

Inhoud

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NOTE:

This document still needs to be revised. The Dutch version H017-NL v4.0 is leading.

Quick-reference-card Customer representative

An assessment by the RvA is scheduled for you shortly. This assessment is reported via the new RvA reporting tool PRISMA.

URL: <https://prisma.bettywebblocks.com/login>

If this is the first time where the reporting is done via PRISMA, you will receive a link from PRISMA. You can create your own username and password via this link. Note: This link is sent from noreply@bettyblocks.com.

The link is valid for three days. If it has expired, you can ask the PCA to send a new one.

1. Log in and change language

Your PCA has asked you to upload documentation required for assessment. You can do this within the PRISMA portal. First of all, log into PRISMA. Change the language to English via Settings:



2. Upload files

In the left column, go to Subprojects.



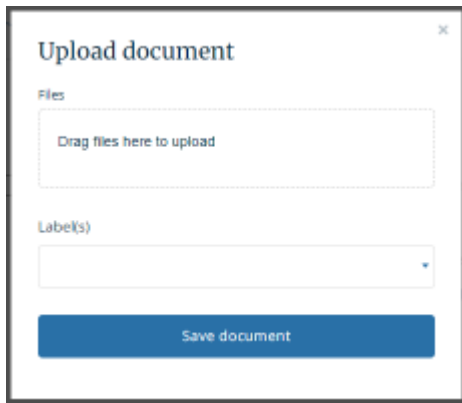
Open the subproject by clicking anywhere on the line of the subproject.



Go to the tab [Documents]. Click [Upload document].



You can upload files by dragging them to the upload screen or by selecting the files from your directory. Select one or more label(s). See appendix 1 for an overview of all possible labels.

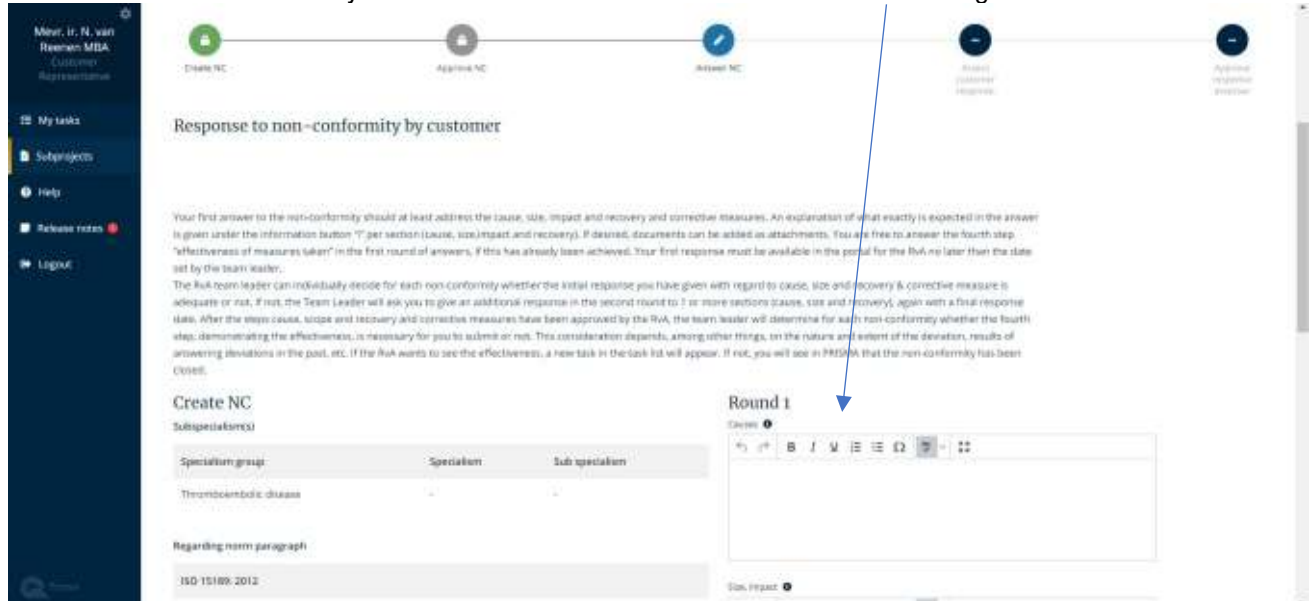


3. Answering NC

You have received an email that a Non Conformity Report is ready for you. Via the link in the e-mail you will reach your task overview. Open the NC via the task list (this can of course also be done via the subproject).



Answers the NC. On the left you will find the NC. You can answer the NC on the right:



During the closing meeting, it was discussed with the team leader whether you only need to supply the first 3 answers or whether effectiveness (the 4th field) should be provided. See the entry fields below:

- Causes
- Size, impact
- Recovery and corrective action (Solution)
- Explanation of the effectiveness of the measures taken.

Note: in the “i” at each entry field, you find an explanation for the field, see below.



At the very bottom of the entry fields, you can add documents (supporting files).



4. Resubmit response to NC

If the Assessor and/or Team leader only partially agrees with the first 3 answers supplied, or because the Assessor and/or Team leader do agree with the submitted first 3 answers, but still wants to see the 4th (Effectiveness of the measure taken), you will receive a new task in PRISMA.

On the left you see the non-conformity and the response of the Assessor and/or Team leader again.

Answers NC

Round: 1

Causes	Causes 123
Size, impact	Size, impact 456
Recovery and corrective action	CAP 789
Explanation of the effectiveness of the measures taken	

Assess customer response

Round: 1

Cause	Agreed
Size and impact	Agreed
Corrective action plan	Not agreed
Explanation of the effectiveness of the measures taken	Inapplicable

At the right hand side you can fill in your response for the second round.

Round 2

Causes 1

↶ ↷ **B** *I* U ☰ ☷ Ω ↵ ▾ ☰

Size, impact 1

↶ ↷ **B** *I* U ☰ ☷ Ω ↵ ▾ ☰

Recovery and corrective action 1

↶ ↷ **B** *I* U ☰ ☷ Ω ↵ ▾ ☰

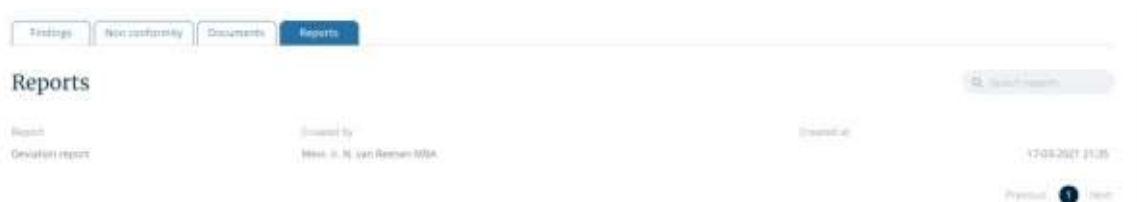
Explanation of the effectiveness of the measures taken 1

↶ ↷ **B** *I* U ☰ ☷ Ω ↵ ▾ ☰

Fill in all fields. When status of NC is “Response Partly OK” or “Agreed, but effectiveness needed”, also fill in the fields that were approved in the first round. Here you can enter “See round 1”.

5. Download reports and pdf's

Under the Tab Reports, you will find the reports that you can download.



If you want to send the NCs to colleagues, go to the Non conformity overview and choose "Download PDFs". A zip file will be downloaded, with each NC as a separate PDF file.



6. Monitor progress

There are three ways to monitor progress:

1. In your Task list you can see whether you have any tasks.
2. In the Non conformities overview you can see all NC's and their status.
3. In the Reports tab you can see which Report is available for you.

During the assessment, your subproject has the status New or In progress.



After your subproject has been administratively completed, your subproject will be given the status Completed.

Appendix 1 – Labels

Labels documents (RvA)

- Documentation TL
- Documentation Team
- Documentation CBI
- Concept scope
- Decision forms
- Definitive scope

Labels documents (Customer Representative)

- Documents (ZIP, conform BR005)
- Registration Chamber of Commerce
- Quality manual and procedures
- Work rules and procedures
- Cross-reference standard requirements and quality system
- Adapted Report Part A
- Documentation conform SAP
- Additional documentation
- Internal audit reports and audit planning
- Management review
- Certification/ Inspection scheme
- Audit plan, report
- Inspection orders, forms
- Qualifications auditor(s)/ inspector(s)
- Transaction list (flexible scope)
- Other documents in accordance with BR005