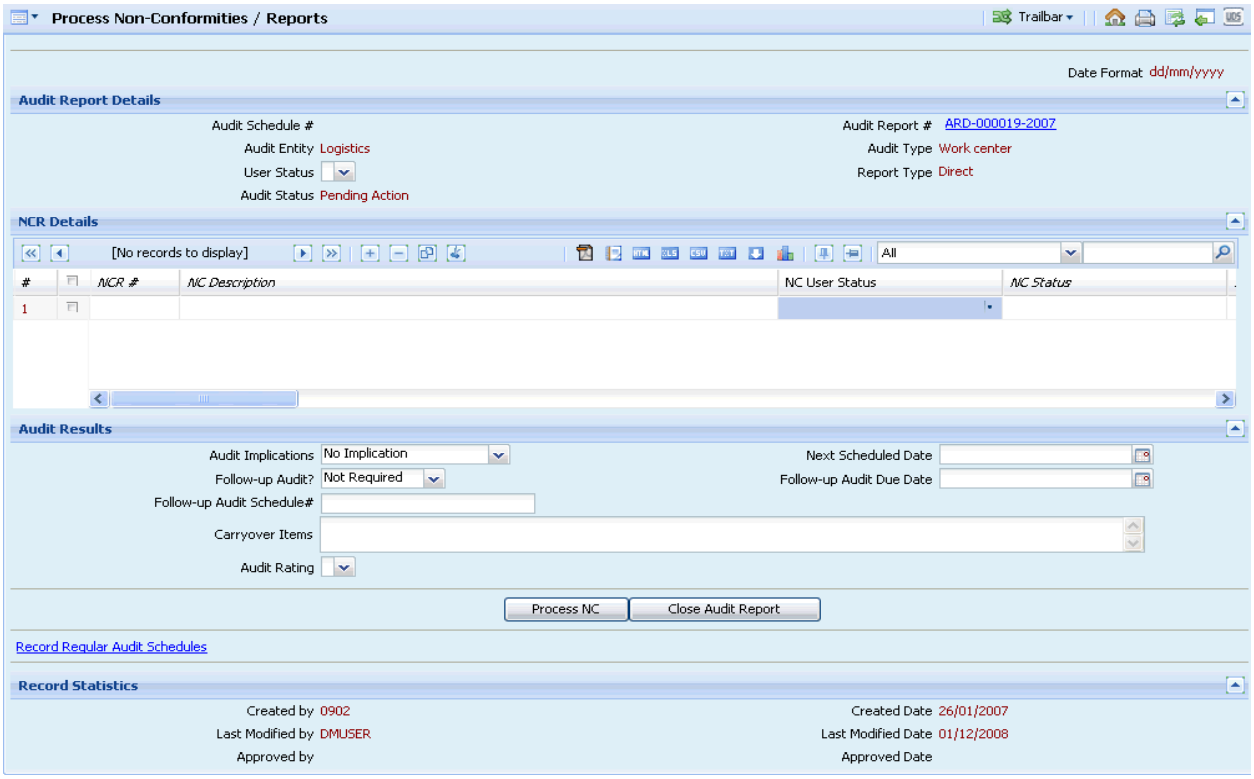

Figure 5.2 Processing non-conformities

2. You can modify the **User Status** field in the **Audit Report Details** group box.

3. Enter the following in the **NCR Details** multiline: **NCR User Status, Root Cause, Contributing Factor, Corrective Action by QA, Closing Comments, Action, Ext. By (Days), Follow-up Action?, Follow-Up Action Date, and Follow-Up Verification Comments.**

4. Enter the following in the **Audit Results** group box: **Audit Implications, Next Schedule Date, Follow-up Audit?, Follow-up Audit Due Date, Follow-up Audit Schedule #, Carryover Items and, Audit Rating**.

5. Select **Process NC** pusbutton.

6. Select **Close Audit Report** pusbutton to end / stop the audit.

To proceed

- Select the **Record Regular Audit Schedules** link to open the **Maintain Quality Audit Schedules** page to record details of audit schedules.

Index

U

V

Corporate Office and R&D Center

Ramco Systems Limited, 64, Sardar Patel Road, Taramani Chennai – 600 113, India

Tel: +91 (44) 2235 4510. Fax +91 (44) 2235 2884

www.ramco.com