IFP manual for Quality Managers

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

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

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 should you encounter technical difficulties.

Your safety is our mission.

An Agency of the European Union

Introduction

Foreword

How to use this manual

How to access IFP

IFP navigation

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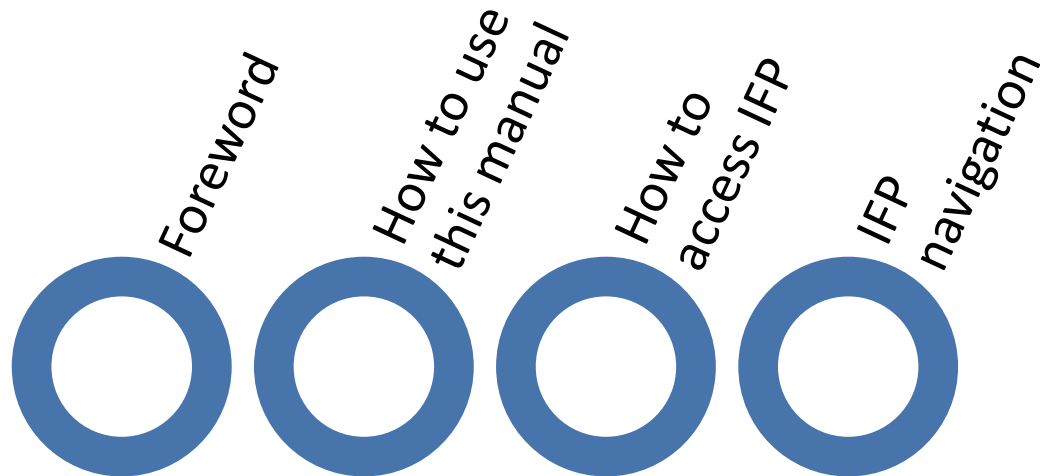
EASA upgraded its auditing and findings follow-up system with the launch of the Inspections and Finding Platform (**IFP**). This IT tool is a web based application that does not require any software installation.

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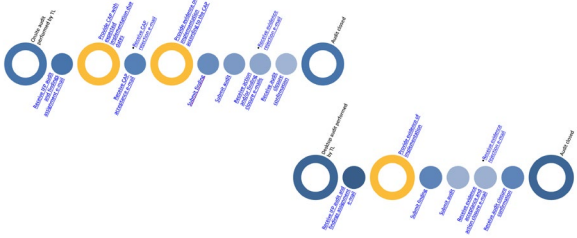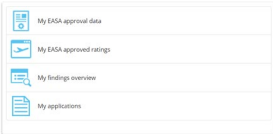
Moreover IFP makes available to the Organisations EASA held, data related to **approved locations, post holders, documents and ratings**. IFP also allows the Organisations to **view old findings**, together with the associated CAP and evidence of action implementation provided through the tool.

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.

EASA

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

Go back	Go forth	Back to section start
◁	▷	↺

Use the buttons below to navigate through the manual.

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
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.
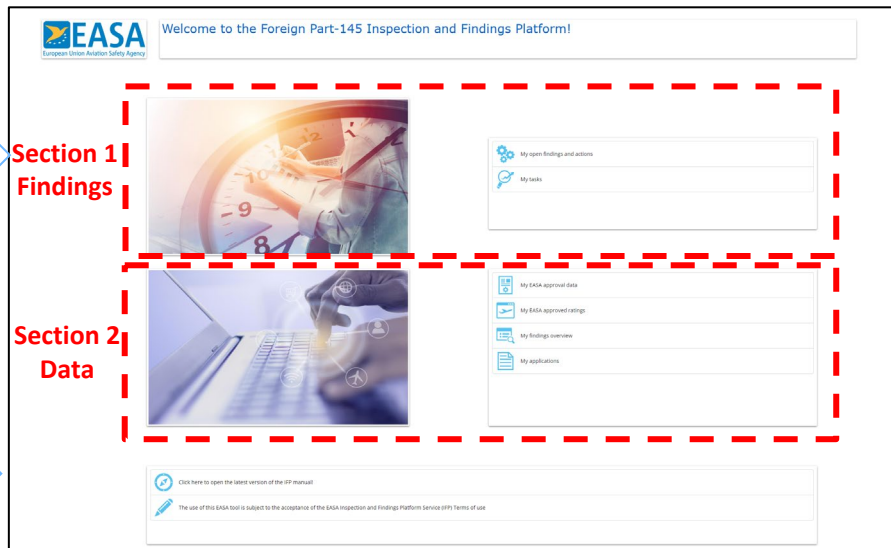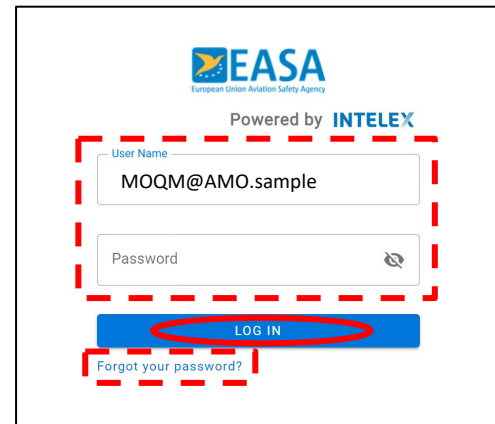

After logging in, your homepage will open. On the right hand side of the screen you will find 2 sections:

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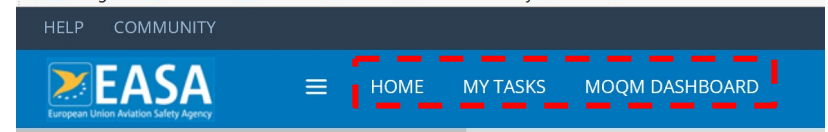
The vertical navigation bar allows you to minimise items that you do not need and have a better overview over the object you are working in.

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

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.

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.

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 the 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.

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 <u>onsite audits</u>, 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.

My Open findings (MOQM)

My Overdue findings (MOQM)

— EASA.145.0520

— EASA.145.0125

IMPORTANT!
Do not forget to push the finding workflow to the level of the Team Leader once you have provided your evidences of implementation.
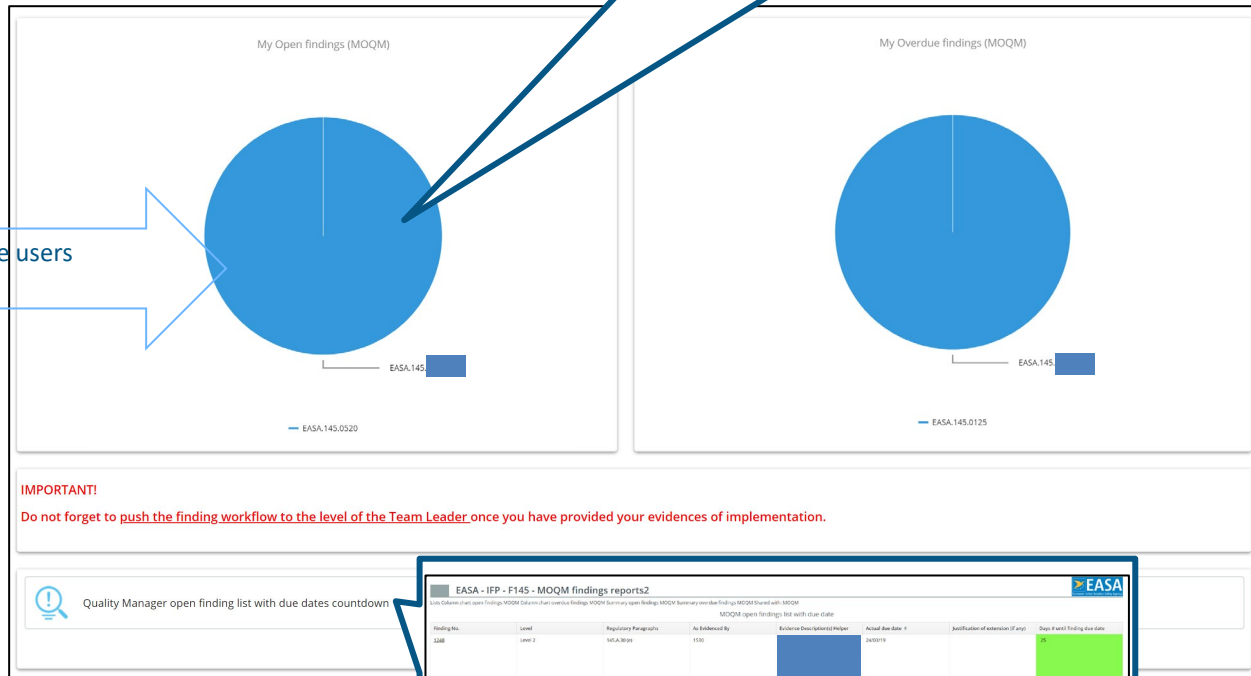
Quality Manager open finding list with due dates countdown

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 graphs to see more information and directly access the action.

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

Open actions I need to work on (summary)

2

All open actions

2

All Open Actions (by responsible) (pie)

145MOQM276: 2

— 145MOQM276

Audit Activity Record No. (Helper)	Finding No.	Regulatory Paragraphs	Action No.	Current Stage	Person Responsible	Due Date	Days # until action due date
299	1249	145.A.48 (b)	478	Action Implementation	145MOQM	24/03/19 12:00	25
299	1248	145.A.30 (e)	477	Action Implementation	145MOQM	24/03/19 12:00	25

Quality Manager Action List report with due dates countdown

Open actions I need to work on (by due date)

Finding No.	Regulatory Paragraphs	Finding Due Date	Action No	Revision Count	Current Stage	Action Due Date	Person Responsible	Lead Auditor	Days # until action due date
1249	145.A.48 (b)	24/03/19	478	0	Action Implementation	24/03/19	145MOQM	Massimiliano BAZZOCCHI	25
1248	145.A.30 (e)	24/03/19	477	0	Action Implementation	24/03/19	145MOQM	Massimiliano BAZZOCCHI	25

EASA

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	▼						🌐 EASA ▼

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
☐	✏	EASA	Onsite Audit Activity - 100 - MO QM User Guide	Audit Activity	Findings Review	MO QM MOQM123	Friday, May 18, 2018 7:15:33 AM	Upcoming
☐	✏	EASA	Finding - 597	Finding	Finding Open	MO QM MOQM123	Friday, May 18, 2018 12:00:00 AM	Upcoming
☐	✏	EASA	Finding - 596	Finding	Finding Open	MO QM MOQM123	Friday, May 18, 2018 12:00:00 AM	Upcoming

Viewing 1 - 3 of 3 Records

Items Displayed 20 ▼

MOQM My Tasks - 1

My Tasks Summary ⌄ 🌐 EASA ⌄

My Tasks | My Email

Ho... Tasks   Custom Inventory ⌄   ✏️ 🗓️ 🗐 🖨️

Advanced Search   ⊕ Create New Task   ⚙️ Actions

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

Description ⌄

Enter text here

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

			Type	Status	Person Responsible	Due Date	Symbol/Upcoming
☐		**Onsite Audit Activity - 100 - MO QM User Guide**	Audit Activity	Findings Review	MO QM MOQM123	Friday, May 18, 2018 7:15:33 AM	Upcoming
☐		EASA	**Finding - 597**	Finding	Finding Open	MO QM MOQM123	Friday, May 18, 2018 12:00:00 AM	Upcoming
☐	✏️	EASA	**Finding - 596**	Finding	Finding Open	MO QM MOQM123	Friday, May 18, 2018 12:00:00 AM	Upcoming

Viewing 1 - 3 of 3 Records   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

EASA

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.
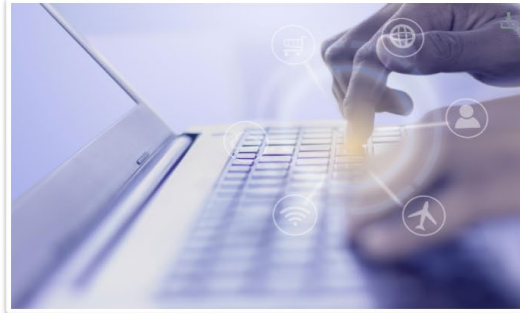
My EASA approval data

My EASA approved ratings

My findings overview

My applications

MOQM Reports – My EASA approval data

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

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

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

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

My applications

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

Audit, finding and action overview

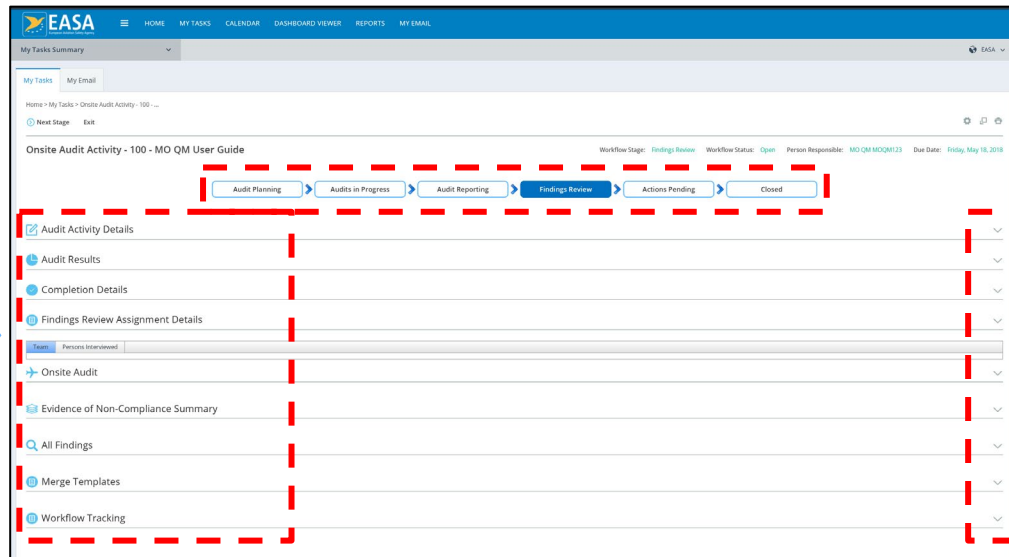Click below to find out more about the structure of IFP
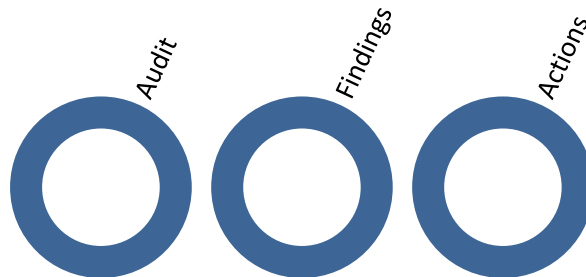
IFP audit - structure

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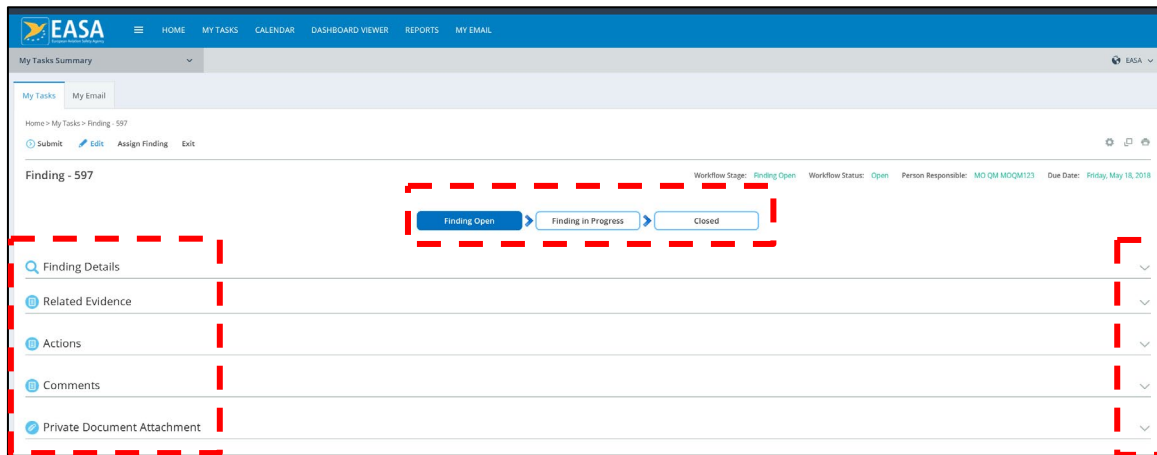
Also take notice of the workflow bar at the top of the page. At the appropriate point in time you have to move the workflow forward.

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.

IFP action - structure

In IFP, you will see the action shown below.

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.

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)

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.

Action findings from <u>onsite audits</u> 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.

- Onsite audit performed by TL
- Receive IFP audit and findings assignment e-mail
- Provide CAP with expected implementation dates
- <u>Receive CAP acceptance e-mail</u>
- <u>Receive CAP rejection e-mail</u>
- Provide evidence of implementation according to the CAP
- Submit finding
- Submit audit
- <u>Receive action and/or finding closure e-mails</u>
- <u>Receive evidence rejection e-mail</u>
- Receive audit closure confirmation
- Audit closed

Action findings from <u>desktop audits</u> 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.

Desktop audit performed by TL

Provide evidence of implementation

<u>Receive evidence rejection e-mail</u>

Audit closed

Receive IFP audit and findings assignment e-mail

Submit finding

Submit audit

<u>Receive evidence acceptance and action closure e-mail</u>

Receive audit closure confirmation

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

EASA
European Union Aviation Safety Agency

Dear Quality Manager,

Dear Quality Team,

the EASA Team performed Onsite Audit ID number 3067.

The findings raised, if any, are now assigned to you in IFP https://eu.intelex.com/Login/EASA for your attention and nece... mail for each of the findings raised.

You can access the system with the log-on ID EASA provided to you (in general this is the generic email address you commu... needed, you can reset your password clicking on the button "Forgot your password?". Should you encounter difficulties acce...

EASA
European Union Aviation Safety Agency

Dear Quality Manager,

Dear Quality Team,

the EASA Team Leader has assigned Finding 7874 from audit 3067 to you.

Now please access you dashboard on the Agency's Inspection and Findings platform (https://eu.intelex.com/Login/EASA/). You can access the provided to you (in general this is the generic email address you communicated to EASA) and the password you previously set. If needed, you can

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.

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

EASA
European Union Aviation Safety Agency

Dear Quality Manager,

Dear Quality Team,

the EASA Team performed Desktop Audit ID number 6667.

The findings raised, if any, are now assigned to you in IFP https://eu.intelex.com/Login/EASA for your attention and necessary remedial act mail for each of the findings raised.

You can access the system with the log-on ID EASA provided to you (in general this is the generic email address you communicated to EASA) needed, you can reset your password clicking on the button "Forgot your password?". Should you encounter difficulties access the system plea

EASA
European Union Aviation Safety Agency

Dear Quality Manager,

Dear Quality Team,

the EASA Team Leader has assigned Finding 10545 from audit 6667 to you.

Now please access you dashboard on the Agency's Inspection and Findings platform (https://eu.intelex.com/Login/EASA/). You can access the system provided to you (in general this is the generic email address you communicated to EASA) and the password you previously set. If needed, you can reset you

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.

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

Submit   Spell 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
Related evidence(s) description	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.

EASA

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".

📄 Comments

⊕ Add Entry   🗑 Delete   ☰ List All

☐   Comment

No records to display.

Items Displayed [20 ▾]

✏ Attachments

📎 Attach Document   ✂ Detach Document   ☰ List All

☐   Attachment Name   URL

No records to display.

Items Displayed [10 ▾]

≋EASA

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.___ - Onsite Audit 735 - Action 1444

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

Proposed CAP → **CAP Review** → Action Implementation → Action Approval → Closed
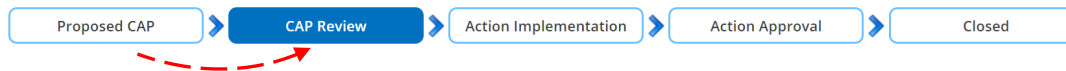
To see a summary of your actions, navigate to Part 4 of the MOQM dashboard

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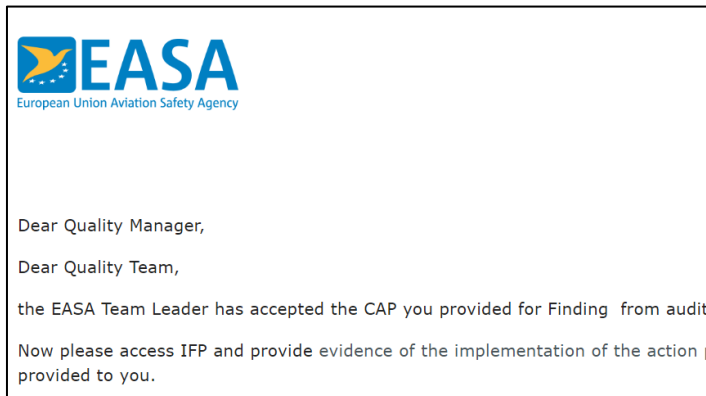
Follow the link contained in the e-mails to access the action and provide the evidence of action implementation. You will be asked to log-in first .
Go back to the index to find out how to log-in or if you would like to know more about audits, findings and actions.

⚠️ 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.

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

When ready, click on "**Submit for approval".**

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.

EASA.145.0 ▮▮ Onsite Audit 655 - Action 1169

Workflow Stage: Action Approval | Workflow Status: Open | Person Responsible: Luigi Giovanni Maria PRETI | Due Date: 19/Oct/2019

Proposed CAP ➤ CAP Review ➤ Action Implementation ➤ **Action Approval** ➤ Closed
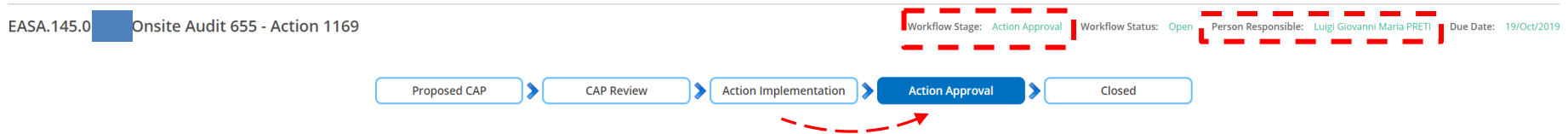
To see a summary of your actions, navigate to Part 4 of the MOQM dashboard

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

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

Onsite Audit 738 - Change audit

Workflow Stage: Actions Pending   Workflow Status: Open   Person Responsible: John PRIOR   Due Date: 15/Dec/2019

Audit Planning → Audits in Progress → Audit Reporting → Findings Review → **Actions Pending** → Closed

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 beloging 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
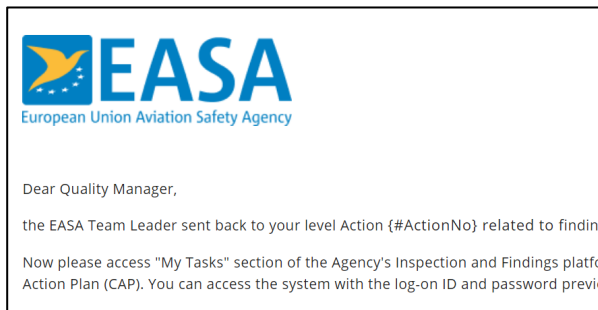
> **EASA**
> European Union Aviation Safety Agency
>
> Dear Quality Manager,
>
> the EASA Team Leader sent back to your level Action {#ActionNo} related to finding
>
> Now please access "My Tasks" section of the Agency's Inspection and Findings platfo
> Action Plan (CAP). You can access the system with the log-on ID and password previo

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

In the Action click on edit. Now <u>overwrite</u> 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.

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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

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

Dear Quality Manager,

the EASA Team Leader sent back to your level Action {#ActionNo} related to finding

Now please access "My Tasks" section of the Agency's Inspection and Findings platfo
Action Plan (CAP). You can access the system with the log-on ID and password previo

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.

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.

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).

Provide evidence of implementation - 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.

Click on submit.

Submit   Spell Check   Cancel

New Action

📋 Proposed Action Plan

ℹ️ **WARNING:** Click on workflow action 'Submit' to create this desktop action plan

Master Investigation	EASA.145.0865 - 145 MAINTENANCE ORGANISATION
Related Phase	EASA.145.0865 - Surveillance Phase 153
Finding	EASA.145.0865 - Desktop Audit 241 - Finding 847
Regulatory Paragraphs	145.A.30 (a)(2)
Finding Description	The Organisation can not demonstrate compliance with 145.A.30 (a)(2) with regards to evidence of quality principles
Related evidence(s)	971
Related evidence(s) description	Finding description here

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

Enter evidence number here

Description

Provide evidence of implementation - 3

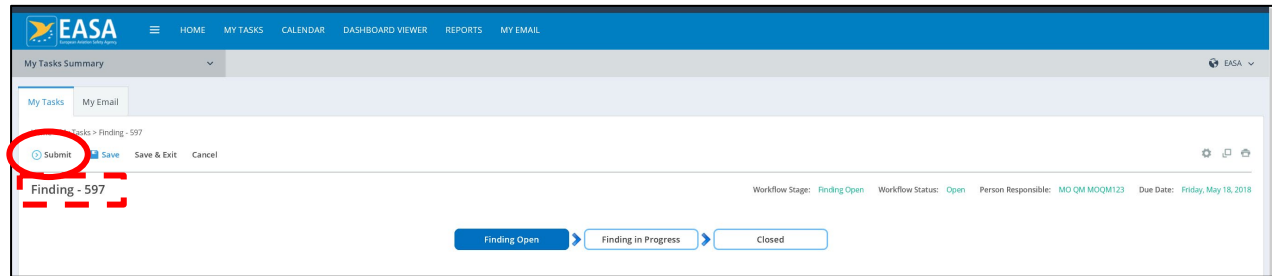On the next window, click on Edit and write your evidence.

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".

Home > All Tasks > EASA.145.0865 - Desktop Audit ... > EASA.145.0865 - Desktop Audit ...

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

EASA.145.0865 - Desktop Audit 241 - Action 267

Workflow Stage: Action Implementation   Workflow Status: Open   Person Responsible: MO QM MOQM321   Due Date: 05/07/2019

Proposed CAP   CAP Review   Action Implementation   Action Approval   Closed

Proposed Action Plan

Evidence Of Action Implementation

* Evidence   Enter description of evidence of implementation here

Comments

Add Entry   Delete   List All

Comment

No records to display.   Items Displayed 20

Attachments

Attach Document   Detach Document   List All

Attachment Name   URL

No records to display.   Items Displayed 10

EASA   When ready, click on "Submit for approval".

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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".
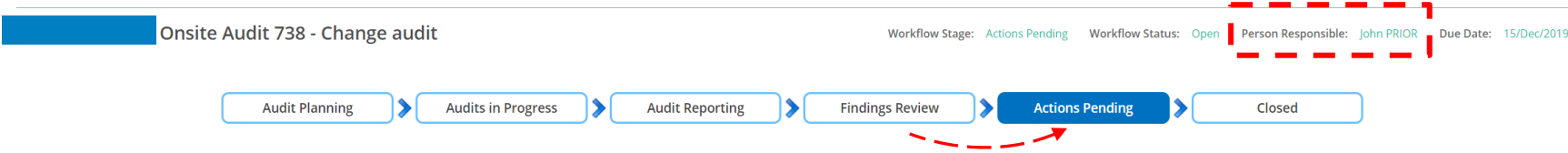
Submit audit to Team Leader - 1

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

My Tasks | My Staff's Tasks | My Location's Tasks | All Tasks | More ⌄

Home > All Tasks > Onsite Audit Activity - 169 - ...

⊙ Next Stage   ✎ Edit   Security   Exit

Onsite Audit Activity - 169 - Training audit 1

Workflow Stage: Findings Review   Workflow Status: Open   Person Responsible: MO QM MOQM123   Due Date: Wednesday, October 03, 2018

Audit Planning ❯ Audits in Progress ❯ Audit Reporting ❯ **Findings Review** ❯ Actions Pending ❯ Closed

📝 Audit Activity Details

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

Onsite Audit 738 - Change audit

Workflow Stage: Actions Pending   Workflow Status: Open   Person Responsible: John PRIOR   Due Date: 15/Dec/2019

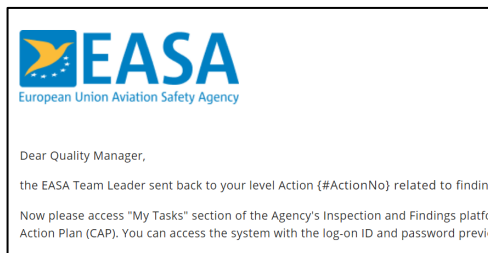| Audit Planning | Audits in Progress | Audit Reporting | Findings Review | Actions Pending | Closed |

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

EASA
European Union Aviation Safety Agency

Dear Quality Manager,

the EASA Team Leader sent back to your level Action {#ActionNo} related to finding

Now please access "My Tasks" section of the Agency's Inspection and Findings platfo
Action Plan (CAP). You can access the system with the log-on ID and password previc

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.

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.

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 beloging 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.

EASA
European Union Aviation Safety Agency

Dear Quality manager,

the EASA Team performed {#Activity.Value} Audit ID number {#AuditActRecNo}.

We are pleased to inform you that Audit ID number {#AuditActRecNo} has now been closed.

Thank you for your cooperation.

EASA

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.

Finding Open ▶ **Finding in Progress** ▶ Closed

ℹ️ **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 MOQ ▬▬
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".

⚠ **You can only request an extension when the finding is at the stage <u>Finding Open</u>.**
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

New Finding Extension

Extension Details

Finding	EASA.145.0572 - Onsite Audit 152 - Finding 2177
Current Finding Due Date ⓘ	24/Oct/2019 12:00
Proposed Extended Target Date	Enter proposed extended due date here
Justification	Enter justification here
* Extension Request Date	20/Oct/2019
Extension Requested By	Alessandra SPACCATROSI

EASA

Request an extension - 3

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 you 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

- **If CAP was REJECTED**
- See previous action step

Finding
- Submit finding to TL

Audit
- Submit audit to TL

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