ISCOMPLIANT

User Manual

isCompliant Cloud Based Software

Revision 1

Contents

Chapter 1: Introduction

Welcome to isCompliant.

isCompliant is an intelligent cloud based management system that enables managers to get the things done that are usually peripheral to their roles. These are the bits that your business needs, in order to run effectively and improve, but more often than not, they get neglected because everyone is too busy getting the job done.

This manual will guide you through every step of using your isCompliant system. You can also find video tutorials online here: https://vimeo.com/channels/iscompliant

1.1   Installation

isCompliant is a cloud-based system so there is no installation needed. All you need is an internet connection, and you can access your system from anywhere in the world, on any web-enabled device. Simply go to www.iscompliant.com click on Current Users Logon button at the top RHS of the page.

ABOUT US | CONTACT US   CURRENT USERS LOGIN

Then sign in with the Username and Password contained in your subscription email.

isCompliant
provides managers, auditors and quality engineers with a complete cloud-based solution for achieving ISO 9001, ISO 14001 and OHSAS 18001 compliance.

ISCOMPLIANT

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Sign In

Please enter your Username & Password:

Enter

Forgotten your username?

If you haven't received a subscription email, please firstly check your junk folder, then get in touch with us using the contact details on our website.

1.2   Subscriptions

isCompliant is charged on a monthly basis. If you are on a trial, you will be sent an email at the end of your trial asking if you wish to proceed.

If you say yes, then we will start invoicing you from that date forward on a monthly basis. If you say no, we will close your account down. If you ever want to come back, we can resurrect your data.

1.3 Updates

Because isCompliant is Cloud based, you don't have to worry about updates. We do it all in the background for you. Any updates and improvements are included within your subscription. If we change anything that affects functionality we will issue you with an Update email explaining the changes.

Occasionally we may issue updated connectors or apps. In such cases we will let you know what they are and how to install them via an update email.

1.4 Security

isCompliant has security at its core.

We treat your data security extremely seriously. All data is hosted in an environment that complies with ISO 27001:2013 for Information Security Management. In addition to this, all data is stored on a secure server with SSL authentication with 256-bit (2048 bit-key) encryption.

1.5 Data Integrity

Your data is always safe with isCompliant.

All of the isCompliant servers are backed up on a daily basis, spanning back a total of thirty days.

If you find out that you have made a mistake and want to revert back to another version, or change some of your data back to a previous set, get in touch through support@iscompliant.com.

1.6 Glossary and technical terms

In this manual, our tutorial videos, and the isCompliant Help section we frequently use some terms which we will briefly explain here.

Dashboard: The main screen from which you navigate isCompliant; the dashboard displays 15 tiles which each link to a separate management module.

Modules: The fifteen different sections of isCompliant, each module allows you to manage a specific process within your business.

ISO 9001: The most recognised global standard for quality management; see www.iso.org for more information.

ISO 14001: The most recognised global standard for environmental management; see www.iso.org for more information.

OHSAS 18001: The most recognised internationally applied British Standard for health & safety management. Note that this is not controlled by ISO.

Chapter 2:
The Basics

2.1   The Toolbar

At the top of the isCompliant screen is a blue toolbar; this is visible in every module and record.
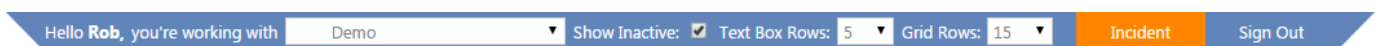
Section 2.1 will talk you through each element of your toolbar.

2.1.1   Client Selection

If you have access to multiple isCompliant systems as a consultant, you will be able to easily switch between systems by using this first drop down box in the toolbar. Next to where it says 'today you're working with', click on the box and select which client system you would like to see. Their dashboard will automatically load up.
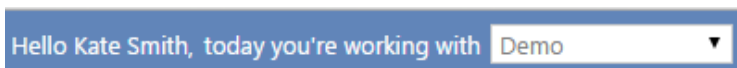
2.1.2   Inactive Records

Almost every record in isCompliant can be assigned a status depending on whether it is not in use, cancelled or completed. You can mark most records Active or Inactive; this means that you don't have to delete records so won't lose the data. For example, an asset that is in storage or an employee on long term leave can be marked as inactive until they are back in work.

As a default, records you have marked as inactive or completed will be hidden from the modules. If you want to view them, click the Show Inactive checkbox in the toolbar. Tick this, and it will make all inactive records in each module appear. They will be shaded grey so you can pick them out easily.
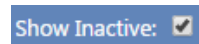
2.1.3   Text Box Rows & Grid Rows

The toolbar also gives you the option to alter the number of Text Box Rows and Grid Rows shown.

Text Box Rows: In some cases when you need to type a larger amount of text, e.g. an audit response or an action, the default one-line text box may prevent you from seeing everything you are writing. You can easily change this by increasing the number of text box rows using the drop down box in the

toolbar. Make sure you save what you have written prior to changing the number as it will refresh the screen.

Grid Rows: When you open any module, you will see a list of records that it contains. The number of grid rows equates to the number of records you see on one page. Please note that if you have a large amount of records, selecting to view all on one page may cause isCompliant to load significantly slower.

2.1.4   Zones

isCompliant has two Zones; the Client Zone and the System Zone. The Client Zone is where you will see all the features of the above toolbar, access your dashboard and all records. You can find out more about these Zones in Section 4.1.

2.1.5   Incident Reporting

The orange Incident button allows you to report an incident. See Section 3.16 for full details of how to use this function.

2.2   The Dashboard

Your Dashboard is the main screen from which you navigate isCompliant; it displays fifteen tiles which each link to a separate management module.

If you are using isCompliant to satisfy the three key standards (ISO 9001, ISO 14001 & OHSAS 18001), each of the tiles represents a module required for compliance.

2.2.1 Colour Coding

isCompliant is an intelligent system that is able to report on the general health of your business. Each tile on your dashboard is coloured using a simple traffic light system, so you can identify which modules are healthy and which need attention.

When you first log in, all your tiles will be yellow. As you start adding data into a module the tile will change from yellow to green, but if a module is neglected or key dates are missed it will turn to orange or red depending on the severity of the problem.

By clicking on the Help lightbulb when in the dashboard and scrolling to the bottom of the page, you will see a list telling you exactly why a tile is not coloured green. See Appendix A1 for the generic guide.

2.3 Your Company

At the top of the dashboard screen, there are five tabs. To tailor the isCompliant system for your business, click on the Company tab.

This will open a screen with a further six tabs for you to navigate. Each is described under the following headings.

2.3.1 Issues & Incidents

The Issues & Incidents tab shows any issues or incident reports against your company. You can read more on incident reporting in Section 2.1.6.

2.3.2 Company Info

To set up your company on isCompliant, follow these steps:

- Click on the Company Info tab.
- Fill out all the Client Name; if you are setting this up for your own company, this is the name of your business.
- Enter a primary Email address.
- Enter all contact details where necessary, and select your Country and Time Zone from the drop down boxes.
- Enter the Contact Names for your main contact.
- The Active checkbox should be ticked if you want to start adding data to your system.
- Publish in the isCompliant client list.
- Type in any Notes where applicable.
- Click Save.

2.3.3   RACI Rules

RACI stands for Responsible Accountable Consult Inform and is used in incident reporting. isCompliant allows you to assign RACI responsibilities on a project by project basis. If an incident occurs on a project, the employee's assigned RACI roles can receive a notification, either by email or email and SMS.

The RACI Rules tab allows you to decide under what circumstances those notifications are sent. All types and severity of incident are defaulted to No Alert; if you want to alter that, click on the drop down box and select Email or Email and SMS for each incident type and severity level, then click Save. Read more about incident reporting in Section 2.1.6.

Note: For SMS notifications to work, an employee will need to have a valid Work Mobile number stored in their employee record in the Employees module.

2.3.4   Coding Rules

Each module in isCompliant can index records using individual codes to differentiate; the only exception to this is Actions and Company Objectives where unique codes are automatically assigned. You can choose whether you would like to manually enter codes, or to have codes assigned automatically by isCompliant. Alternatively, you can choose to have no codes.

To set your coding rules, click on the drop down box next to each Code and select Automatic, Manual or No Codes, then click Save.

2.3.5   Scoring Rules

The Scoring Rules tab is the heart of the reporting within isCompliant.

This is where the business intelligence lives!

Every time you create an action or an issue within isCompliant it gets allocated to a process. Depending on what type of issue it is, isCompliant adds to takes away points from a process.

For example, looking at the image above, we have identified that if you add an "Improvement" you get 0.5 points for a process. If you achieve the improvement, you get another 1 point.

However, if you record an issue or an incident, points get removed from the relevant process.

We have populated the Action and Incident scores with what we think are realistic values. However, you can apply whatever scores you feel suit your business risks.

2.3.6   Customisation

The Customisation tab allows you to tailor your isCompliant system. You can edit the URL by choosing a subdomain that easily identifies your company; for example, if your company was called Demo Printing Ltd and you chose the subdomain 'demo', your URL would read "demo.iscompliant.com".

To add your company logo, you firstly need to ensure you have it saved as a .jpg, .png, .gif, or .bmp file format on your computer. We recommend a 96dpi image with a white or transparent background.

Click on the Browse button and select the logo from your documents, then click Save. It will now appear in the top right of every area in isCompliant. You can also change your logo at any time by repeating these steps, or remove it by clicking Clear Logo.

2.4   Tables

The Tables tab is used to define certain categories which are used throughout the isCompliant modules. When you click the Tables tab, you will see nine different tabs each containing a reference table for you to complete.

In each tab, type the details into the green row and click Save. A new green row will appear below for you to add further information to your tables.

Sites: The Sites tab allows you to add each of your work sites or offices to isCompliant. To add further details, including a full address and contact details, click the More button that will appear next to each site once you have saved it.

Rooms: Once you have added all your sites in the Sites tab, you can use the Rooms tab to add in key rooms at each site. This is particularly useful for scheduling meetings and audits, ensuring that invites are sent detailing the exact location.

Processes: The Processes tab allows you to add any of your business processes, such as Procurement, Marketing or Manufacturing.

Storage Locations: Defining Storage Locations can be useful for your COSHH register.

Device Types: Device Types can be used for categorising assets e.g. vehicles, IT equipment, kitchen equipment.

Sub Types: Once the Device Types have been defined, the Sub Types tab can be used to further categorise them, e.g. you could add vehicle sub-categories for a car, van and forklift truck.

Supplier Categories: Supplier Categories can be used to index suppliers by what they provide, e.g. office equipment, catering services, temporary personnel.

Competencies: The Competencies tab allows you to define various competencies that different employees are expected to have, such as customer service. These can then be allocated under the Training tab of an employee's profile in the Employees module.

RACI Roles: RACI stands for Responsible Accountable Consult Inform. See Section 2.3.3 for a full description. This tab allows you to define which employees can be assigned a RACI role, by typing out their job role and selecting their name from the drop down box, e.g. the role could be Health & Safety Representative. You will assign these employee's a RACI role in the Projects module.

2.5   Downloads

The Downloads tab allows you to download the isCompliant Outlook connector. This is an add-in for Microsoft Outlook 2010 and later that enables you to synchronise your isCompliant actions and Outlook tasks.

To download the connector, open the Downloads tab in Internet Explorer and press the Click to Install link. When you see the following pop-up, press Install.
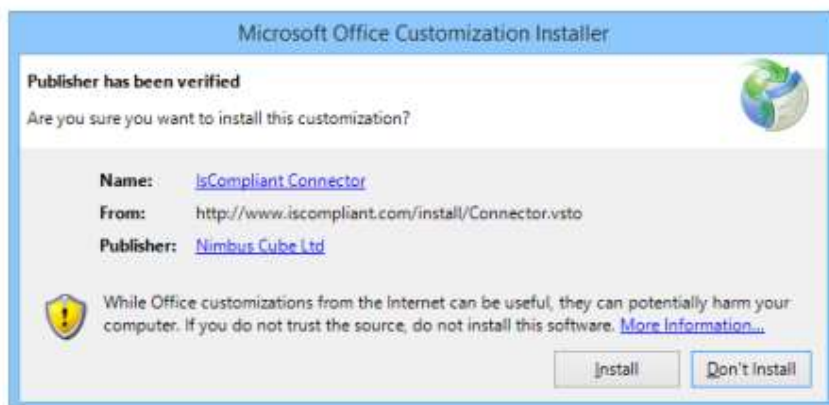
We apologise, but as yet the connector is only available for Download through Internet Explorer.

2.6   Settings

The Settings tab is used to store additional security information that will be used if a user has forgotten their password.

Select a Security Question from the drop down box and type the Answer and a Hint, then click Save.

2.7   Help

Help can be found in every part of isCompliant, by clicking the little green lightbulb which can be found in the top right hand corner of each screen.

The help text will be displayed at the bottom of each screen. You may have to scroll down to read it. If you would like to remove the help text, click on the lightbulb in the top right hand corner of the screen again and it will disappear.

2.8   Uploading a Document

Documents can be uploaded to any isCompliant module or record where the book symbol is displayed.

If the symbol is green it demonstrates that there are already documents uploaded against the module or record, however, this does not prevent any more being added.

To upload a document, click on the book and follow these instructions.

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2.8.1 Upload a Document to a Module

- Open the module from the dashboard and click on the book symbol in the top right hand corner.
- Click the New button in the bottom right hand corner.
- Insert the Name of your document.
  Note: If it has a reference number or code, it is useful to include that in the Name field so you can search for it.
- Select an Owner and Reviewer from the drop down boxes, and add a Description where necessary.
- If the document Requires a Review, click the checkbox and add a future review date.
- In the File field, click Choose File and select the correct document to upload.
- The Unzip Zips box should be checked when you are uploading a zip file containing multiple documents.
- Click Save.
- If the document is directly related to a specific Site, Standard, Customer, Supplier or Project, you can link to them using the drop down boxes in the Associations Tab.

Dashboard	Tables	Company	Downloads	Settings

New Document

New Document for Demo

Document Details

Process:	Global
* Name	
Owner	Kate Smith
Reviewer	
Description	
Requires Review	☐
Future Review Date	
File	Choose file No file chosen
Unzip Zips	☐

2.8.2 Adding a Document to a Record

As well as procedures, you can also add other documents to any record which has the book symbol next to it. When you open any module, you will see the option to add a document next to each entry in the list.

Code	Supplier	Name	Batch Code	Status	Location		
001	Morris Vehicle Hire	Diesel		Booked In	Secure COSHH Cabinet	📖	Edit
002	Flowers Office Supplies	WD40 Aerosol		Disposed	Secure COSHH Cabinet	1 📖	Edit

Sometimes there is the option to add a document to a section of a record too. For example, you can attach copies of training records or certificates to an Employee's Profile in the Training tab. You can add your document by repeating the steps in Section 2.8.1.

2.8.3   Searching for and Downloading a Document

If you want an overview of all documents you have uploaded to your isCompliant system, open your dashboard and click the green book at the top right hand corner. Here you will see a list of all documents, including their Name, Version, Type, Status, Owner, Reviewer, Source and Filename.

Documents for Demo

Code ⌂	Name	Version	Type	Status	Owner	Reviewer	Source	Filename
D-514	P09 - Asset Procedure	2	Portable Document Format File	Review	Kate Smith	Rebecca Brown	Asset	Asset Procedure.pdf
D-515	Asset details	1	Portable Document Format File	Active	Kate Smith		Asset	Asset Details.pdf
D-516	Employee Training Certificate	1	Portable Document Format File	Active	Adam Jones	Peter Cowell	Employee Qualification	Employee Training Certificate.pdf

To search for a document, type the name or a key word into the Search bar in the bottom left corner of the screen and click Search. To return to the full list of documents, click the Clear button.

To download a document, click the Download button next to it. It will automatically download on to your computer in the file format it was uploaded in.

2.8.4   Editing or Updating a Document

You can edit a document's properties at any time by opening the green book and clicking the Edit button next to the document.

If you have revised the document and are wanted to supersede the current version, click on the Increment button. The document details will still be filled in as before, but the version number will have automatically increased to show that your new document is a newer revision. You can add Change Comments and Review Comments into the grey boxes and amend the Future Review Date where necessary. In the File field, click Choose File and select the correct document to upload, then click Save.

The History button will show you the previous versions of each document as well as the current version. Previous versions will be highlighted grey as Replaced.

2.9   Printing and Exporting Files

The green printer button can be found across isCompliant; it enables you to print or export either an overview of the module or a specific record.

Open the record or module index that you would like to print or export and click on the green printer button in the top right hand corner. This will open a preview of the record to be printed or exported.

To print the file, click on the printer button on the grey toolbar.

To export the file, choose the format you would like to save it in from the drop down menu to the right of the grey toolbar and click the disc button next to it.
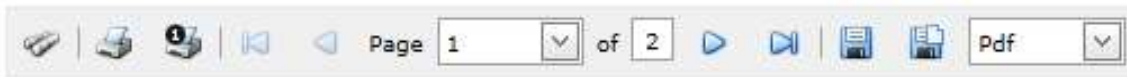
2.10 Reporting

In the Actions and Audits modules of isCompliant, you will find the reporting symbol. This will build graphs using your isCompliant data to show you how your business is really functioning.

2.10.1 Action Reporting

The Action Graphs can be built by using the attributes listed on the grey toolbar.
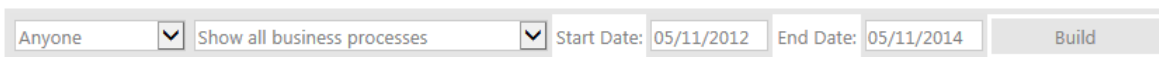
You can select to build a graph based on who the actions have been assigned to, the business process the action relates to, and set a date range.

There are three types of graph you can build; one based on scores, count or process scores.

Scores
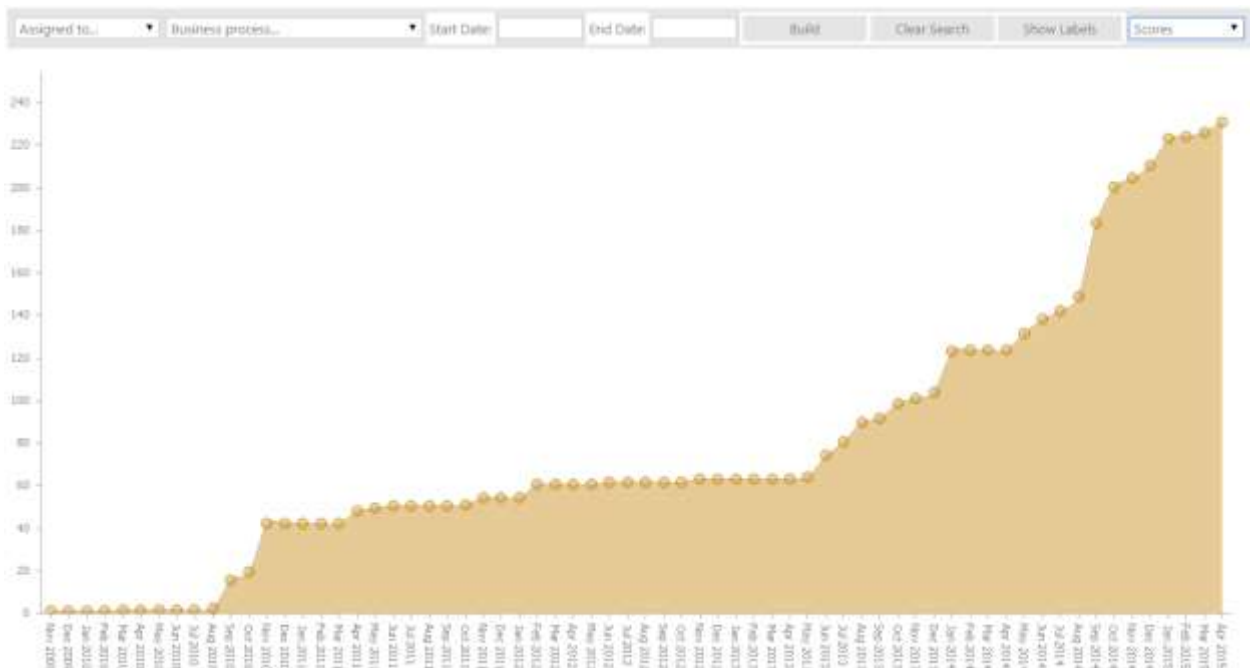
The default graph is quite simply how many points you have achieved on an accumulated basis over time.

Count
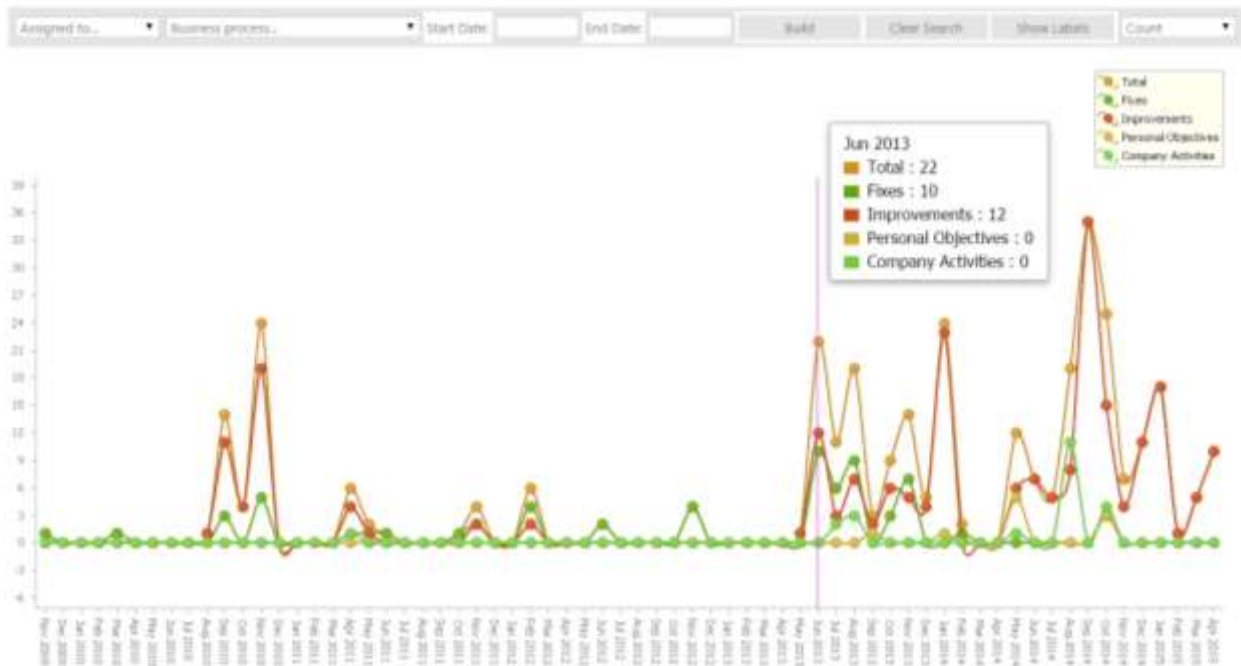
The Count Graph shows how many of each classification have been generated per month. i.e. in the graph above we can see (by hovering the mouse) that "June 2013" that there were 10 fixes and 12 improvements.

Process Scores
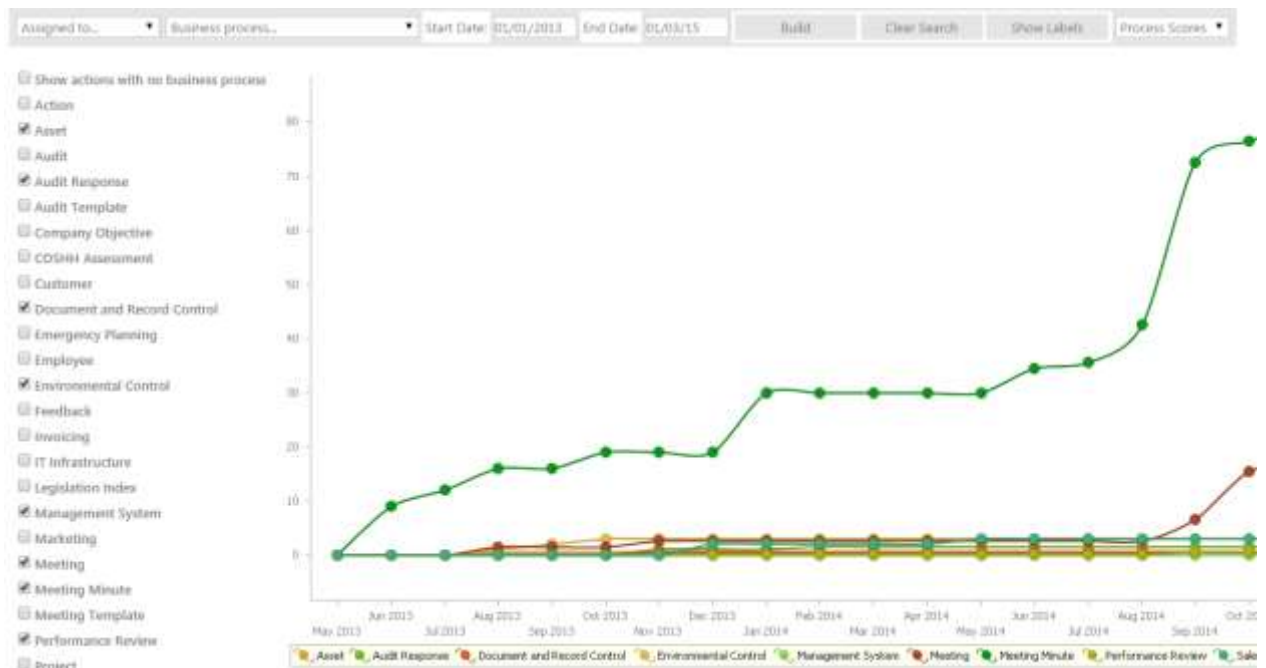
The Process Scores Graph is possibly the most useful of the reporting graphs as it will allow you to see not only the processes within your organisation or project that are performing, but also those that are just sitting still.

By simply ticking the box next to the process name on the LHS you can select which processes you wish to view. Simply press "Build" and away you go.

2.10.2 Audit Reporting

When you use the reporting function in the audits module, you will see three different Audit Graphs:

- Audit Implementation
- Audit Actions Created
- Audits Per Month

You can set a date range in the grey bar and add labels to each graph by clicking the Show Labels button.

If you would like to focus on one particular graph, just click the green magnifying glass next to it. Click it again to zoom out.[KS1]

<u>Audit Implementation</u>
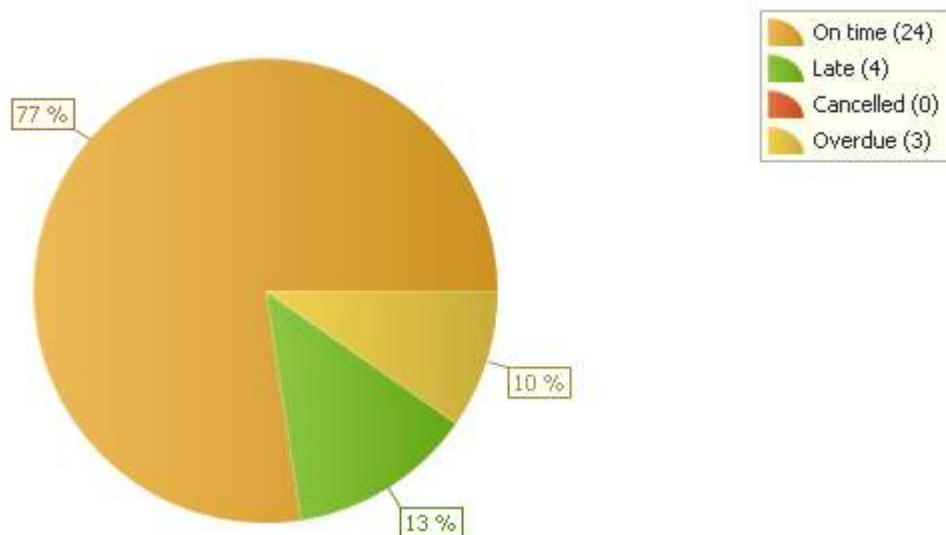
The Audit Implementation Graph simply shows how effectively you are scheduling your audit programme.

Audit Actions Created
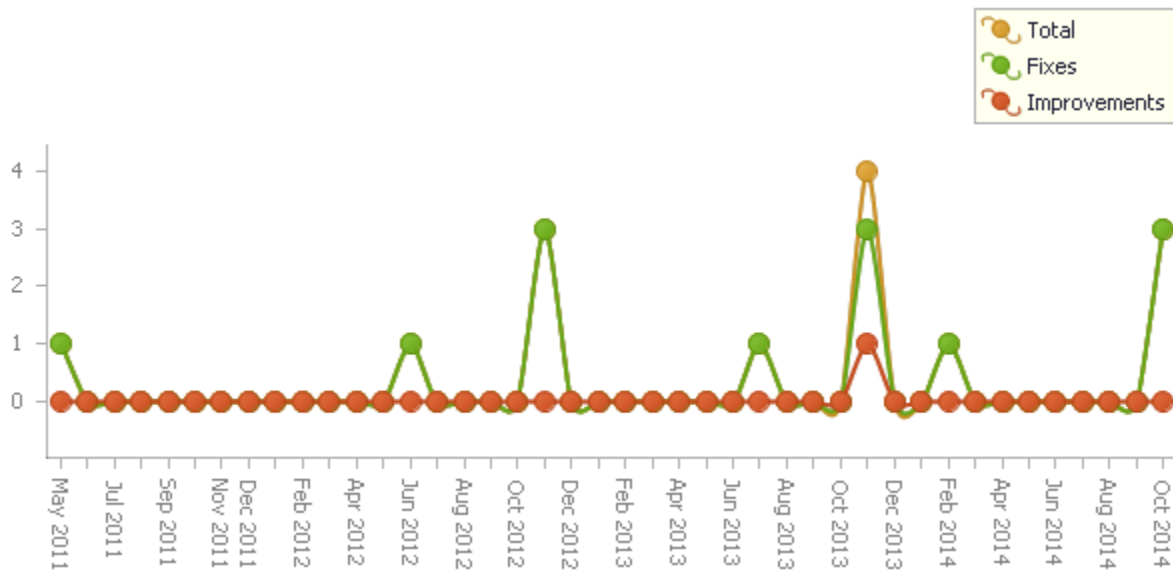
Audit Actions Created demonstrates how many fixes and improvements have been generated from an audit.

Audits Per Month
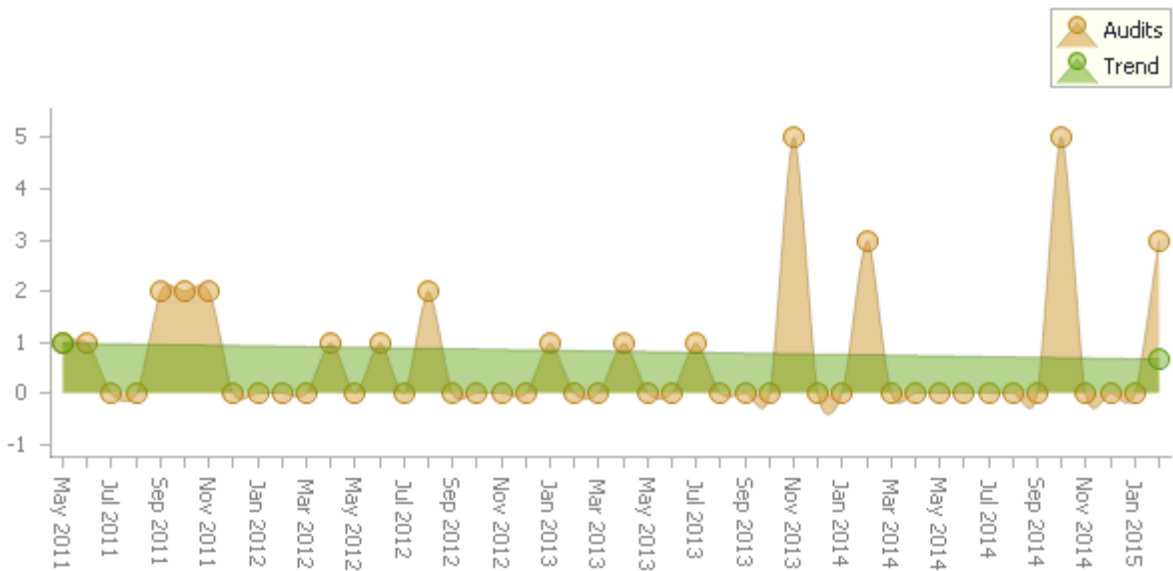
Audits per month helps to identify if you are spreading your audit schedule effectively over the year.

Chapter 3: Modules

isCompliant has fifteen modules, represented by the fifteen tiles on the dashboard. Each module allows you to manage a specific process within your business. This chapter will show you how to navigate each module, how to add records into a module, how to edit records and how modules interlink with each other.

When you open any module, you can order your records by clicking on any of the green column headings, which will sort them alphabetically, numerically or by date, depending on the type of data in that column.

To search for a document, type the name or a key word into the Search bar in the bottom left corner of the module screen and click Search. To return to the full list of documents, click the Clear button.

3.1 Legislation Index

The Legislation Index allows you to keep track of the legislation that affects you by displaying it in an easily searchable index.

3.1.1 Creating a Legislation Record

Note: Before adding a Legislation record to your module, we suggest that you firstly open a new tab in your web browser and find the website that holds the latest version of that legislation.
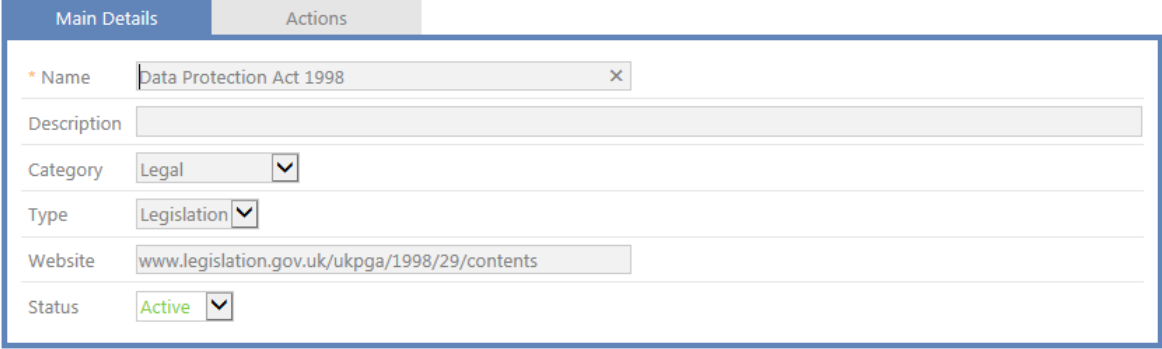
- Open the Legislation module.
- Click the New button in the bottom right hand corner.
- If you have chosen to manually insert codes to this module, you will need to insert a unique reference Code for the record. See Section 2.3.4 on Coding Rules for more information.
- Enter the Name of the legislation exactly as stated.
- Where applicable, assign the legislation to a Category and Type by clicking on the grey box next to each field and selecting from the drop down lists.
- Where applicable, paste the URL of the website that holds the latest version of the legislation into the Web Address field on isCompliant.
- Click Save.

3.1.2 Adding detail to a Legislation record

The legislation record simply links to the corresponding website that contains the most up-to-date version of the legislation, so there are just two tabs to navigate.

Main Details: As explained in Section 3.1.1, you can add the key details of the legislation here, including the link to the corresponding webpage. You can also change the status of the legislation to Active or Inactive.

Actions: You can create an Action relating to the Legislation by following the steps set out in Section 3.6.2.

3.1.3 Editing or Deleting a Legislation Record

You can edit a legislation record by opening the Legislation Index module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete a piece of legislation, open the record and click the orange Delete button at the bottom right of the screen. Remember, you can make the legislation inactive if you may need to use it in the future; go to the Main Details tab and change the Status.

3.2 Risk Assessments

Risk Assessments analyse the risks that occur during your business activities and identify control measures that must be followed to mitigate the risk.

3.2.1 Creating a Risk Assessment Record

- Open the Risk Assessment module.
- Click the New button in the bottom right hand corner.
- If you have chosen to manually insert codes to this module, you will need to insert a unique reference Code for the record. See Section 2.3.4 on Coding Rules for more information.
- Enter the Title of the risk assessment.
- Where applicable, assign a Process, Project, Standard, and Owner by clicking on the grey box next to each field and selecting from the drop down lists.
  Note: Processes can be pre-determined in the Tables, Projects in the Projects module and Owners in the Employees module.
- Click Save.

3.2.2 Adding detail to a Risk Assessment

Once you have created the record, you can work through the following tabs to create your Risk Assessment.

Main Details: As explained in Section 3.2.1, you can add the key details of your assessment here, as well as linking it to a Process, Project, Standard and Owner. You can also change the status of the assessment to Active or Inactive.

Linking a risk assessment to a Project will tie in the project's RACI roles. You will be able to see any Incidents or Issues that have been attributed to the risk on the linked project by clicking on the Issues button next to the relevant risk assessment in the Risk Assessments module.

Review: Select the name of the employee responsible for reviewing the risk assessment by clicking on the grey box next to Assessed By and selecting from the drop down list. Insert an Assessment Date and the Review Due date; it is recommended that you review your risk assessment once annually.

Hazards: To add a Hazard, type the name or description in the first green box. Select the Type of hazard it is using the drop down list, then type the Consequence of it happening into the next green box. Click Save.

Enter the Pre-Mitigation Consequence Rating and Pre-Mitigation Likelihood Rating using the drop down boxes; you can find out more about the rating system on the Matrix tab. Click Save. This will generate a colour-coded Pre-Mitigation Risk Rating. A green row will appear underneath your saved hazard for you to add another.

To delete a Hazard click the Delete button next to it; wait until the orange text stating 'Waiting deletion' appears and then click Save.

Mitigation: To add a Mitigation, use the green drop down menu to select which Hazard you're mitigating, then type the Mitigation Measure in the next green box. Click Save. If a hazard has multiple mitigation measures, continue to repeat the above steps until you have added them all; isCompliant will group the mitigation measures together.

Enter the Post-Mitigation Consequence Rating and Post-Mitigation Likelihood Rating for the Hazard using the drop down boxes; you can find out more about the rating system on the Matrix tab. Click Save. This will generate a colour-coded Post-Mitigation Risk Rating. If the Post Mitigation Risk Rating is Acceptable, check the box and click Save. A green row will appear underneath your saved hazard for you to add another.

To delete a Mitigation Measure click the Delete button next to it; wait until the orange text stating 'Waiting deletion' appears and then click Save.

Matrix: The matrices give guidance for reaching the Pre- and Post-Mitigation Ratings, depending on likelihood and consequence. Once the Hazards and Mitigation tabs are filled in, each matrix will also show how the Hazards are rated and whether they are tolerable.

Audits: The Audits tab will show you if any audits or inspections have been scheduled against the Risk Assessment. See Section 3.10.7 about how to link a Risk Assessment to an audit.

Actions: You can create an Action relating to the Risk Assessment by following the steps set out in Section 3.6.2.

3.2.3 Editing or Deleting a Risk Assessment

You can edit a risk assessment by opening the Risk Assessment module and clicking the corresponding Open button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete a risk assessment, open the record and click the orange Delete button at the bottom right of the screen. Remember, you can make the risk assessment inactive if you may need to use it in the future.

3.3 Emergency Planning

Emergency Plans detail what could happen in an emergency situation and what actions should be taken if it were to arise.

3.3.1 Creating an Emergency Plan record

- Open the Emergency Planning module.
- Click the New button in the bottom right hand corner.
- If you have chosen to manually insert codes to this module, you will need to insert a unique reference Code for the record. See Section 2.3.4 on Coding Rules for more information.
- Enter the Name of the plan.
- You can add detail to your emergency plan by adding a Description, Environmental Impact, Health & Safety Risk and Special Instructions / Actions.
- Click Save.

3.3.2 Adding detail to an Emergency Plan

Once you have created the record, you can work through the following tabs to create your Emergency Plan.

Plan Details: As explained in Section 3.3.1, you can add the key details of your plan here: Description, Environmental Impact, Health & Safety Risk and Special Instructions / Actions. You can also change the status of the assessment to Active or Inactive.

Personnel: If certain employees need to be linked to your Emergency Plan, you can add them by clicking on the green box and selecting from the drop down list.

Note: You will need to create staff records in the Employees Module for their names to appear in this list.

Drill Attendees: If your Emergency Plan requires a drill, you can add attendees by clicking on the green box and selecting from the drop down list. A drill date can be set in the Review tab.

Note: You will need to create staff records in the Employees Module for their names to appear in this list.

Suppliers: If any suppliers need to be linked to your Emergency Plan, you can add them by clicking on the green box and selecting from the drop down list.

Note: You will need to create supplier records in the Suppliers Module for their names to appear in this list.

Hazardous Substances: If any substances need to be linked to your Emergency Plan, you can add them by clicking on the green box and selecting from the drop down list.

Note: You will need to create substance records in the Hazardous Substances Module for their names to appear in this list.

Equipment: If any pieces of equipment need to be linked to your Emergency Plan, you can add them by clicking on the green box and selecting from the drop down list.

Note: You will need to create equipment records in the Assets Module for their names to appear in this list.

Risks: If your Emergency Plan links to any risks, you can add them by clicking on the green box and selecting from the drop down list.

Note: You will need to create risk assessments in the Risk Assessments Module for their names to appear in this list.

Environmental Controls: If your Emergency Plan links to any environmental controls, you can add them by clicking on the green box and selecting from the drop down list.

Note: You will need to create environmental controls in the Environmental Controls Module for their names to appear in this list.

Actions: You can create an Action relating to the Emergency Plan by following the steps set out in Section 3.6.2.

Review: Select the name of the employee responsible for assessing the plan by clicking on the grey box next to Assessed By and selecting from the drop down list. Insert an Assessment Date and the Review Due date; it is recommended that you review your Emergency Plans once annually. Where necessary, set a Drill Date, and check the boxes if the plan is relevant to Health & Safety, Environmental or Business matters.

3.3.3   Editing or Deleting an Emergency Plan

You can edit an emergency plan by opening the Emergency Plan module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete an emergency plan, open the record and click the orange Delete button at the bottom right of the screen. Remember, you can make the emergency plan inactive if you may need to use it in the future; go to the Plan Details tab and change the Status.

3.4   Environmental Controls

The Environmental Control record details the businesses potential environmental impacts and the mitigation measures that need be taken.

3.4.1   Creating an Environmental Control record

- Open the Environmental Controls module.
- Click the New button in the bottom right hand corner.
- If you have chosen to manually insert codes to this module, you will need to insert a unique reference Code for the record. See Section 2.3.4 on Coding Rules for more information.
- Enter the Control Name.
- Where necessary, you can type the Area of Business it relates to, and select the Type and Level of Impact of the environmental control.
- Click Save.

3.4.2   Adding detail to an Environmental Control

Once you have created the record, you can add further detail in the following tabs to create the Environmental Control.

Control Details: As explained in Section 3.4.1, you can add the key details of the environmental control here. You can also change the status of the assessment to Active or Inactive.

Categorisation: Select the name of the employee responsible for assessing the plan by clicking on the grey box next to Assessed By and selecting from the drop down list. Select a Site that the control is linked to. Insert an Assessment Date and the Review Due Date; it is recommended that you review your Environmental Controls once annually.

Potential Impacts: Type a number and the Impact Details into the green boxes, and click Save. A green row will appear underneath your saved impact for you to add another.

Mitigations: Type a number and the Mitigation Details into the green boxes. If the mitigation measure is acceptable in reducing the impact, check the box. Click Save. A green row will appear underneath your saved mitigation for you to add another.

Actions: You can create an Action relating to the Emergency Plan by following the steps set out in Section 3.6.2.

3.4.3 Editing or Deleting an Environmental Control

You can edit an environmental control by opening the Environmental Controls module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete an environmental control, open the record and click the orange Delete button at the bottom right of the screen. Remember, you can make the environmental control inactive if you may need to use it in the future; go to the Plan Details tab and change the Status.

3.5 Hazardous Substances

The Hazardous Substances Module (or COSHH: Control of Substances Hazardous to Health) helps keep your employees safe when using chemicals.

3.5.1 Creating a Hazardous Substance record

Note: Use the Material Data Sheet to add the details to a Hazardous Substance record. You can also attach the Material Data Sheet to the record by opening the module and clicking on the book symbol next to the corresponding substance.

- Open the Hazardous Substances module.
- Click the New button in the bottom right hand corner.
- Fill in the Material tab.
  - If you have chosen to manually insert codes to this module, you will need to insert a unique reference Code for the record. See Section 2.3.4 on Coding Rules for more information.
  - Enter the substance Name.
- Click Save.

3.5.2 Adding detail to a Hazardous Substance record

The data entry on this page works slightly differently to most other modules in that there are multiple sections on the one screen.

Note: Remember to click Save whilst filling in the tabs so you will not lose any data if your isCompliant session times out.

Material: As explained in Section 3.5.1, you can add the key details of the hazardous substance here. You can also change the status of the substance to Active or Inactive.

Storage: Select the storage Location of the substance from the drop down list (*Note: this can be predetermined in the Tables*). Select the suitable storage Conditions from the drop down list, and type in the storage instructions and minimum and maximum temperatures.

Actions: You can create an Action relating to the Hazardous Substance by following the steps set out in Section 3.6.2.

Details: Add the Supplier of the substance by clicking on the grey box and selecting from the drop down list, then select a Contact at that supplier where necessary. Type in the Batch Code, then select the Composition, Container Type, Colour and Branding of the substance by selecting from the drop down lists.

Properties: Type in any relevant Properties of the substance in the grey box.

Usage: Type in any instructions on the Usage of the substance in the grey box.

Assets: Add a related Asset by clicking on the box and selecting from the drop down list.

Tracking: The Status can be changed to depending on whether the substance is in use or not. You can then select a Received Date, Booked In Date, Disposed Date or Returned Date by clicking on the corresponding grey box and either typing the date or selecting from the pop up calendar.

Review: Select the name of the employee responsible for reviewing the assessment by clicking on the grey box next to Assessed By and selecting from the drop down list. Insert an Assessed Date and the Review Due date; it is recommended that you review your Hazardous Substance assessments once annually.

Emergency: Type in any relevant Emergency instructions in the grey box.

Precautions: Type in any relevant Precautions for using the substance in the grey box.

Misuse: Type in anything related to the Misuse of the substance in the grey box.

Risks: Type in the Risks related to the substance in the grey box.

Fire: Type in any relevant Fire procedures related to the substance in the grey box.

Safety: Check the box if the substance has had an Assessment Performed, then select whether the Status is Eligible or Not Eligible, and choose the Hazard Level from the drop down list. Check the boxes to say whether a Safety Statement has been received or an INCI List is available.

3.5.3   Editing or Deleting a Hazardous Substance record

You can edit a hazardous substance record by opening the Hazardous Substances module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete a hazardous substance record, open the record and click the orange Delete button at the bottom right of the screen. Remember, you can make the hazardous substance inactive if you may need to use it in the future; go to the Material tab and change the Status.

3.6   Actions

Actions can be created from four different places.

Firstly, you can create an action using the Actions module.

Secondly, you can create an action against an isCompliant module by opening the dashboard and clicking on the New Action link that you will find underneath most module buttons.

Thirdly, you can create an action against any record in isCompliant by using the Actions tab you will see whilst editing that record.

Fourthly, you can create an action against specific data stored within some records where you see a New Action button, e.g. against a meeting minute or an employee training record.

3.6.1   Creating an Action

These steps will talk you through the creation of an action from within the Actions module, by using a New Action link in the dashboard, or by using a New Action button whilst editing a record. If you want to know how to create an Action against a record in isCompliant using the Actions tab, see Section 3.6.2.

  Either:

- Open the Actions module.
- Click the New button in the bottom right hand corner.

Or:

- Click on the New Action link underneath a module button in the dashboard.

Or:

- Click a New Action button when you see it whilst creating or editing a record.
- Click on the green action code hyperlink it creates.
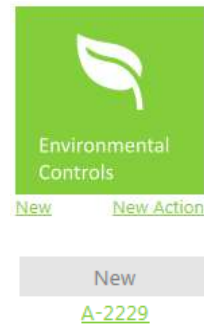
Then:

- Enter the Name of the action; e.g. a brief description of what the action is.
- Where necessary, select the Process the action applies to,
  Note: if you created the action by clicking on a link underneath a module button in the dashboard, the process will be automatically filled in with the name of that module.
- Select the Status, Priority and Class using the relevant drop down lists.
  - *Note: the Status will automatically default to New.*
  - *Note: the Priority will automatically default to Low.*
  - *Note: the Class will automatically default to Improvement.*
- Select who the action has been Assigned By, who it is Assigned To, and the Reviewer.
- Set a Due date that the action should be completed by
  Note: the Due date automatically defaults to the date when the action was created.
- Click Save.

3.6.2   Creating an Action within a Record

Whilst you are creating or editing a record in any module of isCompliant, you will see an Actions tab. Follow these steps to create an action from this tab:

- Select the action Status from the drop down box.
- Type the Name of the action; e.g. a brief description of what the action is.
- Select the Priority of the action.
  Note: the Priority will automatically default to Low.
- Set a Due date that the action should be completed by
  Note: the Due date automatically defaults to the date when the action was created.
- Select who the action has been Assigned By, who it is Assigned To.
- Click the Company Objective checkbox if necessary.
- Click Save.
- Click on the More button to add further details, as explained in Section 3.6.3.

3.6.3   Adding detail to an Action

Action Details: As explained in Section 3.6.1 and 3.6.2, you can categorise an action, assign it to an employee and set a deadline in this tab. The status can be changed and a date added to show when it has been completed, and reviewed if necessary. The Process and Source fields will be automatically filled in, and you can click on the Source link to see exactly where the action originated from.

Narrative: The Narrative tab allows you to add a Description, expand on the steps to be taken to complete the Action, the Root Cause and a Follow-Up, by typing in the corresponding grey boxes.

Associations: The Associations tab allows you to link an action to a Site, Customer, Supplier or Project by selecting from the drop down lists. You can also tick whether it is related to Quality (QUA), Health & Safety (H&S) or Environmental (ENV) matters.

Note: If an action is created through a record in the Customers, Suppliers or Projects module it will automatically link itself in the Associations.

3.6.4   Actions & the Outlook Connector

An email will be sent to the person who has been assigned to carry out the action, informing them of what is needed. This will also appear in their Outlook task list.

When the employee has completed the action, they can change the status to review and add a completion date. An email will then be sent to the Reviewer who can review the work that has been carried out and decide if any further action is necessary. Once the Reviewer is satisfied they can change the action to completed and add a reviewed date.

3.6.5   Filtering the Actions Module

You can filter this list of actions in the Actions module using the drop down boxes at the bottom of the page. The first drop down box allows you to filter actions by status and the second allows you to see all the actions that have been assigned to a specific employee. You can also use both boxes at the same time, for example to show all closed actions that have been assigned to a specific employee.

Additionally, when an employee logs in to the isCompliant dashboard, they will see the number of open actions assigned to them displayed in the top left corner of the Actions module button.

By clicking on the number, the employee will then see a list of all their open actions.
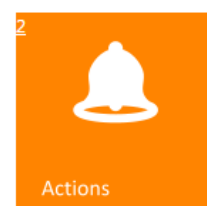
Actions are colour coded depending on their status; white for open, green for completed, grey for cancelled and orange for overdue.

3.7   Feedback

Keeping track of feedback from your customers helps you make your business better.

Firstly, gather feedback from your customers. This can either be by receiving a comment from them, either positive or negative, or by contacting them and asking them to fill in a feedback form.

3.7.1   Creating a Feedback record

- Open the Feedback module.

- Click the New button in the bottom right hand corner.
- If you have chosen to manually insert codes to this module, you will need to insert a unique reference Code for the record. See Section 2.3.4 on Coding Rules for more information.
- Enter the name of the Customer who gave you the feedback.
- Where necessary, add a Contact at the Customer and the Project the feedback relates to using the drop down lists.
- Enter the Date the feedback was received by typing it into the grey box or using the pop out calendar.
- Click Save.

3.7.2   Adding detail to a Feedback record

Once you have created the Feedback record, you can add further detail by working through the tabs.

Feedback details: As explained in Section 3.7.1, you can add the key details of who provided the feedback and when.

Scores: The Scores tab allows you to input the rating for each attribute by clicking on the corresponding star. Working left to right from a poor one star to an excellent five, isCompliant will colour code your score red, amber or green depending on the rating. The Overall Score will be calculated automatically.

Note: when you return to the Feedback module screen, you can see the score and percentage given by each customer.

Conclusions: Add the Conclusions given by clicking on the Yes or No button. A tick or cross will appear next to each question when you select it.

Comments: Type the comment in the green box and select what type of comment it was from the drop down list (Compliment, Improvement Suggestion, Neutral Comment, Criticism, Complaint, Other).

Actions: You can create an Action relating to the Feedback by following the steps set out in Section 3.6.2.

Feedback Details	Scores	Conclusions	Comments	Actions
	Very Poor	Poor	Good	Very Good	Excellent
Communication	★	★	☆	☆	☆
Quality of Design	★	★	★	★	★
Timeliness of Deliverables	★	★	☆	☆	☆
Quality of Execution	★	★	★	☆	☆
Quality of Documentation	★	★	★	★	☆
Value for Money	★	★	★	☆	☆
Overall Experience	★	★	★	☆	☆
Overall Score	★	★	☆	☆	☆

Click on the stars to update the scores

3.7.3   Editing or Deleting a Feedback record

You can edit a piece of feedback by opening the Feedback module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete a piece of feedback, open the record and click the orange Delete button at the bottom right of the screen.

3.8   Company Objectives

Company Objectives are created and monitored the same way as Actions, but they focus on the key long term goals that the business wants to achieve.

3.8.1   Creating a Company Objective

- Open the Company Objectives Module.
- Click the New button.
- Enter the Name of the objective e.g. a brief description of what you want to achieve.
- Where necessary, select the Process the objective applies to, and it's Status, Priority and Class using the relevant drop down lists.
  Note: the Status will automatically default to New.
  Note: the Priority will automatically default to Low.
  Note: the Class will automatically default to Improvement.
- Select who the objective has been Assigned By, who it is Assigned To, and the Reviewer.
- Set a Due date that the objective should be completed by.
- Click Save.

Alternatively, any action you have created can be changed into a company objective.

- Open the Actions module and locate the action.
- Click the Edit button.
- Click the Company Objective checkbox in the Action Details tab.
- Click Save.

3.8.2   Adding detail to a Company Objective

You can add detail to the company objective in the same way as an action. See Section 3.6.3 for full details.

3.8.1   Editing or Deleting a Company Objective

You can edit a company objective by opening the Company Objectives module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete a company objective, open the record and click the orange Delete button at the bottom right of the screen.

3.9   Meetings

The Meetings module allows meetings to run more efficiently and makes everyone in the business more accountable. Templates can be created to save time and minutes can be taken directly into isCompliant during the meeting so they are waiting for attendees when they return to their desks.

3.9.1   Creating a Meeting Template

- From your isCompliant dashboard, click on the Templates link below the Meetings module.
- Click the New Template button in the bottom right hand corner.
- Enter the Name of the template.
- Select the Default Chair, Site and Room where applicable, and add a Description where necessary.
  Note: these can be amended when you arrange the meeting if the details change.
- Publication Details: These allow you to manage the privacy settings of your templates, but only if you have administrative privileges.
  - **Do not share:** This keeps the templates private to your organisation
  - **Private:** Enables other companies within your Consultants network to see them
  - **Public:** Enables all other isCompliant clients to see the templates. This can often be hand for organisations that want to advertise their capabilities in areas such as inspections and audits etc.

- Click Save.

3.9.2   Adding detail to a Meeting Template

Details: As explained in Section 3.9.1, you can add the default meeting details here.

Default Attendees: In the Default Attendees tab, you can add any employees who will usually attend these meetings by selecting them from the green drop down box. Once you have selected an employee, a duplicate box will appear below for you to add another. If you need to delete a default attendee, click the Delete button next to their name.

Note: when the meeting is scheduled using the template, you can amend this list if you need to add or remove any attendees.

Default Agenda: The Default Agenda tab allows you to add in any items that are to be routinely discussed in the meeting. Type the Number and Item into the green boxes, click the relevant checkbox if it relates to Quality (QUA), Health and Safety (H&S) or Environmental (ENV) matters, and click Save. A new green row will appear underneath it for you to add the next item.

Meetings: The Meetings tab shows any meetings that you have carried out or scheduled using the template. You are also able to view and edit the records of those meetings by clicking on the corresponding Edit button.

3.9.3   Editing or Deleting a Meeting Template

You can edit a meeting template by clicking on the Templates link under the Meetings module on the dashboard and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete a meeting template, click the Edit button to open it, then click the orange Delete button at the bottom right of the screen.

3.9.4   Scheduling an Ad-Hoc Meeting

To schedule an ad-hoc meeting without using a meeting template, follow these steps:

- Open the Meetings module.
- Click the New Ad-hoc button in the bottom right hand corner. Alternatively you can click the New Ad-hoc link underneath the Meetings module on the dashboard.
- Enter the Name of the meeting.

- If you have chosen to manually insert codes to this module, you will need to insert a unique reference Code for the record. See Section 2.3.4 on Coding Rules for more information.
- Select the Chair, Site and Room where applicable
- Enter a Date, Start Time and End Time, and an End Date if it is scheduled to last more than one day. If the meeting is an All Day Event, tick the checkbox.
  Note: it is advisable to use the 24 hour clock when entering start and end times due to the meeting invitations connecting with the employee's Outlook calendar.
- Add a Description where necessary.
- Click Save.
- Add details to the Attendees and Agenda tabs, as described in Section 3.9.7.
- Click Save.

3.9.5   Scheduling a Meeting using a Template

To schedule a meeting using a template you have already created (see Section 3.9.1), follow these steps:

- Open the Meetings module.
- Click the Arrange Meeting button in the bottom right hand corner.
- Find the meeting template you would like to use, and click the New Meeting button next to it.
- The key details that you set in your template will already be included, but you can edit any of them if you need to.
- If you have chosen to manually insert codes to this module, you will need to insert a unique reference Code for the record. See Section 2.3.4 on Coding Rules for more information.
- Enter a Date, Start Time and End Time, and an End Date if it is scheduled to last more than one day. If the meeting is an All Day Event, tick the checkbox.
  Note: it is advisable to use the 24 hour clock when entering start and end times due to the meeting invitations connecting with the employee's Outlook calendar.
- If there are open actions remaining from previous meetings using the template, you will be asked if you would like to include them in your Agenda for this meeting. They will be included by default, but if you do not wish to include them you can click on the checkbox to untick it.
- Click Save.

Note: It is prudent to check the Agenda tab when scheduling a meeting from a template in case you need to edit, add or delete any items specific to this meeting.

3.9.6   Inviting Attendees to a Meeting

To invite attendees to the meeting, the Status of the meeting will need to be changed to Prepared. You can do this manually by opening the Meeting Details tab and changing the Status to Prepared in the drop down list. Alternatively, the default Status is Automatic, meaning that isCompliant will establish the status of your meeting; this will be shown next to the Automatic status. The status will automatically change to Prepared when you open the Minutes tab and copy the agenda items into it (see Section 3.9.7).

3.9.7   Recording a Meeting

The quickest way to document your meeting is to record the minutes directly into isCompliant whilst the meeting is taking place. Open the Meetings module, find the relevant scheduled meeting, and click the Edit button, then work through the following tabs.

Meeting Details: As explained in Sections 3.9.4 - 3.9.6, you can add the key details of the meeting and set its status to Draft, Prepared, Completed or Cancelled.

Attendees: In the Attendees tab, you can add any employees who you would like to invite to the meeting by selecting them from the green drop down box. Once you have selected an employee, a duplicate box will appear below for you to add another. If you need to delete an attendee, click the Delete button next to their name.

Agenda: The Agenda tab allows you to add in any items that are to be discussed in the meeting. Type the Number and Item into the green boxes, click the relevant checkbox if it relates to Quality (QUA), Health and Safety (H&S) or Environmental (ENV) matters, and click Save. A new green row will appear underneath it for you to add the next item.

Minutes: To record minutes against the agenda items, open the Minutes tab and follow these steps:

- Select the green drop down box and Copy ALL. This will paste your agenda items in the Minutes tab, with space ready for you to record a minute against each one.
- As you discuss each agenda item, add the number and the relevant minute in the corresponding green box.
  Note: After each response, we recommend you click Save to avoid losing any responses if you lose internet connectivity or isCompliant times out.
- If you need to write multiple minutes or create multiple actions against one agenda item, you can duplicate it. Save the minutes you have already recorded, then click the green drop down box at the bottom left of the screen and select the agenda item you would like to minute further. There is no limit as to how many minutes you can record for each agenda item.
- If an item is discussed that is not in the agenda, click the green drop down box at the bottom left of the screen and select Ad-hoc Minute.
- Once you have filled in all the minutes, click Save.

If you want to create an action against a minute, follow these steps:

- Click the Save button to ensure all your recorded minutes have been saved.
- Click the New button in the Action column against the relevant minute; a green action code hyperlink will appear.
- Click on the green code and the screen where you can create an action will open.
- Follow the steps in Section 3.6.1 to create the Action.
- To return to your minutes, click the Back button in your browser.

Actions: If you want to create an Action relating to the overall meeting rather than a specific minute, open the Actions tab and follow the steps set out in Section 3.6.2. This tab will also show all the other actions created from the Minutes so you can amend them where necessary.

Once the meeting is finished and all the minutes and actions are recorded, return to the Meeting Details tab and change the Status to Completed. [KS2]

3.9.8 Editing or Deleting a Meeting

You can edit a meeting by opening the Meetings module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete a meeting, open the record and click the orange Delete button at the bottom right of the screen.

3.10 Audits

Creating audit templates makes the auditing process much simpler, as they can be stored and used repeatedly as required. This module allows for well-planned, structured audits and inspections. They can be carried out reasonably quickly, with relatively little disruption.

3.10.1 Creating an Audit Template

- From your isCompliant dashboard, click on the Templates link below the Audits module.
- Click the New Template button in the bottom right hand corner.
- Enter the Name of the template.
- Select the Default Auditor, Site and Room where applicable, and add a Description where necessary.
  Note: these can be amended when you arrange the audit if the details change.
- Publication Details[KS3]
- Click Save.

3.10.2 Adding detail to an Audit Template

Details: As explained in Section 3.10.1, you can add the default audit details here.

Default Attendees: In the Default Attendees tab, you can add any employees who will usually attend these audits by selecting them from the green drop down box. Once you have selected an employee,

a duplicate box will appear below for you to add another. If you need to delete a default attendee, click the Delete button next to their name.

Note: when an audit is scheduled using the template, you can amend this list if you need to add or remove any attendees.

Default Agenda: The Default Agenda tab allows you to add in any items that are to be routinely audited. Type the Number and Item into the green boxes, click the relevant checkbox if it relates to Quality (QUA), Health and Safety (H&S) or Environmental (ENV) matters, and click Save. A new green row will appear underneath it for you to add the next item.

Default Risks: The Default Risks tab can be used if the audit is to function as an inspection relating to a risk assessment. Select the relevant risk assessment from the drop down box.

Audits: The Audits tab shows any audits that you have carried out or scheduled using the template. You are also able to view and edit the records of those audits by clicking on the corresponding Edit button.

3.10.3 Editing or Deleting an Audit Template

You can edit an audit template by clicking on the Templates link under the Audits module on the dashboard and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete an audit template, click the Edit button to open it, then click the orange Delete button at the bottom right of the screen.

3.10.4 Scheduling an Ad-Hoc Audit

To schedule an ad-hoc audit without using an audit template, follow these steps:

- Open the Audits module.
- Click the New Ad-hoc button in the bottom right hand corner. Alternatively you can click the New Ad-hoc link underneath the Audits module on the dashboard.
- Enter the Name of the audit.
- If you have chosen to manually insert codes to this module, you will need to insert a unique reference Code for the record. See Section 2.3.4 on Coding Rules for more information.
- Select the Auditor, Site and Room where applicable.
- Enter a Date, Start Time and End Time, and an End Date if it is scheduled to last more than one day.
  Note: it is advisable to use the 24 hour clock when entering start and end times due to the audit invitations connecting with the employee's Outlook calendar.
- Add an Audit Scope & Criteria where necessary.
- Click Save.
- Add details to the Attendees and Agenda tabs, as described in Section 3.10.7.
- Click Save.

3.10.5 Scheduling an Audit using a Template

To schedule an audit using a template you have already created (see Section 3.10.1), follow these steps:

- Open the Audits module.
- Click the Arrange Audit button in the bottom right hand corner.
- Find the audit template you would like to use, and click the New Audit button next to it.

- The key details that you set in your template will already be included, but you can edit any of them if you need to.
- If you have chosen to manually insert codes to this module, you will need to insert a unique reference Code for the record. See Section 2.3.4 on Coding Rules for more information.
- Enter a Date, Start Time and End Time, and an End Date if it is scheduled to last more than one day.
  Note: it is advisable to use the 24 hour clock when entering start and end times due to the audit invitations connecting with the employee's Outlook calendar.
- If there are open actions remaining from previous audits using the template, you will be asked if you would like to include them in your Agenda for this audit. They will be included by default, but if you do not wish to include them you can click on the checkbox to untick it.
- Click Save.

Note: It is prudent to check the Agenda tab when scheduling a meeting from a template in case you need to edit, add or delete any items specific to this meeting.

3.10.6 Inviting Attendees to an Audit

To invite attendees to the audit, the Status of the audit will need to be changed to Prepared. You can do this manually by opening the Audit Details tab and changing the Status to Prepared in the drop down list. Alternatively, the default Status is Automatic, meaning that isCompliant will establish the status of your audit; this will be shown next to the Automatic status. The status will automatically change to Prepared when you open the Responses tab and copy the agenda items into it (see Section 3.10.7).

3.10.7 Recording an Audit

The quickest way to document your audit is to record the responses directly into isCompliant whilst the audit is taking place. Open the Audits module, find the relevant scheduled audit, and click the Edit button. You can add all the relevant detail by working through the following tabs:

Audit Details: As explained in Section 3.10.4 - 3.10.6, you can add the key details of the audit and set its status to Draft, Prepared, Completed or Cancelled. If the Actual Completion Date of the audit is different to what was scheduled, you can add the new date here.

Attendees: In the Attendees tab, you can add any employees who you would like to invite to the audit by selecting them from the green drop down box. Once you have selected an employee, a duplicate box will appear below for you to add another. If you need to delete an attendee, click the Delete button next to their name.

Agenda: The Agenda tab allows you to add in any items that are to be audited. Type the Number and Item into the green boxes, click the relevant checkbox if it relates to Quality (QUA), Health and Safety (H&S) or Environmental (ENV) matters, and click Save. A new green row will appear underneath it for you to add the next item.

Responses: To record audit responses against the agenda items, open the Responses tab and follow these steps:

- Select the green drop down box and Copy ALL. This will paste your agenda items in the Responses tab, with space ready for you to record a response against each one.
- As you audit each agenda item, add the number and the relevant response in the corresponding green box.
  Note: After each response, we recommend you click Save to avoid losing any responses if you lose internet connectivity or isCompliant times out.

- If you need to write multiple responses against one agenda item, you can duplicate it. Save the minutes you have already recorded, then click the green drop down box at the bottom left of the screen and select the agenda item you would like to add further response to. There is no limit as to how many responses you can record for each agenda item.[KS4]
- If an item is discussed that is not in the agenda, click the green drop down box at the bottom left of the screen and select Ad-hoc Response.
- Once you have filled in all the responses, click Save.

If there is an Observation or Non-Conformity to be logged against any of the responses, or an action that needs to be taken, follow these steps:

- Click the Save button to ensure all your recorded responses have been saved.
- Click the New button in the Issue column against the relevant minute; a green issue code hyperlink will appear.
- Click on the green code and the screen where you can create an issue will open.
- Follow the steps in Section 3.16.2 to create the Issue; you can create multiple actions against the Issue where necessary.
- To return to your audit responses, click the Back button in your browser.

Summary: You can type out the audit Summary in this tab.

Risks: The Risks tab can be used if the audit is to function as an inspection relating to a risk assessment. Select the relevant risk assessment from the drop down box.

Actions: If you want to create an Action relating to the overall audit rather than a specific response, open the Actions tab and follow the steps set out in Section 3.6.2.

Once the audit is finished and all the responses, issues and actions are recorded, return to the Audit Details tab and change the Status to Completed. [KS5]

3.10.8 Editing or Deleting an Audit

You can edit an audit by opening the Audits module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete an audit, open the record and click the orange Delete button at the bottom right of the screen.

Once an audit has been marked as completed, you will only be able to edit or delete it if you are the Auditor.[KS6]

3.11 Customers

The Customers module allows you to store full customer contact details, assign them to your projects. Even if you are not working for a customer currently doesn't mean you won't again in the future, so you can mark them as Inactive without having to delete their details.

3.11.1 Creating a Customer record

- Open the Customers module.
- Click the New button in the bottom right hand corner.
- If you have chosen to manually insert codes to this module, you will need to insert a unique Short Name for the record. See Section 2.3.4 on Coding Rules for more information.
- Enter the Customer Name.
- Where necessary, you can type the Customer Number and any Notes in the grey boxes.
- You can link the Customer to an Account Manager where appropriate, by selecting the associated employee from the drop down list.
- Click Save.

3.11.2 Adding detail to a Customer

Once you have created the Customer record, you can add further detail by working through the tabs.

Customer Details: As explained in Section 3.11.1, you can add the key details of the customer here. You can also change the status of the customer to Active or Inactive.

Contact Information: Insert the customer contact details by typing them into the relevant grey boxes.

Contacts: Type the Forename, Surname, Position, Phone and Mobile numbers of your designated contact at the customer in the green boxes and click Save. A new row will appear underneath your saved contact for you to add another.

Projects: To link a customer to a project, select the project from the drop down list.

Actions: You can create an Action relating to the Customer by following the steps set out in Section 3.6.2.

3.11.3 Editing or Deleting a Customer

You can edit a customer by opening the Customer module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete a customer, open the record and click the orange Delete button at the bottom right of the screen. Remember, you can make the customer inactive if you are not presently working for them; go to the Customer Details tab and change the Status.

3.12 Suppliers

Good suppliers are important to any business, and as well as storing all your supplier contact details in an easy index, isCompliant also gives you the ability to rate the quality of each one.

3.12.1 Creating a Supplier record

- Open the Suppliers module.
- Click the New button in the bottom right hand corner.
- If you have chosen to manually insert codes to this module, you will need to insert a unique Short Name for the record. See Section 2.3.4 on Coding Rules for more information.
- Enter the Supplier Name.
- You can categorise the supplier by selecting from the drop down list next to Supplier Category. *Note: These can be predetermined in the Tables.*
- Where necessary, you can add Notes about the supplier by typing in the grey box.
- Click Save.

3.12.2 Adding detail to a Supplier

Once you have created the Supplier record, you can add further detail by working through the tabs.

Supplier Details: As explained in Section 3.12.1, you can add the key details of the supplier here. You can also change the status of the supplier to Active or Inactive.

Contact Details: Insert the supplier contact details by typing them into the relevant grey boxes.
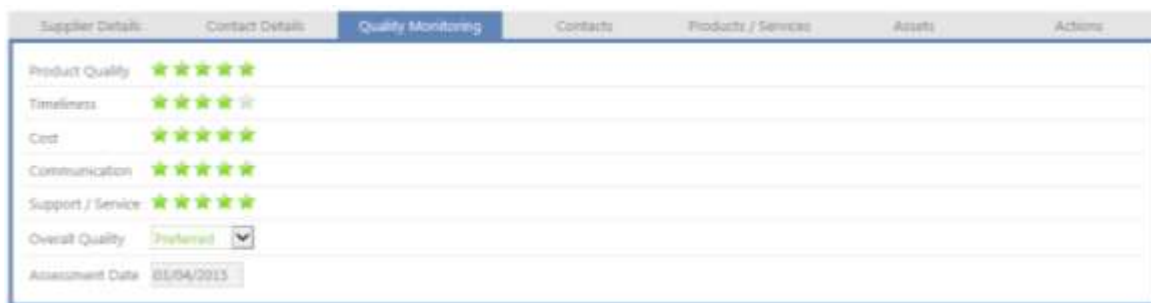
Quality Monitoring: The Quality Monitoring tab allows you to input the rating for each attribute by clicking on the corresponding star. Working left to right from a poor one star to an excellent five, isCompliant will colour code your score red, amber or green depending on the rating.

You can then select an Overall Quality rating from the drop down list and add the Assessment Date by typing in the box or using the pop out calendar.

Contacts: Type the Forename, Surname, Position, Phone and Mobile numbers of your designated contact at the supplier in the green boxes and click Save. A new row will appear underneath your saved contact for you to add another.

Products / Services: Type a Code, Name and Description of a product or service supplied in the green boxes and click Save. A new row will appear underneath your saved product / service for you to add another.

Actions: You can create an Action relating to the Supplier by following the steps set out in Section 3.6.2.

3.12.3 Editing or Deleting a Supplier

You can edit a supplier's record by opening the Suppliers module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete a supplier, open the record and click the orange Delete button at the bottom right of the screen. Remember, you can make the supplier inactive if you are not presently using them; go to the Supplier Details tab and change the Status.

3.13 Assets

The assets module provides an easy way to keep track of all your company assets, including which site they are located at, who is responsible for them and whether they are due any testing.

3.13.1 Creating an Asset record

- Open the Assets module.
- Click the New button in the bottom right hand corner.
- If you have chosen to manually insert codes to this module, you will need to insert a unique Asset Tag for the record. See Section 2.3.4 on Coding Rules for more information.
- Enter the Asset Name.

- Where necessary, you can add more detail by typing the Manufacturer and Model details in the grey boxes, then select the Device Type and Sub Type from the drop down box.
  Note: Device Type and Sub Type can be predetermined in the Tables.
- Where necessary, you can link the Asset to a Risk Assessment by selecting one from the drop down box.
- Click the checkbox if the asset has a Device Box associated with it.
- Click Save.

3.13.2 Adding detail to an Asset

You may not need to fill in every tabs for an asset record, as most will either need PAT Testing or Calibration / Servicing.

Asset Details: As explained in Section 3.13.1, you can add the key details of the asset here. You can also change the status of the asset to Active or Inactive.

Purchase & Value: Enter the Date of Purchase by typing the date into the grey box or selecting from the pop out calendar. Type in the Purchase Cost, Current Value, Serial Number and Service Tag. You can link the asset to a Supplier by selecting from the drop down box.

Current Assignment: The Current Assignment tab allows you to link the asset to a Site and Project, as well as the employee who has it on Current Assignment and the Responsible Person. Select each from the drop down boxes.

PAT Testing: If the asset Requires Electrical / PAT Testing, click on the checkbox. You can also tick if the PAT Test is to be Performed by the Original Supplier, or select the supplier who is your PAT Test Provider from the drop down box. If an employee carries out your PAT testing you can select them from the drop down list next to PAT Test Performed By. Enter the Date of Last PAT Test and Date Next PAT Test Due in the grey boxes; a calendar will pop out when you click in each one.

Note: the module index shows when the next PAT test is due so you can keep track. Click the Show Expired button to check you have not missed any test dates.

Calibration / Servicing: If the asset Requires Calibration / Servicing, click on the checkbox. You can also tick if the Calibration / Service is to be Performed by the Original Supplier, or select the supplier who is your Calibration / Service Provider from the drop down box. If an employee is responsible for calibration or servicing, you can select them from the drop down list next to Responsible Person. Enter the Date of Last Calibration / Service and Date Next Calibration / Service Due in the grey boxes; a calendar will pop out when you click in each one. Click the checkboxes if the asset has a Calibration / Service Certificate or a Certificate of Conformity.

Note: the module index shows when the next calibration or service is due so you can keep track. Click the Show Expired button to check you have not missed any service dates.

Notes: Type any Notes into the grey box.

Actions: You can create an Action relating to the Asset by following the steps set out in Section 3.6.2.

3.13.3 Editing or Deleting an Asset

You can edit an asset record by opening the Assets module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete an asset, open the record and click the orange Delete button at the bottom right of the screen. Remember, you can make the asset inactive if it is not currently in use; go to the Asset Details tab and change the Status.

3.14 Projects

The projects module allows you to keep track of all your internal and external projects, linking them to customers, project managers and staff and allocated to RACI Roles.

3.14.1 Creating a Project

- Open the Projects module.
- Click the New button in the bottom right hand corner.
- If you have chosen to manually insert codes to this module, you will need to insert a unique Code for the record. See Section 2.3.4 on Coding Rules for more information.
- Enter the project Name.
- You can change the Status of the project to either New, Planning, In Progress, Completed or Cancelled by selecting from the drop down box.
  Note: If you set a project to Completed or Cancelled, it will become inactive.
- You can assign a Manager and Customer to the project using the drop down boxes. Once you have selected a Customer, you can click on the green Customer link to show their details.
- Where necessary, you can add any project Notes or History into the grey boxes.
- Click Save.

3.14.2 Adding detail to a Project

Once you have created the project, you can work through the following tabs to add further details.

Project Details: As explained in Section 3.14.1, you can add the key details of the project here. You can also change the Status of the project.

RACI Assignments: RACI stands for Responsible Accountable Consult Inform. If you assign these responsibilities to staff on a project, they will be notified if an Incident occurs. To assign a RACI role, select the staff member and their assignment from the drop down boxes. When you click Save, the employee's email address will appear next to their assignment and a new green row will appear underneath for you to add another RACI role.

Note: RACI roles can be predetermined in the Tables.

Actions: You can create an Action relating to the Supplier by following the steps set out in Section 3.6.2.

3.14.3 Editing or Deleting a Project

You can edit a project record by opening the Projects module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete a project, open the record and click the orange Delete button at the bottom right of the screen. The index in the Projects module shows projects that are currently in progress as standard, but if you check the Show Inactive button on the toolbar, it will also show those that have been completed and cancelled highlighted in grey.

3.14.4 The Projects Index

The Issues Button shows any reported incidents and non-conformities that occurred on a project. See Section 3.15 on Incident Reporting for further details.

3.15 Employees

The Employees module allows you to manage your staff. As well as storing each employee's contact details, you can monitor their training and competencies, record reviews, and assign their isCompliant permissions.

3.15.1 Creating an Employee record

- Open the Employees module.
- Click the New button in the bottom right hand corner.
- Select the employee's Title from the drop down box, and fill in their Forename, Surname and Work Email fields in the Main Details tab.
- Where necessary, you can fill in the other fields in the Main Details tab.
- If you have chosen to manually insert codes to this module, you will need to insert a unique Employee Number in the Status tab. See Section 2.3.4 on Coding Rules for more information.
- Click Save.

3.15.2 Adding detail to an Employee record

The data entry on this page works slightly differently to most other modules, in that there are multiple sections on the one screen.

Note: Remember to click Save whilst filling in the tabs so you will not lose any data if your isCompliant session times out.

Main Details: As explained in Section 3.15.1, you can add the important personal details here. If you enter a Work Mobile number and check the box to receive SMS alerts, the employee will be able to receive Incident Reports if they have been assigned a RACI role for a project.

Status: Change the employee's Employment Status to Active or Inactive, and select a Contract Type from the drop down boxes. Enter their number of Weekly Hours where necessary.

Contact Details: Enter the employee's Address, Personal Phone numbers and Email address. If the employee is working in a different Time Zone, select it from the drop down box.

Emergency: The Emergency tab allows you to store emergency contact details for the employee. Select the contact's Relationship from the drop down box, then enter their Name, Address, Home Phone, Work Phone and Mobile numbers.

Other Details: You can add the employee's Car Registration and click the checkbox if they have a suitable Driving Licence. You can also add their Marital Status.

Employment – Details: You can add the dates that the employee joined the company, when their Probation Started and Ended and the date they Left by clicking on each box and using the pop out calendar. You can also enter their Reason for Leaving. isCompliant will calculate their Length of Service in years and months.

Employment – Current Role: Type the employee's Current Role – this will appear in the main page of the Employees Module to make it easily searchable. You can also assign the employee to a Process and a Line Manager by selecting from the drop down box. If the employee is a Director, click the box, and enter an Employee Profile where necessary.

Employment – Job Description: In this tab, you can type out the employee's Principal Duties and Additional Duties.

Employment – Work Site: Select the employee's Work Site from the drop down box, and isCompliant will fill in the address of that work site automatically.

Note: You can predetermine Work Sites in the Tables.

Employment – Assets: If you assign an asset to an employee in the Assets module, it will show up here.

Employment – Career History: In the Career History tab, you can list the employee's past jobs like a CV. Enter the dates they started and finished that job, their Job Title and select a Process where necessary. If the job was internal prior to a promotion or change of role, you can also add their Line Manager from the drop down list.

Training – Competencies: To add a competency, select it from the green drop down list. If the proof of their competence is a Current or Expired Qualification, or Experience, select it in the Evidence column. You can then select how competent the employee is under Status and who has assigned it in Assigned By. Add an Assigned date and a Review date, then whether the competency is a Requirement of their job. Once you click Save, a new green line will appear underneath for you to add further competencies. If you want to create an Action against a competency, click the New button and then click the green code it is replaced by.

Note: You can predetermine Competencies in the Tables.

Training – Qualifications: To add a qualification, select the Category from the drop down box then type the Name. Add the date Attained and its Expiry date, then select the Approver from the drop down list. Once you click Save, a new green row will appear underneath for you to add further qualifications.

You can attach a certificate or document to each qualification by clicking on the book symbol next to it: see Section 2.8.2 for instructions.

Competency	Evidence		Status		Assigned By		Assigned	Review	Requirement		Action
Company Induction	Other	⌄	Competent	⌄	Peter Cowell	⌄	07/11/2011		Yes	⌄	New
Internal Auditor	Current Qualification ⌄	IRCA Internal Auditor Exam ⌄	Competent	⌄	Peter Cowell	⌄	25/01/2009		Yes	⌄	New
Sales Training	Other	⌄	Competent	⌄	George Allen	⌄				⌄	New

Attendance – Holiday: To add a holiday, add the Start and End dates in the green boxes using the pop out calendar, type the number of Days and select the Type of holiday from the drop down box. Type the Reason where necessary and click Save. Once you click Save, a new green row will appear underneath for you to add further holidays.

Attendance – Sickness: To add a sickness record, add the Start and End dates in the green boxes using the pop out calendar and type the number of Days. Type the Reason where necessary and click Save. Once you click Save, a new green row will appear underneath for you to add further sickness records.

Reviews: The Reviews tab allows you to schedule and record employee performance reviews. Add the Date, then select a Line Manager Reviewer and HR Reviewer from the drop down boxes. Select a Status; Draft, In Progress, Completed or Cancelled. Click Save and a new green row will appear underneath for you to add other reviews. Click the Edit button to add full details in the following tabs.

Date	Line Manager Reviewer	HR Reviewer	Status		
23/06/2014	Luke Williams	Peter Cowell	Completed	📖	Edit
13/03/2015	Luke Williams	Peter Cowell	Draft	📖	Edit

Review Details: The details you have entered into the Reviews tab will be carried forward into this tab. Add a Site and Room where necessary.

Review of Performance: Type in the Reviewer Discussion and Reviewee Response into the grey boxes.

Plan for the Future: Type in the Reviewer Discussion and Reviewee Response into the grey boxes.

General Discussion: Type in the Reviewer Discussion and Reviewee Response into the grey boxes.

Objective: Review Objectives are set in the same way as Actions and also appear in the employee's action task list. [KS7]Type the Objective and set a Target Date using the pop out calendar. Select a Status from the drop down list, type out the Discussion and click Save. When the objective has been completed, enter a Completion Date.

Review Details	Review of Performance	Plan for the Future	General Discussion	Objectives

Date	23/06/2014
LM Reviewer	Luke Williams ⌄
HR Reviewer	Rob Graham ⌄
Status	Completed ⌄
Site	Head Office ⌄
Room	Meeting Room 1 ⌄

Finance: Enter the employee's Tax Code, National Insurance Number, Bank Name, Bank Sort Code and Bank Account Number.

Notes: Type any Notes relating to the employee in the grey box.

Actions: You can create an Action relating to the employee by following the steps set out in Section 3.6.2.

System Roles: The System Roles tab allows you to allocate isCompliant permissions to an employee. If you want the employee to have their own Login to isCompliant, click the Login checkbox; isCompliant will then send them a username and password. Once you have checked the Login button, you will have the option of tailoring the employee's access to each module by selecting either No Access, Read or Write. If you ever need to remove the employee's ability to login, just uncheck the Login button.

System Roles

Login	☑					
Legislation Index	Read ⌄	Risk	Read ⌄	Emergency Plans	Read ⌄
Environmental Controls	Read ⌄	COSHH	Read ⌄	Actions	No Access ⌄
Customer Feedback	No Access ⌄	Company Objectives	No Access ⌄	Meetings	No Access ⌄
Audits	No Access ⌄	Customers	No Access ⌄	Suppliers	No Access ⌄
Assets	No Access ⌄	Projects	No Access ⌄	Employees	Write ⌄
Tables	Write ⌄	Company	No Access ⌄		

3.15.3 Editing or Deleting an Employee record

You can edit an employee's record by opening the Employees module and clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete an employee, open the record and click the orange Delete button at the bottom right of the screen. Remember, you can make the employee inactive if they are not currently working for you; go to the Status tab and change the Employment Status to Inactive.

3.16 Incident Reporting

Whilst Incident Reporting isn't a module as such, it is an important part of the functionality of isCompliant.

You can report an incident by clicking on the orange Incident button on the toolbar, as seen in Section 2.1.

<div style="float:right">Incident</div>

Incident reports also work the same way as issues, which can be raised within an audit if there is an Observation or Non-Conformity.

3.16.1 Creating an Incident Report

- Click on the Incident button on the toolbar.
- Enter the Name of the incident; e.g. a brief description of what happened.
- Type in the Time and Date the incident occurred.
- Select the Main Contact from the drop down menu.
- Select the Project on which the incident occurred.
- Select the Severity of the incident and the Incident Type.
- If the incident is related to a Risk that is associated with the project previously selected, you can select it from the drop down box. If you select a Risk, you can also categorize the incident further if it related to a Hazard identified in the risk assessment.
- Where necessary, select the Process the incident applies to, and it's Trajectory.
- Type the Location where the incident occurs.
- Click Save.

3.16.2 Creating an Issue

Issues are created through the Audits module. When an Observation or Non-Conformity is discovered whilst carrying out an audit, an Issue can be raised in the audit Responses tab by clicking the New Issue button.

- Enter the Name of the issue; e.g. a brief description of what happened.
- The Time and Date the incident occurred will already be completed.
  Note: this is when the New Issue button was clicked.
- The Process and Source will be completed automatically.
- Point Process[KS8]
- Where necessary, select the Project where the issue occurred.
- Select the Severity of the issue and the Incident Type.
  Note: this will default to Non-Conformity.
- If the issue is related to a Risk that is associated with the project previously selected, you can select it from the drop down box. If you select a Risk, you can also categorize the issue further if it related to a Hazard identified in the risk assessment.
- Where necessary, select the issue's Trajectory and type in the Location where the issue occurred.
- Click Save.

3.16.3 Adding detail to an Issue or Incident Report

Regardless of whether the report is for an issue or incident, you can add further detail in the same way using the following tabs:

Main Details: As explained in Sections 3.16.1 & 13.16.2, you can add the key details of the incident or issue here. You can also change the Status of the report.

Personnel: The Personnel tab allows you to edit the Main Contact, and shows who the incident was Reported By, when it was Reported On. It also lists the Actual RACI Recipients; if there are staff who have been assigned these responsibilities on the project where the incident occurred, and the type of incident has been set to generate notifications in the RACI rules (Section 2.3.3), each employee will

have been notified when the incident was reported. The Closed By and Closed On fields will be filled in when all Actions relating to the incident or issue have been completed, or the Incident or Issue is marked as Inactive.[KS9]

Annotations: The Annotations tab allows you to enter further details about the incident or issue, including a Description, Comments and Closing Notes.

Actions: You can create an Action relating to the Incident or Issue by following the steps set out in Section 3.6.2.

3.16.4   Editing or Deleting an Incident or Issue

You can edit an incident or issue by opening the Company tab at the top of the Dashboard and opening the Issues & Incidents tab. Open the issue or incident report by clicking the corresponding Edit button. If you have permission to edit within this module, you will be able to navigate the tabs as above and make any necessary changes.

To delete an incident or issue, open the record and click the orange Delete button at the bottom right of the screen. Remember, you can make the incident or issue inactive; go to the Main Details tab and change the Status to Inactive.

Chapter 4: Consultant Use

4.1   Zones

The isCompliant Toolbar shown in Section 2.1 has two buttons that take you to two different zones; the Client Zone and the System Zone.

4.1.1   Client Zone

The Client Zone is where you will access the records for a company, via the isCompliant dashboard.

4.1.2   System Zone

The System Zone gives an overview of each isCompliant system you have access to, and allows you to allocate roles.[KS10]

Clients: The Clients tab displays a list of every client whose isCompliant system you have access to. It shows their basic contact details, which staff members have logins (Roles), and whether their system is Active or Inactive.

By clicking on the Roles tab, you are able to edit the permissions of each consultant who has access to the system by clicking on the corresponding Edit button. This allows you to allocate whether they have Read, Write or No Access to each module on that client's dashboard.

Consultants: The Consultants tab displays a list of all the consultants that work for your company. It shows their basic contact details and whether they have Admin rights.

Appendices

A1: Dashboard Colour Coding Guide

Module	Green	Yellow	Orange	Red
Legislation	Default	No entries modified or added within last 6 months or 1-5 overdue actions	6-10 overdue actions	> 10 overdue actions
Risk Assessment	Default	No entries modified or added or assessed within last 6 months or 1-5 overdue actions	6-10 overdue actions	> 10 overdue actions
Emergency Planning	Default	No entries modified or added or assessed within last 6 months or 1-5 overdue actions	6-10 overdue actions	> 10 overdue actions
Environmental Controls	Default	No entries modified or added or assessed within last 6 months or 1-5 overdue actions	< 50% of mitigations tagged acceptable or 6-10 overdue actions	> 10 overdue actions
Hazardous Substances	Default	No entries modified or added or assessed within last 6 months or 1-5 overdue actions	6-10 overdue actions	> 10 overdue actions
Actions	Default	No actions modified or added within last 6 months or 1-5 overdue actions	6-10 overdue actions	> 10 overdue actions
Feedback	Default	No feedback received within last 6 months or 1-5 overdue actions	6-10 overdue actions	> 10 overdue actions

Company Objectives	Default	No objectives modified or added within last 6 months or 1-5 overdue objectives	6-10 overdue actions	> 10 overdue actions
Meetings	Default	No meetings exist (no meetings scheduled for next 6 months and no meetings held in last 6 months) or 1-5 overdue actions	Unminuted audits exist > 1 week or 6-10 overdue actions	Unminuted audits exist > 1 month or > 10 overdue actions
Audits	Default	No audits exist (no audits scheduled for next 6 months and no audits held in last 6 months) or 1-5 overdue actions	Un-responded audits exist > 1 week or 6-10 overdue actions	Un-responded audits exist > 1 month or > 10 overdue actions
Customers	Default	No customers modified or added within last 6 months or 1-5 overdue actions	6-10 overdue actions	> 10 overdue actions
Suppliers	Default	No suppliers modified or added within last 6 months or 1-5 overdue actions	6-10 overdue actions	> 10 overdue actions
Assets	Default	No assets modified or added within last 6 months or assets exist requiring calibration or servicing within next 30 days or 1-5 overdue actions	Items < = 30 days outwith PAT Testing or calibration dates or 6-10 overdue actions	Items over 30 days outwith PAT Testing or calibration dates or > 10 overdue actions
Projects	Default	No projects modified or added within last 6 months or 1-5 overdue actions	6-10 overdue actions	> 10 overdue actions
Employees	Default	No employees modified or added within last 6 months or 1-5 overdue actions	No appraisals set and completed within last 6 months or no training recorded in last 6 months or 6-10 overdue actions	No appraisals set and completed within last 12 months or no training recorded in last 12 months or > 10 overdue actions