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## 1. Login to the Reporting Tool

The Reporting Tool is a web-based tool and doesn't require an installation. The best browser to use is Google Chrome, but the tool can also be used with Safari and Mozilla Firefox. Internet Explorer is **not** supported!

PCAs and Functional Administrators work in the **back end/back office**:

URL: <https://prisma.bettyblocks.com>

LA, TA, KB and KG work in the **front-end**:

URL: <https://prisma.rva.nl/login>

### 1.1 Role Overview

Your account is attached to a role you have within the RvA. Do you have different roles (for example LA and TA, TA and KB/KG)? Then you have two different accounts in the Reporting Tool.

The following roles have been distinguished:

- PCA        Project Coordinator Accreditation Assessment.
- FB        Functional Administrator
- LA        Lead assessor
- TA        Technical assessor
- KB        Customer Administrator
- KG        Customer-user

Note: Currently, Technical assessors (TEs) / Supervisors of TE's (BEGs) do not yet have access to the Reporting Tool. TEs and BEGs are therefore given the role of TA in the Reporting Tool.

## 2. Reporting tool instructions by role

Instructions (manual, Quick Reference Card and FAQ) on how to use the tool by role can be found by customer administrators and users on the RvA website. RvA employees can access these in BizzMine.

## 3. Statuses of findings (F)

The finding receives a new status several times during the process. See below for the meaning of each status. LA's also send their own findings and non-conformities to themselves.

Status of the finding	Process Step	Action by	Meaning
Bevinding concept <i>Finding concept</i>	Create finding	TA/LA	The TA has created the finding but has not yet forwarded it to the LA.
Vaststellen bevinding <i>Confirm finding</i>		TA/LA	The TA has created the finding and has forwarded it to the LA.
Bevinding gereed <i>Finding ready</i>		LA	The LA has generated the findings report.

## 4. Statuses of non-conformities (NC)

The non-conformity is given a new status at each step in the process. The meaning of each status is indicated below.

Status of nonconformity	Process Step	Action by	Meaning
Afwijking concept <i>Non-conformity concept</i>	Create NC	TA/LA	The TA/LA has created the NC, but has not yet forwarded it to the LA.
Vaststellen afwijking <i>Confirm non-conformity</i>		TA/LA	The TA/LA has created/adjusted the NC and forwarded it to the LA.
Herzien afwijking <i>Revise non-conformity</i>	Approve NC	TA	The LA has sent feedback to the TA and has returned the NC for modification.
Afwijking gereed <i>Non-conformity ready</i>		LA	The LA has approved the NC, but has not yet created a non-conformity report, so the NC is not yet visible to the KB.
Treatment by customer <i>In process by customer</i>	Answer NC (by the customer)	KB/KG	The LA generated the non-conformity report and the NCs were forwarded to the default KB. Executive (KB/KG) prepares response.
Review door klant <i>Review by customer</i>		KB	Executive (if KG) submitted response to accountable (KB), accountable reviews response.
Verwerken feedback klant <i>Process feedback customer</i>		KG	Respondent (KB) rejected response and sent it back to executive (KB/KG) with feedback.
Beoordeling door RvA <i>Assessment by RvA</i>	Assess customer response	TA/LA	The KB submitted the NC to RvA, the TA reviews the response.
Review door LA <i>Review by LA</i>		LA	The TA reviewed the KB/KG response, but it has not yet been reviewed by the LA.
Verwerken feedback LA <i>Process feedback LA</i>		TA	The LA has sent feedback to the TA and returned this assessment to the TA.
Reactie goedgekeurd <i>Response approved</i>	Response to customer	-	The LA has approved the handling. The NC has been closed.
Updaten door klant <i>Update by customer</i>		KB/KG	The TA and LA have agreed that the KB/KG response is partially (or not) OK. Another round is needed.
Effectiviteit aantonen <i>Prove effectiveness</i>		KB/KG	The TA and LA have agreed that the KB/KG should also provide the 4 <sup>th</sup> O (Operationality).
Reactie afgekeurd <i>Response disapproved</i>	Reject customer response	LA	The LA has requested the PCA to disapprove the response to the NC. The process stops.

## 5. Changes compared to previous version

The entire document has been adjusted due to the release of the Reporting Tool 3.0, the main changes are:

- Clarification of roles overview.
- Process step names have been corrected.