CAPA System Registering as New User

If the user does not have an account, click the register link upon entering the system in the following link:

Register

The link will direct the user to the register form (see below):
1. Email field is required (employee PASMX email)
2. Password field is required the system will provide instructions for password validation.

CAPA System

Register

Create a new account.

Register to get access to the system.

Email

If you need more privileges please contact the system administrator, to request an appropriate role.

Password

Confirm password

Register

Note:
If the user requires a **Role with higher authority an email must be sent to the system administrator,** requiring one of the following roles:
1. QA Manager – User with rights to approve CAPA reports as a Quality Manager of an Area/Department.
2. Functional Manager - User with rights to approve CAPA reports as a Department Manager/Owner.
3. Verifier - User with rights to verify actions implemented for CAPA report closure, this should generally be assigned to internal auditors.
4. User - User with rights to create, edit, view CAPA reports (Default Role Assigned when registering).
5. Administrator - User with rights to make changes to system specific configurations.

Once registered access the system by login in(see next slide):

CAPA System Login as New User

Enter email and password to access the system and create, edit and view CAPA reports.

Log in

Email

The Email field is required.

Password

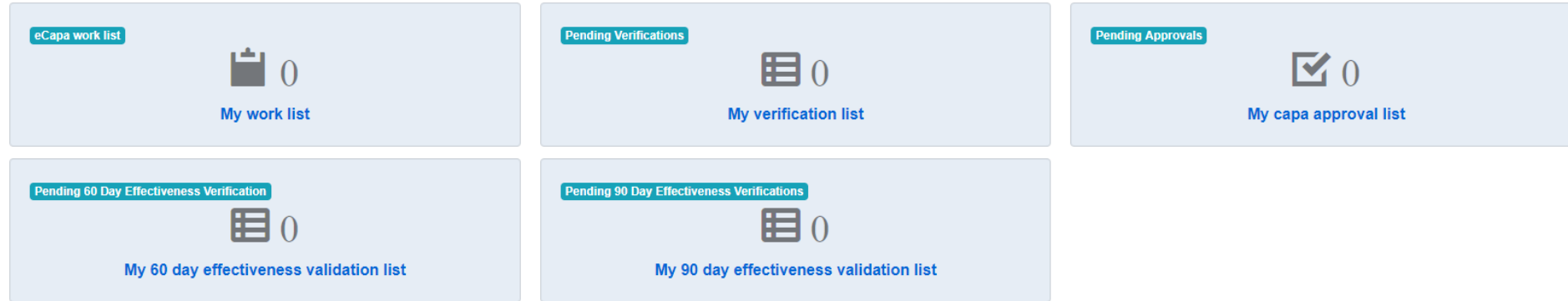The Password field is required.

☐ Remember me?

Forgot your password?

Register as a new user

Log in

CAPA System Dashboard

Dashboard page, user can quickly view and access any pending actions that require attention.

eCapa work list	Pending Verifications	Pending Approvals
0	0	0
My work list	My verification list	My capa approval list

Pending 60 Day Effectiveness Verification	Pending 90 Day Effectiveness Verifications
0	0
My 60 day effectiveness validation list	My 90 day effectiveness validation list

Note:
If the user requires a **Role with higher authority an email must be sent to the system administrator,** requiring one of the following roles:
1. My work list – User open/pending tasks.
2. My verification list- Tasks pending verification by user(30 Day verification).
3. My 60-day effectiveness validation list- Tasks pending validation after by user(60 Day validation).
4. My 90-day effectiveness validation list- Tasks pending validation after by user(90 Day validation).

Create a new CAPA Report

To create a New CAPA Report click on the New CAPA Link.

Fill out the following form(see instructions)

General Information

CAR Number

CAPA Type:	CAPA Source:	CAPA Severity:
Select Type	Select Type	Select Type

Quality Manager Approver:	Functional Department Approver:	Verification Approver:
Select QA Manager	Select Functional Department Approver	Select Verification Approver

Customer:	Department:	Process:
Select Customer	Select Department	Select Process

Standard:	Clause:	SubClause:
Select Standard	Select Clause	Select Sub Clause

Audit Report Number:	Expected Closure Date:	Owner:
Audit Report Number	05/19/2022	Select CAPA Owner

Symptom:

Symptom – What is the observed deviation by the internal / external customer/certification/standard/others, and how was it found:

The team is automatically selected based on the process selected.

D1 - Building the Team

Team Role	Name	Phone Number	Email Address
Champion	FLOVIT.VITE		FLOVIT.VITE@PANASONICAUTOMOTIVE.COM
Other	YANET.MENDEZ	+528993508054	YANET.MENDEZ@PANASONICAUTOMOTIVE.COM
Owner	CARLOS.CARBAJALR		CARLOS.CARBAJALR@PANASONICAUTOMOTIVE.COM
Leader	KARLA.MARTINEZ	+528999214620	KARLA.MARTINEZ@PANASONICAUTOMOTIVE.COM

Instructions:

See details for fields below (all fields are required):

1. CAPA Type – Corrective(Correct an existing issue) / Preventive(Prevent an issue from happening).
2. CAPA Source –Customer Audit, Internal Audit, External Audit or Customer Assessment.
3. CAPA Severity – In case of Internal Audit the only severity will be Internal Finding. For other types of audits, the following options will be available(OFI, Observation, Minor, Major and Internal Finding).
4. Quality Manager Approver – Quality Manager Role responsible for the process where the finding was detected.
5. Functional Department Approver – Department Manager/Owner of the process where the finding was detected.
6. Verification Approver – User responsible for validating actions after implementation (30, 60 & 90 days).
7. Customer – Customer product/customer audited/customer audit where the finding was detected.
8. Department – Department where the finding was detected.
9. Process – Process within the department where the finding was detected(Only processes assigned to the selected department will be selectable).
10. Standard – Quality or Safety standard to which the finding was determined to not comply with.
11. Clause / Sub clause – Standard Clause / Sub Clause not conformed to.
12. Audit Report Number – Number of audit where the finding was detected.
13. Expected Closure Date – Date the CAPA Report is expected to be completed on (Default date is 30 days after created).
14. Owner – User responsible for the CAPA report.
15. Symptom – Observed deviation / issue.

16. Save to create the new CAPA report.

CAPA Report General Overview

CAPA Report Navigation buttons.

| Edit Capa | D2- Problem Description | D3 - Containment | D4 - Root Cause | D5 - Action Plan | Submit Plan Approval | Plan Approval |

| D6 - Implementation | D6 - Validation | D7 - Preventive Actions | D7 - Cross Reference | D8 - Recognition | Print 8D |

CAPA report preview screen, quickly view report and action status .

CAPA Information

CAPA Number: CAPA38	CAPA Type: Corrective	Status: Approved	Customer: Quality System
Owner: KARLA.MARTINEZ	Group Manager Approver: FLOVIT.VITE	Functional Department Approver: CARLOS.CARBAJALR	Verification Approver: YANET.MENDEZ
Process: Internal Audit	Creation Date: 3/15/2022	Expected Closure: 4/14/2022	Closed Date:
Source: Internal_Audit	Audit Number: 02-22	Standard: ISO9001_IATF16949	Severity: Internal_Finding
Clause: 9 - PERFORMANCE EVALUATION	Sub Clause: 9.2.2.1 - INTERNAL AUDIT PROGRAM		Created By: ISMAEL.FIGUEROA
Symptom: The form FSC-31 did not have the corresponding approval signatures.			

Team Members

Team Role	Name	Phone Number	Email Address
Champion	FLOVIT.VITE		FLOVIT.VITE@PANASONICAUTOMOTIVE.COM
Other	YANET.MENDEZ	+528993508054	YANET.MENDEZ@PANASONICAUTOMOTIVE.COM
Owner	CARLOS.CARBAJALR		CARLOS.CARBAJALR@PANASONICAUTOMOTIVE.COM
Leader	KARLA.MARTINEZ	+528999214620	KARLA.MARTINEZ@PANASONICAUTOMOTIVE.COM

Problem Description

The form FSC-31 did not have the corresponding approval signatures.

Containment Actions

Action	Responsible	Commitment Date	Status
Review the all forms of the procedure of internal audit	KARLA.MARTINEZ@PANASONICAUTOMOTIVE.COM	3/15/2022	Closed

Identify Problem Root Cause

Ocurrence RC Result	Escape RC Result	Systemic RC Result

Edit CAPA Button

Edit Capa allows the owner to modify General Information section of CAPA report.

General Information

CAPA38

CAPA Type:	**CAPA Source:**	**CAPA Severity:**
Corrective	Internal_Audit	Internal_Finding
Quality Manager Approver:	**Functional Department Approver:**	**Verification Approver:**
FLOVIT.VITE@PANASONICAUTOMOTIVE.COM	CARLOS.CARBAJALR@PANASONICAUTOMOTIVE.COM	YANET.MENDEZ@PANASONICAUTOMOTIVE.COM
Customer:	**Department:**	**Process:**
Quality System	QMS	Internal Audit
Standard:	**Clause:**	**SubClause:**
ISO9001_IATF16949	9 - PERFORMANCE EVALUATION	9.2.2.1 - INTERNAL AUDIT PROGRAM
Audit Report Number:	**Expected Closure Date:**	**Owner:**
02-22	04/14/2022	KARLA.MARTINEZ@PANASONICAUTOMOTIVE.COM

Symptom:

The form FSC-31 did not have the corresponding approval signatures.

D1 - Building the Team

Team Role	Name	Phone Number	Email Address
Champion	FLOVIT.VITE		FLOVIT.VITE@PANASONICAUTOMOTIVE.COM
Other	YANET.MENDEZ	+528993508054	YANET.MENDEZ@PANASONICAUTOMOTIVE.COM
Owner	CARLOS.CARBAJALR		CARLOS.CARBAJALR@PANASONICAUTOMOTIVE.COM
Leader	KARLA.MARTINEZ	+528999214620	KARLA.MARTINEZ@PANASONICAUTOMOTIVE.COM

Back to Main

Save

D2 – Problem Description Button

D2- Problem Description

D2 – Describe the problem

CAPA38

What is the (factual) deviation on the object/System/Standard/Requirement/Others:

What are you going to investigate:

Add Problem Pictures

Back to Main   Save

Instructions:

See details for fields below (all fields are required):

1. Problem Description.
2. What are you going to investigate.
3. Save the problem description.
4. Add a picture showing the problem and save CAPA report.

D3 – Containment Button

D3 - Containment

D3 – Containment Actions

CAPA38

Describe the Action that needs to be implemented to solve the issue.

| Select Owner | ▾ | 04/20/2022 | 🗓 |

Action	Responsible	Status	Commitment Date	Actions
Review the all forms of the procedure of internal audit	KARLA.MARTINEZ@PANASONICAUTOMOTIVE.COM	Closed	3/15/2022	👁 🔒

Back to Main   **Save**

Instructions:

See details for fields below (all fields are required):

1. Describe the action that needs to be implemented to solve the issue.
2. Select the owner, person responsible for completing the task.
3. Select the date for when the action will be completed by.
4. Click the Save Button.
5. Add as many actions as required, to contain the problem.

D4 – Root Cause Button

D4 - Root Cause

D4 – Identify Problem Root Cause

3L5Why

Problem Description: The form FSC-31 did not have the corresponding approval signatures.

Select Type ⌄

Which causes contribute to the problem as defined in D2?

Why?

☐ Root Cause?

☐ The root cause impacts other similar processes or products?

Ocurrence RC Result
Omision de firmas en formato F-SC-31 F-SC-31
porque es utilizado como agenda y no requiere ser aprobado
Por que la aprobacion de la programacion de auditoria se realiza en F-SC-73

Escape RC Result
Por que no se habia detectado la duplicidad de la aprobacion

Systemic RC Result

Why	Type	Is Root Cause?	Impacts Other Process?	Explain Which Processes
Omision de firmas en formato F-SC-31 F-SC-31	Ocurrence	Yes	Yes	Otros sistemas de gestion
porque es utilizado como agenda y no requiere ser aprobado	Ocurrence	Yes	No	
Por que la aprobacion de la programacion de auditoria se realiza en F-SC-73	Ocurrence	Yes	No	

Why	Type	Is Root Cause?	Impacts Other Process?	Explain Which Processes
Por que no se habia detectado la duplicidad de la aprobacion	Escape	Yes	No	

Why	Type	Is Root Cause?	Impacts Other Process?	Explain Which Processes
proceso compartido con varios sistema de gestion	Systemic	No	No	

Back to Main   Save

Instructions:
See details for fields below (all fields are required):
1. Select the type of 5WHY to record (Occurrence, Escape or Systemic).
2. Identify why's one at a time.
3. If the why being added is root cause, click the checkbox.
4. If the why impacts other processes, click the checkbox and specify the processes in the field that appears.
5. Save the why.
6. Add as many whys as required.

D5 – Action Plan Button

D5 - Action Plan

D5 – Permanent Corrective Actions

> Warning: Any changes made to the action plan will require re-approval by the QA and Functional Manager.

Problem Description: The form FSC-31 did not have the corresponding approval signatures.

Task Type:	Task Owner:	Task Due Date:
Select Type	Select Owner	04/20/2022

Task Detail:

Task details

Ocurrence RC Result	Escape RC Result	Systemic RC Result
Omision de firmas en formato F-SC-31 F-SC-31	Por que no se habia detectado la duplicidad de la aprobacion	
porque es utilizado como agenda y no requiere ser aprobado		
Por que la aprobacion de la programacion de auditoria se realiza en F-SC-73		

Action	Task Owner	Task Due Date	Status	Action
Revision general de procedimiento P-SC-04 Auditoria Internas	YANET.MENDEZ	3/16/2022	Pending Verification	🔒

Back to Main

Save

Instructions:
See details for fields below (all fields are required):
1.   Task Type - Select the type of action to record (Occurrence, Escape or Systemic).
2.   Task Owner - Select the person responsible for completing the action.
3.   Task Due Date – Date to complete the action.
4.   Task Detail - Enter action the details of the action that needs to be performed.
5.   Identify actions one at a time.
6.   Save the action.
7.   Add as many actions as required.

Submit Plan Approval & Plan Approval Buttons

Submit Plan Approval	Plan Approval

Approve/Reject Action Plan   ✕

Review the proposed action plan, the select either "Approve" or "Reject" to continue.

Quality Manager: FLOVIT.VITE@PANASONICAUTOMOTIVE.COM

Approved

Comments:

Please add comments regarding reason for approval/rejection.

Approve   Reject   Cancel

Functional Manager: CARLOS.CARBAJALR@PANASONICAUTOMOTIVE.COM

Approved

Comments:

approved

Approve   Reject   Cancel

Instructions:
See details for fields below (all fields are required):
1. Submit Plan Approval – Send the action plan to be approved by the QA Manager and Department Manager.

Plan Approval:
1. Approve – Approve the action plan, in order for the owner and task owners to implement actions.
2. Reject – Reject the action plan, to notify the CAPA owner that the intended action plan will not solve the root cause.
3. Comments- Enter comments to specify the reason for approval or rejection of the action plan.

D6 – Implementation Button

D6 - Implementation

D6 - Implement Permenant Corrective Actions

Review the tasks below and document evidence of completion.

CAPA	Action	Status	Type	Due Date	Delays Requested	Created By	Implement	Delay
CAPA38	Revision general de procedimiento P-SC-04 Auditoria Internas	Pending Verification	Systemic	3/16/2022	0	ISMAEL.FIGUEROA@PANASONICAUTOMOTIVE.COM	👁	🔒

Back to Main

D6 – Action Plan Validation

D6 - Validation

D6 - Validate Permenant Corrective Actions

CAPA	Action	Owner	Status	Type	Due Date	Verification Due	Verification Status	Owner Delays	Verification Delayed	Verification Delayed Request	Verification Date	Verified?	Delay
CAPA38	Revision general de procedimiento P-SC-04 Auditoria Internas	YANET.MENDEZ	Pending Verification	Systemic	3/16/2022	4/19/2022	Pending	0	No			👁	🕐

Back to Main

Task Information: ✕

Review the task for proper implementation.

Action Information:

Task Owner	Task Due Date
YANET.MENDEZ@PANASONICAUTOMOTIVE.COM	3/16/2022

Task Detail: Revision general de procedimiento P-SC-04 Auditoria Internas

Implementation Comment: Se realizo la revision del procedimiento P-SC-04, el cual se le realizo los cambios y se envio aprobacion

Comment:

Information on the work done for the task.

Evidence

Approve Implementation   Reject Implementation   Cancel

Instructions:
See details for fields below (all fields are required): If action verified contains this icon 👁
Then the action has not been validated, click on the icon to validate.

1. Approve Implementation - Review the information provided by the task owner and validate if the action has been correctly implemented and click on the approve button add a comments as evidence of approval in the comment section for the task owner to see.

2. Reject Implementation - Review the information provided by the task owner and validate if the action has been correctly implemented in case it has not been correctly implemented add a reason for rejecting in the comment section for the task owner to see.

D7 – Preventive Actions Button

D7 - Preventive Actions

D7 – Preventive Actions

Preventive process securing measures to prevent re-ocurrence / Lessons learned (Attach/Add evidence: records).

Task Owner:

Select Owner

Task Due Date:

04/20/2022

Task Detail:

Description of the task to be perfomed

Back to Main

Save

Instructions:

See details for fields below (all fields are required):

1. Task Owner - Select the owner, person responsible for completing the task.
2. Task Date - Select the date for when the action will be completed by.
3. Task Detail - Describe the action that needs to be implemented to solve the issue.
4. Click the Save Button.
5. Add as many actions as required, to prevent the problem.

D7 – Cross Reference Button

D7 - Cross Reference

D7 – Cross Reference and Documentation

CAPA38

Do documents need to be updated and released?		Yes/No?
Where applicable, are all related documents updated and (re)released? Number, name and revision of the document	☑	Yes
Core Tools	☑	Yes
Procedures	☑	Yes
Instructions	☑	Yes
Add to Internal Audit	☑	Yes
Others	☑	Yes
Where applicable, are all related employees (re)trained or (re)instructed?	☑	Yes

Search of similar non-conformities?		Yes/No?
Could similar non conformities be generated in other processes or Management Systems?	☑	Yes

Where?

Where please describe

Did you perform non-conformity analysis and implementation of actions in process or systems with potential risk?	☑	Yes

What Actions?

What Actions please describe

Back to Main   Save

Instructions:

See details for fields below:

1. Task Owner - Select the owner, person responsible for completing the task.
2. Task Date - Select the date for when the action will be completed by.
3. Task Detail - Describe the action that needs to be implemented to solve the issue.
4. Click the Save Button.
5. Add as many actions as required, to prevent the problem.

D8 – Recognition Button

D8 - Recognition

D8 – Team and Individual Recognition

CAPA38

Team and Individual Recognition?		Yes/No?
Are all actions closed or have open actions been transferred to others?	☐	No
Is all the applicable data and evidence of the investigation centrally stored?	☐	No
Reward the team and the individual team members:	☐	No

Back to Main   Save, Reward & Close

Instructions:

See details for fields below:

1. Task Owner - Select the owner, person responsible for completing the task.
2. Task Date - Select the date for when the action will be completed by.
3. Task Detail - Describe the action that needs to be implemented to solve the issue.
4. Click the Save Button.
5. Add as many actions as required, to prevent the problem.