

# IFP manual for Quality Managers









Part-145, Part-147 and Part-CAMO approvals

**Your safety is our mission.**

# List of acronyms and definitions

Abbreviations and definitions	
CAP	Corrective Action Plan
EASA	European Union Aviation Safety Agency
IFP	Inspections and finding platform
MOQM	Maintenance Organisation Quality Manager
TL	Team Leader

# Index

	<a href="#">Introduction</a>
	<a href="#">MOQM Homepage, dashboard and reports</a>
	<a href="#">Audit, finding and action overview</a>
	<a href="#">Action findings raised during onsite audits</a>
	<a href="#">Action findings raised during desktop audits</a>
	<a href="#">Request an extension</a>
	<a href="#">Job cards</a>
	<a href="#">Closure</a>

Click on the buttons above to navigate through the manual.

# End

We hope you found this user guide helpful.

Do not hesitate to contact the IFP administrator at [IFP-Support@easa.europa.eu](mailto:IFP-Support@easa.europa.eu) should you encounter technical difficulties.

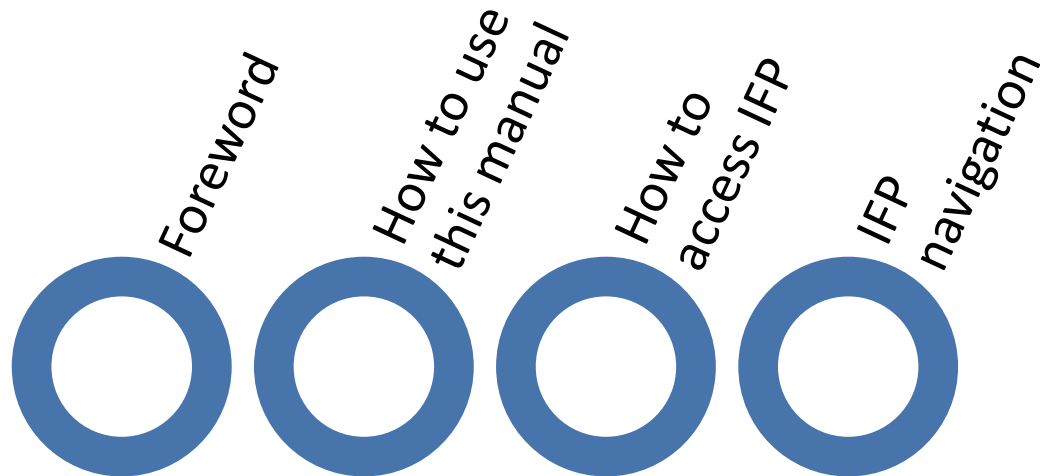
[easa.europa.eu/connect](https://easa.europa.eu/connect)



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An Agency of the European Union 

# Introduction



# Foreword

EASA upgraded its auditing and findings follow-up system with the launch of the Inspections and Finding Platform (IFP). This IT tool is a web based application that does not require any software installation.

IFP allows Organisations to action finding raised by EASA TLs online. The system will guide you through and prompt you to provide **either Corrective Action Plans** (root cause, corrective and preventive actions) and **evidence of action implementation** (including supporting documents and pictures) **for on-site audits or evidence of action implementation** (including supporting documents and pictures) **for desktop audits**. IFP also provides an overview of open findings, their status and associated deadlines.

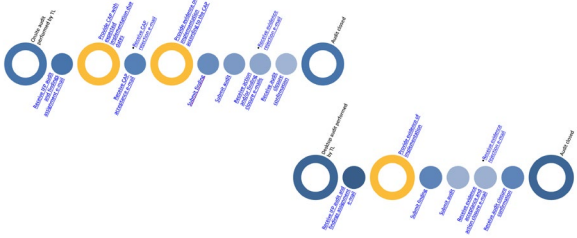

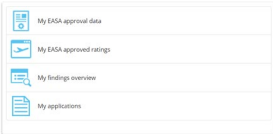
Moreover IFP makes available to the Organisations EASA held, data related to **approved locations, post holders, documents and ratings**. IFP also allows the Organisations to **view old findings**, together with the associated CAP and evidence of action implementation provided through the tool.

This user guide aims at helping Quality Managers use and navigate IFP and take full advantage of the strong reporting and deadlines monitoring capabilities of the tool.

IFP is available under the following URL <https://eu.intellex.com/Login/EASA>. No software installation is necessary to use IFP.

# How to use this manual - 1

You should use the workflows provided to easily navigate to the topics you need to read about. Reading the manual page after page is not recommended.

Action findings from onsite and desktop audits on-line	Retrieve EASA held data relative to your Organisation in real time
	 

Use the buttons below to navigate through the manual.

Go back	Go forth	Back to section start
		




This sign indicates

Job card available



# How to use this manual - 2

Through the manual the following conventions apply

	Active tab
	Click
	Take notice
Red text	Perform an action
<i>Screenshots without border</i>	Display result

# How to access IFP

To access IFP type URL <https://eu.intellex.com/Login/EASA> in your browser.

Enter the user name and password EASA provided. Press Enter or click LOG IN.

Note that you will have to change the initial password when you first log-in.

If you forgot your password click on the "Forgot your password?" link and follow the prompts to reset it. There is no need to contact the IFP administrator.

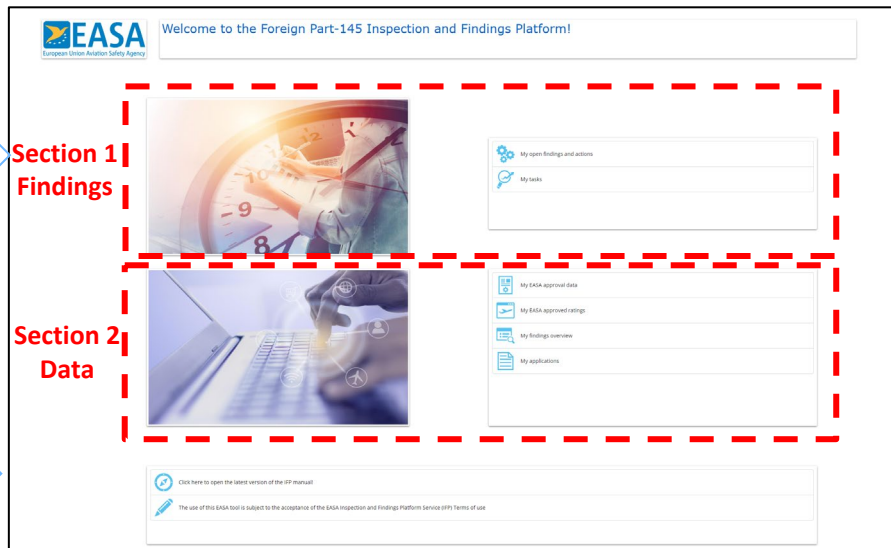
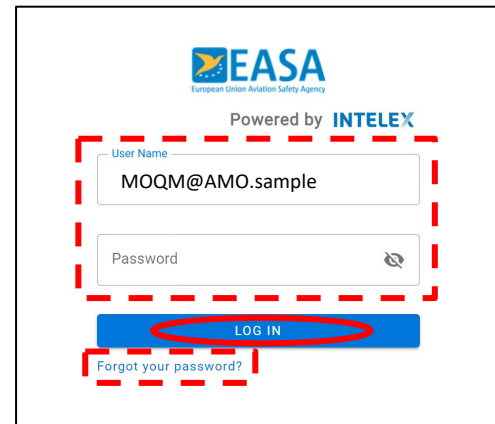
After logging in, your homepage will open. On the right hand side of the screen you will find 2 sections:

Section 1 will allow you to action findings and

Section 2 will allow you to retrieve your AMO data from IFP.

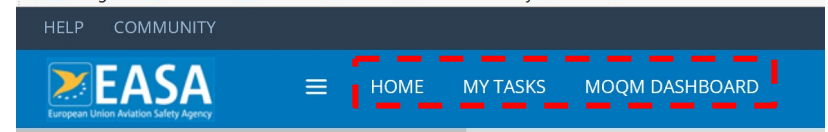
Go back to the index to access the dedicated instruction pages.

At the bottom of the page you will find the links to the IFP manual and the Terms of Use.



# IFP navigation

In the toolbar at the top of the screen you will find quick links to pages that are most relevant for you, e.g. home page, my tasks and MOQM Dashboard. The toolbars are managed and assigned by the IFP administrator. The links displayed depend on your profile and might change over time.



The vertical navigation bar allows you to minimise items that you do not need and have a better overview over the object you are working in.

**Tip:** If you miss something you normally see on screen look for the inverted triangles and click on them to display the section!




# MOQM Homepage

The MOQM Homepage is divided into 2 sections:

Section 1 will allow you to action findings and Section 2 will allow you to retrieve your AMO data from IFP.


Click on the sections below to find out more.





European Union Aviation Safety Agency


Welcome to the Foreign Part-145 Inspection and Findings Platform!





**Section 1**  
**Findings**



 My open findings and actions  
 My tasks

**Section 2**  
**Data**



 My EASA approval data  
 My EASA approved ratings  
 My findings overview  
 My applications

# MOQM Homepage - Section 1

Section 1 of the Homepage contains two links. “My open findings and actions” will take you to the MOQM Dashboard and “My Tasks” will take you to My tasks.

Click on each link to find out more.



My open findings and actions



My tasks

# MOQM Dashboard

The MOQM dashboard is divided into 4 sections.

**Section 1** provides you with instructions about what to do in IFP

**Section 2** provides you with a list of open audits

**Section 3** provides you with an overview of open findings


**Section 4** provides you with an overview of open actions. This section is very important because, in practice, this is your work list.

Click on the numbers to see a details description of each section.



# MOQM Dashboard - Part 1

Part 1 of the MOQM dashboard provides you with general instructions about what you have to do in IFP to close findings.

**EASA**  
European Union Aviation Safety Agency

## F-145 Quality Manager Dashboard

Dear Quality Manager,

This dashboard shows you open audits, findings and actions. Click on the charts or summaries to see and work on audits, findings, actions or to view useful reports.

For findings raised during onsite audits, inside each finding create one action for each evidence associated with the finding and provide EASA with a Corrective Action plan (CAP) that includes:

1. The root cause analysis, which should also consider possible implications of the finding in other areas of your organisation;
2. The corrective action(s) to the specific finding identified by EASA and associated timescale for closure;
3. The preventive action(s) to avoid reoccurrence (based on the outcome of the root cause analysis) along with the associated timescales for closure.

Once EASA has accepted the CAP you should provide evidence of the implementation of the action proposed according to the timescale proposed in the CAP.

For findings raised during desktop audits, inside each finding create one action for each evidence associated with the finding and provide EASA with evidence of the implementation.

# MOQM Dashboard - Part 2

Part 2 of the MOQM dashboard provides you with an overview of open audits, if any.

MOQM open audits

	EASA Approval Number	Audit Reference	Name	Current Stage	Person Responsible
Activity Type: Onsite Audit	EASA.145	1211		Findings Review	145MOQM
	EASA.145	1219		Findings Review	145MOQM
	Activity Type: Desktop Audit				
	EASA.145	1356		Findings Review	145MOQM

IMPORTANT!

Do not forget to push the audit workflow to the level of the EASA Team Leader once you have provided the evidence of implementation.

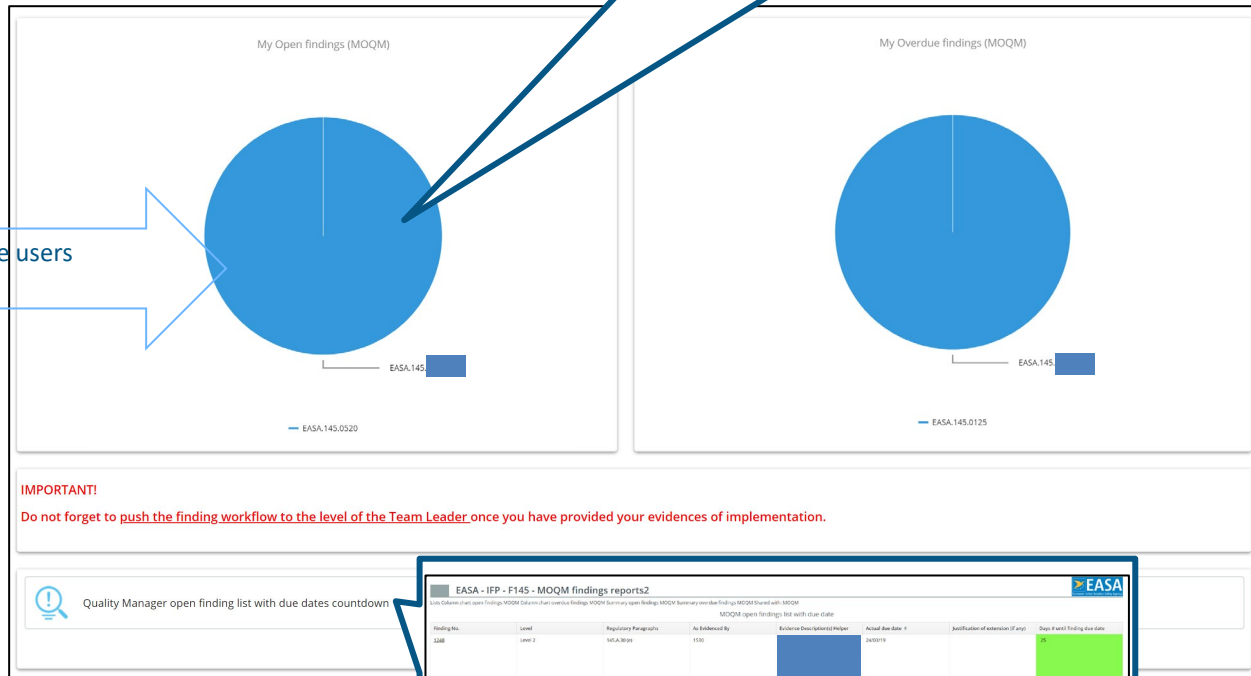
# MOQM Dashboard - Part 3

Part 3 of the MOQM dashboard provides you with an overview of open and overdue findings, if any.

Click on the graphs to see more information (e.g. the users responsible for finding) and directly access findings.

Click on the button “Quality Manager open finding list with due dates countdown” to see a full open findings list that can be exported.

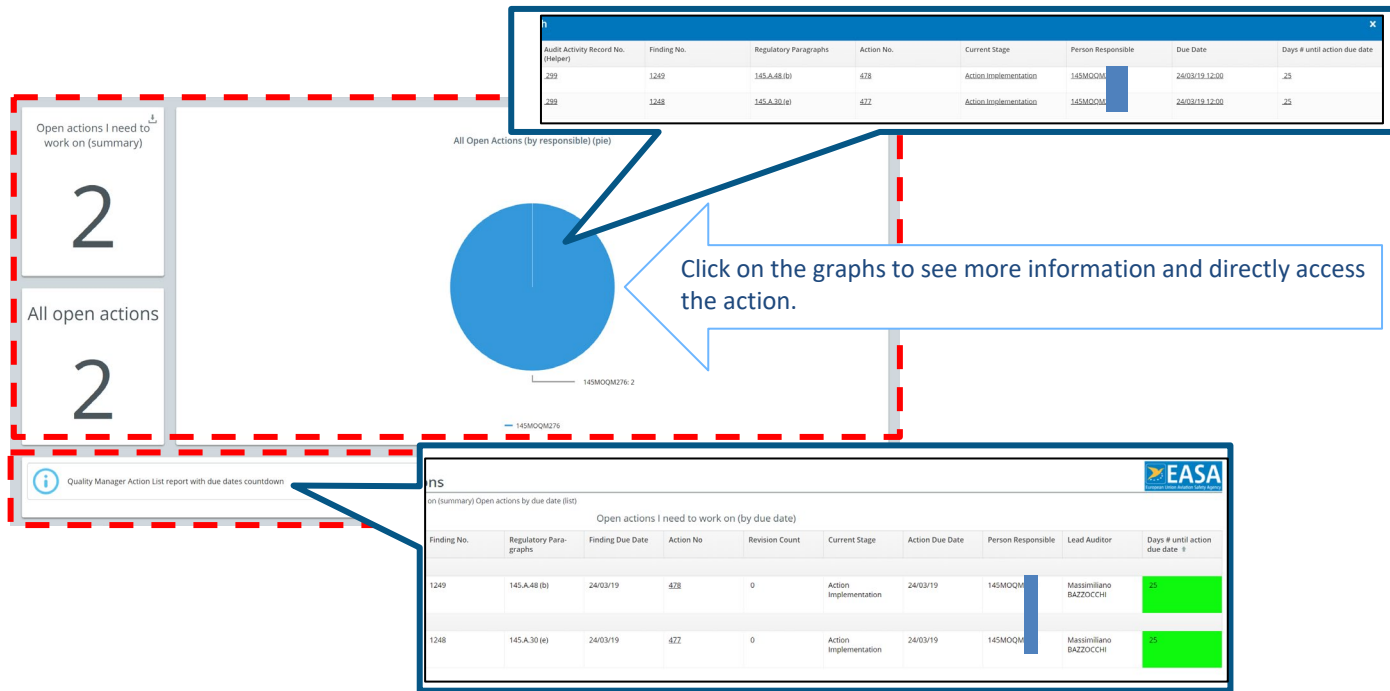
Audit Reference	Audit type	Finding No.	Regulatory Paragraphs	Level	Lead Auditor	Actual due date	Days # until finding due date
958	Onsite	1249	145.A.48.b)	Level 2	Massimiliano BAZZOCCHI	24/03/15 12:00	25
958	Onsite	1248	145.A.30.b)	Level 2	Massimiliano BAZZOCCHI	24/03/15 12:00	25



# MOQM Dashboard - Part 4

Part 4 of the MOQM dashboard provides you with an overview of open actions, if any. It also shows you the responsible party for each action.

Click on the report to see a full report that can be exported.



# MOQM My Tasks

In “My Tasks” you will see a list with

- audits that are not yet closed and at your workflow level
- your open findings, their due date and their status.
- your open actions, their due date and their status.

My Tasks Summary

My Tasks

My Email

Home > My Tasks

Custom Inventory

List All

Advanced Search

Create New Task

Actions

	Location	Description	Type	Stage	Person Responsible	Due Date	Overdue/Upcoming
<input type="checkbox"/>							
<input type="checkbox"/>	<div><div></div>EASA</div>	<div>Onsite Audit Activity - 100 - MO QM User Guide</div>	Audit Activity	Findings Review	MO QM MOQM123	Friday, May 18, 2018 7:15:33 AM	Upcoming
<input type="checkbox"/>	<div><div></div>EASA</div>	<div>Finding - 597</div>	Finding	Finding Open	MO QM MOQM123	Friday, May 18, 2018 12:00:00 AM	Upcoming
<input type="checkbox"/>	<div><div></div>EASA</div>	<div>Finding - 596</div>	Finding	Finding Open	MO QM MOQM123	Friday, May 18, 2018 12:00:00 AM	Upcoming

Viewing 1 - 3 of 3 Records

Items Displayed20

# MOQM My Tasks - 1

The screenshot shows the 'My Tasks Summary' page. At the top, there are tabs for 'My Tasks' and 'My Email'. Below the tabs, there's a search bar with a placeholder 'Enter text here' and a dropdown menu labeled 'Description'. To the right of the search bar, there are icons for 'Advanced Search', 'Create New Task', and 'Actions'. Below the search bar, there's a table with columns: 'Onsite Audit Activity - 100 - MO QM User Guide', 'Audit Activity', 'Findings Review', 'MO QM MOQM123', 'Friday, May 18, 2018 7:15:33 AM', and 'Upcoming'. The table contains three rows of data. At the bottom right, there's a dropdown menu labeled 'Items Displayed' with the value '20' selected.

Click on the bold headings to sort your actions (A to Z or Z to A)

Enter text in the search window to quickly find items you are looking for (e.g. finding number)

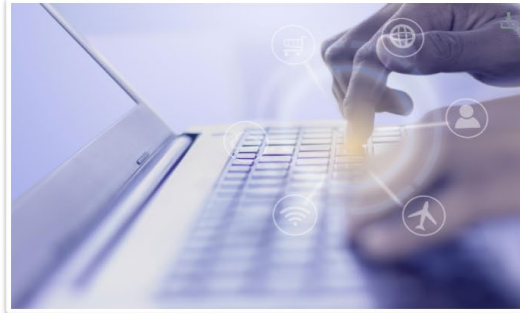
Items Displayed 20





If the system does not show all of your tasks, click on "Items displayed" to view all of the items assigned to you

# MOQM Homepage - Section 2

Section 2 of the Homepage contains links to 5 reports.

Click on the buttons to find out what the individual reports offer.



-  My EASA approval data
-  My EASA approved ratings
-  My findings overview
-  My applications

# MOQM Reports – My EASA approval data

**EASA - IFP - F145 - MOQM - EASA held and approved data**

Report for quality managers. Shows EASA approved documents, approved post holders, concessions (all), approved locations

EASA approved documents (directly and indirectly approved)

EASA Approval Number	Full Organisation Name	Document Type	Document Name/Reference	Document Issue Number	Document Issue Number Date	Document Revision Number	Document Revision Number Date	Date of Acceptance/Approval	
EASA-145		Associated Procedures	Written Practices/EK11.012	1	03/11/17	0	03/11/17		Yes
EASA-145		Associated Procedures	EK11.003			201.902	26/02/19		Yes
EASA-145		Capability List (1.8)	FR.11.0008			201.901	02/01/19		Yes
EASA-145		List of certifying staff, support staff and airworthiness review staff (1.6)	FR.11.0009 CCS			201.901	29/01/19	18/03/19	Yes
EASA-145		List of certifying staff, support staff and airworthiness review staff (1.6)	FR.11.0009 CSLM			201.901	29/01/19	18/03/19	Yes
EASA-145		List of certifying staff, support staff and airworthiness review staff (1.6)	FR.11.0009 CSBM			201.901	29/03/19		Yes
EASA-145		List of certifying staff, support staff and airworthiness review staff (1.6)	FR.11.0009 SSBM			201.901	29/01/19		Yes
EASA-145		List of Line Maintenance Locations (5.3)	FR.11.0010	201.803	03/12/18	0	03/12/18	17/12/18	No
EASA-145		Maintenance Organisation Exposition	EK11.002	8	08/10/13	16	13/12/18	17/12/18	No

Location: EASA

To move amongst the page of the report click on the window on the right hand side of the screen indicated below and select the page you would like to see from the drop down list. To download the report click on the page icon

This report will show you show data relative your approval. Data provided includes EASA approved documents, post holders, locations and concessions.

# MOQM Reports – My approved limitations

[illegible]

To move amongst the pages of the report click on the window on the right hand side of the screen indicated below and select the page you would like to see from the drop down list. To download the report click on the page icon

This report will show you the full list of EASA approved ratings and limitations/models

# MOQM Reports – Closed findings

To move amongst the pages of the report click on the window on the right hand side of the screen indicated below and select the page you would like to see from the drop down list. To download the report click on the page icon

EASA-IFP - F145 - MOQM IFP download findings report

Download report for MOQMs with CAP, evidences, TL closure comments and attachment list

IFP findings list for MO QMs (with attachments)

Finding No.	Regulatory Paragraphs	Evidence	As Evidenced By	Evidence Description(s) Helper	Action No.	Root Cause	Corrective Action	Preventive Action #	Approval Comments	Attachments
Approval Organisation concentration										
Workflow Status: Completed (9)										
Audit Reference: 270 (9)										
1023	145.A.45 (a)									

MANUAL and the release becomes... closed to perform the 2 steps for...

This report will show you the full list of findings raised in IFP with the CAP, evidences and attachments you provided.

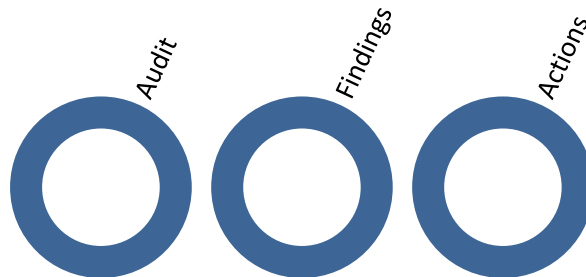
# My Reports – My applications

My applications							
EASA Approval Number	Full Organisation Name	Application Number	Application Type	Date of Application *	Application Related To	Remarks	Status
		300	Application for Change	07/08/19	Nominated Person, Number of Staff		Completed
		274	Application for Change	24/06/19	Ratings		Completed
		208	Application for Change	04/04/19	Ratings		Completed
		145	Application for Change	15/02/19	Ratings		Completed
		106	Application for Change	05/12/18	Number of Staff, Address Data		Completed
		92	Application for Change	15/10/18	Ratings		Completed
		52	Application for Change	20/06/18	Nominated Person		Completed

This report will show you the full list of change applications dealt with in IFP and their completion status.

# Audit, finding and action overview

Click below to find out more about the structure of IFP

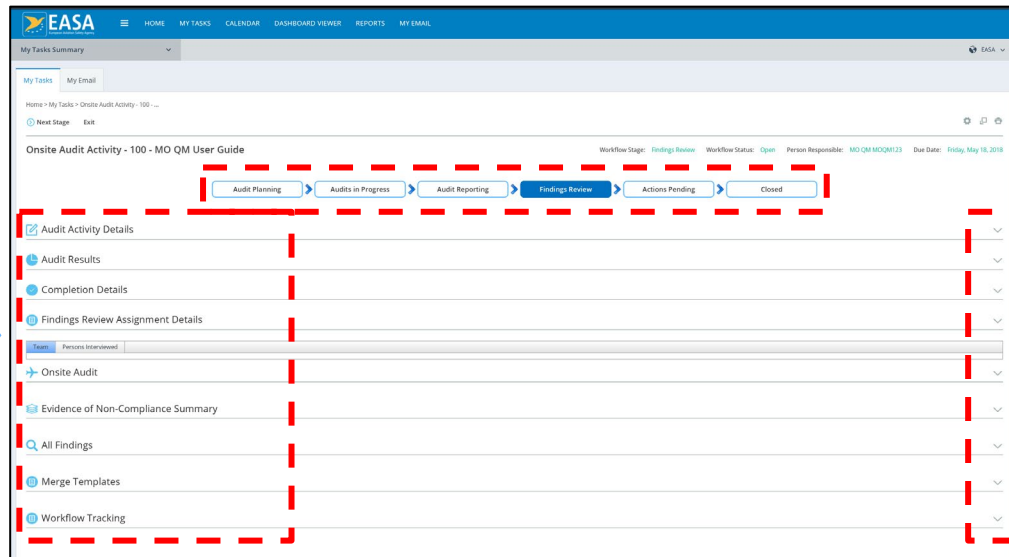


# IFP audit - structure

In IFP, you will see the system version of your audit report sent by the TL as shown below.

In the vertical drop-down menu you will find different sections that display information such as:

- Audit details (e.g. audit start and end date, lead auditor name, location audited)
- Evidences
- Findings



Also take notice of the workflow bar at the top of the page. At the appropriate point in time you have to move the workflow forward.

# IFP audit – how to access it

You can reach the audit clicking on the link provided in the notification email.

You can also access the EASA audit from the dashboard or My tasks. Just click where indicated below.

**MOQM open audits**

EASA Approval Number	Activity Type	Name
EASA-145	Onsite Audit	1211
EASA-145	Onsite Audit	1212
EASA-145	Onsite Audit	1213
EASA-145	Onsite Audit	1214

**My Tasks Summary**

My Tasks | My Email

Home > My Tasks

List All | Advanced Search | Create New Task | Actions

Location	Description	Type	Stage
<input type="checkbox"/> EASA	Onsite Audit Activity - 100 - MO QM User Guide	Audit Activity	Findings Review
<input type="checkbox"/> EASA	Finding - 597	Finding	Finding Open
<input type="checkbox"/> EASA	Finding - 596	Finding	Finding Open

Viewing 1 - 3 of 3 Records

**European Aviation Safety Agency**

Audit 100  
Final report

EASA approval number: EASA.145.123  
Organisation: Organisation name

**Annex 1 – Findings**

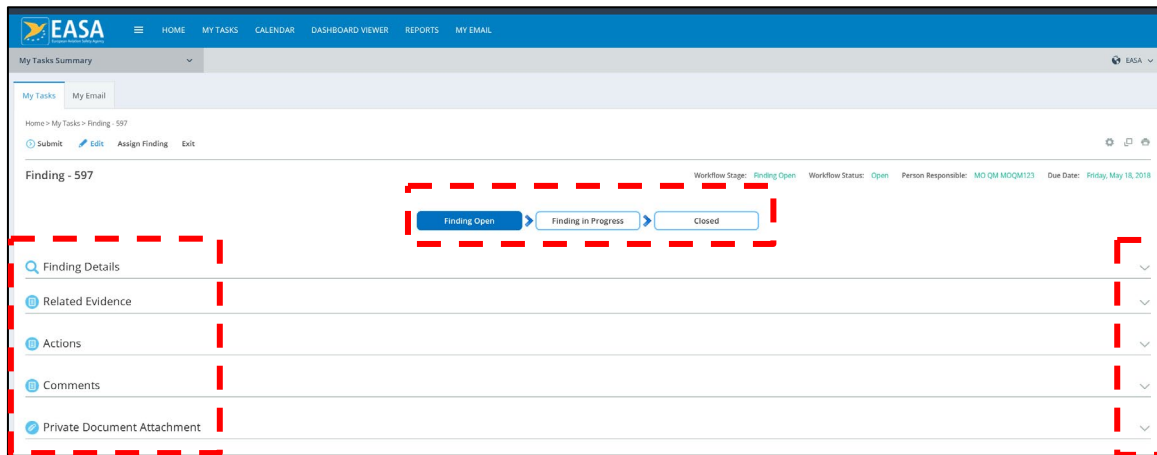
Finding number	Regulatory Paragraph	Finding	As evidenced by	Finding level	Due date
596	145.A.25 (a)	The Organisation can not demonstrate compliance with 145.A.25 (a) with regards to Facilities	603 - MO QM UG finding	Level 2	Friday, May 18, 2018
597	145.A.30 (a)	The Organisation can not demonstrate compliance with 145.A.30 (a) with regards to Accountable manager appointed by the organisation	604 - MO QM UG finding	Level 2	Friday, May 18, 2018

# IFP findings - structure

In IFP, you will see the system version of the findings raised as shown below:

In the vertical drop-down menu you will find different sections that display information such as:

- General finding details (e.g. Lead Auditor, Regulatory Paragraph)
- Evidences
- Actions (if any)
- Comments (if any) and attachments (if any)



Also take notice of the workflow bar at the top of the page. At the appropriate point in time you have to move the workflow forward.

# IFP finding – how to access it

You can reach the finding, clicking on the link provided in the notification email.

You can also access the EASA audit from the dashboard or My tasks. Just click where indicated below.

**Open actions I need to work on (summary)**  
2  
All open actions  
2  
Quality Manager Action List report with due dates countdown

**All Open Actions (by responsibility) (page)**

**Records Drill Through**

EASA Approval Number	Full Organisation Name	Audit Reference	Audit type	Finding number
		1200	Onsite	1301
		1201	Onsite	1302
		1202	Onsite	1303
		1203	Onsite	1304
		1204	Onsite	1305
		1205	Onsite	1306
		1206	Onsite	1307
		1207	Onsite	1308
		1208	Onsite	1309
		1209	Onsite	1310
		1210	Onsite	1311
		1211	Onsite	1312
		1212	Onsite	1313
		1213	Onsite	1314
		1214	Onsite	1315
		1215	Onsite	1316
		1216	Onsite	1317
		1217	Onsite	1318
		1218	Onsite	1319
		1219	Onsite	1320
		1220	Onsite	1321
		1221	Onsite	1322
		1222	Onsite	1323
		1223	Onsite	1324
		1224	Onsite	1325
		1225	Onsite	1326
		1226	Onsite	1327
		1227	Onsite	1328
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		1229	Onsite	1330
		1230	Onsite	1331
		1231	Onsite	1332
		1232	Onsite	1333
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		1234	Onsite	1335
		1235	Onsite	1336
		1236	Onsite	1337
		1237	Onsite	1338
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		1243	Onsite	1344
		1244	Onsite	1345
		1245	Onsite	1346
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		1247	Onsite	1348
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		1271	Onsite	1372
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		1362	Onsite	1463
		1363	Onsite	1464
		1364	Onsite	1465
		1365	Onsite	1466
		1366	Onsite	1467
		1367	Onsite	1468
		1368	Onsite	1469
		1369	Onsite	1470
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		1520	Onsite	1621
		1521	Onsite	1622
		1522	Onsite	1623

# IFP action - structure

In IFP, you will see the action shown below.

In the vertical drop-down menu you will find different sections that display information such as:

- Revision history (if any)
- Proposed Action Plan
- Evidences
- Comments (if any) and attachments (if any)

Onsite Audit 223 - Action 474

Workflow Stage: Action Approval | Workflow Status: Open | Person Responsible: Frederik Alexander KLOSE | Due Date: 07/jan/2019

Proposed CAP → CAP Review → Action Implementation → **Action Approval** → Closed

Revision No	Root Cause Accept/Reject	Corrective Action Accept/Reject	Preventive Action Accept/Reject	Evidence Acceptable
1	Accept	Accept	Accept	No

Viewing 1 - 1 of 1 Records | Items Displayed: 20

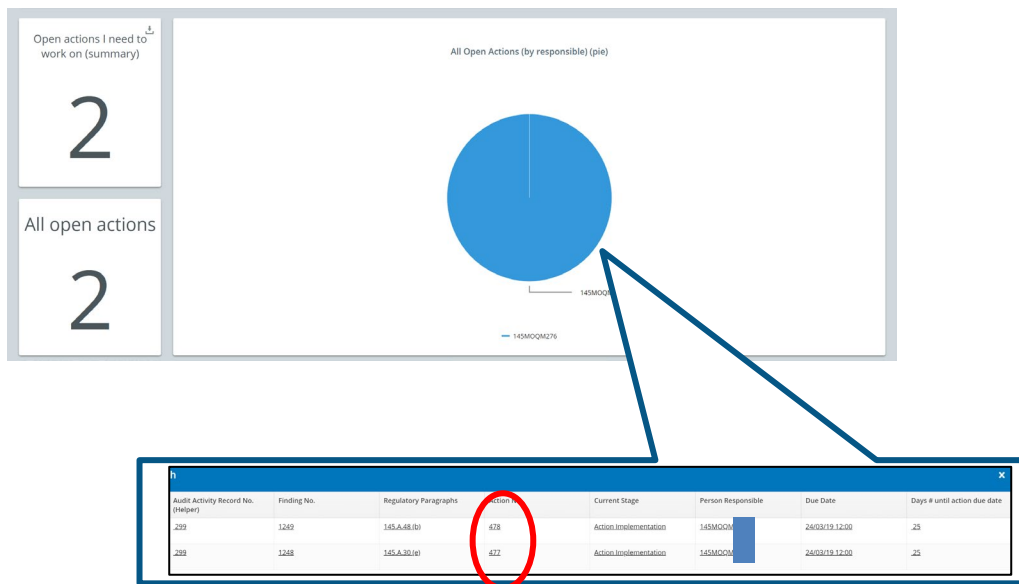
- Proposed Action Plan
- Evidence Of Action Implementation
- Implementation Acceptance
- Comments
- Private Document Attachment
- Workflow Tracking

Also take notice of the workflow bar at the top of the page. At the appropriate point in time you have to move the workflow forward.

# IFP action – how to access it

You can reach the action clicking on the link provided in the notification email.

You can also access the action from the dashboard or My tasks. Just click where indicated below.



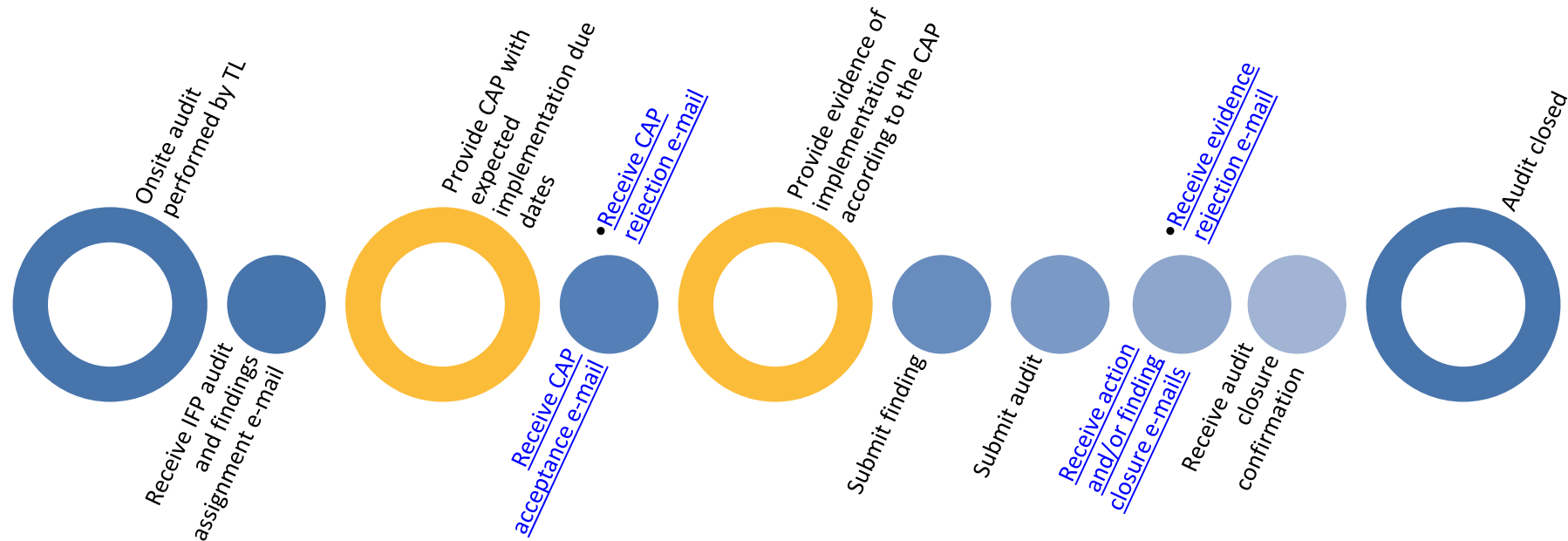
The screenshot shows the 'My Tasks Summary' page in the EASA system. It includes a navigation bar with links to HOME, MY TASKS, CALENDAR, DASHBOARD VIEWER, REPORTS, and MY EMAIL. Below the navigation bar, there are tabs for 'My Tasks' and 'My Email'. The 'My Tasks' tab is active, showing a table of tasks. The table has columns: Location, Description, Type, and Stage. There are two rows of tasks. The first row is for 'EASA' with description 'Audit Activity - 100 - MQ QM User Guide', type 'Audit Activity', and stage 'Findings Review'. The second row is for 'EASA' with description 'Action - 2', type 'Action Plan', and stage 'Proposed CAP'. The text 'Action - 2' in the description column of the second row is circled in red.

Location	Description	Type	Stage
EASA	Audit Activity - 100 - MQ QM User Guide	Audit Activity	Findings Review
EASA	Action - 2	Action Plan	Proposed CAP

# Action findings from onsite audits in IFP

IFP makes the closure of findings more efficient and fully traceable.

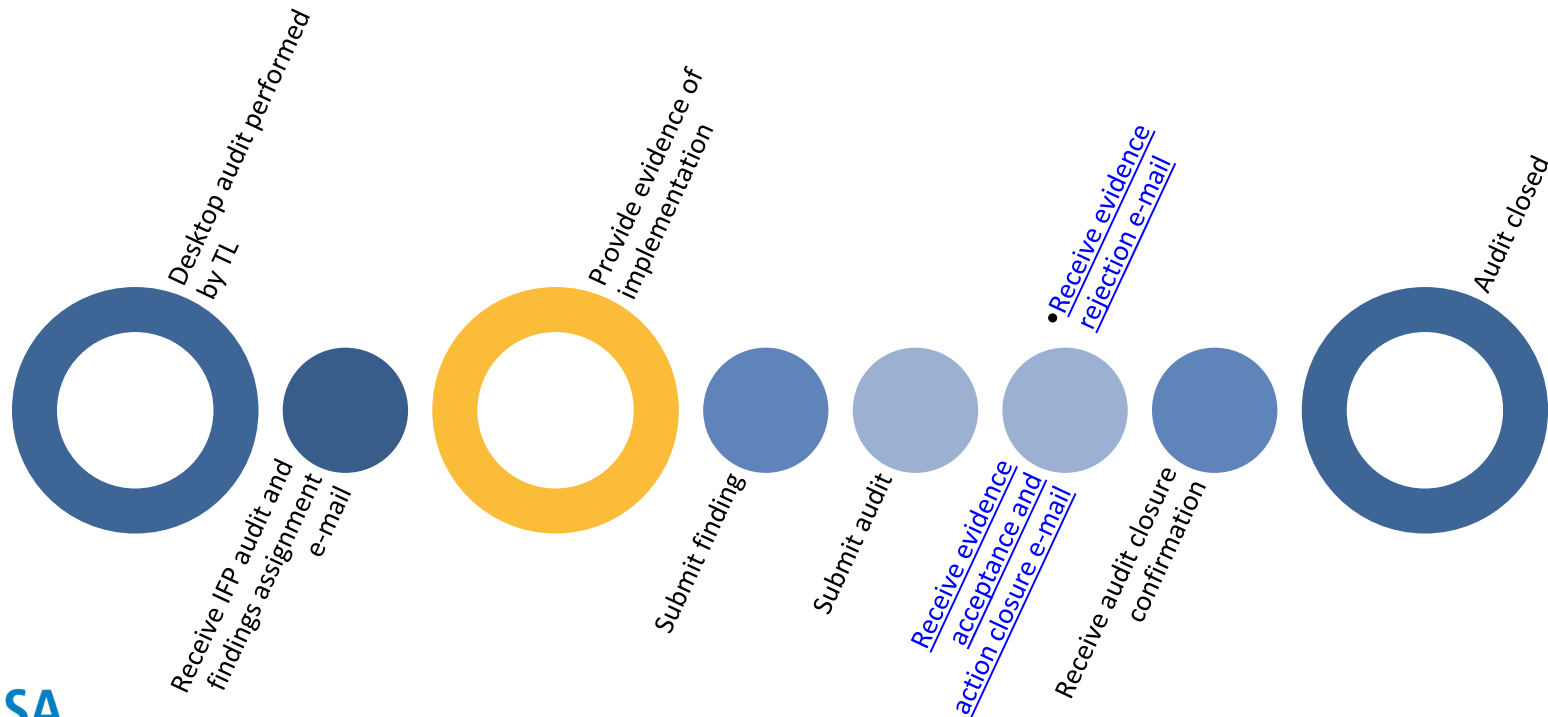
Click on the stages below to find out what you can expect and what you have to do.



# Action findings from desktop audits in IFP

IFP makes the closure of findings more efficient and fully traceable.

Click on the stages below to find out what you can expect and what you have to do.

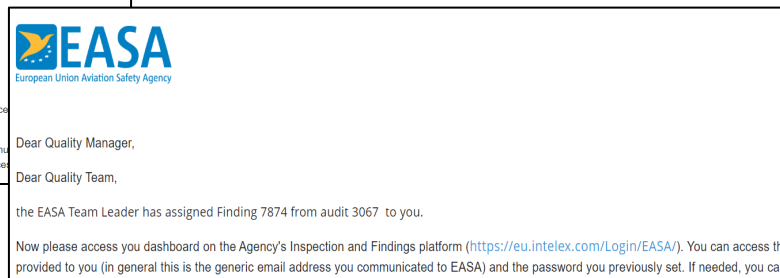
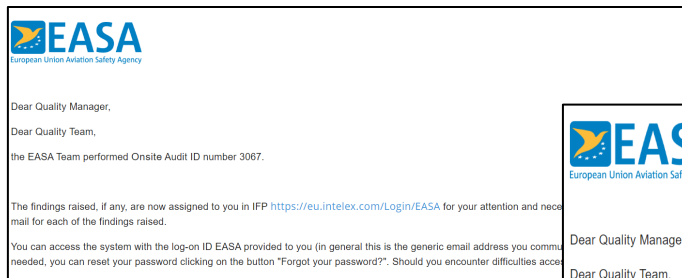


# Receive findings assignment e-mail



Once the EASA TL has emailed to you the Final Audit Report, IFP ([no-reply@intelex.com](mailto:no-reply@intelex.com)) will send you a number of automatic notifications:

- 1 for the audit
- 1 for each of the findings raised



Follow the link contained in the e-mails to access the audit and the findings. You will be asked to log-in first.

Go back to the [index](#) to find out how to log-in or if you would like to know more about audits, findings and actions.

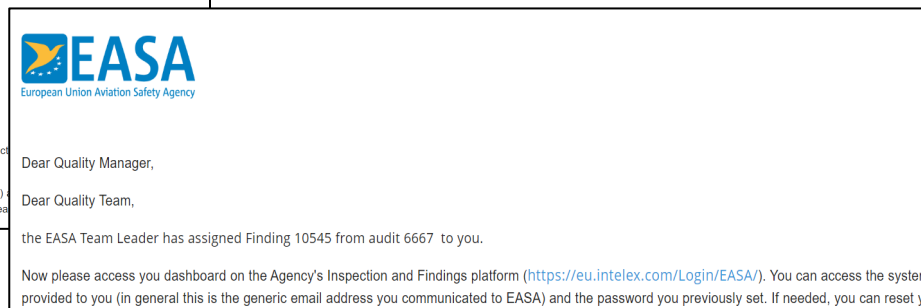
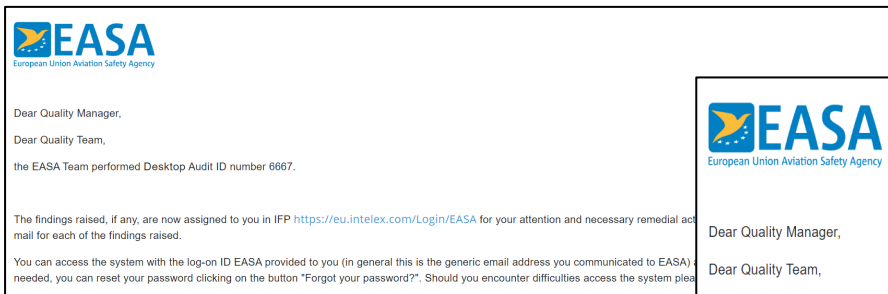


# Receive findings assignment e-mail



Once the EASA TL has emailed to you the Final Audit Report, IFP ([no-reply@intelex.com](mailto:no-reply@intelex.com)) will send you a number of automatic notifications:

- 1 for the audit
- 1 for each of the findings raised



Follow the link contained in the e-mails to access the audit and the findings. You will be asked to log-in first .

Go back to the [index](#) to find out how to log-in or if you would like to know more about audits, findings and actions.



# Provide CAP with expected implementation ⚡ due dates - 1

Once you have accessed the finding you would like to action, scroll down to the “Actions” section. **Click on “Add entry”**. You can add as many actions as necessary, as agreed with the EASA TL (e.g. one action for each evidence).

The screenshot shows the EASA My Tasks Summary page for Finding - 597. The page includes a navigation bar with links to HOME, MY TASKS, CALENDAR, DASHBOARD VIEWER, REPORTS, and MY EMAIL. The main content area displays the finding details, including the workflow stage (Finding Open), workflow status (Open), person responsible (MO QM MOQM123), and due date (Friday, May 18, 2018). Below the finding details, there is a section for Actions, which contains a table for adding new actions. The 'Add Entry' button in the Actions section is highlighted with a red circle.

Action No	Root Cause	Corrective Action	Preventive Action	Person Responsible	Due Date	Current Stage	Workflow Status	Completed
No records to display.								

# Provide CAP with expected implementation ⚡ due dates - 2

On the next window

Enter the IFP evidence numbers(s) you refer to. Evidences are listed on the audit report as well as in the action as shown below. Please use a **semicolon (;)** to separate the evidence numbers if the action covers more than 1 evidence

Submit Well Check Cancel

New Action

Proposed Action Plan

Master Investigation EASA.145.0865 - 145 MAINTENANCE ORGANISATION

Related Phase EASA.145.0865 - Surveillance Phase 153

Finding EASA.145.0865 - Onsite Audit 242 - Finding 848

Regulatory Paragraphs 145.A.25 (a)

Finding description Organisation can not demonstrate compliance with 145.A.25 (a) with regards to Facilities

Related evidence(s) 972

Known evidence(s) Evidence here

\* Action - Evidence Reference Link Sample entry (related evidence#1 ; related evidence #2 ; ... ; ...)

Enter evidence number here

\* Root Cause Enter root cause here

\* Corrective Action Enter corrective action here

\* Preventive Action Enter preventive action here

Enter the

1. Root cause
  2. Corrective Action **with the expected implementation due date**
  3. Preventive Action **with the expected implementation due date**
- Then click on submit.

# Provide CAP with expected implementation ⚡ due dates - 3

In the action you can now add comments in the “Comments” Section. Just click on “Add entry”.

You can also attach documents or photos in the “Attachments” section. Just click on “Attach document” and select the document you would like to add to your action.

Click on “Exit”.

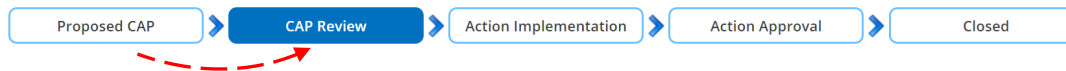
The screenshot displays two sections of the CAP interface. The top section is titled 'Comments' and contains a red dashed box around the 'Add Entry' button, which is also circled in red. Below this box are buttons for 'Delete' and 'List All'. The bottom section is titled 'Attachments' and contains a red dashed box around the 'Attach Document' button, which is also circled in red. Below this box are buttons for 'Detach Document' and 'List All'. Both sections show a table with columns for 'Attachment Name' and 'URL', and a message 'No records to display.' at the bottom. The 'Items Displayed' dropdown is set to 20 for Comments and 10 for Attachments.

# Provide CAP with expected implementation due dates - 4 ⚡

Notice how the Action workflow has moved to stage CAP review and notice that the person responsible for the action is now the Team Leader.

EASA.145. [redacted] - Onsite Audit 735 - Action 1444

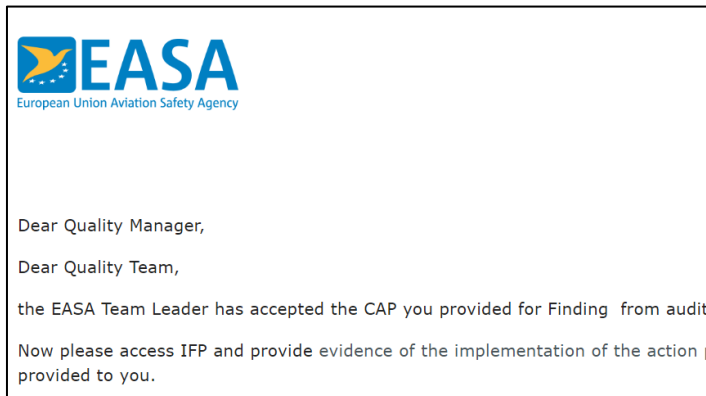
Workflow Stage: CAP Review | Workflow Status: Open | Person Responsible: Frederik Alexander KLOSE | Due Date: 23/Oct/2019



To see a summary of your actions, navigate to Part 4 of the MOQM dashboard

# Receive CAP acceptance confirmation e-mail ⚡

Once the EASA TL has accepted the CAP you proposed, IFP () will send you one notification for each action



Follow the link contained in the e-mails to access the action and provide the evidence of action implementation. You will be asked to log-in first .  
Go back to the [index](#) to find out how to log-in or if you would like to know more about audits, findings and actions.



# Provide evidence of action implementation - 1 ⚡

In the action **click on edit** and scroll down to the “Evidence of Action Implementation” section. Enter a description of your action in the field “Evidence”.

You can add comments as needed.

You can add attachments as needed.

Submit for Approval Save Save & Exit Edit Read-Only Spell Check Cancel

EASA.145.0139 - Onsite Audit 658 - Action 1173 Workflow Stage: Action Imp

Proposed CAP CAP Review Action Implementation Action Approval

Proposed Action Plan

Evidence Of Action Implementation

\* Evidence Enter evidence of action implementation here

Comments

Add Entry Delete List All

Comment

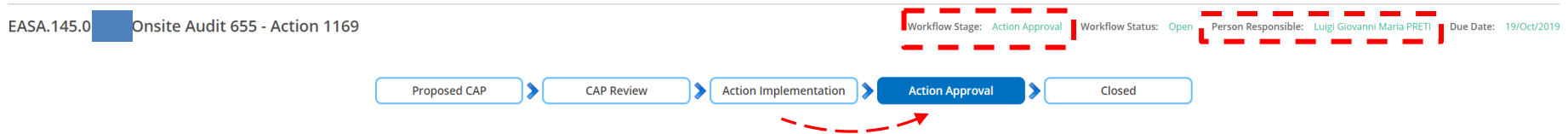
No records to display.

Attachments

Attach Document Detach Document List All

# Provide evidence of action implementation - 2 ⚡

Notice how the Action workflow will move to stage Action Approval and notice that the person responsible for the action is now the Team Leader.

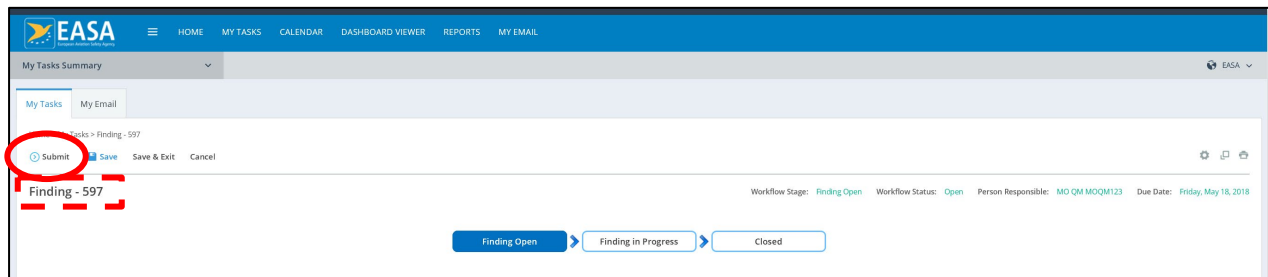


To see a summary of your actions, navigate to Part 4 of the MOQM dashboard

# Submit finding to Team Leader - 1



Once you have provided all evidences of implementation and submitted **all** actions, comments and attachments, **access the finding and click on “Submit”**.



This step is very important! The finding will now be sent back to the TL and will close automatically once all actions have been accepted.

# Submit finding to Team Leader - 2



The screenshot displays the EASA 'My Tasks Summary' interface. The top navigation bar includes links for HOME, MY TASKS, CALENDAR, DASHBOARD VIEWER, REPORTS, and MY EMAIL. The main content area shows a breadcrumb trail: Home > My Tasks > Finding - 597. Below this, the finding is titled 'Finding - 597'. A workflow diagram at the bottom shows three stages: 'Finding Open', 'Finding in Progress' (highlighted in blue), and 'Closed'. A red dashed arrow points from 'Finding Open' to 'Finding in Progress'. To the right of the workflow, a red dashed box highlights the 'Person Responsible' field, which is set to 'Rosa Tajes'. Other fields visible include 'Workflow Stage: Finding in Progress', 'Workflow Status: Open', and 'Due Date: Friday, May 18, 2018'.

Notice that the responsible person for the finding is now the TL and that the workflow status now is “Finding in progress”.

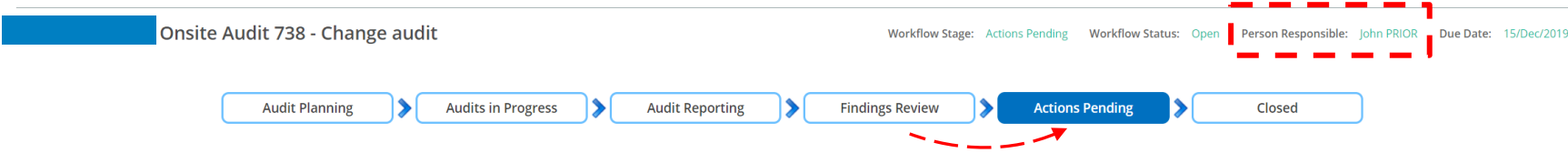
# Submit audit to Team Leader - 1



Once you have provided all evidences of implementation and submitted all findings to the TL, **access the audit and click on “Next Stage”**.

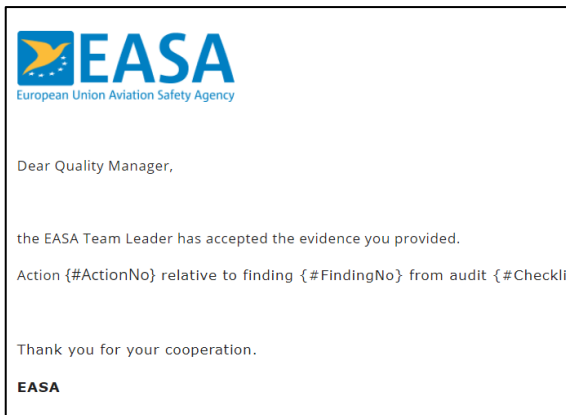
The screenshot displays the EASA Onsite Audit Activity interface. At the top, there is a navigation bar with tabs: 'My Tasks', 'My Staff's Tasks', 'My Location's Tasks', 'All Tasks', and 'More'. Below this, a breadcrumb trail shows 'Home > All Tasks > Onsite Audit Activity - 169'. A toolbar contains buttons for 'Next Stage' (circled in red), 'Edit', 'Security', and 'Exit'. The main heading is 'Onsite Audit Activity - 169 - Training audit 1'. To the right, it shows 'Workflow Stage: Findings Review', 'Workflow Status: Open', 'Person Responsible: MO QM MOQM123', and 'Due Date: Wednesday, October 03, 2018'. A horizontal flowchart shows the audit stages: 'Audit Planning' → 'Audits in Progress' → 'Audit Reporting' → 'Findings Review' (highlighted in blue) → 'Actions Pending' → 'Closed'. Below this is a section titled 'Audit Activity Details' with a list of information: 'Master Investigation: EASA.145.0123 - ALESSANDRA MAINTENANCE LTD', 'Organisation Name: 301234 - ALESSANDRA MAINTENANCE LTD', 'Phase: Phase 118 - Surveillance', and 'EASA Approval Number: EASA.145.0123'.

# Submit audit to Team Leader - 2



Notice that the responsible person for the audit is now the TL and that the workflow status now is Action Pending.

# Receive action and/or finding closure e-mails



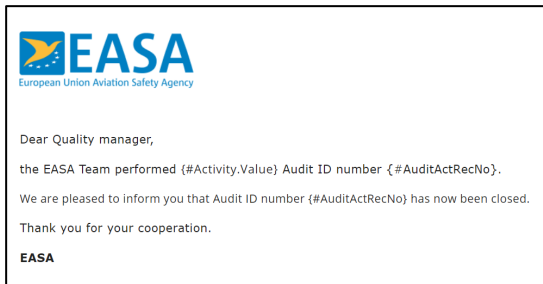
Once the EASA TL has accepted the evidence you provided, IFP will send you one evidence acceptance notification for each action you created. If the action that was closed was the only or the last action belonging to the finding then the finding will be closed too. Closed findings and actions will no longer be displayed on the MOQM Dashboard, but will remain available in the past finding report here.



If you do not receive any notifications, please check your spam folder and flag [no-reply@intelex.com](mailto:no-reply@intelex.com) as a safe sender

# Receive audit closure notification

Once the EASA TL has accepted the evidence you provided for all actions, the related findings will be closed. Once all findings are closed, the audit will close. You will receive this notification.

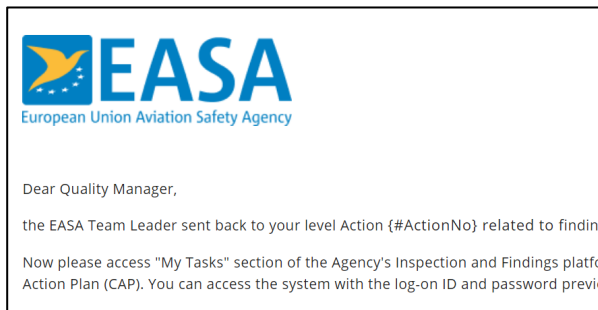


**Closed audits, findings and actions will no longer be displayed on the MOQM Dashboard, but will remain available in the past finding report here.**



# Receive CAP rejection e-mail

If the TL rejects the CAP you proposed, IFP ([no-reply@intelex.com](mailto:no-reply@intelex.com)) will send you one notification for each action



Follow the link contained in the e-mails to access the action and provide the evidence of action implementation. You will be asked to log-in first .  
Go back to the [index](#) to find out how to log-in or if you would like to know more about audits, findings and actions.



# Correct CAP - 1



Click on the link available in the notification e-mail.

To see a summary of your actions, navigate to Part 4 of the MOQM dashboard click on the link available in the notification e-mail.

In the Action click on edit. Now overwrite the CAP item(s) that were rejected. Do not worry. The CAP you initially proposed is stored under Revision History. Write comments or attach documents as indicated here. When ready click on "Submit for review".

The screenshot shows the EASA MOQM dashboard interface. At the top, there's a navigation bar with links like HOME, MY TASKS, CALENDAR, DASHBOARD VIEWER, REPORTS, and MY EMAIL. Below this, a 'My Tasks Summary' section shows 'My Tasks' and 'My Email' tabs. A red circle highlights the 'Submit for Review' button. The main content area is titled 'Action - 2' and shows a workflow status bar with steps: Proposed CAP, CAP Review, Action Implementation, Action Approval, and Closed. Below this is a 'Revision History' table with columns for Revision No, Root Cause Accept/Reject, Corrective Action Accept/Reject, Preventive Action Accept/Reject, and Evidence Acceptable. The table shows one record with 'Reject' status for all three actions. Below the table is a 'Proposed Action Plan' section with fields for Source, Finding, Lead Auditor, Action No, Root Cause, Corrective Action, Preventive Action, and Comments. Each action field has 'Accept/Reject' radio buttons and a 'Comments' field.

# Correct CAP - 2



The revision history section will show you which items of the CAP were rejected by the TL. To see the CAP you provided previously and to see the TL comments click on the revision number

The screenshot displays the EASA CAP system interface. The top navigation bar includes links for HOME, MY TASKS, CALENDAR, DASHBOARD VIEWER, REPORTS, and MY EMAIL. The main content area shows the 'Action - 2' workflow, which includes stages: Proposed CAP, CAP Review, Action Implementation, Action Approval, and Closed. The workflow status is 'Open', and the person responsible is 'MO QM MOQM123'. The due date is 'Sunday, March 04, 2018'.

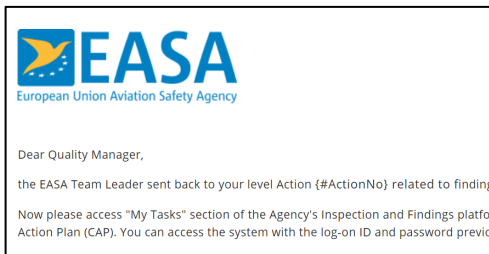
The 'Revision History' section is highlighted with a red dashed box. It shows a table with columns: Revision No, Root Cause Accept/Reject, Corrective Action Accept/Reject, Preventive Action Accept/Reject, and Evidence Acceptable. The first revision is listed with a '1' in the 'Revision No' column, which is circled in red. A red arrow points from this circle to the 'Proposed Action Plan' section below.

The 'Proposed Action Plan' section is also highlighted with a red dashed box. It shows the 'Root Cause' field with the value '1' and the 'Corrective Action' field with the value 'Enter the Corrective Action here'. The 'Preventive Action' field is empty. The 'Comments' field contains 'TL comments here'. The 'Reviewed By' field is 'Alessandra Spaccatosi'. The 'Reviewed Date' is 'Saturday, February 17, 2018'.

# Receive evidence rejection e-mail



If the TL rejects the evidences you proposed, IFP ([no-reply@intelex.com](mailto:no-reply@intelex.com)) will send you one notification for each action



Follow the link contained in the e-mails to access the action and correct your CAP.

Go back to the [index](#) to find out how to log-in or if you would like to know more about audits, findings and actions.



# Correct Evidences - 1



Click on the link available in the notification e-mail.

**EASA** MOQM dashboard interface showing the 'Action - 1' workflow.

**Workflow Stages:** Proposed CAP → CAP Review → **Action Implementation** → Action Approval → Closed

**Revision History**

Revision No	Root Cause Accept/Reject	Corrective Action Accept/Reject	Preventive Action Accept/Reject	Evidence Acceptable
1	Accept	Accept	Accept	No

Viewing 1 - 1 of 1 Records

**Evidence Of Action Implementation**

\* Evidence Evidence of Action Implementation here

Click on edit. Now overwrite the evidence that was rejected. Do not worry. The evidences you proposed are stored under Revision History. Write comments or attach documents. When ready click on "Submit for review".

## Correct Evidences - 2

The revision history section will show you that the evidence(s) you provided was/were rejected by the TL.

To see the evidence you provided previously and to see the TL comments click on the revision number.

# Provide evidence of implementation - 1



Once you have accessed the finding you would like to action, scroll down to the “Actions” section. Click on “Add entry”. You can add as many actions as necessary, as agreed with the EASA TL (e.g. one action for each evidence).

The screenshot shows the EASA web interface for a specific finding. The top navigation bar includes links for HOME, MY TASKS, CALENDAR, DASHBOARD VIEWER, REPORTS, and MY EMAIL. The main header indicates the user is viewing 'Finding - 597'. Below this, there are tabs for 'My Tasks' and 'My Email'. The finding details section shows the workflow stage as 'Finding Open', status as 'Open', and a due date of 'Friday, May 18, 2018'. A progress bar shows the stages: 'Finding Open' (active), 'Finding in Progress', and 'Closed'. The 'Actions' section is expanded, showing a table with columns for Action No, Root Cause, Corrective Action, Preventive Action, Person Responsible, Due Date, Current Stage, Workflow Status, and Completed. The 'Add Entry' button is highlighted with a red circle. The table currently displays 'No records to display.' and a dropdown for 'Items Displayed' is set to 20.



Click on submit.



# Provide evidence of implementation - 3



On the next window, click on Edit and write your evidence.

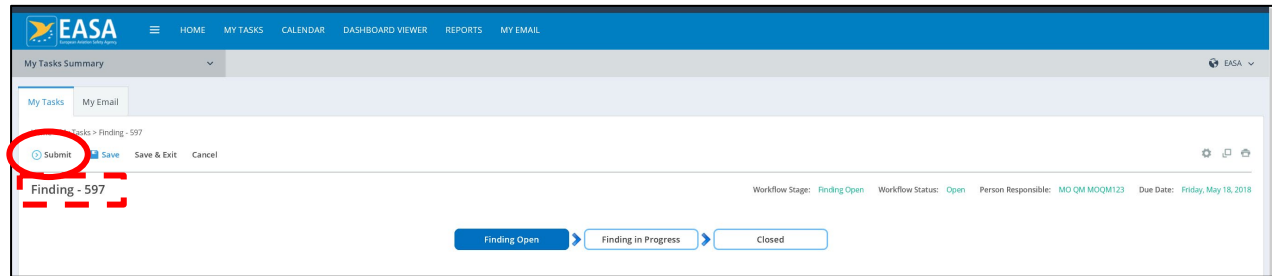
If needed, add comments in the "Comments" Section. Just click on "Add entry".

You can also attach documents or photos in the Attachments section. Just click on "Attach document".

# Submit finding to Team Leader - 1



Once you have provided all evidences of implementation and submitted **all** actions, comments and attachments, **access the finding and click on “Submit”**.



This step is very important! The finding will now be sent back to the TL and will close automatically once all actions have been accepted.

# Submit finding to Team Leader - 2



The screenshot shows the EASA 'My Tasks Summary' interface. The top navigation bar includes links for HOME, MY TASKS, CALENDAR, DASHBOARD VIEWER, REPORTS, and MY EMAIL. Below this, the 'My Tasks Summary' section is active, with tabs for 'My Tasks' and 'My Email'. The breadcrumb trail reads 'Home > My Tasks > Finding - 597'. The main content area displays 'Finding - 597' with a workflow diagram showing three stages: 'Finding Open', 'Finding in Progress' (highlighted in blue), and 'Closed'. A red dashed arrow points from 'Finding Open' to 'Finding in Progress'. To the right of the workflow, the following details are shown: 'Workflow Stage: Finding in Progress', 'Workflow Status: Open', 'Person Responsible: Rosa Tajes' (highlighted with a red dashed box), and 'Due Date: Friday, May 18, 2018'.

Notice that the responsible person for the finding is now the TL and that the workflow status now is “Finding in progress”.

# Submit audit to Team Leader - 1

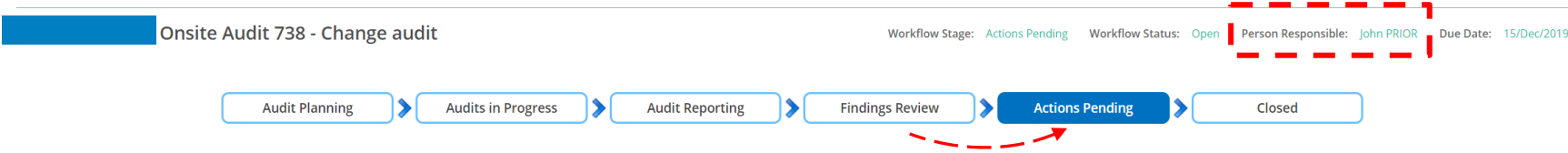


Once you have provided all evidences of implementation and submitted all findings to the TL, **access the audit and click on “Next Stage”**.

The screenshot displays the EASA Onsite Audit Activity interface. At the top, there is a navigation bar with tabs: 'My Tasks', 'My Staff's Tasks', 'My Location's Tasks', 'All Tasks', and 'More'. Below this, a breadcrumb trail reads 'Home > All Tasks > Onsite Audit Activity - 169 - ...'. A toolbar contains buttons for 'Next Stage' (circled in red), 'Edit', 'Security', and 'Exit'. The main heading is 'Onsite Audit Activity - 169 - Training audit 1'. To the right, it shows 'Workflow Stage: Findings Review', 'Workflow Status: Open', 'Person Responsible: MO QM MOQM123', and 'Due Date: Wednesday, October 03, 2018'. A horizontal flowchart shows the audit stages: 'Audit Planning' → 'Audits in Progress' → 'Audit Reporting' → 'Findings Review' (highlighted in blue) → 'Actions Pending' → 'Closed'. Below this is a section titled 'Audit Activity Details' with a table of information:

Master Investigation	EASA.145.0123 - ALESSANDRA MAINTENANCE LTD
Organisation Name	301234 - ALESSANDRA MAINTENANCE LTD
Phase	Phase 118 - Surveillance
EASA Approval Number	EASA.145.0123

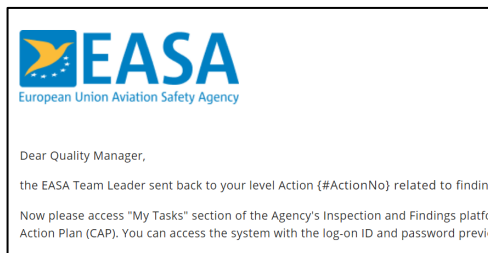
# Submit audit to Team Leader - 2



Notice that the responsible person for the audit is now the TL and that the workflow status now is Action Pending.

# Receive evidence rejection e-mail

If the TL rejects the evidences you proposed, IFP () will send you one notification for each action



Follow the link contained in the e-mails to access the action and correct your CAP.

Go back to the [index](#) to find out how to log-in or if you would like to know more about audits, findings and actions.



# Correct Evidences - 1

Click on the link available in the notification e-mail.

Click on edit. Now overwrite the evidence that was rejected. Do not worry. The evidences you proposed are stored under Revision History. Write comments or attach documents. When ready click on "Submit for review".

The screenshot displays the EASA MOQM dashboard interface. At the top, the navigation bar includes 'HOME', 'MY TASKS', 'CALENDAR', 'DASHBOARD VIEWER', 'REPORTS', and 'MY EMAIL'. Below this, the 'My Tasks Summary' section shows 'My Tasks' and 'My Email' tabs. The 'My Tasks' tab is active, and the 'Submit for Approval' button is circled in red. The main content area shows 'Action - 1' with a workflow stage of 'Action Implementation'. A progress bar indicates the current stage is 'Action Implementation', with previous stages being 'Proposed CAP', 'CAP Review', and 'Action Approval', and the final stage being 'Closed'. Below the progress bar, the 'Revision History' section shows a table with columns for 'Revision No.', 'Root Cause Accept/Reject', 'Corrective Action Accept/Reject', 'Preventive Action Accept/Reject', and 'Evidence Acceptable'. The table contains one record with 'Accept' for the first three columns and 'No' for the last. The 'Evidence Of Action Implementation' section is highlighted with a red dashed box, showing a text area for 'Evidence' and a label 'Evidence of Action Implementation here'.

# Correct Evidences - 2

The revision history section will show you that the evidence(s) you provided was/were rejected by the TL.

To see the evidence you provided previously and to see the TL comments click on the revision number.

The screenshot displays the EASA MOQM dashboard. The top navigation bar includes links for HOME, MY TASKS, CALENDAR, DASHBOARD VIEWER, REPORTS, and MY EMAIL. The main content area shows the 'My Tasks Summary' for 'Action - 1'. A workflow diagram indicates the current stage is 'Action Implementation', with previous stages being 'Proposed CAP', 'CAP Review', and 'Action Approval', and the final stage being 'Closed'. Below the workflow, the 'Revision History' section is visible, showing a table with columns for Revision No., Root Cause, Corrective Action, Preventive Action, and Evidence Acceptable. A red circle highlights the revision number '1' in the first row. A red arrow points from this circle to a detailed view of the 'Evidence Of Action Implementation' section. This section shows the 'Evidence' provided, the 'Date Evidence Provided' (Saturday, February 17, 2018), and the 'Evidence Acceptable' status (No). The 'Implementation Acceptance' section also shows the 'Evidence Acceptable' status (No) and the 'Approval Comments' (TL explanation as to why the evidence is not acceptable).

Workflow Stage: Action Implementation Workflow Status: Open Person Responsible: MO QM MOQM123 Due Date: Friday, May 18, 2018

Proposed CAP CAP Review Action Implementation Action Approval Closed

Revision History

Revision No.	Root Cause Accept/Reject	Corrective Action Accept/Reject	Preventive Action Accept/Reject	Evidence Acceptable
1	Accept	Accept	Accept	No

View 1 - 1 of 1 Records

1 - Enter the root cause here

Proposed Action Plan

Action	Revision No.	Root Cause	Corrective Action	Preventive Action	Comments	Reviewed By	Reviewed Date
Action - 1	1	Enter the root cause here	Enter the corrective action here	Enter the preventive action here		Alessandra Spaccatoli	Saturday, February 17, 2018

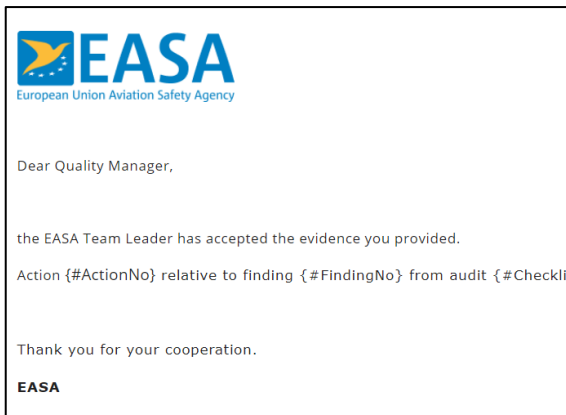
Evidence Of Action Implementation

Evidence	Date Evidence Provided	Evidence Acceptable
Evidence of Action Implementation here	Saturday, February 17, 2018	No

Implementation Acceptance

Evidence Acceptable	Approval Comments	Reviewed By	Reviewed Date
No	TL explanation as to why the evidence is not acceptable	Alessandra Spaccatoli	Saturday, February 17, 2018

# Receive action and/or finding closure e-mails

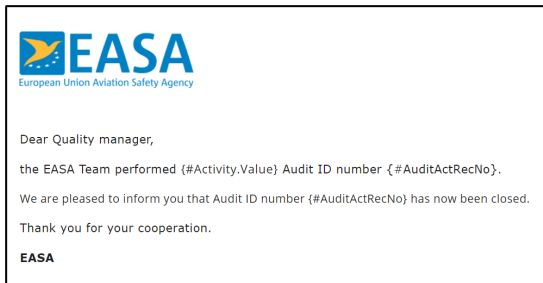


Once the EASA TL has accepted the evidence you provided, IFP will send you one evidence acceptance notification for each action you created. If the action that was closed was the only or the last action belonging to the finding then the finding will be closed too. Closed findings and actions will no longer be displayed on the MOQM Dashboard, but will remain available in the past finding report here.



# Receive audit closure notification

Once the EASA TL has accepted the evidence you provided for all actions, the related findings will be closed. Once all findings are closed, the audit will close. You will receive this notification.



**Closed audits, findings and actions will no longer be displayed on the MOQM Dashboard, but will remain available in the past finding report here.**



# Request an extension

Quality managers can, in justified cases, request an extension to the finding due date directly in IFP. The Team Leader will be able to accept or reject such requests.

Finding Open ➔ Finding in Progress ➔ Closed

Note: If an Extension is Required, Please Create an Extension Request before Submitting Finding

### Finding Details

Audit Activity

Onsite Audit 517 - Intermediate audit

Lead Auditor

John PRIOR

Finding No.

1886

Regulatory Paragraphs

145.A.30 (e)

Finding Description

The Organisation can not demonstrate compliance with 145.A.30 (e) with regards to Control of staff competence / Control of staff human factors understanding

Additional Details

As Evidenced By

2490

Level

☐ Level 1

☒ Level 2

☐ Level 3

MO Quality Manager

MO QM MOG

Finding Due Date

02/Sep/2019

Approved Extended Due Date

31/Oct/2019

Repetitive finding

No



**You can only request an extension when the finding is at the stage Finding Open.**  
If this is not the case, please ask your TL to return the finding to this stage.

# Request an extension - 1

Access the finding you would like to request an extension for. Scroll down to the “Extension” section. Click on “Add entry”.

EASA.145.0139 - Onsite Audit 658 - Finding 2119

Workflow Stage: **Finding Open** Workflow Status: **Open** Person Responsible: **MO QM MOQM139** Due Date: **20/Oct/2019**

**Finding Open** → **Finding in Progress** → **Closed**

🔍 Finding Details

🔍 Related Evidence

🔍 Actions

🔍 Comments

🔍 **Extension**

**Add Entry** Hide Delete List All

Record Number	Proposed Extended Target Date	Justification	Due Date	Status	Current Stage
No records to display.					


Items Displayed 20



**You can only request an extension when the finding is at the stage Finding Open.**  
If this is not the case, please ask your TL to return the finding to this stage.


# Request an extension - 2

Enter proposed extended target date  
and justification for the extension.  
When ready click on save.


 Save Save & Exit Spell Check Cancel

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## New Finding Extension

 Extension Details

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Finding	EASA.145.0572 - Onsite Audit 152 - Finding 2177
Current Finding Due Date 	24/Oct/2019 12:00
Proposed Extended Target Date	<input type="text" value="Enter proposed extended due date here"/>
Justification	<input type="text" value="Enter justification here"/>

---

* Extension Request Date	20/Oct/2019
Extension Requested By	Alessandra SPACCATROSI

# Request an extension - 3

Notice how person responsible for the extension is now the Team Leader.

Extension here

Workflow Stage: Extension Request    Workflow Status: Extension Request    Person Responsible: Alberto NOZAL GONZALEZ    Due Date: 18/jan/2020

Extension Details

Finding

EASA.145.0572 - Onsite Audit 152 - Finding 2177

Current Finding Due Date

24/Oct/2019 12:00

Record Number

93

Proposed Extended Target Date

30/Nov/2019

Justification

Extension here

Extension Request Date

20/Oct/2019

Extension Requested By

Alessandra SPACCATROSI

Extension Approval Details

Approve Extension

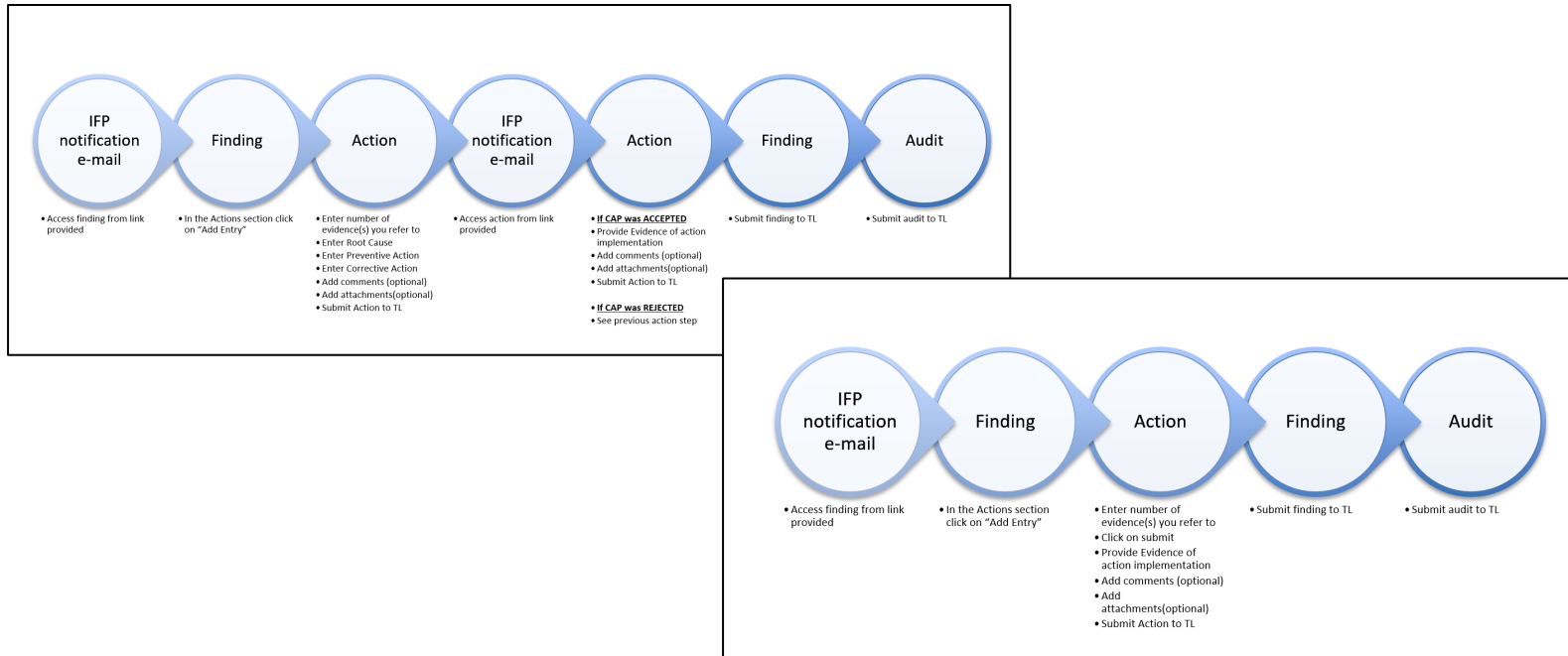
Extension Approval Notes

Approved By

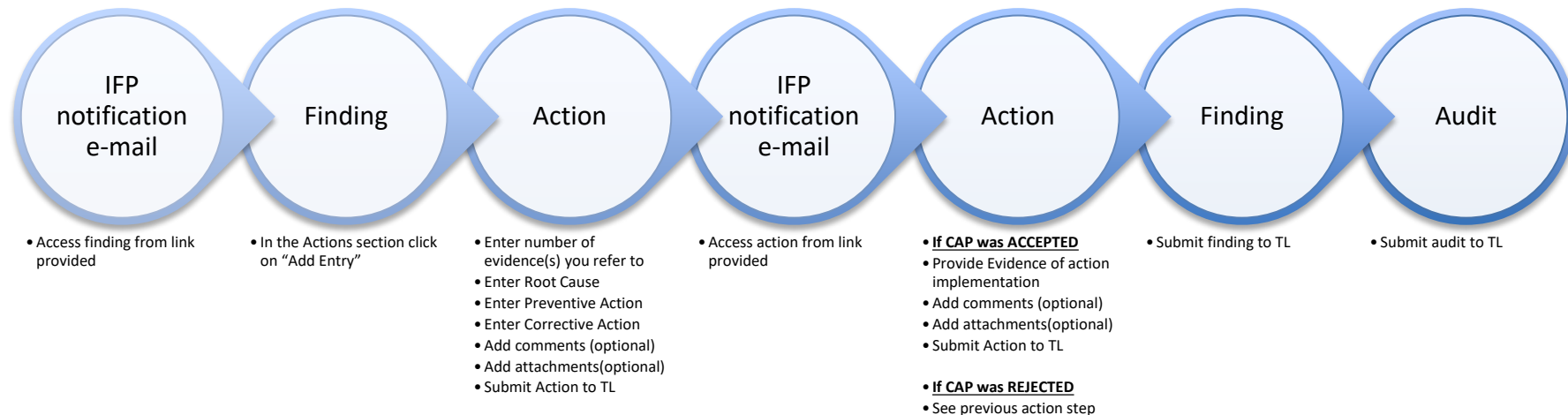
Approval Date

# Job Cards

Job cards offer a one page summary of the steps you have you carry out in more than 1 place to complete a task in IFP.



# Action findings from on-site audits



# Action findings from desktop audits

