

23. Supplier: How to add and submit Corrective Actions

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Add and submit Corrective Actions

- Steps to find Non Compliances and add Corrective Actions
- 1 Go to Audit > my audits
 - 2 On the right, in the column "Action", click on the button "View Audit" *
 - 3 You will see tabs for the report overview, findings (including Non Compliances), and attachments of the Audit report and Corrective Action Plan Report (CAPR)

* You will only be able to add Corrective Actions for published audits.

1 Dashboard Company Audit User my audits

AUDIT CODE	SITE NAME	SITE REFERENCE	COUNTRY	TYPE	AUDIT DATE	STATUS	NON-COMPLIANCES	RECOMMENDED COMPLETION DATE	ACTION
ZAA131583218	Garment Factory	ZS131582703	United Kingdom	Semi-announced	02/2017	Accepted			
ZAA131600680	Garment Factory	ZS131582703	United Kingdom	Semi-announced	06/12/2016	Published	2 1	30/12/2016	View Audit
ZAA131510526	Dates site	ZS5038402	Tunisia	Announced	18/11/2016	Published	1 1	21/12/2016	View Audit

2

Audit Record

Back

ZAA131600680

Report Findings Attachments

Report Format SMETA

AUDIT DETAILS

Audit Date	Audit Scope
06/12/2016	1. Labour Standards 2. Health & Safety 3. Environment 4. Business Ethics

3

Steps to find Non Compliances and add Corrective Actions

4

Click on "Findings" to view more details of your Non Compliances, such as the Due Date, Verification Method and Status *

For each Non Compliance, you need to add Corrective Actions for the auditor to verify and close off the issue

4

NON-COMPLIANCES			
ISSUE NUMBER: ZAF293360223			
Type	Non Compliance	Due Date	07/08/2017
Verification Method	Follow up	Status	Created
Issue Title	No / inadequate PPE provided for certain employees / agency workers / foreign / migrant workers / night shift etc. 🚩		
Description	Not all staff have the correct PPE when working machinery		
Corrective Actions			
Dispute Details			
		Add Corrective Action	Dispute NC

*

Created – Auditor has uploaded and submitted the Audit and Non Compliance details

Pending Auditor Review – You have submitted your Corrective Actions to the auditor

Rejected – Auditor has not accepted Corrective Actions – you need to submit more evidence

Progress Made – Auditor acknowledges actions but needs more evidence from you to verify them

Verified – Auditor accepted Corrective Actions and closed off the Non Compliance

Steps to add Corrective Actions

5

Click on "Add Corrective Action"

6

In the pop-up window, add a description of the action and click "Next"

7

Start adding details of the Corrective Actions, such as attachments and responses

5

Type	Non Compliance	Due Date	07/08/2017
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Description	Not all staff have the correct PPE when working machinery		
Corrective Actions			
Dispute Details			
		Add Corrective Action	Dispute NC

6

ADD CORRECTIVE ACTION

Description *

Cancel Next

7

EDIT CORRECTIVE ACTION

Description

Status Created

Attachments Browse... Attach

I do not want to add any attachments

FILE NAME	UPLOAD DATE	ACTION	
RESPONSE	DATE	USER	ACTION
<input type="text"/>			

Add

Steps to add Corrective Actions

8 To add attachments such as policies, click on "Browse" to select them from your local files and then click on "Attach". The file is successfully uploaded when shown in the "FILE NAME" area.

9 To add responses, type your information into the field and click on "Add"

10 Once you added all details, please also set the status to "Completed" to then be able to submit the information to the Auditor*

The file has been successfully uploaded

Description: Provide correct PPE for all staff

Status: Created

Attachments:

FILE NAME	UPLOAD DATE	ACTION
Guide to completing a CAPR (1).pdf	23/11/2017	

Responses

RESPONSE	DATE	USER	ACTION
As advised, please find the following documents: .			

Description: Provide correct PPE for all staff

Status:

Attachments:

FILE NAME	UPLOAD DATE	ACTION



* **Created** – An entry for the Corrective Action has been added by you

Planned – Your company / site plans the correct steps to be taken

In Progress – Steps to implement the Corrective Actions at your site have been started

Completed – You completed all steps to rectify the issue, uploaded all information and are ready to submit this to the auditor

Steps to submit Corrective Actions

11 You can click on "Save" at the bottom of the pop-up window to come back and add more information later

or

Click on "Submit to auditor" for the auditor to review your information and verify the Corrective Action

12 Once Submitted to the auditor, the status for the Non Compliance changes (please see slide 2 for definitions) and you can check the status on the Audit > my audits page (in the Non Compliance column)

Description: Provide correct PPE for all staff

Status: Completed

Attachments:

FILE NAME	UPLOAD DATE	ACTION
Guide to completing a CAPR (1).pdf	23/11/2017	

Responses

RESPONSE	DATE	USER	ACTION
As advised, please find the following documents: ...	23/11/2017 11:32AM	Sedex Training	<input type="button" value="Remove"/>

Type	Non Compliance	Due Date	07/08/2017
Verification Method	Follow up	Status	Pending auditor review
Issue Title	No / inadequate PPE provided for certain employees / agency workers / foreign / migrant workers / night shift etc. 🚩		
Description	Not all staff have the correct PPE when working machinery		
Corrective Actions	Provide correct PPE for all staff <input type="button" value="View"/>		

SITE REFERENCE	COUNTRY	TYPE	AUDIT DATE	STATUS	NON- COMPLIANCES	RECOMMENDED COMPLETION DATE	ACTION
ZS238525162	United Kingdom	Semi-announced	02/05/2017	Published	3	30/05/2017	<input type="button" value="View Audit"/>