
Content

1. PRISMA..... 2

2. Roles in PRISMA..... 2

3. Screen structure..... 2

4. Screen structure subproject 3

5. Explanation process steps 4

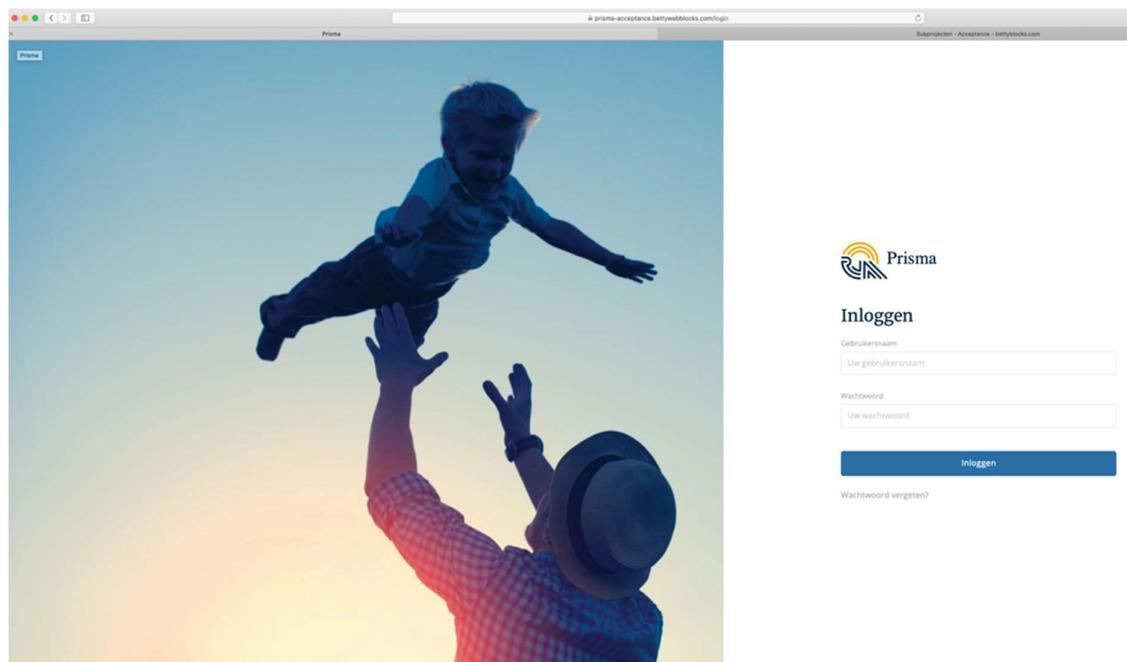
6. Explanation statuses NC 5

7. Explanation statuses finding 5

1. PRISMA

PRISMA is a so-called web-based tool, where nothing needs to be installed. PRISMA is best used with the Chrome browser, but also works in Safari, Edge and Firefox. Internet Explorer is not supported! The login is done via a Portal.

The URL for customers and team members is: <https://prisma.bettywebblocks.com/login>



2. Roles in PRISMA

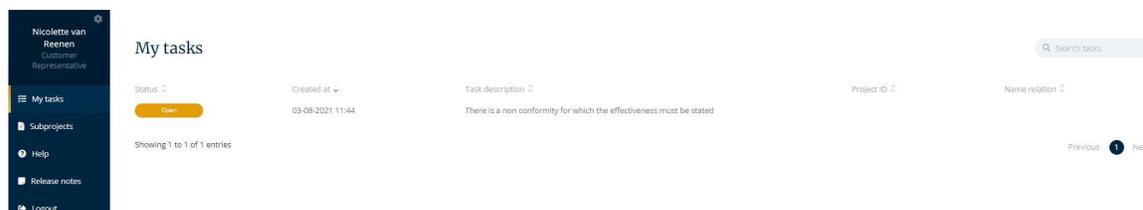
There are 4 different roles in PRISMA:

1. PCA
2. Customer representative (CR)
3. Assessor (AS)
4. Team leader (TL)

Login is per role. It is therefore possible to have different logins. For example as a Customer Representative (CR) and as an Assessor (AS)

3. Screen structure

The role you use to log in is shown at the top left under your name. After you have logged in you will start at your Tasks list: "My Tasks". Each task involves the handling of an NC.



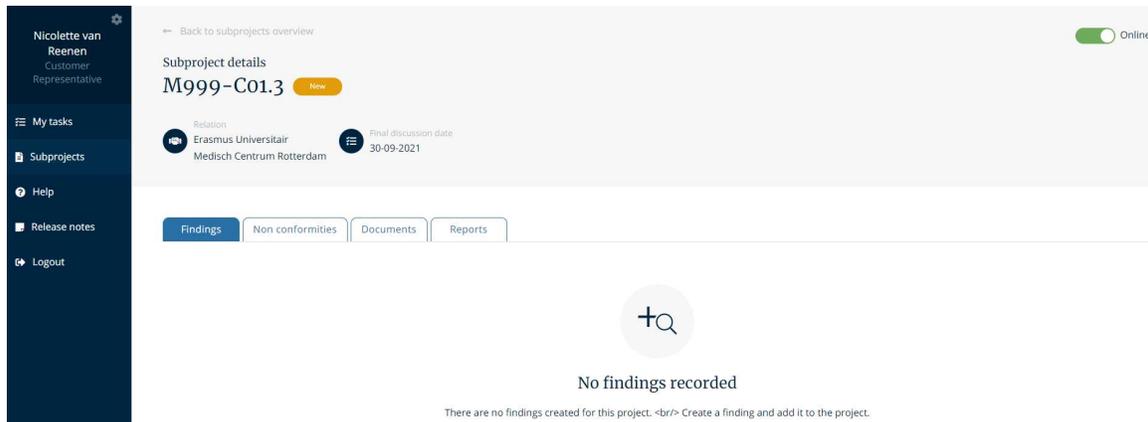
In the left column, next to “My tasks”, there are a number of menu options:

- **Subprojects:** This shows all subprojects in which you have a role.
Note: There can be multiple pages of subprojects.
- **Help:** Currently not in use.
- **Release notes:** With a new version of PRISMA, these changes are mentioned compared to the previous version.
- **Logout:** This takes you back to the login screen.
-



4. Screen structure subproject

After opening your subproject, you will see this screen

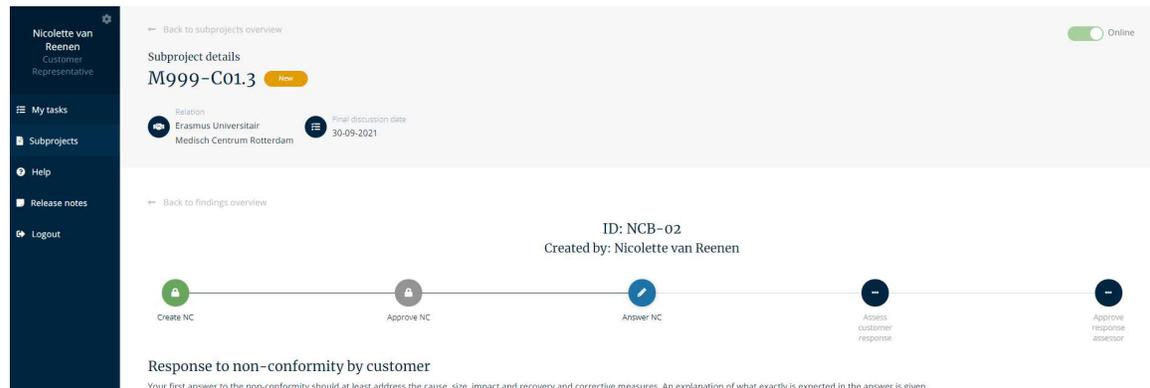


An explanation of the different tabs:

Which step	What	Remark
Findings	This is where you will find the findings and where the status can be tracked.	A new finding can be created here.
Non conformities	This is where you will find the non conformities and where the status can be tracked.	A new finding can be created here (the button leads to the same form)
Documents	Here you will find all the documents uploaded by the PCA, Customer Representative, Team Leader or Assessor.	New documents can be added to the subproject here.
Reports	Here are the Reports that the Team Leader has created.	Here the Team Leader can generate new reports.

5. Explanation process steps

Each non conformity goes through 5 steps, indicated below with “spheres”.



Subproject details
M999-C01.3 New

Relation: Erasmus Universitair Medisch Centrum Rotterdam | Final discussion date: 30-09-2021

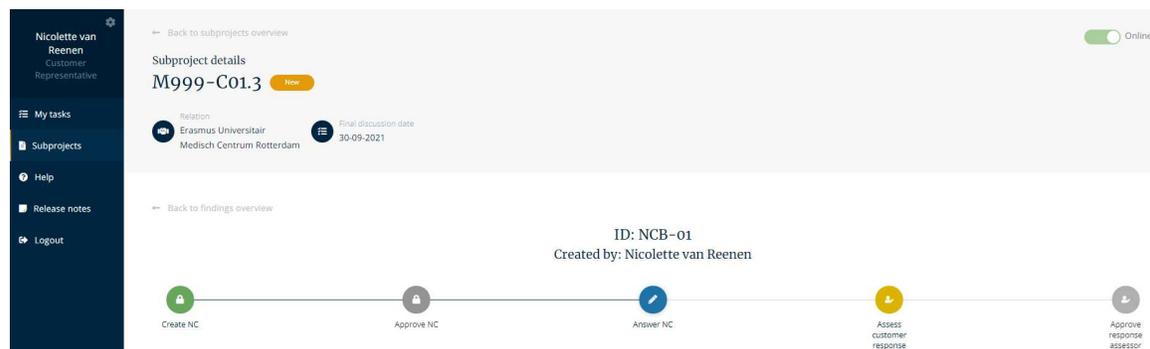
ID: NCB-02
Created by: Nicolette van Reenen

Response to non-conformity by customer
Your first answer to the non-conformity should at least address the cause, size, impact and recovery and corrective measures. An explanation of what exactly is expected in the answer is given.

The colors of the “spheres” have different meanings:

Black	This step has not yet happened.
Blue	The active step at the moment.
Green	This step has already been completed.
Grey	You have no rights to view the content of this step.
Yellow*	This step is further in the process than the active step, but has led to the return of the NC. This step contains essential information for the active step.

* see also the example below



Subproject details
M999-C01.3 New

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ID: NCB-01
Created by: Nicolette van Reenen

Information about the non conformity is added at each step. These are visible in the next step, so if you want to answer the customer's response in step 4, you will also see the content of the response there.

6. Explanation statuses NC

The NC is always given a new status in the process.
The meaning of each status is indicated below.

Proces step	Status of the NC	Meaning
Create NC	AS NC	The Assessor has created the NC, but has not yet forwarded it to the Team Leader.
	AS NC to TL	The Assessor created the NC and forwarded it to the TL. This can also be after processing the Team Leader's comments.
Approve NC	TL NC retour AS	The Team Leader disagrees with the Assessor and has returned the NC.
	NC New	The Team Leader has approved the NC, but has not yet created a Non conformity report, so the NC has not yet been sent to the Customer Representative.
	NC to CR	The Team Leader has generated the Non conformity Report and the NCs have been forwarded to the Customer Representative.
Answer NC	Customer response	The Customer Representative answered the NC.
Assess customer response	Assessment response	The AS has assessed the Customer Representative's response, but it has not yet been approved or rejected by the TL.
Approve response assessor	Reaction AS retour	The TL disagrees with the assessment by the AS and has returned this assessment to the AS.
	Response OK, NC closed	The AS and TL agree that the response from the Customer Representative is OK and the NC is closed.
	Response partly OK	The AS and TL agree that the response from the Customer Representative is partly (or not) OK and that another round is needed.
	Agree, effectiveness needed	The AS and TL agree that the Customer Representative should also provide the effectiveness.

7. Explanation statuses finding

The finding is given a new status several times during the process.
See the meaning per status below.

Proces step	Status of the NC	Meaning
Create finding	AS F	The Assessor has created the finding, but has not yet forwarded it to the Team Leader.
	F to TL	The Assessor has created the finding and has forwarded it to the Team Leader.
	F to CR	The Team Leader generated the Findings Report and forwarded the Fs to the Customer Representative.