

**Subject : Specifications for an Audit tool for obtaining techno commercial proposal**

1. Overview

This product is solution to simplify the complexities of an audit functions facilitating scheduling , Audit Pre- execution , Audit Execution , Audit reporting , CAR tracking and monitoring , Audit cycle conclusion , Audit performance measurements . This will include internal communication, verifications, validations, recordings and tracking actions over single platform.

These shall be applied to

- Internal Audits : Applied to the Unit's Business Process , Departments and Procedures. This shall be System , Process and Product audits
- External Audits: Applied to monitor the performance of Third party Audits contracted by the Unit.
- Supplier Audits: Applied to audit the applicable supply chain of the Unit.
- Customer Audits : Applied to monitor and track the Customer Audits and its findings . Will also be used for Auditing the various Customer Applicable Supplier Assurance Manuals

2. Roles

The system will have following roles

- a) System administration
- b) Executive
- c) Auditor
- d) Auditee

Following sections will details the role and its functions

- a) System Administrator

System administrator is owner of the system within the organization. This role may be suitable for MR (Management representation) or person delegated with MR authority.

This role control following functions

- i) Initial system setup
- ii) Owner or Masters (Create, edit, update masters)
- iii) Owner of access rights and role assignment within system
- iv) Read Access to all functionality of the system.



v) Limited delete functions with log

b) Executive

This role is restricted role associated with other roles. This role is assigned to assistants at very senior level. The role restricts certain feature of parent role. For example Executive role with Auditee represents Assistant or deputy to Head of department who can act on his behalf except few functions like approvals. All the approval related functions cannot be delegated.

c) Auditor

This role performs following functions

- i) Accept audit schedule
- ii) Request rescheduling
- iii) Update Audit report & Non-conformances
- iv) Follow up on action from Auditee
- v) 1st Closure of NC

d) Auditee

This role performs following functions

- i) Accept audit schedule
- ii) Request rescheduling
- iii) Receive audit report / NCs
- iv) Update actions plan on Audit report & Non-conformances
- v) Follow up auditor on Nc Closure

3. Feature List

a) License management

This feature validates license as obtained through commercial process at “APS”, APS will provide an encrypted license file which need to be imported in the system to enable its functionalities. The license system controls no of user and user category enabled within system. The system does not allow no of user more than what is given in license file.

User Category :

Shall be two level

Level 1 Unit wise . This is to prevent other Group companies to use the same tool

Level 2 shall be role wise . Is important to capture Employee log id and email id. Some intelligence shall be used to highlight a changed pattern .Eg Email id has a different company name other then given unit noticed from email id i.e Surname.Name@ XXXXX

1) Auditor

2) Auditee

The License information should be available in help menu.



License No:

Name or Organization:

Auditor : XX Used : YY

Auditee : XX Used : YY

In case any query, Pl call support @ APS

License is needed to start setup process. Pl refer to “setup” section for this details.

- b) Setup or configuration management
- c) Access Role Management
- d) Audit management from Scheduling to Cycle closure .
- e) Edit /Save /Delete options . Print or email as PDF or excel sheet will be provided. Key events shall be identified for Automails or escalation processes.

4. Components

Stacking method shall be used to make it more user friendly and carry out activities smoothly by classifying the components under understandable heads . These shall be considered Unit wise with a provision to consolidate unit level data and various information's to Group level .

The following shall be applied

- A. Registration Process. These are creation of various Masters . It should be clearly identified if it is one time or Annual based updating are needed .
 - 1. Contracted Period of Audit Tool
 - 2. Licence Agreement
 - 3. Unit registration
 - 4. Unit specific Business Processes
 - 5. Unit Departments with section wise details.
 - 6. Procedures registration.
 - 7. Unit listed manufacturing process
 - 8. Unit listed assembly lines
 - 9. Shift timing / General Shift timings
 - 10. List of Customer's with Applicable Supplier Assurance Manual.
 - 11. List of Suppliers covered under Supplier Audits.
 - 12. List of Active Product Part numbers.
 - 13. Role registration (MR, Dy.MR, Coordinator , Auditor , Auditee ,Approvers, Department heads, Section Heads ,Others)
 - 14. Auditor registration



15. Unit information.
16. Setting of Communication rule . . Automail etc
17. List of Holidays for the Unit

Once these registrations are completed then the below stacking heads shall be activated . **to discuss on how to structure the Audit types (i.e internal, external, Supplier and customer)**

All the below stages shall be applied to Audit types that are identified in point 1.

- B. Scheduling : Will be Audit cycle wise and cover both planned and unplanned Audit cycles . Planned Audit is scheduling it as per the annual Audit frequency defined by the Unit. Audit cycle shall
1. Calendar Year Overview. To capture the Audit cycle schedules as per defined frequency .
 2. Department wise (broken down to section wise) detailed schedule . Ability to convert these to Business Process or Procedure wise in case needed.
 3. Re-schedule Audits .
 4. Unplanned Audits .
 5. Follow up schedule to verify CAR's and close the Audit cycle
 6. Assign auditors based on their score and expected Audit score as defined by each department /section by the Unit.

Department /section wise time allocation shall be based on criteria and Automatically calculated using a calculation method . This will have provisions to Edit by Authorised people . March and September months due to pressure months are to be avoided . Holidays shall be picked up automatically from Google list of Holidays

- C. Audit Criteria : Audit criteria defines the method adapted for verifications
1. In case of Internal Audits – Systems ,it would be defined Procedures.
 2. In case of Internal Audits – Process , it would be PFD's ,FMEA's Control plans.
 3. In case of Internal Audits – Product , It would be Engineering drawing and Layout reports
 4. In case of Customer Audits it would be defined Supplier Assurance Manual and KPI related to the respective Customer Performance Indices
 5. In case of Supplier Audits it would be KPI related to Supplier performance
 6. In case of External Audits it would be the related External standards .



D. Audit Pre – Execution

Upon Scheduling the department an automail shall go out to the assigned auditor , Department head, Section head and MR. Group Emails shall be aligned according to the defined communication specifications. The period of Audit data uploads shall also be specified to the Auditee's (Department /Section heads). They will upload the following as appropriate

1. Key Performance indicators
2. Efficiency and Effectiveness of the Business Process as defined by relevant business Process
3. Customer complaints log
4. Customer satisfaction results /trends.
5. Customer score cards/ Performance reports

Once Upload is done , these shall be pinged to Auditor for downloads and review and confirm if the given time is sufficient or some extra hours are needed. These shall then be reviewed by MR for their acceptance and approvals. If none , then 0 hours shall be considered and Total audit time to be spent shall be frozen .

A report format shall be designed to capture the review points of Auditors so as to conclude this event with the release of Final frozen Audit plan and Pre -execution report. Time taken for completing these steps to be monitored and co-related to Auditor's performance .

E. Audit Execution

Audit execution starts on the date of Audit and ends on the conclusion of Audit . Provision to be made to capture the auditor's photo image at start and end of Audit process shall be an added feature . Provision to upload their handwritten notes shall be made available . At minimum a confirmation must be provided by Auditor to confirm conclusion of Audit or pending of Audits and to be rescheduled etc . Audit stage will be two types i.e Desk audit and Point /Place of Action Audit (Gemba Audit) . Gemba audit should at least be 70% of allocated Audit time for each section .

F. Audit reporting

The reports shall include

1. Non conformity report – Upload of reports with basic data entry(Department /Section /Clause number /Standard /major /Minor
2. IAR (Improvement action Report) . Upload of reports with basic data entry(Department /Section /Clause number /Standard
3. KPI review conclusion . Risk confirmation
4. E&E review confirmation . Risk confirmation
5. Audit cycle conclusion – Failed /Cleared .



G. Audit – CAR (Corrective Action Report)

This section will include all aspects of tracking and monitoring the CAR's . CAR's will indicate clearly three sections of Contingency actions , System correction and Horizontal deployment of related actions. CAR's shall have the Contents as uploaded by auditee against the issued Major /Minor Non-conformity approved by the concerned Department head and then by the Auditor /Unit MR to confirm the correctness of the actions . Provisions to upload various evidences for CAR shall also be made available . Timeliness of CAR's is an important aspect and shall be monitored and tracked.

H. Audit Follow Up

Follow up shall be only necessary in case there are Major and Minor Non conformities that needs to be verified for the proposed actions . MR shall decide if this needs a verification by visiting the point of action area by an Auditor or can be closed by reviewing the contents as acceptable evidence. If a visit is necessary then will be routed through a Follow up scheduling and the same process as Audit cycle . This will be clearly aligned to the identified Audit Cycle . Conclusion of this Audit step will be only result in either an extension of the CAR with a fresh completion date or closure of CAR . A formal closure method shall be applied at end of Follow up Audits.

I. Risk Reports

A Risk Report shall be generated to highlight deviations in the process cycles covering schedules, Pre-Execution, Execution , Audit report , CAR management and Follow Ups. Risk related to KPI trends and Audit findings in each department and sections shall be highlighted and effectiveness of Audits carried out shall be measured

J. Audit Performance reports

This is Data and information analysis . This section shall include all relevant reports identified to indicate the performance of the Audits and Auditors. Will be Time and content based.

Will cover all the above defined Audit process stages and be made available on a dash board for the Audit Tool .