

## **Corporate Online Audit- Guidelines**

The Corporate Online Audit Application works on Android APP. The users can conduct Audit using the Mobile Phone. The Predefined Check lists are displayed as per the scheduled audits.

Auditor while conducting the audit can record observation by take a snap form Camera, Attaching the photos from gallery, uploading Files and by typing the comments. The comments can also be recorded by voice.

The audit check list will have scoring types as 0 to 10. If any checklist item is not applicable for the audit, we can mark it as Not Applicable. It will not be considered while calculating the Audit score.

Example for rating: If 20 Rooms Preventive to be done and completed 16 rooms then score would be  $(16 \times 100) / 20 = 80\%$ . We need to rate as 8.

The Audits and ticketing management will be carried out through APP and all other reports and analytics can be seen from the Web Portal.

The Other important information is given below for reference:

1. Rating : **0-10**
2. Rating  **$\leq 7$**  - Ticket is raised as Non Compliance.
3. Low Scoring Audits Alerts for  **$< 80$**

Ticket due Date (High Priority) : **4 Days**

Ticket due Date (Medium Priority) : **6 Days**

Ticket due Date (Low Priority) : **8 Days**

**Tickets if not completed Overdue – Alerts be sent to all concerned.**

### Audit Score Rating:

80–100 = Green **Good / Excellent**

61–79 = Yellow **Average**

60 below is Red **Poor / Fair**

### Email and SMS Notification:

Audit Reminder : **Auditor** (One day before due date)

Audit Overdue : **Auditor and Delegated representative.**

Low Scoring Audit : **Auditor, HOD, Unit Head and AVP/VP/Group Managers.**

Audit Submitted : **Auditor and HOD.**

Ticket Reminder : **Staff and HOD.** (One day before due date)

Ticket Overdue : **Staff.**

Ticket Escalation 1 : **HOD and Auditors.**

Ticket Escalation 2 : **Unit Heads.**

Ticket Escalation 3 : **AVP / VP / Group Managers.**

Notification Email sent from : **corporateaudit@hotelgreenpark.com**

### **Users List (Permissions):**

Auditors : View Audits, View Tickets, and Add Tickets.

HOD : View Tickets, Assign Tickets and Close Tickets.

IT Admin : Add Users, Add Audits, View Audits, View Tickets,  
Close Tickets and Assign Tickets.

Unit Heads : View Audits and View Tickets – Dashboard Access.

AVP/VP : View Audits and View Tickets – Dashboard Access.