TOOL USER GUIDE

INTERNAL CHECK MANAGER





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1. INITIAL SETUP FOR INTERNAL CHECKS

Some initial setup you need to do before you move into building the checks

1.1 SETTING A DEFAULT USER LANGUAGE

- **Step 1:** Log into Foods Connected and click on the settings cog at the top right-hand corner of the page.
- **Step 2:** Click on **Edit Profile** and in the **Locale** field dropdown select the language that you would prefer to record checks in.
- **Step 3:** Click on **Update Profile** and now if the check template has your set language added in when you record a new check using that template it will appear in your set language.

1.2 SETTING UP DEPARTMENTS FOR INTERNAL CHECKS

Create departments for each company site, then set the relevant site department(s) against each internal check and each user. Therefore, when a user logs into the Foods Connected app on a tablet using their personal log-in details, only the internal checks relevant to their site department will display and be available to record. You can also use the 'Site Department' filter in the Internal Checks section, if Departments have been set up for each site within the group.

- **Step 1:** Log into your Foods Connected account.
- Step 2: Click on the settings cog at the top right-hand corner of the page.
- Step 3: Within the *Company Profile* section, click on *Edit Profile & Sites*.
- **Step 4:** Click on the *Edit* button beside the site you want to add the department to.
- Step 5: Scroll to the bottom of the page and click on *Add Site Department*.
- **Step 6:** A pop-up window will open, type in the department's name and click on *Save*.
- **Step 7:** Use the same functions to update or delete department(s).



1.3 UPDATING YOUR SITE DEPARTMENT

- **Step 1:** Log into your Foods Connected account.
- **Step 2:** Click on the settings cog at the top right-hand corner of the page.
- Step 3: Click on Edit Profile.
- **Step 4:** Tick the checkbox(es) beside the department(s) you want to set yourself against.
- Step 4: Click on *Update Profile*.

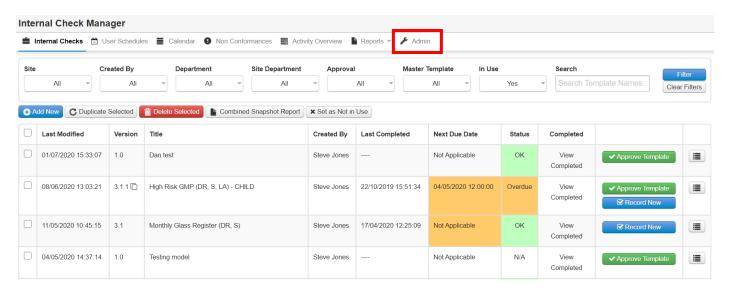
1.4 SETTING A USER AGAINST A SITE DEPARTMENT

- **Step 1:** Log into your Foods Connected account.
- **Step 2:** Click on the settings cog at the top right-hand corner of the page.
- Step 3: Click on Manage Users.
- Step 4: Search for the user, click on *Update* beside their name and select *Edit User Details*.
- Step 5: Tick the checkbox(es) beside the department(s) you want to set the user against.
- Step 6: Click on *Update User*.

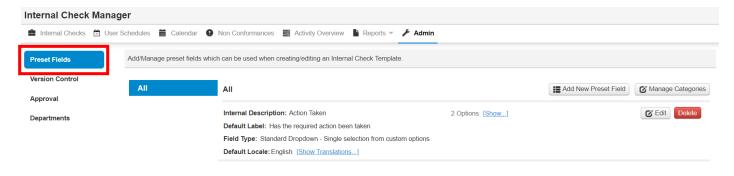


1.5 ADMIN SETUP

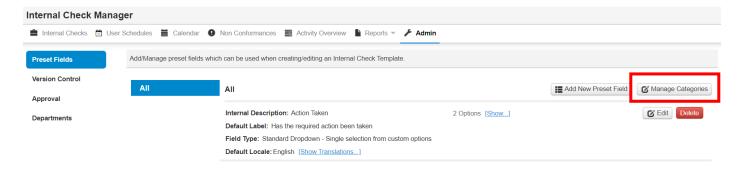
Step 1: Sign in and go to the Internal Check Manager under Quality Management then select Admin.



Step 2: Select *Pre-set Fields* and then you can set up questions with standard responses that can be used multiple times within either the same Internal Check or multiple different checks. Pre-set fields can be categorised, so they can be found more easily when adding a new field.



Select *Manage Categories*

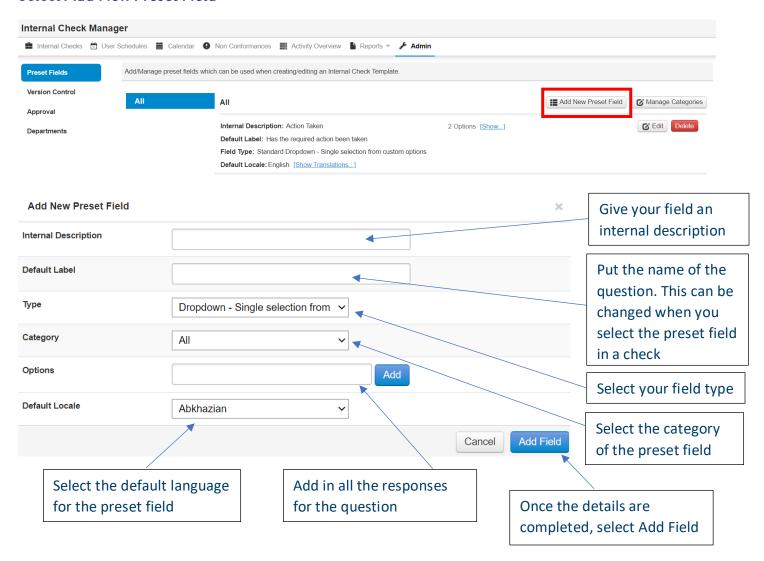




Add as many Categories as you need, clicking + Add after each one. You may have questions that are only relevant to certain departments or teams, and by setting up Categories it makes it easier to manage all your *Preset Fields* when setting up Internal Check Templates



Select Add New Preset Field





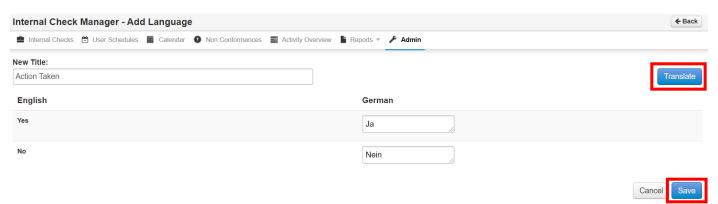
If you want to add a translation, click on Show Translations..... then Add New Language

Internal Check Manager						
internal Checks ☐ User S	chedules 🛗 Calendar ᠑	Non Conformances 🚆 Activity Overview 🔓 Reports 🔻 🗡 Admin				
Preset Fields	Add/Manage preset fields which	n can be used when creating/editing an Internal Check Template.				
Version Control Approval	All	All		Add New Preset Field	☑ Manage Categories	
Departments		Internal Description: Action Taken Default Label: Has the required action been taken	2 Options [Show]		© Edit Delete	
		Field Type: Standard Grandoux. Single solection from custom options Default Locale: Englist [Show Translations]				
Internal Check Manage	er					
■ Internal Checks ☐ User S	chedules 🛗 Calendar ᠑	Non Conformances 🚆 Activity Overview 🔓 Reports 🔻 🗲 Admin				
Preset Fields	Add/Manage preset fields which	n can be used when creating/editing an Internal Check Template.				
Version Control	All	All		Add New Preset Field	✓ Manage Categories	
Departments		Internal Description: Action Taken Default Label: Has the required action been taken	2 Options [Show]		⊘ Edit Delete	
		Field Type: Standard Dropdown - Single selection from custom options				
		Default Locale: English [Hide Translations] There are no translations for this field. Add New Language				

Select the language you want from the dropdown menu and select Next

Manage Translations					
Language	German	~			
		C	Close Next O		

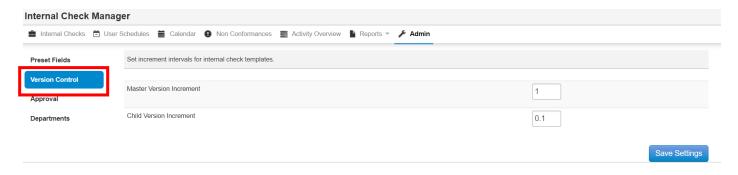
You can either enter the translations to the answers of the question and click *Save*, or you can select the *Translate* button and the system will translate the answers for you



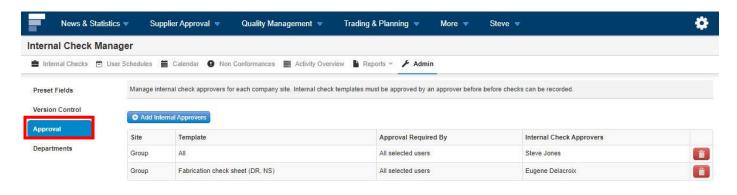
Translations for the rest of the Internal Check is discussed within section 2.7 of this guide



Step 3: Select *Version Control* to select the increment intervals that each new approved Internal Check template version will increase by. *We recommend that you select 1 for each Master template, and 0.1 for each Child template.*

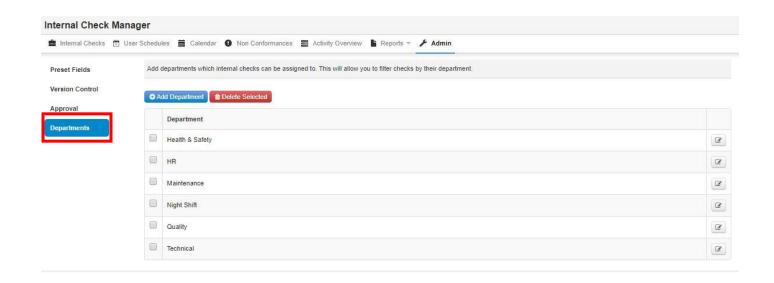


Step 4: Select *Approval* and then select who you want to approve each template when they are built. This can be done at a site level, and at a template level. If you select more than 1 user to be an approver, you can select that only 1 or all users need to approve each template. Select save when done.





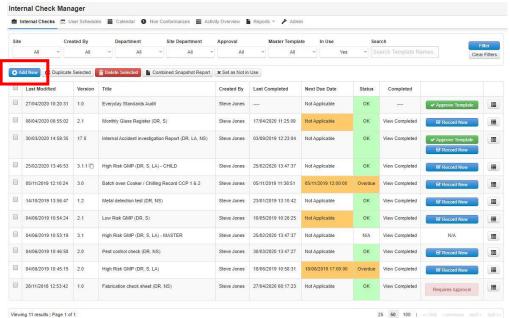
Step 5: Select *Departments* to add all relevant departments that your Internal Checks will relate to and save when done. Adding departments supports filtering of Internal Checks, however this will not affect what users are able to view them, it is more for categorisation.



2 CREATING A MASTER INTERNAL CHECK TEMPLATE

2.1 SETUP DETAILS OF THE CHECK

Step 1: Sign in and go to the Internal Check Manager under Quality Management then select Add New.



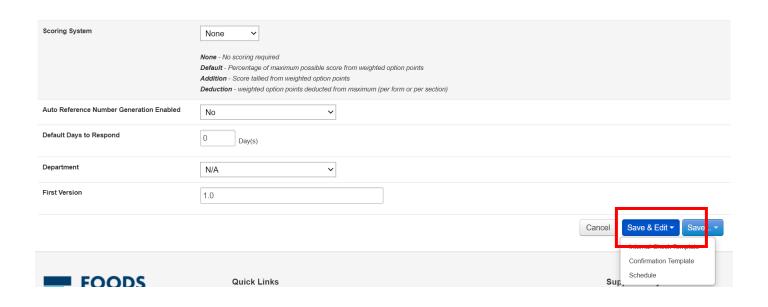


Step 2: This is where you setup the details for that Internal Check.



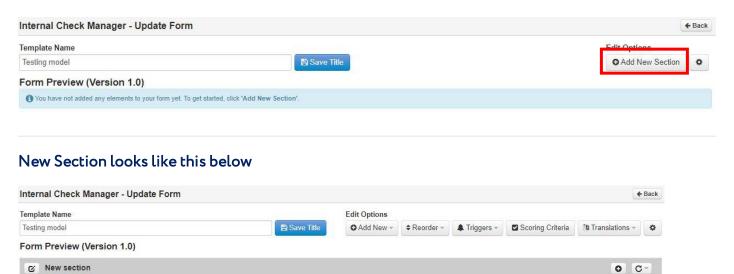


Step 3: Once the details are completed, select Save & Edit then select Internal Check Template



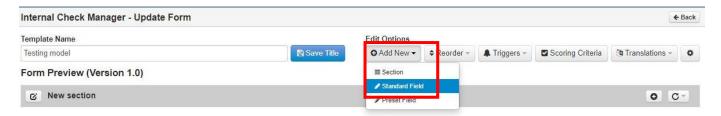
2.2 CREATE THE CHECK TEMPLATE

Step 1: Build your check using the form builder to suit your needs. To add a new section select *Add New Section*.

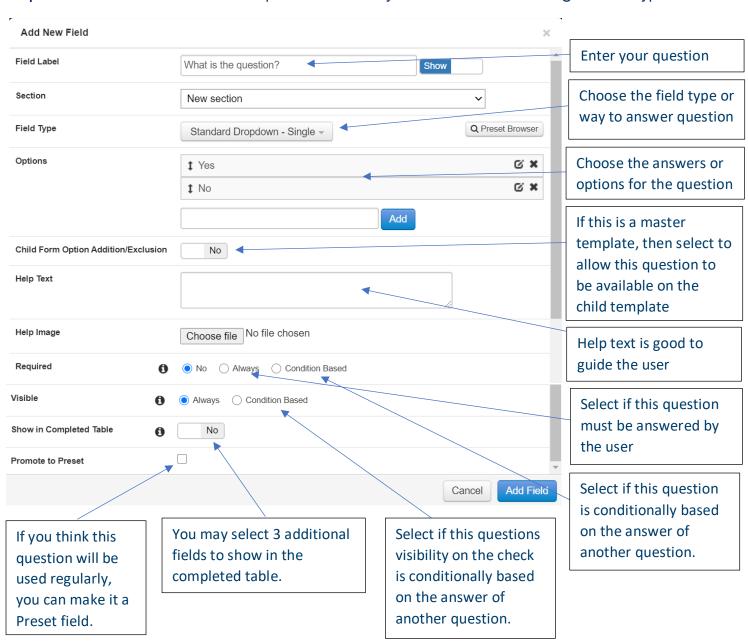




Step 2: To add a new field or question select Add New - Standard Field



Step 3: Now add in the details of the question and how you want it answered using the field types.

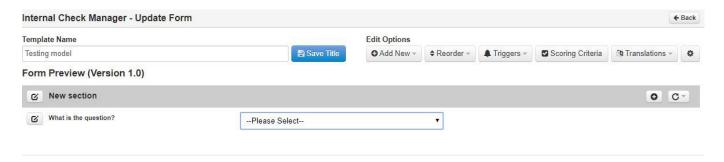




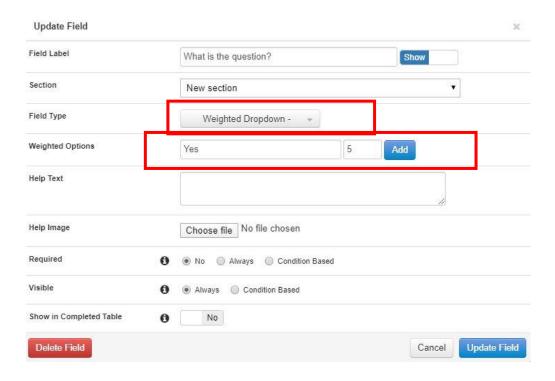
Step 4: Once done select Add Field

Visible	•	Always	○ Condition Based
Show in Completed Table	0	No	
Promote to Preset			_
			Cancel Add Field

New Field looks like this below

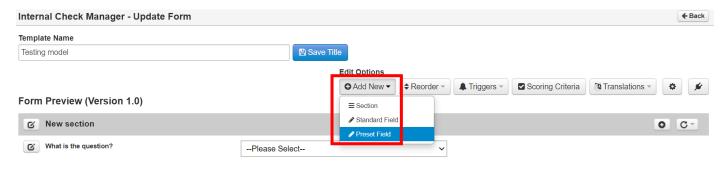


Step 5: To be able to use Scoring on the questionnaire repeat the same steps up to '**Step 4'** but in the 'Field Type' choose a *Weighted Dropdown*. Add in the answer but then add the points that the answer is worth and select *Add*

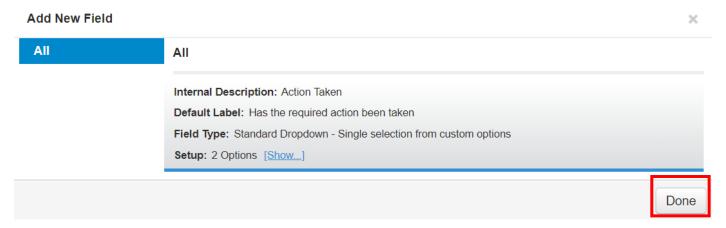




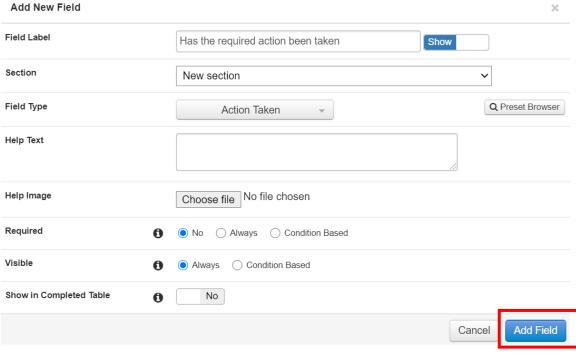
Step 6: To add a Preset Field select Add New - Preset Field



Step 7: Select the relevant *Preset Field*, and select *Done*



Step 8: Make any changes to the field and then select Add Field.

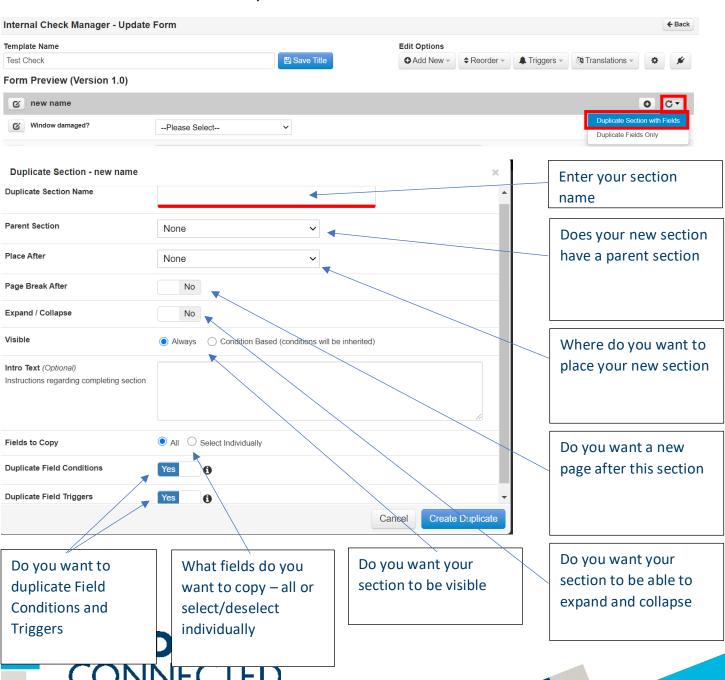




New Field looks like this below

Internal Check Manager - Update Form	← Ba	ıck
Template Name		
Testing model	Save Title	
	Edit Options	
	◆ Add New ▼	%
Form Preview (Version 1.0)		
Ø New section	• C	
What is the question?	Please Select v	
Has the required action been taken	Please Select v	

Step 9: If you want to add a new section that is a copy of a previous section you have built, then select the *Circular arrow* and then *Duplicate Section with Fields*.

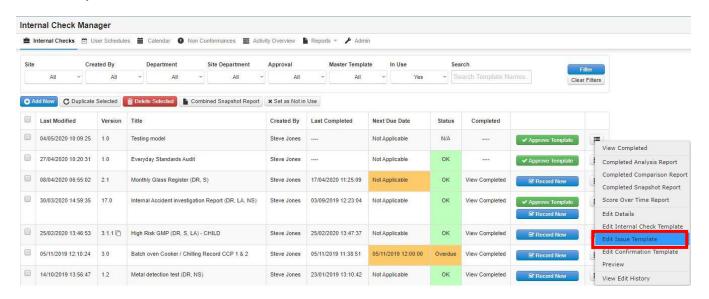


Step 10: Repeat steps to build up your check.

2.3 CREATING AN ISSUE TEMPLATE / NON-CONFORMANCE FORM

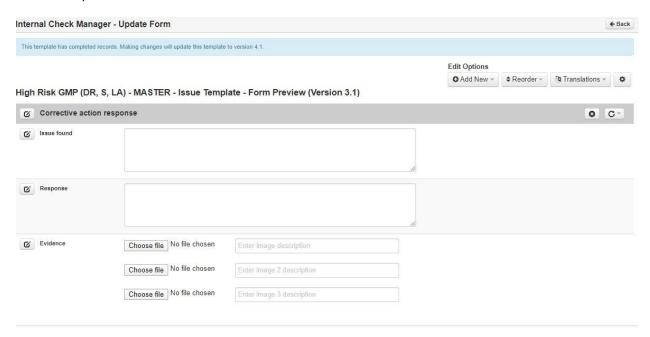
An Issue Template is the form that is used for your users to answer any queries that have been raised during the check. After you build the initial check follow the steps below

Step 1: Go back to the main table and select the radio button to the right of your check & select *Edit**Issue Template*





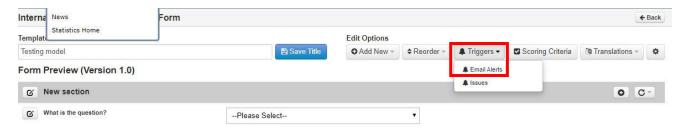
Step 2: Follow the steps above that you used to build the actual check to build the Issue Template/Non- conformance Form. The same functions are used. Your form may end up looking like this example below



2.4ADDING EMAIL ALERTS TO THE CHECK

Email alerts are a feature that allows you to create a trigger when a certain answer is given to a question. This will then send an email to someone to notify them of the answer to the question.

Step 1: As you go along creating your Internal Check Template, you can create *Email Alerts* & from the answers that have been chosen. To do this select *Triggers* & then *Email Alerts*.

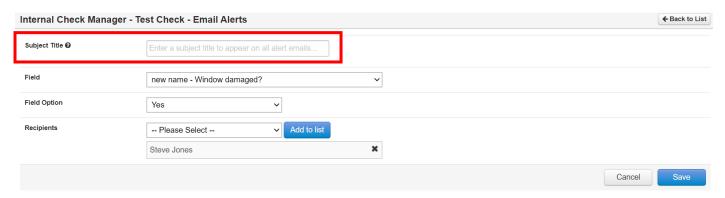




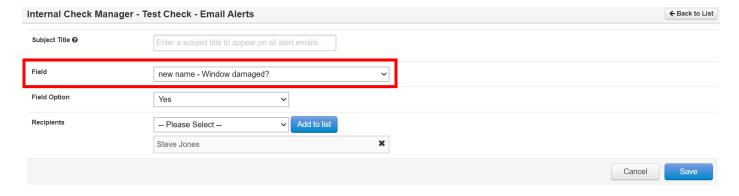
Step 2: Now select Add Alert



Step 3: Now setup your alert. Select an e-mail subject title for the alerts, or leave blank and set as internal check subject

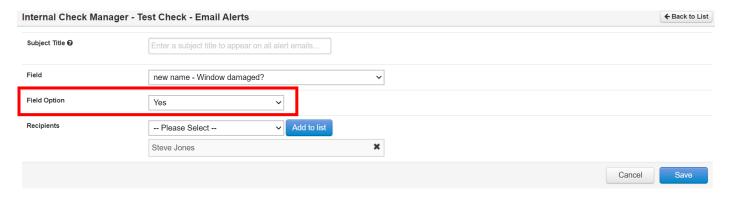


Step 4: Select the question from Field

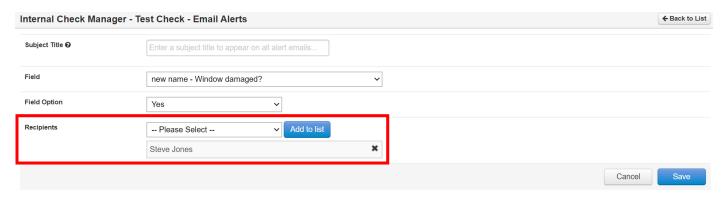




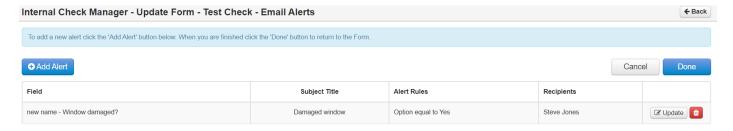
Step 5: Then select from Field Option the answer to the question that will raise the trigger/alert



Step 6: Now add the user(s) or team from *Recipients* that will receive the notification and select *Add to list*. Once done select *Save.*



E-mail alert setup will look like this below



Step 7: Repeat steps to add e-mail alerts to any question

2.5 ADDING ISSUE TRIGGERS TO THE CHECK

Issue Triggers are a feature that allows you to create a non-conformance when a certain answer is given to a question. This will then build up a list that will need corrective action when the check is done, and this is where you use the Issue Template that you created earlier for the Supplier to answer.



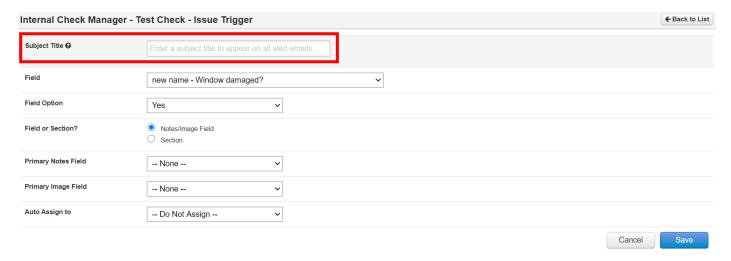
Step 1: As you go along creating your Internal Check Template, you can create *Issue Triggers* from the answers that have been chosen. To do this select *Triggers* & then *Issues*



Step 2: Now select Add Issue Trigger

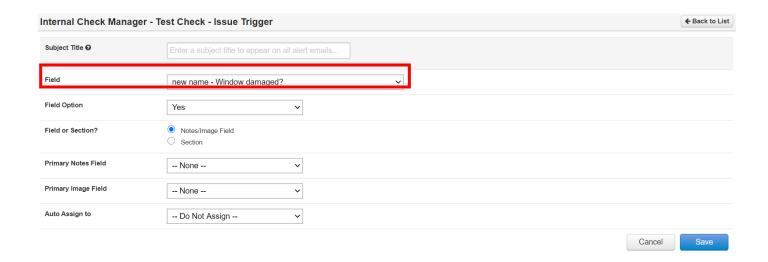


Step 3: Now setup your alert. Select an e-mail subject title for the triggers, or leave blank and set as internal check subject

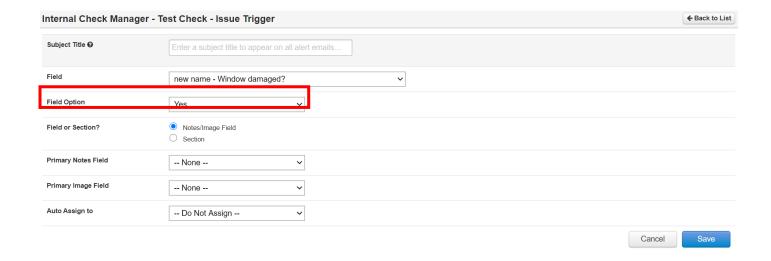




Step 4: Select the question from Field

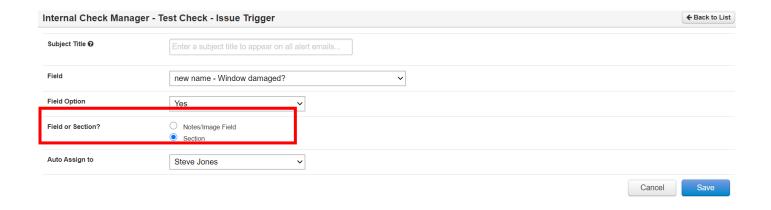


Step 5: Then select the answer from Field Option that will raise the Non-Conformance

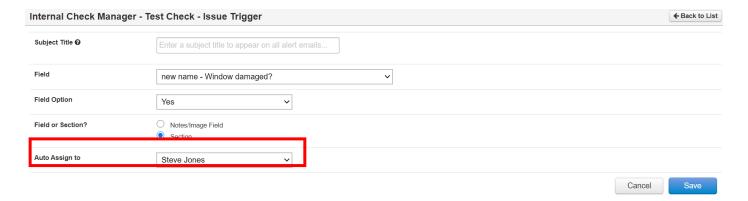




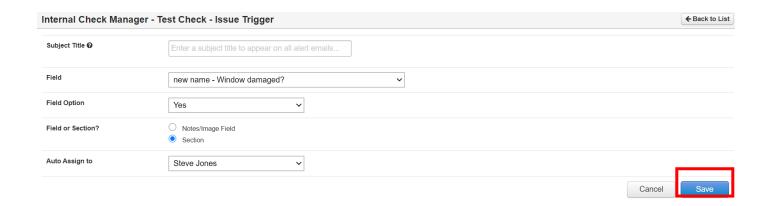
Step 6: Select Section



Step 7: Choose who to Auto Assign the issue too

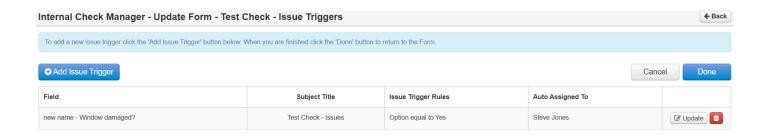


Step 8: Once done select Save





Trigger setup will look like this below



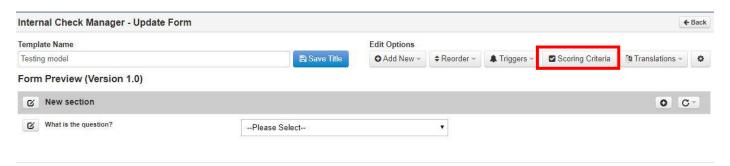
Step 9: Repeat steps to add triggers to any question.

Step 10: You can edit who each Issue is assigned to, and also have the ability to bulk assign or update the corrective action owner for a template that is not a child template.

2.6SETUP SCORING CRITERIA

Set the scoring for your Internal Check if you want to use it.

Step 1: If you have selected a Scoring System within the Check Details (Section 2.1), then within the Internal Check Template, select **Scoring Criteria**

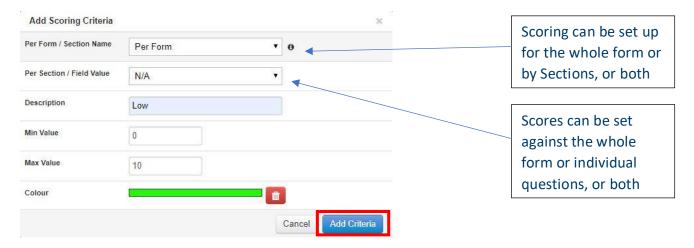




Step 2: Select Add Criteria



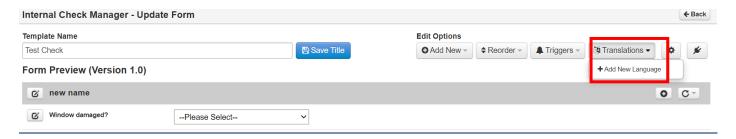
Step 3: Add in your scoring criteria. Then select Add Criteria



Step 4: Repeat steps to add in further scoring criteria i.e. Medium & High

2.7 ADDING LANGUAGES AND DIFFERENT LANGUAGE SETUP

Step 1: Click on the *Translations* button and select *Add New Language* at the top of the page to add another form language.

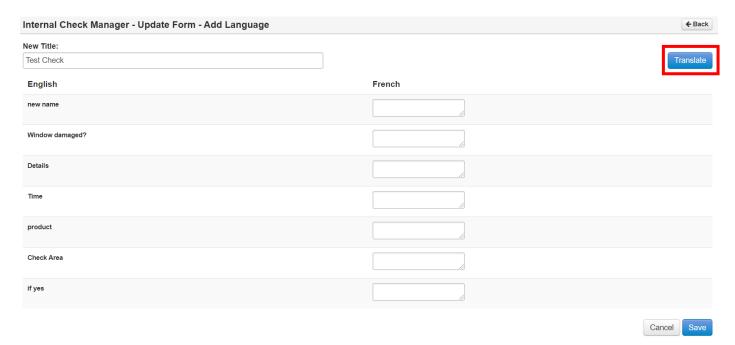




Step 2: Select the language from the pop-up window and then select Next.

Add New Languag	e			×
Language	French	~		
			Close	Next

Step 3: You have the option to either click on the *Translate* button at the top of the page and an automatic translation from the set default language to the new selected language will appear for each field. These translations can then be edited in the textboxes. Alternatively, if you know the translations then you can enter these into the relevant fields.



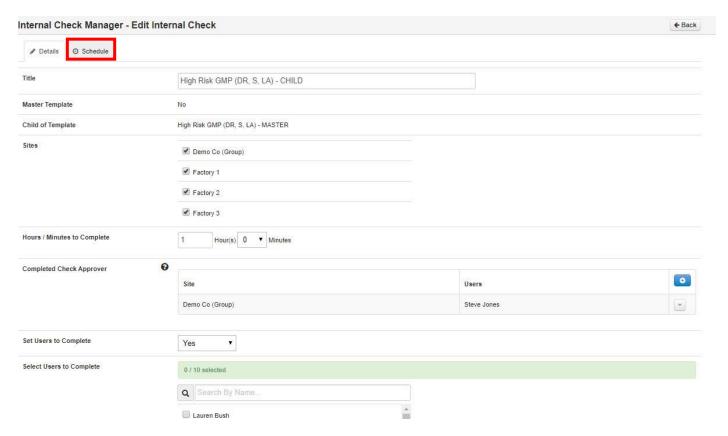
Step 4: Once you are happy with the translations, click on *Save* and this language will be added as an option onto the form. When you a record a new check, for the added in language to appear the user recording the check needs to have this language set as their locale in their profile.



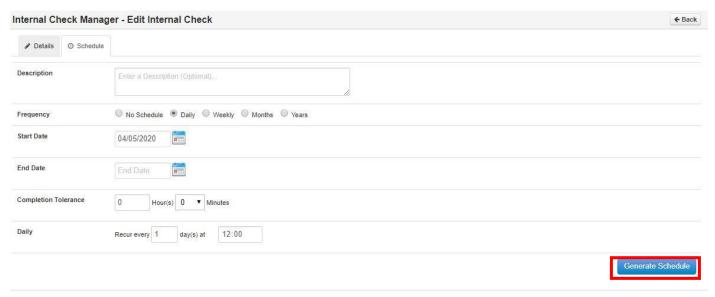
2.8 SETUP & CREATE A SCHEDULE FOR A CHECK

When setting up the details of the Internal Check, if you set a user to complete a check and select a person(s), you will be able to create a schedule. A schedule window will appear here.

Step 1: Select Schedule

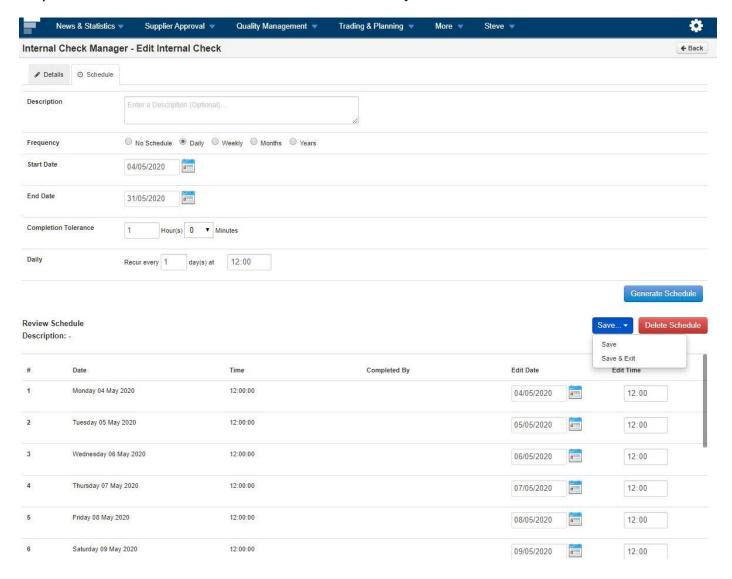


Step 2: Select which *Frequency* Set the required settings for your schedule then select *Generate Schedule*

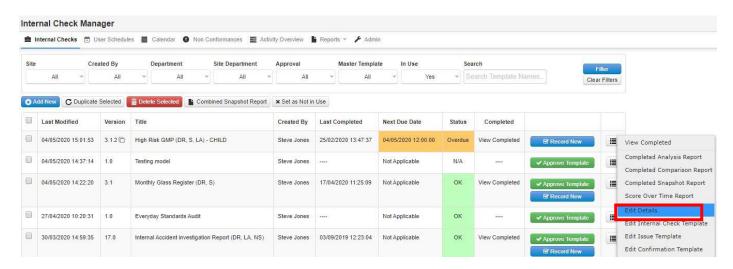




Step 3: The schedule will look like this below from here you can edit and Save

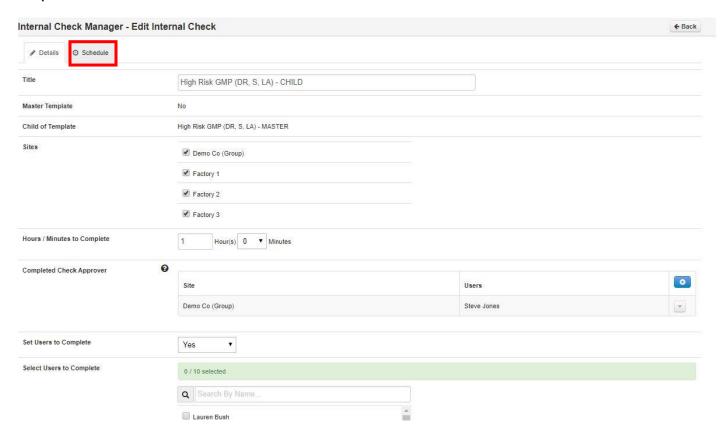


Step 4: At any stage if you need to re-edit go back to check, select Edit Details

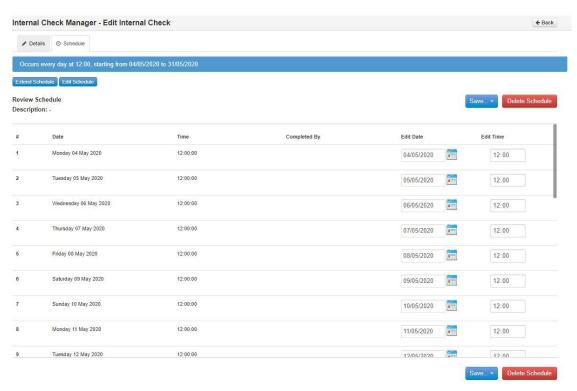




Step 5: Then select Schedule



Step 6: This page will open where you can Edit, Extend or Delete

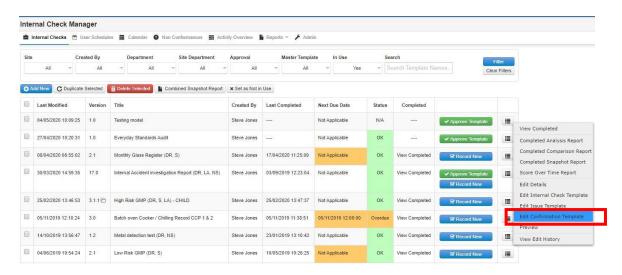




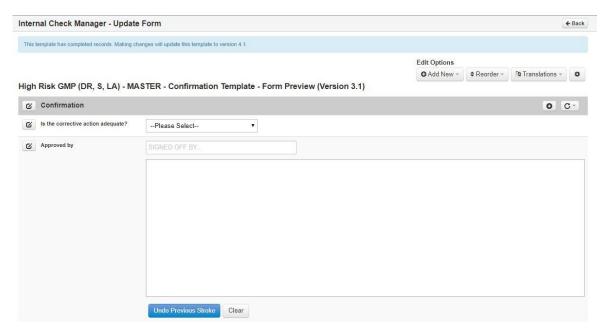
3 CREATE A CONFIRMATION TEMPLATE

A confirmation form is a form you can create to help you with verification and checking that the Internal Check has been fully & adequately completed. It is a list of questions you might ask yourself to check before confirmation. You can choose to use this or not.

Step 1: Go to the *Internal Check Manager* select dropdown beside the questionnaire & select *Edit Confirmation Template*



Step 2: From here you follow the same steps in Creating an Internal Check Template (Section 2.2) to create your Confirmation Template. It might end up looking like this



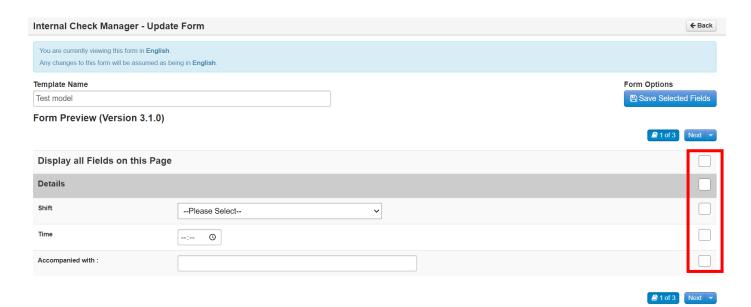


4 CREATE A CHILD INTERNAL CHECK TEMPLATE

- Step 1: Once you are happy with your master template, you can create a child template.
- Step 2: From the *Internal Checks* tab of the *Internal Check Manager*, click on *Add New* and this will open a page to set the Internal Check details.
- **Step 3:** Input the check title, select the relevant master template from the *Child of Template* dropdown options and select the company site(s).



- Step 4: Click on *Save & Edit* then select *Internal Check Template*, this will open the internal check builder.
- **Step 5:** Select *Yes/No* for all the sections and fields to select which ones appear in the child template. Click on *Save Selected Fields* once you are happy with what has been selected.





Step 6: To activate the issue triggers/email alerts for the child template, click on the *Triggers* button at the top of the page. This will open a page with all the triggers that were set up in the master template.

Step 7: To activate the triggers, tick the checkboxes beside the relevant triggers and click on *Activate Selected.*

Step 8: To update the assignee of the triggers, tick the checkboxes beside the relevant triggers and click on *Update Assignee*. This will open a pop-up window, select the person, or company team from the dropdown list and click on *Update*.

Step 9: When you have finished updating the triggers click on *Done*.

Step 10: You also will need to select the relevant fields for the issue and confirmation templates.

Click on the menu button beside the child check and select *Edit Issue Template/Edit Confirmation*Template.

Step 11: As with Step 5, Select *Yes/No* for all the sections and fields to select which ones appear in the issue/confirmation templates. Click on *Save Selected Fields* once you are happy with what has been selected.

Step 12: Click on Save then Save and Exit.



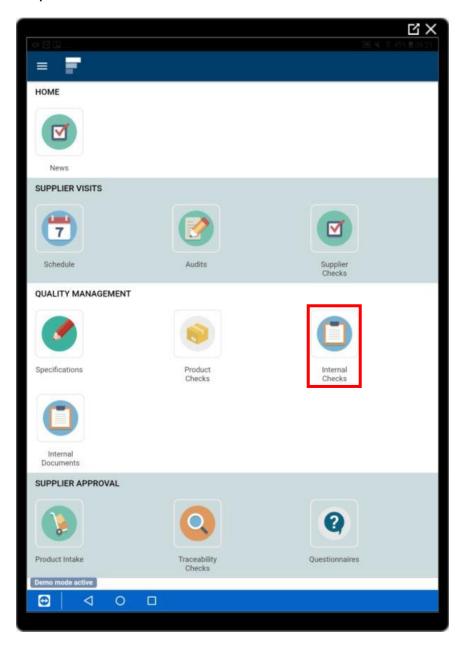
5 RECORDING A CHECK ON THE TABLET

Step 1: Sign into the app.



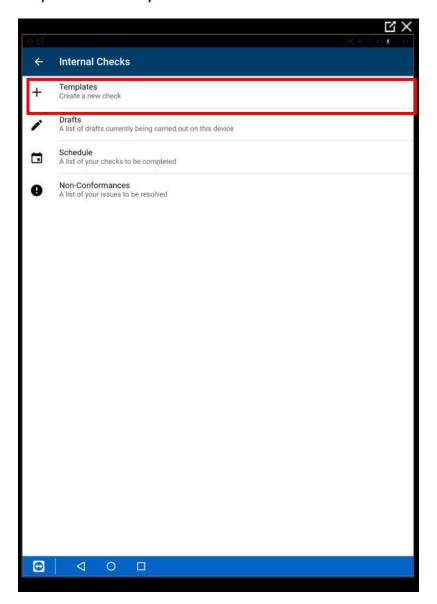


Step 2: Select *Internal Checks* on the home screen.





Step 3: Select *Templates*





Step 4: Download your check templates to the tablet first by selecting the cloud icon at the top right corner.



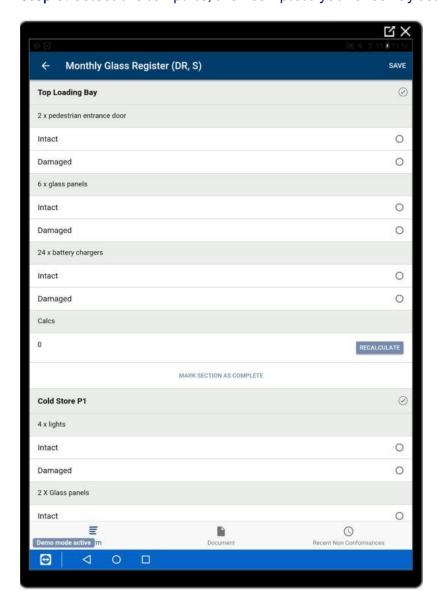


Step 5: Your templates will all download. Once downloaded select the template you need for your check.



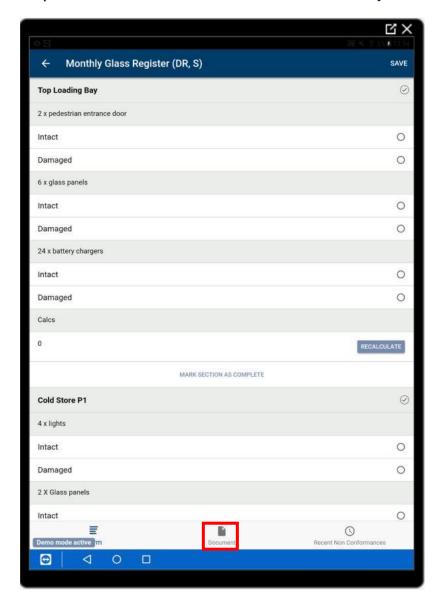


Step 6: Select the template, then complete your check by selecting the correct fields.



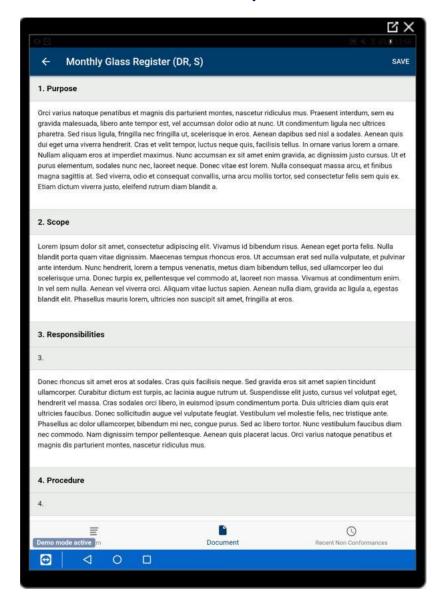


Step 7: If there is a document attached to the check you can view it here





It will look like this. You can easily switch between the two to reference



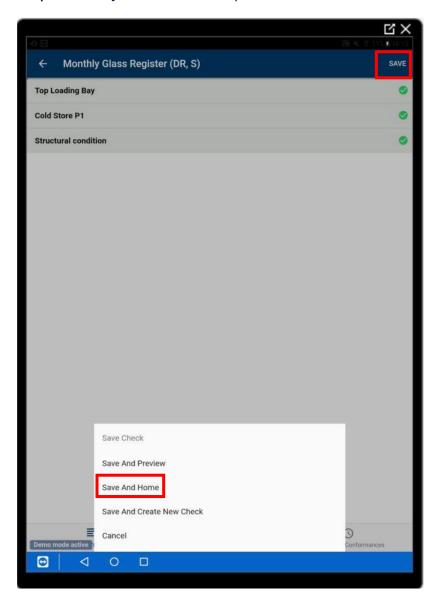


Step 8: You can view any recent non-conformances as you go along here



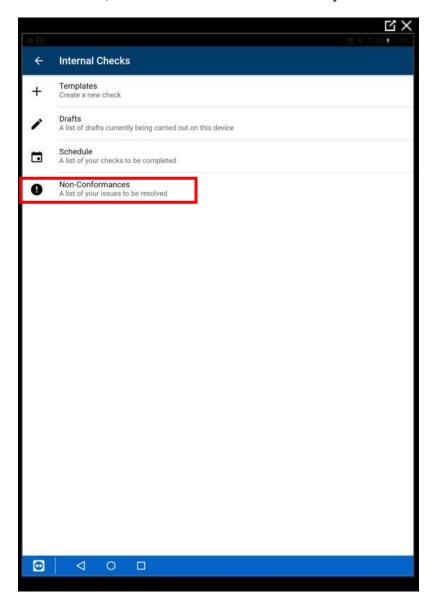


Step 9: Once your check is complete select Save then Save & Home



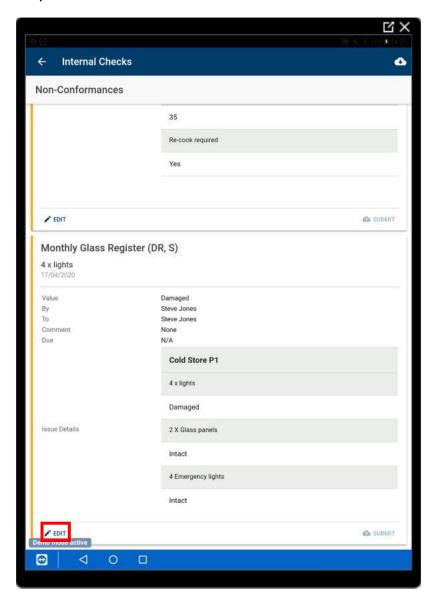


Step 10: If there were any issues that need resolved or Non-conformances, go back to Internal Checks on the tablet, then select *Non-conformances* you can resolve these issues directly on the tablet.



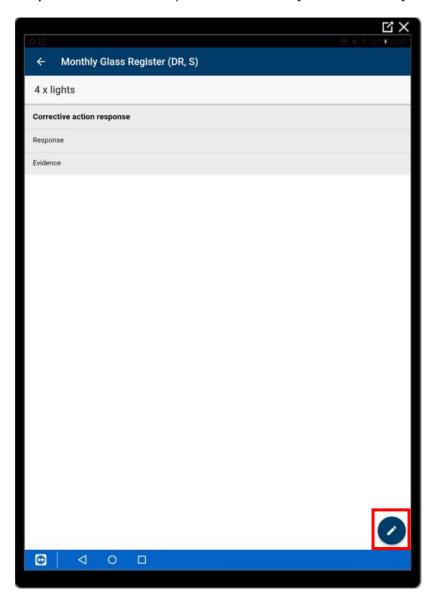


Step 11: Select *Edit* beside Non-conformance



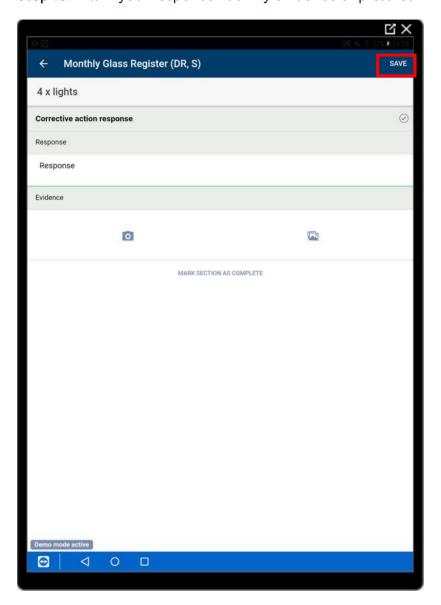


Step 12: The select the pen icon to allow you to enter in your responses



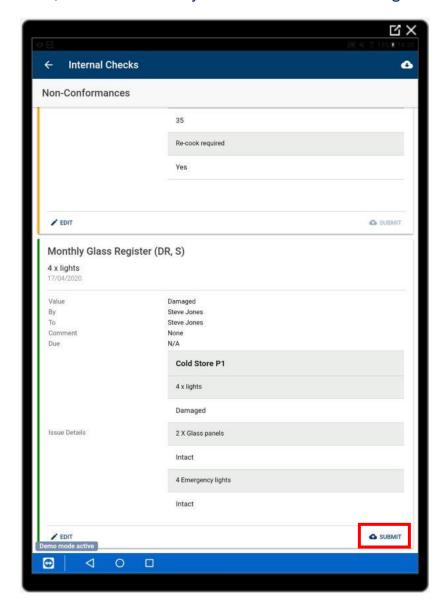


Step 13: Fill in your response add any evidence or pictures if necessary, then select Save





Step 14: As you can see that issue has turned green to represent it has been responded too. Once done, select *Submit* or if you need to edit select *Edit* again and change your response



Step 15: Once you submit your response is then logged. Repeat these steps for any other non-conformances that need corrected on your tablet.

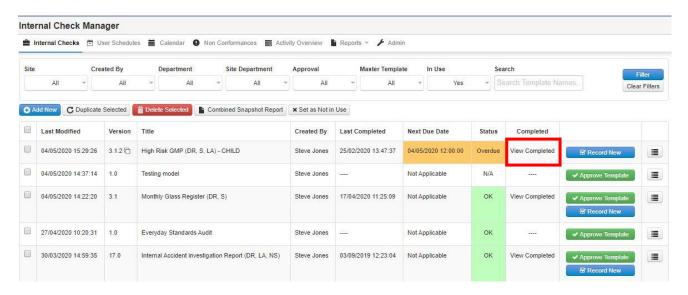


6 VIEWING, REVIEWING & CONFIRMING CHECKS

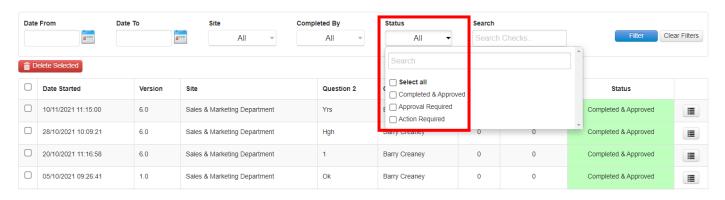
6.1 VIEW COMPLETED CHECKS

Next step is to view the completed checks on the desktop

Step 1: Once check is completed go back to your desktop and select *View Completed* on the check you used

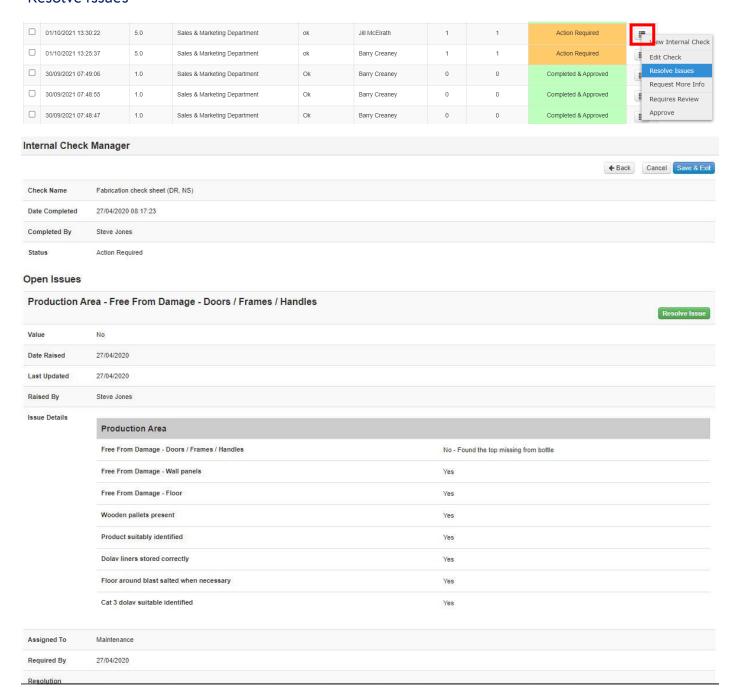


Step 2: A list of all the completed & pending checks will show, and these can be filtered by the Status of the check (Completed & Approved / Approval Required / Action Required)



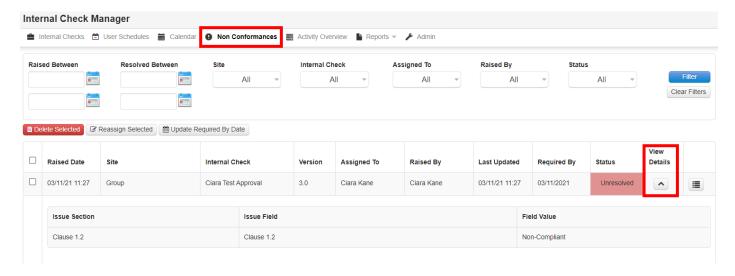


Step 3: You can view the issues either by clicking on the modal on the right-hand side and selecting "Resolve Issues"





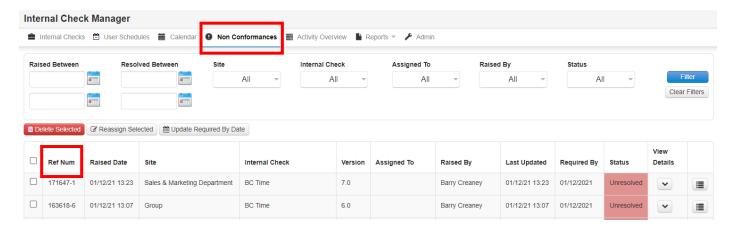
Alternatively, you can go to the "Non Conformances" tab, filter for the checks you are looking for, and then select the "View Details" dropdown button.



6.2 RESOLVING NON-CONFORMANCES ON THE DESKTOP

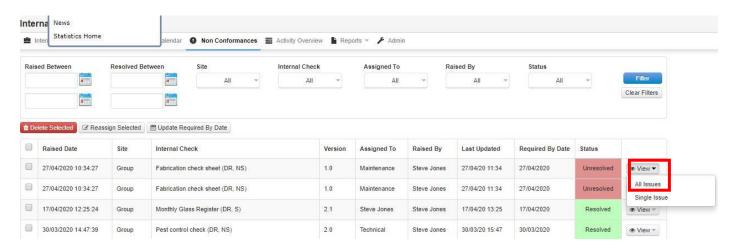
Some of these may be completed through the tablet on the stages we touched on earlier in the tablet section. If there are any Unresolved issues and you are responsible, then follow the steps below

Step 1: Select the *Non Conformances* tab. To find the specific check you are looking for you can either use the filters at the top of the page, or when you have the auto generated reference number set up on your internal check template(s) the reference number now is visible in the non-conformance tab as a new column as well as within the specific template(s).

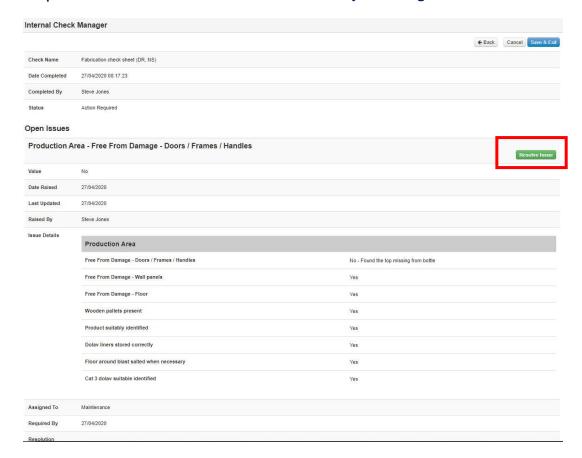


Step 2: Select the View icon on an Unresolved Issue, then select All Issues



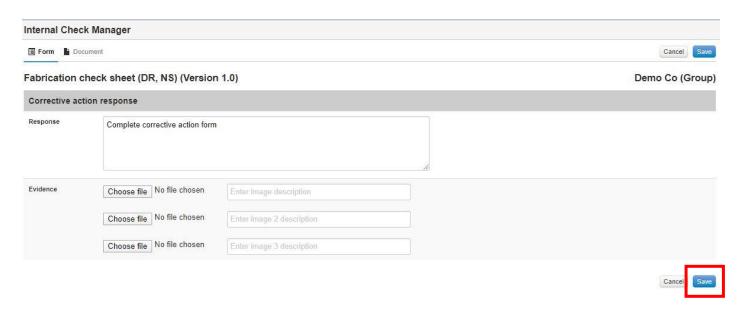


Step 3: You can now view the issues & resolve by selecting *Resolve Issue*



Step 4: Fill in your response and Save when done

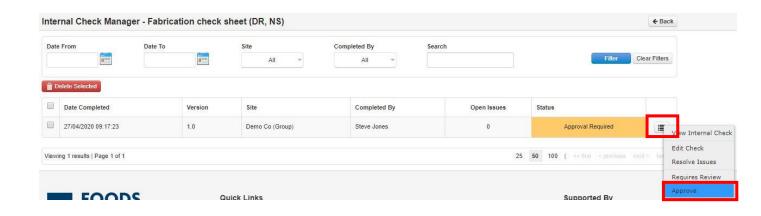




Step 5: Repeat steps until all issues have been completed. Once done select *Save & Exit*. The status of the Non-Conformance changes from *Unresolved* to *Resolved*, whilst the status of the Check reverts to *Approval Required*.

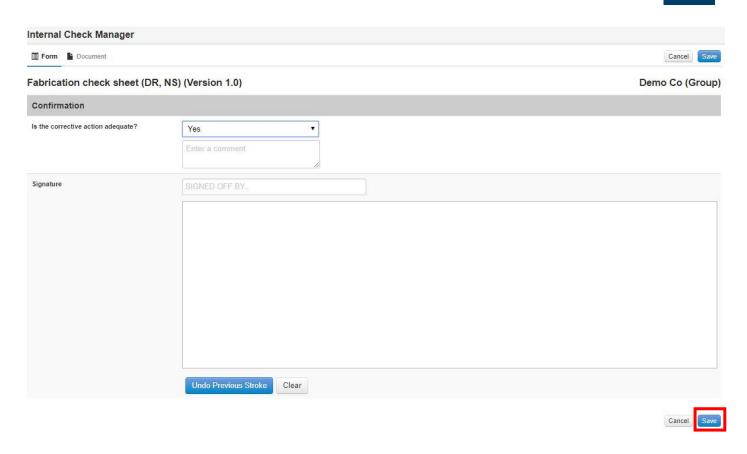
6.3 APPROVING CHECKS

Step 1: Once you are happy with the Check and want to confirm, then if you are an approver select the icon and then *Approve*

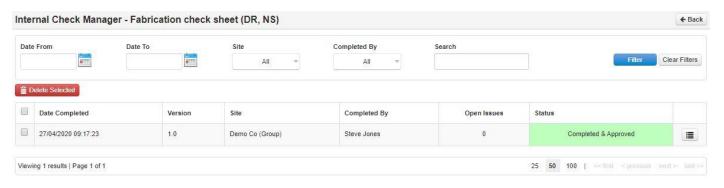


Step 2: Fill in your confirmation template then Save





Step 3: The status updates to Completed & Approved



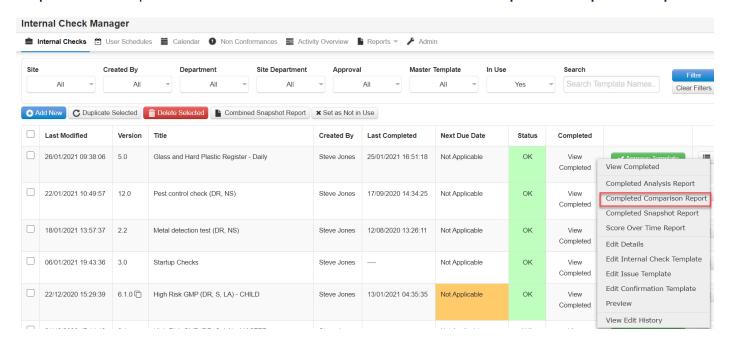


7. CREATING REPORTS

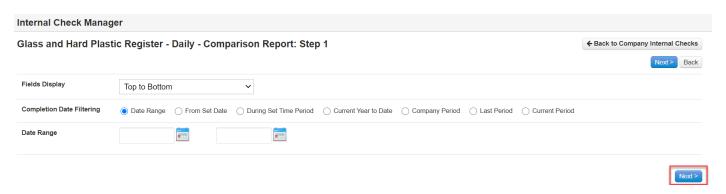
7.1. CREATING COMPARISON REPORTS

Step 1: Sign in to Foods Connected and select **Quality Management** then select **Internal Check Manager**

Step 2: Select dropdown beside relevant Internal Check and select Completed Comparison Report

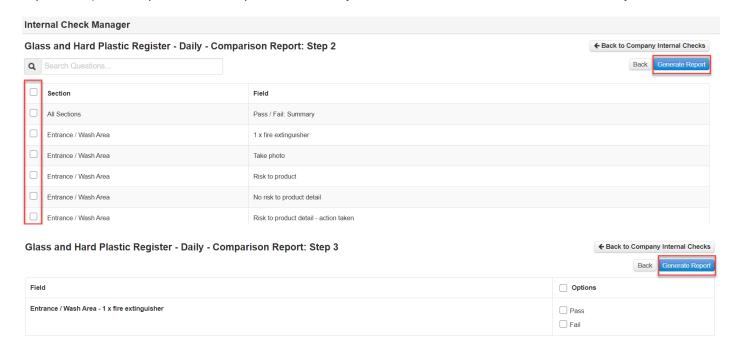


Step 3: Select required reporting parameters and select Next





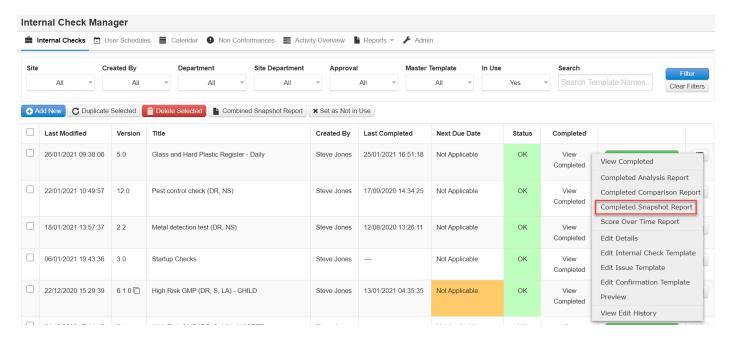
Step 4: Select fields to compare then select **Generate Report.** Select the responses you require to report on (if all responses are required select **Options** checkbox and select **Generate Report**.



7.2 CREATING SNAPSHOT REPORTS

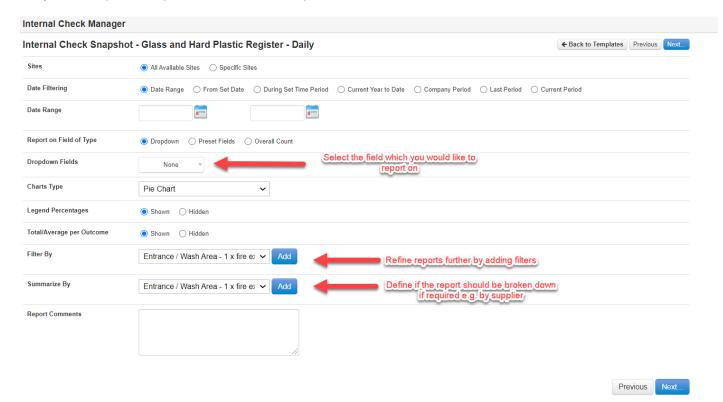
Step 1: Sign in to Foods Connected and select **Quality Management** then select **Internal Check Manager**

Step 2: Select dropdown beside relevant Internal Check and select Completed Snapshot Report

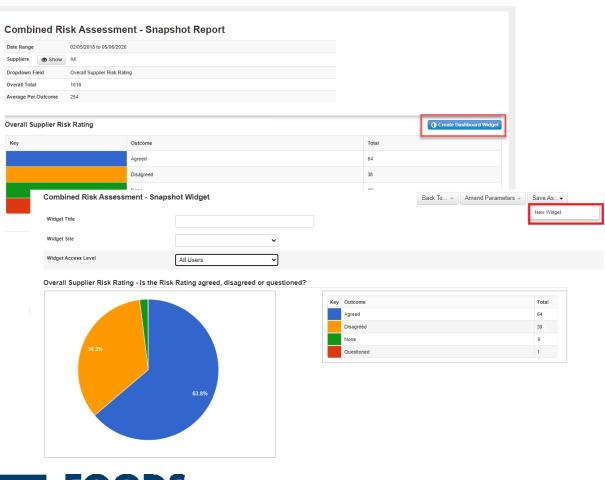




Step 3: Complete requirements for the report and select Next.



Step 4: Select Create Dashboard Widget. Select Save As then select New Widget.

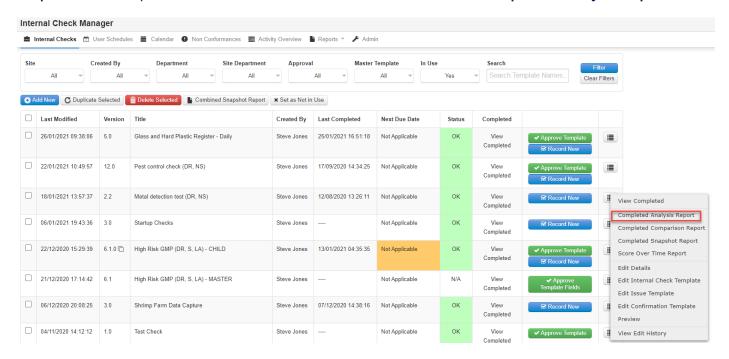




7.3 CREATING ANALYSIS REPORTS

Step 1: Sign in to Foods Connected and select **Quality Management** then select **Internal Check Manager**

Step 2: Select dropdown beside relevant Internal Check and select Completed Analysis Report



Step 3: Select fields to analyse and select the Chart Style then select Generate Report.

