IFP manual for Quality Managers

Part-145, Part-147 and Part-CAMO approvals
List of acronyms and definitions

<table>
<thead>
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<th>Abbreviations and definitions</th>
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<td>CAP</td>
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We hope you found this user guide helpful.

Do not hesitate to contact the IFP administrator at IFP-Support@easa.europa.eu should you encounter technical difficulties.
Introduction

- Foreword
- How to use this manual
- How to access IFP
- IFP navigation
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.intelex.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.

<table>
<thead>
<tr>
<th>Action findings from onsite and desktop audits on-line</th>
<th>Retrieve EASA held data relative to your Organisation in real time</th>
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Use the buttons below to navigate through the manual.

Go back | Go forth | Back to section start

This sign indicates

Job card available

This sign indicates
Through the manual the following conventions apply

<table>
<thead>
<tr>
<th>Active tab</th>
<th>Click</th>
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<tbody>
<tr>
<td>Take notice</td>
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<table>
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<tr>
<th>Red text</th>
<th>Perform an action</th>
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</table>

_Screenshots without border_ | Display result |
How to access IFP

To access IFP type URL https://eu.intelex.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 “Forget 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!
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.
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.
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 the your work list.

Click on the numbers to see a details description of each section.
Part 1 of the MOQM dashboard provides you with general instructions about what you have to do in IFP to close findings.
Part 2 of the MOQM dashboard provides you with an overview of open audits, if any.

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.

Important!
Do not forget to push the finding workflow to the level of the Team Leader once you have provided your evidences of implementation.
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.

Click on the graphs to see more information and directly access the action.
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.
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)
If the system does not show all of your tasks, click on “Items displayed” to view all of the items assigned to you
Section 2 of the Homepage contains links to 5 reports.

Click on the buttons to find out what the individual reports offer.
This report will show you data relative to your approval. Data provided includes EASA approved documents, post holders, locations and concessions.

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 the full list of EASA approved ratings and limitations/models.
MOQM Reports – Closed findings

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

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 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.
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.
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)

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.
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) 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.

If you do not receive any notifications, please check your spam folder and flag no-reply@intelex.com as a safe sender.
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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).
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 blow. Please use a **semicolon (;)** to separate the evidence numbers if the action covers more than 1 evidence

Enter evidence number here

Enter root cause here

Enter corrective action here

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”.

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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.

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

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

When ready, click on “Submit for approval”.

EASA
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.
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

Notice that the responsible person for the finding is now the TL and that the workflow status now is “Finding in progress”.
Once you have provided all evidences of implementation and submitted all findings to the TL, access the audit and click on “Next Stage”.

Submit audit to Team Leader - 1
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.
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 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 received 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.

If you do not receive any notifications, please check your spam folder and flag no-reply@intelex.com as a safe sender.
Receive CAP rejection e-mail

If the TL rejects the CAP you proposed, IFP (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.

If you do not receive any notifications, please check your spam folder and flag no-reply@intelex.com as a safe sender
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”.

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.
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.
Receive evidence rejection e-mail

If the TL rejects the evidences you proposed, IFP (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.

If you do not receive any notifications, please check your spam folder and flag no-reply@intelex.com as a safe sender.
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”.

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

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

Click on submit.
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”.

When ready, click on “Submit for approval”.

Provide evidence of implementation - 3

Enter description of evidence of implementation here
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

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”.
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.

If you do not receive any notifications, please check your spam folder and flag no-reply@intelex.com as a safe sender.
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To see a summary of your actions, navigate to Part 4 of the MOQM dashboard lick on the link available in the notification e-mail.
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.

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

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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 received 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.

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

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”.

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.
Enter proposed extended target date and justification for the extension. When ready click on save.
Notice how person responsible for the extension is now the Team Leader.
Job Cards

Job cards offer a one page summary of the steps you have to carry out in more than 1 place to complete a task in IFP.
Action findings from on-site audits

IFP notification e-mail
• Access finding from link provided

Finding
• In the Actions section click on “Add Entry”

Action
• Enter number of evidence(s) you refer to
  • Enter Root Cause
  • Enter Preventive Action
  • Enter Corrective Action
  • Add comments (optional)
  • Add attachments (optional)
  • Submit Action to TL

IFP notification e-mail
• Access action from link provided

Action
• If CAP was ACCEPTED
  • Provide Evidence of action implementation
  • Add comments (optional)
  • Add attachments (optional)
  • Submit Action to TL

Finding
• If CAP was REJECTED
  • See previous action step

Audit
• Submit finding to TL

• Submit audit to TL

IFP notification e-mail
• Access finding from link provided

Finding
• In the Actions section click on “Add Entry”

Action
• Enter number of evidence(s) you refer to
  • Enter Root Cause
  • Enter Preventive Action
  • Enter Corrective Action
  • Add comments (optional)
  • Add attachments (optional)
  • Submit Action to TL

EASA
Action findings from desktop audits

- **IFP notification e-mail**
  - Access finding from link provided

- **Finding**
  - In the Actions section click on “Add Entry”

- **Action**
  - Enter number of evidence(s) you refer to
  - Click on submit
  - Provide Evidence of action implementation
  - Add comments (optional)
  - Add attachments (optional)
  - Submit Action to TL

- **Finding**
  - Submit finding to TL

- **Audit**
  - Submit audit to TL