IFP manual for MO QM

UG.CAO.0150-002
## List of acronyms and definitions

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAP</td>
<td>Corrective Action Plan</td>
</tr>
<tr>
<td>EASA</td>
<td>European Union Aviation Safety Agency</td>
</tr>
<tr>
<td>IFP</td>
<td>Inspections and finding platform</td>
</tr>
<tr>
<td>MOQM</td>
<td>Maintenance Organisation Quality Manager</td>
</tr>
<tr>
<td>TL</td>
<td>Team Leader</td>
</tr>
</tbody>
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- What IFP offers
- MOQM Homepage and basic navigation
- Action findings from **onsite audits** in IFP
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- Conclusion
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://global.intelex.com/Login3/EASA. No software installation is necessary to use IFP.
What IFP offers

IFP allows you to

<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>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Workflow Diagram" /></td>
<td><img src="image2.png" alt="Workflow Diagram" /></td>
</tr>
</tbody>
</table>

Use the workflows available on pages 10, 11 and 12 to navigate through the manual. Click on the description of the workflow stages to find detailed step-by-step descriptions of what you have to do. Use the action buttons ⬅️ ➡️ ⬆️ to move back and forth or to return to the previous page.

The following conventions apply throughout the manual:

<table>
<thead>
<tr>
<th></th>
<th>Active Tab</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image3.png" alt="Active Tab Icon" /></td>
<td></td>
</tr>
<tr>
<td><img src="image4.png" alt="Click Icon" /></td>
<td>Click</td>
</tr>
<tr>
<td><img src="image5.png" alt="Take notice Icon" /></td>
<td>Take notice</td>
</tr>
</tbody>
</table>
MOQM Homepage and basic navigation

After loggin-in (click to see how to log-in) you will see the MOQM Homepage. There you will see

- the toolbar that allows you quickly navigate between HOME (MOQM Homepage), MY TASKS (Open findings follow-up) and MOQM DASHBOARD (Open findings follow-up) – the toolbar is available throughout IFP.
- Section 1 that allows you to action findings. Click to find out more about Section 1.
- Section 2 that allows you to view the Organisation’s data held by EASA. Click to find out more about Section 2.

Both buttons in section 1 will allow you to action findings. When you click on any link a new window will open automatically in your browser. Remember to close the unnecessary ones.
IFP makes the closure of findings more efficient and fully traceable.

Follow the prompts from IFP. Click on the description of the stages below to find out what you can expect and what you have to do.
IFP makes the closure of findings more efficient and fully traceable.

Follow the prompts from IFP. Click on the description of the stages below to find out what you can expect and what you have to do.
IFP allows you to retrieve approval data EASA holds about your Organisation in real time. Click on the yellow stages below to find what reports are available in Section 2 of the Welcome Page.
Conclusion

We hope you found this user guide helpful.

Do not hesitate to contact your TL and/or the IFP administrator at IFP-Support@easa.europa.eu should you encounter technical difficulties.
Your safety is our mission.
How to log-in to IFP

Enter the User Name and the password provided to you. Press Enter on your keyboard or click LOGIN.

The first time you log-in IFP will ask you to reset your password. Enter your new password twice and then log in again.

If you forget your password, click on “Forgot your password?” to reset it. There is no need to contact your Team Leader or the IFP administrator to do this.

After logging-in you will be directed to the MOQM Homepage.
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. To find out what each part does, click on the numbers.
The MOQM dashboard is divided in 4 sections. To find out what each part does click on the numbers.

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

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.

Inside each finding create one action for each evidence associate 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.
The MOQM dashboard is divided into 4 sections. To find out what each part does, click on the numbers.

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

### MOQM open audits

<table>
<thead>
<tr>
<th>EASA Approval Number</th>
<th>Audit Reference</th>
<th>Name</th>
<th>Current Stage</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>EASA.145</td>
<td>1211</td>
<td></td>
<td>Findings Review</td>
<td>145MOQM</td>
</tr>
<tr>
<td>EASA.145</td>
<td>1219</td>
<td></td>
<td>Findings Review</td>
<td>145MOQM</td>
</tr>
<tr>
<td>EASA.145</td>
<td>1356</td>
<td></td>
<td>Findings Review</td>
<td>145MOQM</td>
</tr>
</tbody>
</table>

**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.
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.
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.
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 here to find how sort and find items
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)

Click here to find how sort and find items
In “My Tasks” you will see:

- 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.

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

Click here to find how sort and find items.
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.

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

Click here to find how sort and find items.
Section 2 of the Homepage contains links to 3 reports. Click on the buttons to find out what the individual reports offer.
This report will show you show data relative your approval. Data provided includes EASA approved documents, post holders, locations and concessions. Click to find out how to use the report.
This report will show you the full list of EASA approved ratings and limitations/models. Click to find out more about how to use the report.
This report will show you the full list of findings raised in IFP with the CAP, evidences and attachments you provided. Click to find out more about how to use the report.
How to use and download reports

To view a report open it as indicated throughout this document.

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 small icon on the right hand side of the screen and select the format of report you would like to download.
Receive IFP audit and findings assignment e-mail

Once the EASA TL has emailed to you the Final Audit Report, IFP (noreply@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.

Click to see how to log-in.

Click to see how to access the audit through the MOQM dashboard or My tasks.

Click if you would like to know more about the structure of the audit in IFP

Click to see how to access the findings through the MOQM dashboard or My tasks.

Click if you would like to know more about the structure of the finding in IFP

If you do not receive any notifications, please check your spam folder and flag noreply@intelex.com as a safe sender
How to access audits from the MOQM Dashboard and My tasks

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 Dashboard**

**My tasks**

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**Annex 1 – Findings**

<table>
<thead>
<tr>
<th>Finding number</th>
<th>Regulatory Paragraph</th>
<th>Finding</th>
<th>As evidenced by</th>
<th>Finding level</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>596</td>
<td>145.A.25 (a)</td>
<td>The Organisation can not demonstrate compliance with 145.A.25 (a) with regards to Facilities</td>
<td>603 - MO QM UG finding</td>
<td>Level 2</td>
<td>Friday, May 18, 2018</td>
</tr>
<tr>
<td>597</td>
<td>145.A.30 (a)</td>
<td>The Organisation can not demonstrate compliance with 145.A.30 (a) with regards to Accountable manager appointed by the organisation</td>
<td>604 - MO QM UG finding</td>
<td>Level 2</td>
<td>Friday, May 18, 2018</td>
</tr>
</tbody>
</table>
IFP audit report structure

You will see the system version of your audit report 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 as indicated here.
How to access findings from the MOQM Dashboard and My tasks

You can access the EASA findings also from the Dashboard or My tasks as indicated below.
IFP findings structure overview

At the finding level you will be able to see of following:

• 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 as indicated here.
You can access the EASA findings also from the Dashboard or My tasks as indicated below.

**MOQM Dashboard**

**My tasks**

![Dashboard and My tasks screenshot]
IFP action structure overview

At the action level you will be able to see the following:

- 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 as indicated here and here.
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).
Onsite audit - Provide CAP (1)

On the next window enter the

1. 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

2. Root cause

3. Corrective Action **with the expected implementation due date**

4. Preventive Action **with the expected implementation due date**

Then click on submit. Take notice of the pop up message! It reminds you to submit the finding as indicated here

<table>
<thead>
<tr>
<th>Master Investigation</th>
<th>Related Phase Finding</th>
<th>Regulatory Paragraphs</th>
</tr>
</thead>
<tbody>
<tr>
<td>EASA.145.0865 - 145 MAINTENANCE ORGANISATION</td>
<td>EASA.145.0865 - Surveillance Phase 153</td>
<td>145.A.25 (a)</td>
</tr>
<tr>
<td>EASA.145.0865 - Onsite Audit 242 - Finding 848</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Related evidence(s)**: 
- organisation can not demonstrate compliance with 145.A.25 (a) with regards to Facilities 972

**Related evidence description**: 
- send here

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

**Root Cause**

**Corrective Action**

**Preventive Action**
Onsite audit - Provide CAP (2)

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 “Private Document Attachment” section. Just click on “Attach document”. Click on “Exit”. Remember to submit the finding to the EASA TL as indicated here.
Submit finding

Once you have created all actions, comments and attachments, **access the finding and click on “Submit”**. Click to see how you can access the finding. 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.

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

To see a summary of the findings, navigate to Part 3 of the MOQM dashboard.
Once you have submitted all evidences, also submit the audit to the EASA TL. **Access the audit and click on “Next Stage”.** Click here to see how to access the audit

This step is very important! The audit will now be sent back to the TL who will be able to close it, once all actions and all findings have been closed.

To see a summary of open audits, navigate to Part 2 of the MOQM dashboard.
Receive CAP acceptance e-mail

Once the EASA TL has accepted the CAP you proposed, IFP will send you one CAP acceptance notification for each action you created.

Follow the link contained in the e-mails to access the action and provide evidence of action implementation. You will be asked to log-in first.

Click to see how to log-in.
Click to see how to access the action through the MOQM dashboard or My tasks.
Click if you would like to know more about the structure of the action in IFP.

If you do not receive any notifications, please check your spam folder and flag noreply@intelex.com as a safe sender.
Receive CAP rejection e-mail

If the EASA TL rejects the CAP you proposed, IFP will send you one CAP rejection notification for each action you created.

Follow the link contained in the e-mails to access the action and correct your CAP. Click to see how you can correct your CAP.

You will be asked to log-in first .
Click to see how to log-in.
Click to see how to access the action through the MOQM dashboard or My tasks.
Click if you would like to know more about the structure of the action in IFP

If you do not receive any notifications, please check your spam folder and flag noreply@intelex.com as a safe sender
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.
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.
Provide evidences

Click on the link provided in the notification email or open the action from the MOQM Dashboard or My tasks as indicated here. Click on edit and scroll down to the “Evidence of Action Implementation” section. Enter a description of your action in the field “Evidence”.

If needed, you can add comments and attachment documents as indicated here.

When ready, click on “Submit for approval”. The action will be pushed back to the EASA TL. Notice how the responsible person will change to the EASA TL.

To see a summary of your actions, navigate to Part 4 of the MOQM dashboard.
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 noreply@intelex.com as a safe sender.
Receive evidence rejection e-mail

If the EASA TL rejects the evidences you proposed, IFP will send you one evidence rejection notification for each action

Follow the link contained in the e-mails to access the action and correct your CAP. Click ➢ to see how you can modify your evidences.

You will be asked to log-in first.

Click ➢ to see how to log-in.

Click ➢ to see how to access the action through the MOQM dashboard or My tasks.

Click ➢ if you would like to know more about the structure of the action in IFP

If you do not receive any notifications, please check your spam folder and flag noreply@intelex.com as a safe sender
Modify evidences

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 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.
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.
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 noreply@intelex.com as a safe sender.
Once you have entered the CAP and provided comments and attachments, click on the button “Submit for review”. A notification will appear. Click OK to confirm.

Remember though! The notification is an important one. It reminds you that you will have to move the finding workflow forward.
Add comments and attachments to the Actions

In the action you can add comments in the “Comments” Section. Just click on “Add entry”.
You can also attach documents or photos in the “Private Document Attachment” section. Just click on “Attach document”.

![Diagram of EASA task management system showing comment and attachment sections.]
Receive IFP audit and findings assignment e-mail

Once the EASA TL has emailed to you the Final Audit Report, IFP (noreply@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.

Click ☑️ to see how to log-in.

Click ☑️ to see how to access the audit through the MOQM dashboard or My tasks.

Click ☑️ if you would like to know more about the structure of the audit in IFP

Click ☑️ to see how to access the findings through the MOQM dashboard or My tasks.

Click ☑️ if you would like to know more about the structure of the finding in IFP

If you do not receive any notifications, please check your spam folder and flag noreply@intelex.com as a safe sender.
Action findings – Create action in IFP

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 “Private Document Attachment” section. Just click on “Attach document”.

![Image of a software interface showing the Evidence Of Action Implementation section with a red box around the Evidence field and a red box around the Comments section with a green circle highlighting the Add Entry button. Additionally, a red box surrounds the Private Document Attachment section with a green circle highlighting the Attach Document button.](image-url)
Once you have provided your evidence, added comments and uploaded documents, in the action click on „Submit for approval“ to submit the action to the EASA TL. Remember to submit the finding to the EASA TL.
Submit finding

Once you have created all actions, comments and attachments, access the finding and click on “Submit”. Click to see how you can access the finding. 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.

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

To see a summary of the findings, navigate to Part 3 of the MOQM dashboard.
Once you have submitted all findings, also submit the audit to the EASA TL.

Access the audit and click on “Next Stage”. Click to see how to access the audit.

This step is very important! The audit will now be sent back to the TL who will be able to close it, once the evidences have been provided and accepted and the actions closed.

To see a summary of open audits, navigate to Part 2 of the MOQM dashboard.
Receive evidence acceptance/action closure notification

Once the EASA TL has accepted the evidence you provided, IFP will send you one evidence acceptance notification for each action you created. This action will also be closed at this point in time.

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 noreply@intelex.com as a safe sender.
Receive evidence rejection e-mail

If the EASA TL rejects the evidences you proposed, IFP will send you one evidence rejection notification for each action.

Follow the link contained in the e-mails to access the action and correct your CAP. Click to see how you can modify your evidences.

You will be asked to log-in first.

Click to see how to log-in.
Click to see how to access the action through the MOQM dashboard or My tasks.
Click if you would like to know more about the structure of the action in IFP.

If you do not receive any notifications, please check your spam folder and flag noreply@intelex.com as a safe sender.
Modify evidences

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 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.
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.