EMPLOYEE CERTIFICATION APPLICATION MANUAL

MMS-WQM-203

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Mireaux Management Solutions

ISO/API Consulting ■ Auditing ■ Training ■ Web QMS

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1.0 PURPOSE AND SCOPE

The Employee Certification Application is designed to act as a repository of documentation associated with various employee certifications, as well as to provide a series of reports regarding employee certification status. The purpose of this manual is to guide users through setting up, maintaining, searching for and viewing employee certifications.

NOTE 1: In order to perform some of the actions below you will need to be assigned the Certification Admin and/or Certification Tech roles on Web QMS.

NOTE 2: In order to perform the actions in section **4.7 Set Up An Email Reminder**, you will need to be assigned the Administrator role.

NOTE 3: Depending on the customization of your Web QMS, the figures shown in this manual may not coincide perfectly with your Web QMS.

2.0 TERMS AND DEFINITIONS

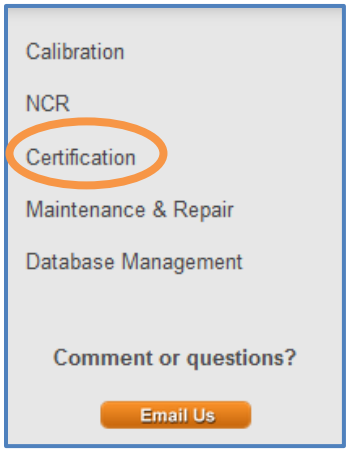
KPI	Key Performance Indicators

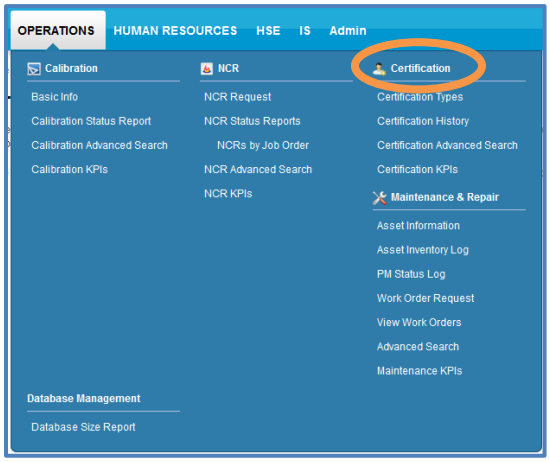
3.0 SECURITY ROLES

Administrator	Full Web QMS Enterprise Administrator. This user can edit, create, or delete pages, as well as add, edit, or delete modules. Administrators can also authorize users, add roles, view File Manager, clear Logs, and view/clear Recycle Bin.
Employee	This user who has full access to view information on Web QMS, but limited ability to edit or create records. Employees may view or search for employee certificates.
Certification Admin	This role can edit, delete, and update certification types as well as certificate information from each employee. They will receive reports for all employees and all sites.
Certification Tech	This role can edit and update certification types and user information, but not delete. They will receive reports for the employees that belong to the site they have been assigned to.

4.0 INSTRUCTIONS

The Employee Certification Application is located under the **Operations** Tab of the Top Menu and in the Left Menu of the **Operations** page.



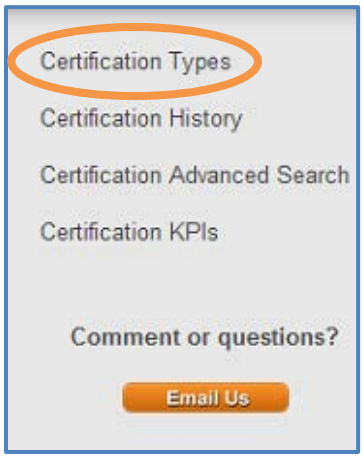


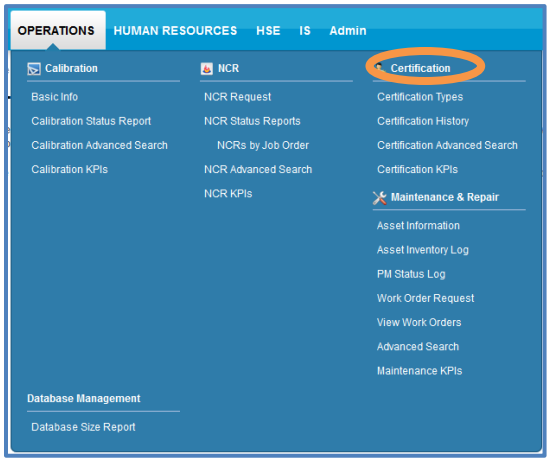
When you SELECT the **Certification** Tab in the Left Menu of the **Operations** page or the Top Menu of the Operations Tab, you will be directed to the **Employee Certification Application** page, which should look similar to this:

4.1 ADD A CERTIFICATION TYPE

The Employee Certification Application stores and retains employee information for various types of employee certifications. The **Certification Type** page allows you to view and modify the kinds of certifications your company tracks.

To access the **Certification Type** page, CLICK **Certification Type** in the Left Menu or in the Top Menu of the Operations Tab.

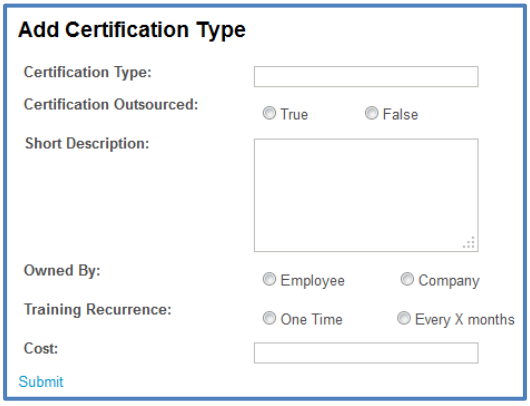




The screen that opens will display a table of existing types of certifications that your company tracks and records.

		Certification Type	Company Outsourced	Outsourced Certification Company	Short Description	Owned By	Training Recurrence	Training Recurrence in Months
		ASQ Quality Engineer	True	American Society for Quality	training interval actually 144 months	Employee	Month	99
		ASQ Quality Manager	True	American Society for Quality	Training interval is actually 116 months	Employee	Month	99

To add a new certification type, SCROLL to the bottom of the page to reach the **Add Certification Type** form. FILL OUT the fields as follows:



NOTE: Fields marked with a red asterisk are required.

The **Add Certification Type** page contains the following fields:

- **Certification Type:** ENTER a **Short Name** for the type of certification you wish to add.

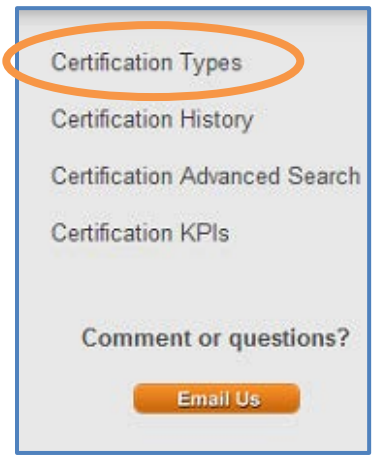
- **Certification Outsourced:** If the certification or training is administered by an outside provider, SELECT **True**. Then, another field will open to enter the name of the certification company. SELECT **False** if the certification was done on-site.
- **Short Description:** DESCRIBE briefly what the certification consists of, why it's necessary, and who has to take it.
- **Owned by:** SELECT whether this certification is paid for by the **Individual Employee** or the **Organization**.
- **Training Recurrence:** SELECT whether the training recurrence is "**One Time**" or "**Every X months**". If you select "Every X months," you will be given a chance to ENTER the **Number** of months.
- **Cost:** ENTER the **Cost** associated with obtaining the certification.

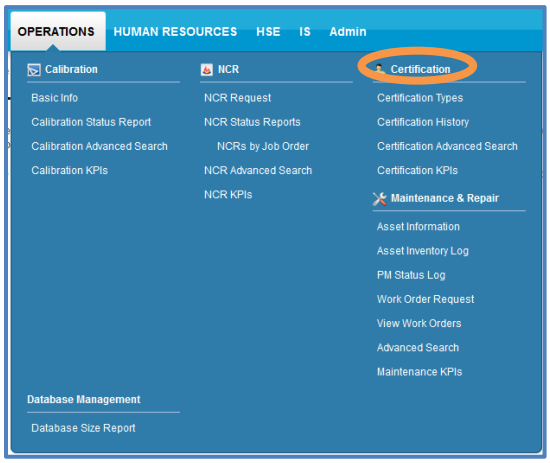
When you have entered all the necessary information to create a new certification type, CLICK **Submit.** The new certification will be added to the application and will appear on the **Certification Types** page.

4.2 EDIT/DELETE A CERTIFICATION TYPE (CERTIFICATION ADMIN ONLY)

In addition to adding new certification types, you can also use the **Certification Type** page to edit or delete existing certification types.

To access the **Certification Type** page, CLICK **Certification Type** in the Left Menu of the **Employee Certification Application** page or in the Top Menu of the Operations Tab.





The screen that opens will display a table of all the types of certifications that your company tracks and adds records to.

You are here: OPERATIONS > Certification > Certification Type

CERTIFICATION TYPES

Records Per Page: 25

		Certification Type	Company Outsourced	Outsourced Certification Company	Short Description	Owned By	Training Recurrence	Training Recurrence in Months
		ASQ Quality Engineer	True	American Society for Quality	training interval actually 144 months	Employee	Month	99
		ASQ Quality Manager	True	American Society for Quality	Training interval is actually 116 months	Employee	Month	99

CLICK the **Manage** button next to the certification type you wish to edit. The screen will refresh.

Now SCROLL down to the bottom of the page. The **Add Certification Type** form will appear below the list of the certification types. The form will be pre-populated with information pertaining to the certification type you wish to edit.

Add Certification Type

Certification Type: TWIC

Certification Outsourced: ○ True ◉ False

Short Description: Transportation Worker Idenitfication Card

Owned By: ◉ Employee ○ Company

Training Recurrence: ○ One Time ◉ Every X months

Training Interval: 60

Cost:

Submit

EDIT the **fields** as needed and CLICK **Submit** to save the information and continue. To delete a certification type, CLICK the **Red X Delete icon** next to the certification type you wish to delete.

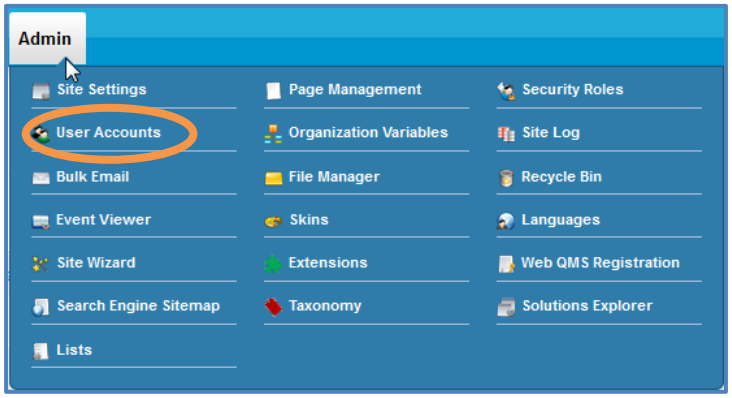
4.3 FILLING OUT A USER PROFILE (ADMIN ONLY)

Before you add employee certification data to the Employee Certification Application, it is important to make sure that the employees for whom you are adding information have their Web QMS user profiles completely filled out. If an employee has an incomplete user profile, their certifications may not show up under certain Advanced Search parameters, preventing managers from accurately gauging how many employees in their departments need training. (For more on Advanced Search, see section **4.5 Advanced Search**.)

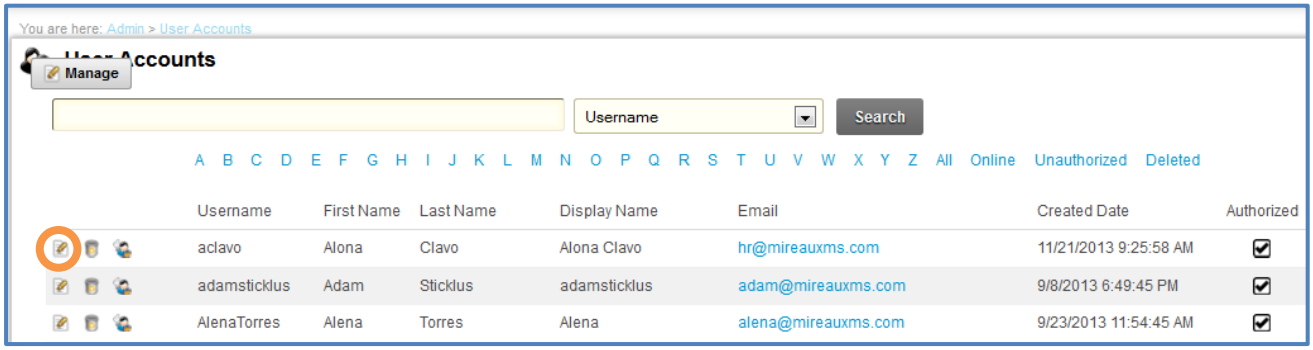
For example, let us say that you add a Forklift Training certification for an employee in the Shipping Department, but forget to make sure that the employee's user profile indicates he/she works in the Shipping Department. When the Shipping Manager searches for employees in the Shipping Department with expired certifications, the expired Forklift Training certification will not show up in the results,

because Web QMS lacks information about which department the employee works for. The Shipping Manager may not realize that the certification has expired, creating a potentially dangerous situation. You can avoid this sort of error by referring to the Web QMS Maintenance Manual's **User Access** section.

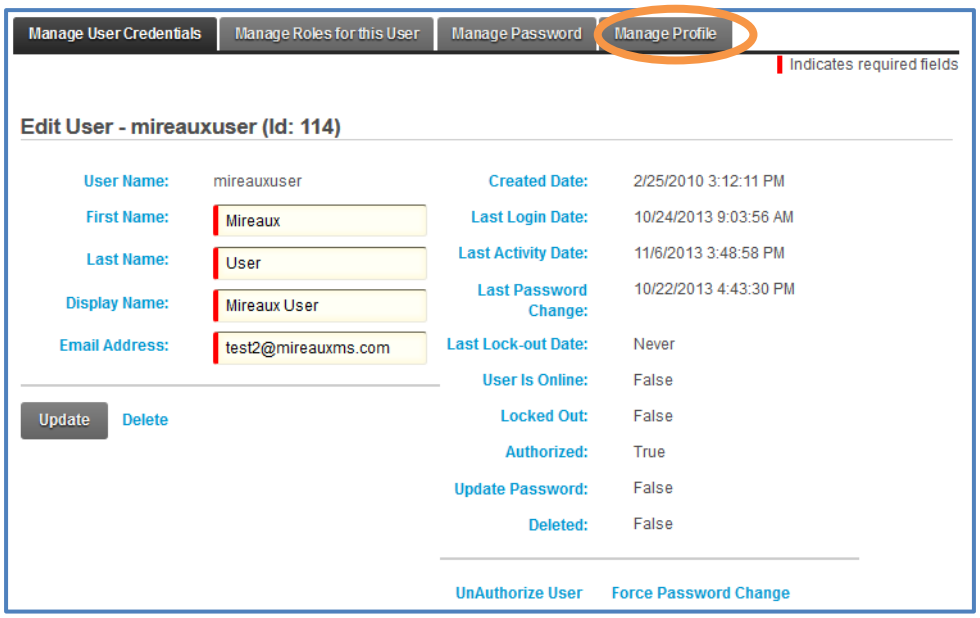
To access the **User Accounts** page, activate Edit mode Web QMS, then CLICK the **User Accounts** link, located under the **Admin** Tab of the Top Menu of Web QMS.



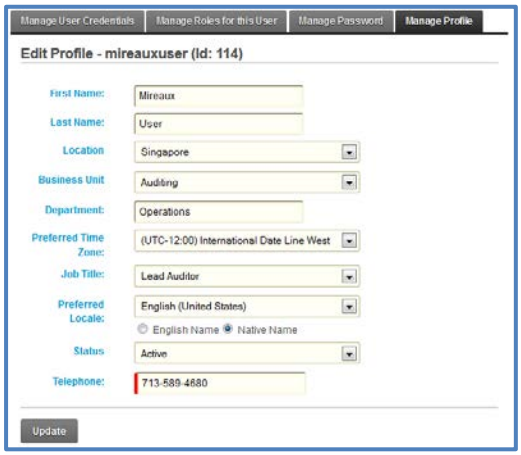
The following page will appear:



Locate the user whose profile you wish to FILL OUT. CLICK the **Manage** button next to their name to access the **User Information** page. The following page will appear:



To edit a User Profile, CLICK **Manage Profile.**

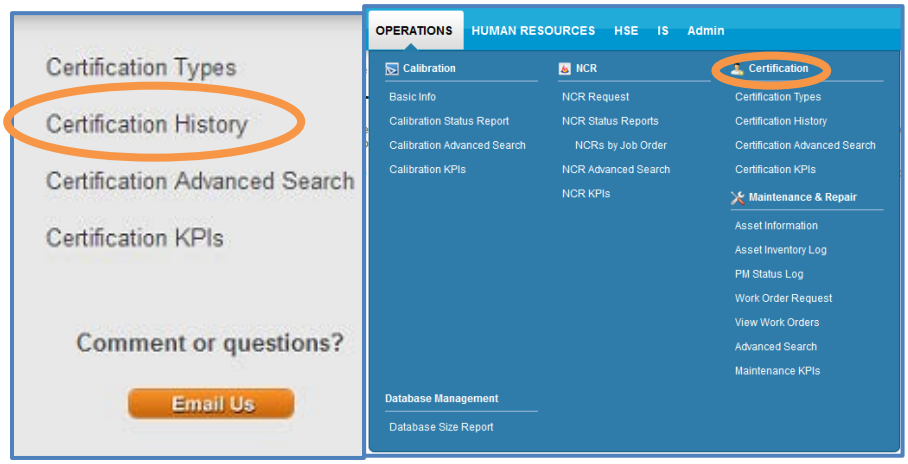


Completely FILL OUT all **Information**, then CLICK **Update.** Make sure you do this for all the employees whose certificates you wish to update.

4.4 UPDATING EMPLOYEE CERTIFICATIONS

When an employee completes training to maintain or renew their certification, their records will need to be updated in the Employee Certification Application. You can do this from the **Certification History** page.

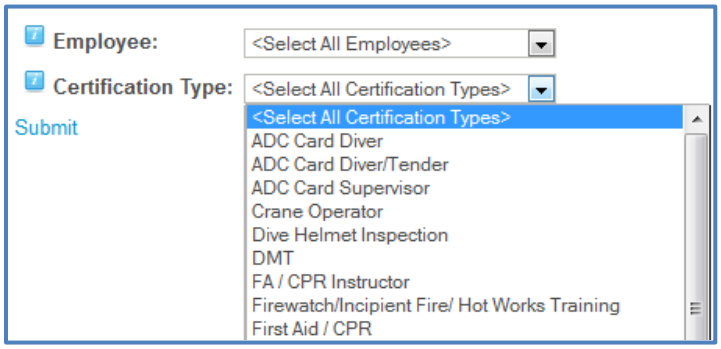
To access the **Certification History** page, CLICK on **Certification History** in the Left Menu of the **Employee Certification Application** page or in the Top Menu of the Operations Tab.



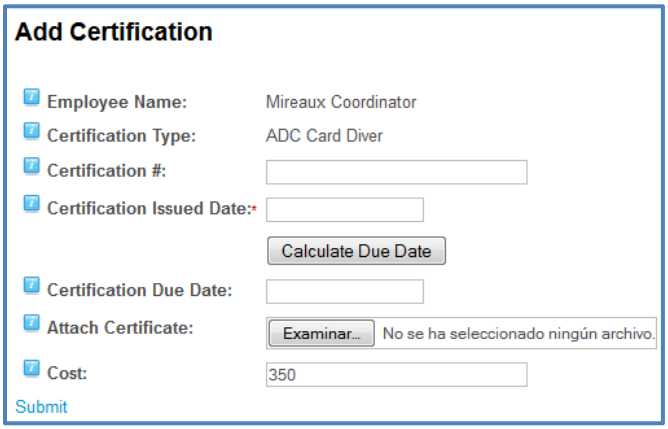
The following screen will appear:

SELECT the **Employee** you wish to update certifications for:

Next, SELECT the **Certification Type** you wish to update. In this case, we will SELECT **ADC Card Diver** as the sample certification:



Once you SELECT the desired **Employee** and **Certification Type**, CLICK **Submit**. A form will be shown on the screen. The fields to be filled out include:



NOTE: Fields marked with a red asterisk are required.

The **Add Certification** page contains the following fields:

- **Employee Name**: This field is pre-populated according to your previous selection.
- **Certification Type**: This field is also pre-populated according to your previous selection.
- **Certification #**: TYPE IN the **Certification Number** for the certification.
- **Certification Issued Date**: TYPE IN the **Date** the certificate was issued. Make sure the date you enter is valid. For example, you should not enter 2/29/2013, because 2013 is not a leap year.
- **Certification Due Date**: If the certification type is one-time, leave it blank. If the certification type is every X months, CLICK on the **Calculate Due Date** button above the field. The system will use the training recurrence data (entered when the certification type was set up) for the certification to determine when re-certification will be required. Make sure the date you enter is valid. For example, you should not enter 2/29/2013 because 2013 is not a leap year.
- **Attach Certificate**: ATTACH a digital copy of the certificate by CLICKING **Browse**, SELECTING your chosen file, and CLICKING **Open**.
- **Cost**: ENTER the **Cost** associated with obtaining the certification.

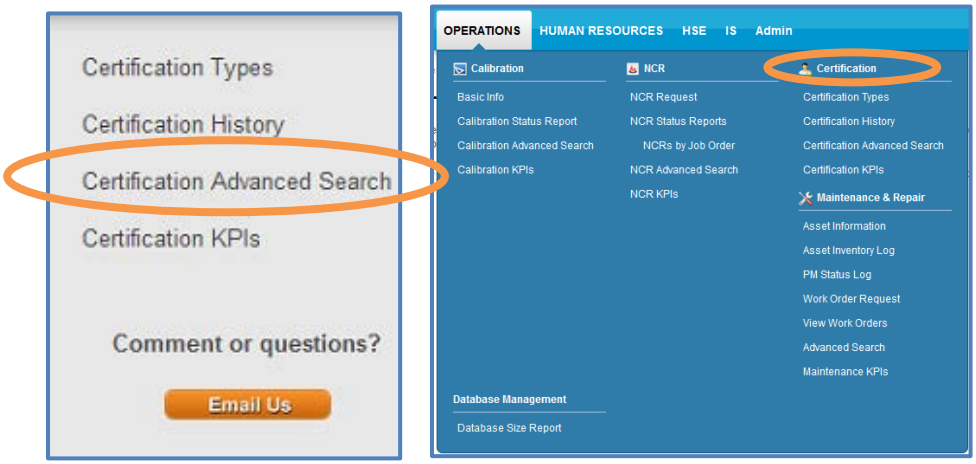
CLICK **Submit** to save the information and proceed. In this example, a sample certificate is uploaded for a test user. On the screen, you can see the updated information shown in the History Listing table.

NOTE: The updated information will be shown on the application after **30 minutes**, or according to the application settings.

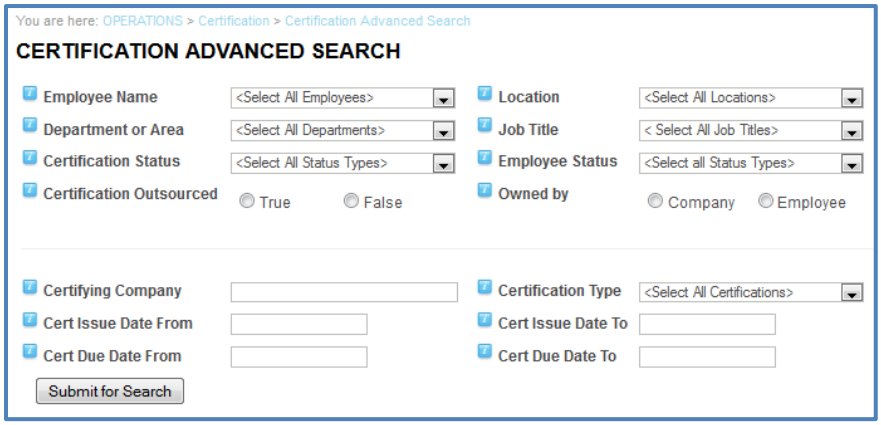
4.5 ADVANCED SEARCH

Advanced Search is the most accurate way to find a certification, because so many variables can be used to narrow your search field.

To access the **Advanced Search** page, CLICK on **Certification Advanced Search** in the Left Menu of the **Employee Certification Application** page or in the Top Menu of the Operations Tab.



FILL OUT the following **Fields** on the resulting page:



NOTE: Fields marked with a red asterisk are required.

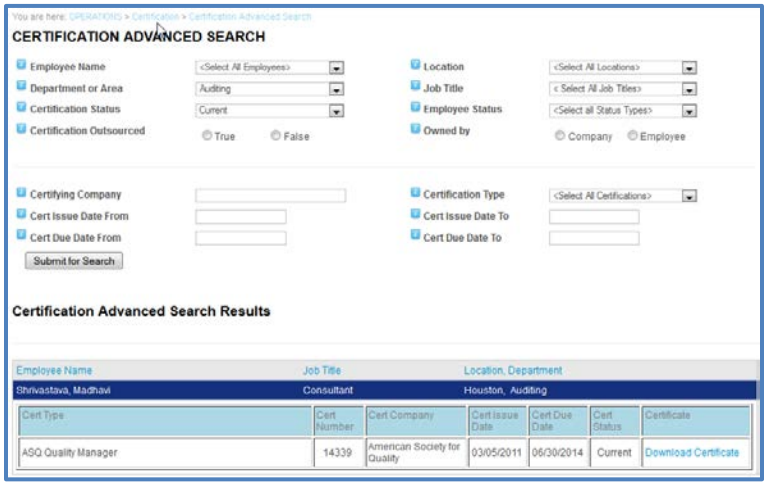
The **Certification Advanced Search** page contains the following fields:

- **Employee Name:** SELECT the **Employee** whose certifications you wish to find.
- **Location:** SELECT the **Location** for which you wish to find certifications.
- **Department or Area**: SELECT the **Department** or **Area** for which you wish to find certifications.
- **Job Title:** SELECT the **Job Title** for which you wish to find certifications.
- **Certification Status:** SELECT whether you wish to find certifications that are **Current**, **Expired**, **Due in One Month**, or **Due in Two Months**.
- **Employee Status:** SELECT whether you wish to find certifications belonging to employees who are **Active, Inactive, LOA, or on Medical Leave**.

- **Certification Outsourced:** SELECT **True** to find certifications that are outsourced and **False** to find certifications that are done on-site.
- **Owned by:** SELECT **Company** to find certifications owned by the organization and **Employee** to find certifications owned by an employee.
- **Certifying Company:** ENTER the **Name** of the company which issued the certifications you wish to find.
- **Certification Type:** SELECT the **Certification Type** for which you wish to find certifications.
- **Cert Issue Date From:** SELECT the **Earliest Issue date** for which you wish to find certifications in the MM/DD/YYYY format. If you enter this date, you must fill in **Issue Date To**.
- **Cert Issue Date To:** SELECT the **Earliest Issue date** for which you wish to view certifications in the MM/DD/YYYY format. If you enter this date, you must fill in **Issue Date From**.
- **Cert Due Date From:** SELECT the **Earliest Due** Date for which you wish to find certifications in the MM/DD/YYYY format. If you enter this date, you must fill in **Issue Date From**.
- **Cert Due Date To:** SELECT the **Latest Due Date** for which you wish to find certifications in the MM/DD/YYYY format. If you enter this date, you must fill in **Issue Date To**.

When you have entered the desired variables, CLICK **Submit for Search** to obtain the results**.**

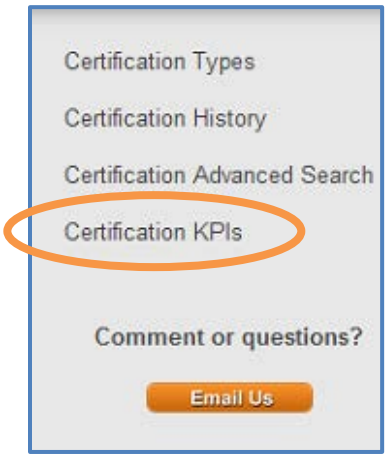
In this sample search, the user has SELECTED **Auditing** as the Department or Area, and **Current** as the Certification Status.

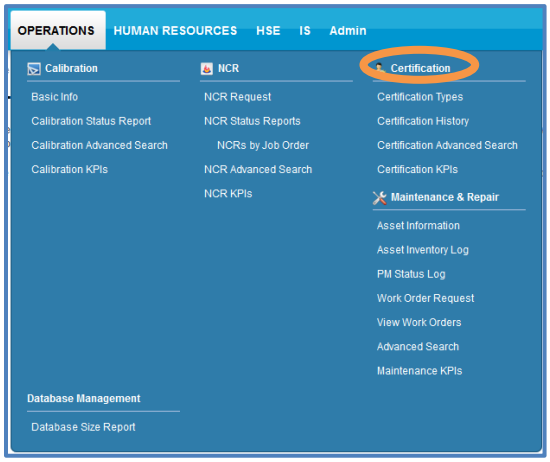


This search therefore returns all current, expiring soon, and expired certifications from the Auditing department.

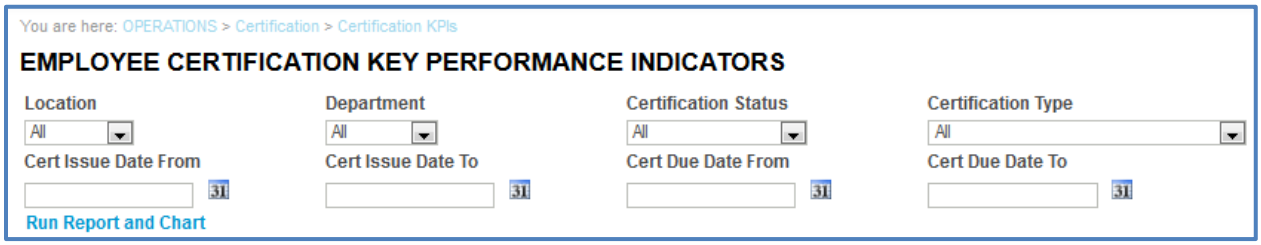
4.6 CERTIFICATION KEY PERFORMANCE INDICATORS (KPIS)

Key Performance Indicators (KPIs) display real-time employee certification information in a graphical format. To access the **Certification KPIs** page, CLICK **Certification KPIs** in the Left Menu of the **Employee Certification Application** page or in the Top Menu of the Operations Tab.





The following page will appear:



If you wish to view all KPI data for the whole set, CLICK **Run Report and Chart.** If, however, you wish to view a subset of KPI data, you can narrow the range of information used in creating the KPI graphs by using the available filters, which are as follows:

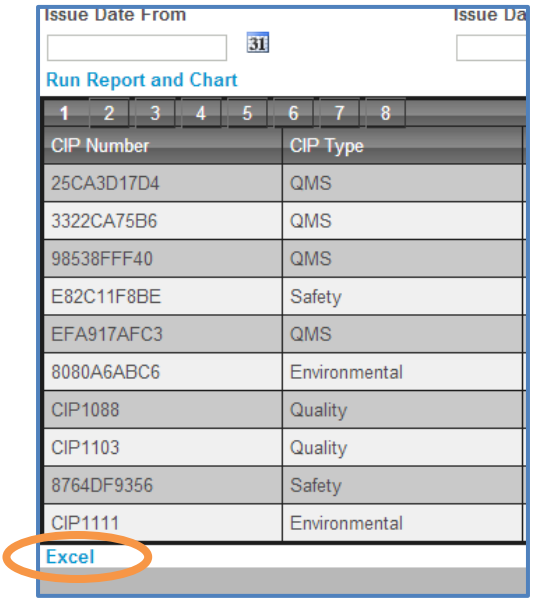
- **Location:** SELECT the **Location**.
- **Department:** SELECT the **Department**.
- **Certification Status:** SELECT whether you wish to find certifications that are **Current**, **Expired**, **Due in One Month**, or **Due in Two Months**.
- **Certification Type:** SELECT the **Certification Type**.
- **Cert Issue Date From:** SELECT the **Earliest Issue Date** for which you wish to find certifications in the MM/DD/YYYY format. If you enter this date, you must fill in **Issue Date To**.
- **Cert Issue Date To:** SELECT the **Earliest Issue Date** for which you wish to view certifications in the MM/DD/YYYY format. If you enter this date, you must fill in **Issue Date From**.
- **Cert Due Date From:** SELECT the **Earliest Due Date** for which you wish to find certifications in the MM/DD/YYYY format. If you enter this date, you must fill in **Issue Date To**.
- **Cert Due Date To:** SELECT the **Latest Due Date** for which you wish to find certifications in the MM/DD/YYYY format. If you enter this date, you must fill in **Issue Date From**.

Once you have narrowed the range of information, CLICK **Run Report and Chart.** At the top of the page, you will see a report containing information about the certifications matching your filter criteria.

1 2 3 4

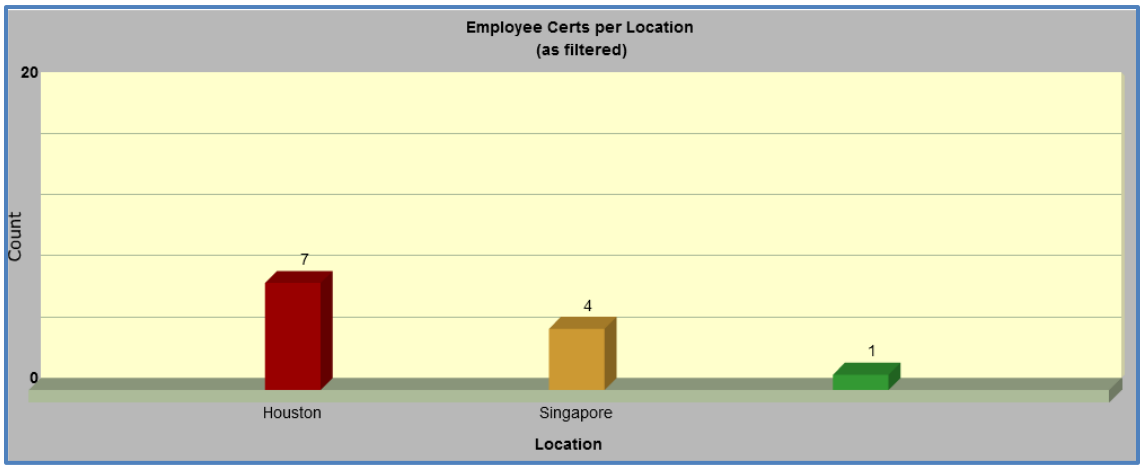
Location	Department	Employee Name	Cert Issue Date	Cert Due Date	Certification Type	Certification Company	Owned By	Cost
Houston	Training	mireauxadmin	12/19/2011	12/19/2015	Crane Operator		Employee	
Houston	Consulting	mireauxpartner	08/28/2012	08/28/2013	QMS Auditor	RABQSA	Company	150
Singapore	Auditing	mireauxuser	9/1/2011	09/1/2016	NDT Magnetic Particle Inspection		Company	3000
Singapore	Auditing	mireauxuser	3/20/2012	03/20/2014	ADC Card Diver/Tender	Association of Diving Contractors	Employee	
Houston	Training	mireauxadmin	08/07/2013	08/07/2014	FA / CPR Instructor			425

If you wish to further analyze the data, download this report as an Excel spreadsheet by CLICKING **Excel.**

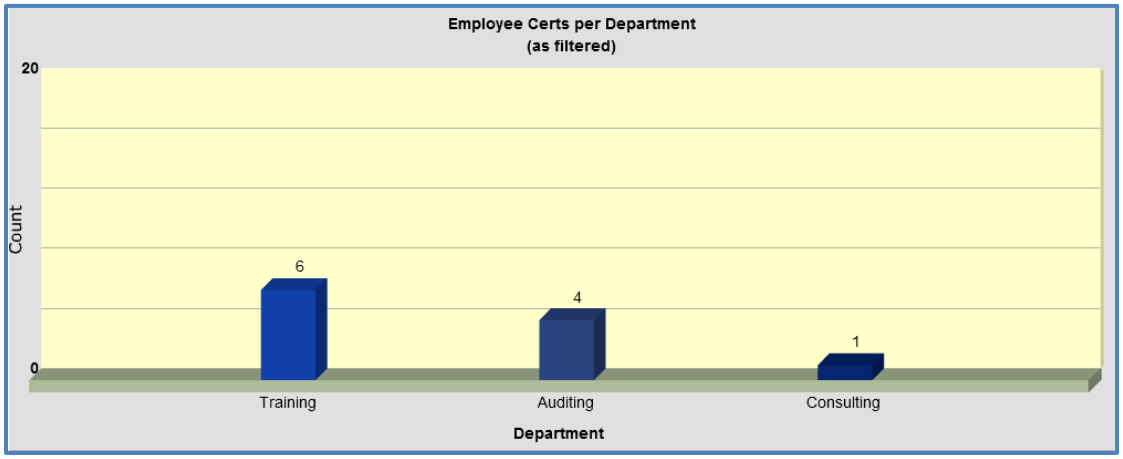


Below the report are several graphs which display real-time information about your company's KPIs, depending on your Web QMS configuration. If data is not available, then the chart may not appear (i.e., if Cost was not entered, the Cost chart will have no details).

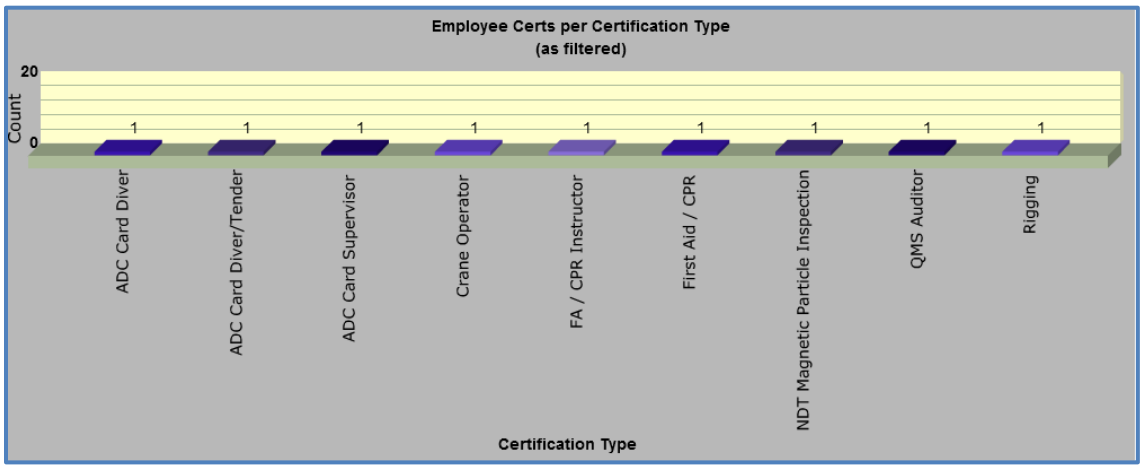
- **Total Employee Certifications per Location:** Shows how many employee certifications there are at each location.



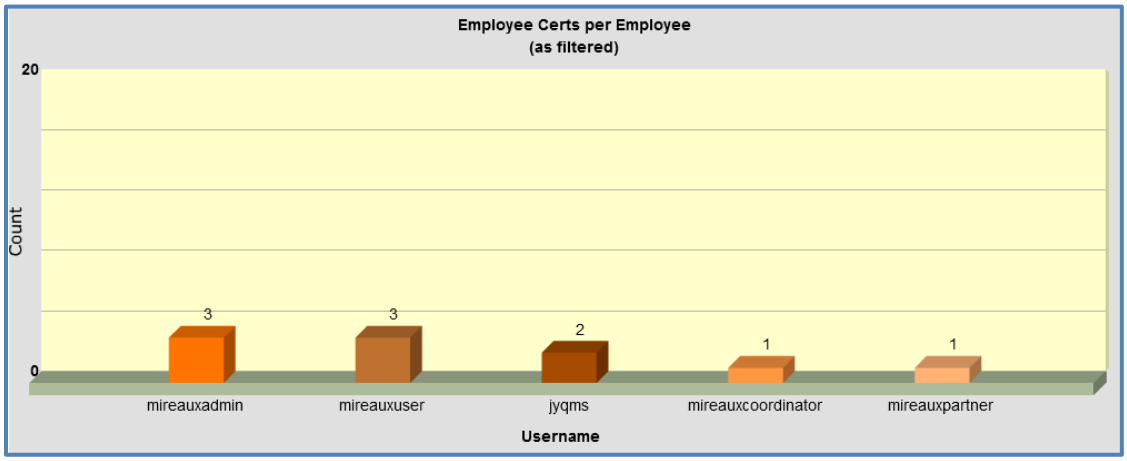
- **Total Employee Certifications per Department:** Shows how many employee certifications there are at each department.



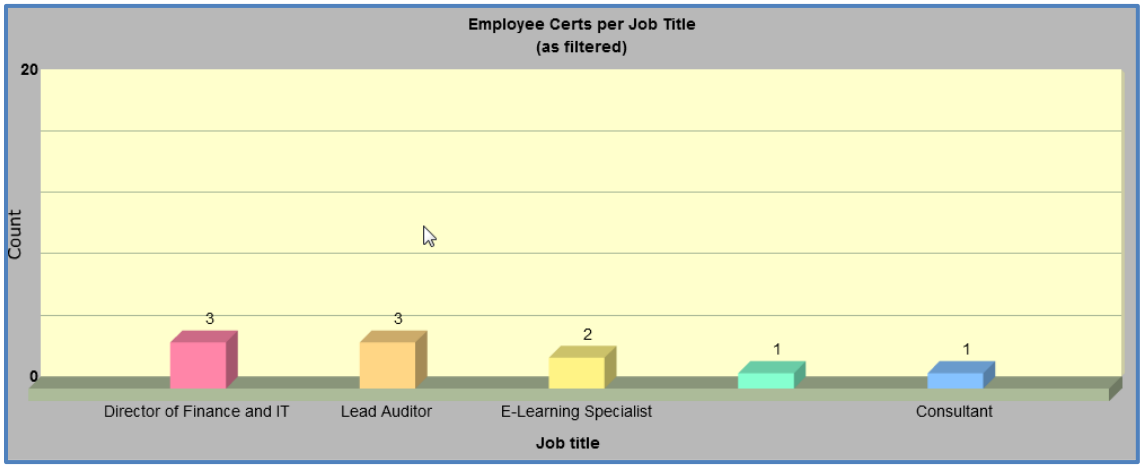
- **Total Employee Certifications per Certification Type:** Shows how many individuals are certified in each certification type.



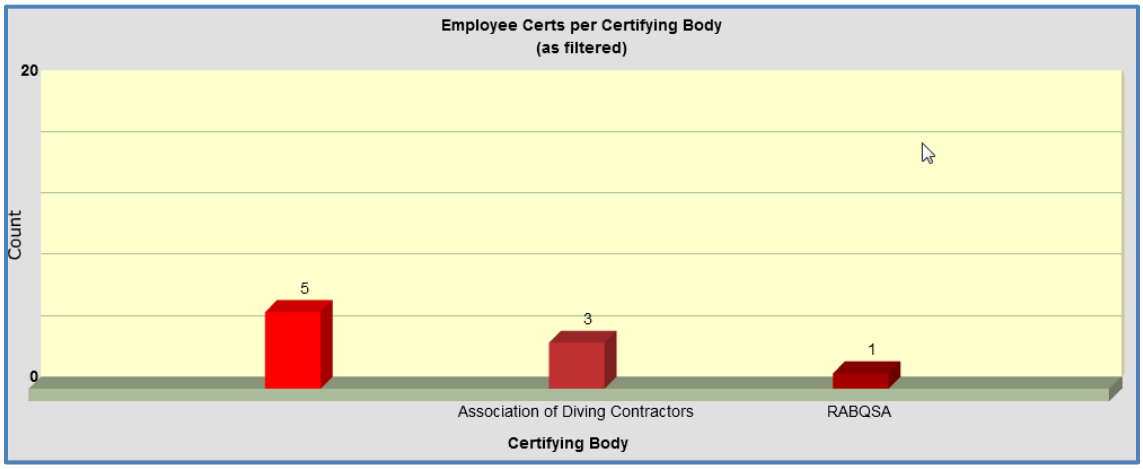
- **Total Employee Certifications per Employee:** Shows how many certifications each employee maintains.



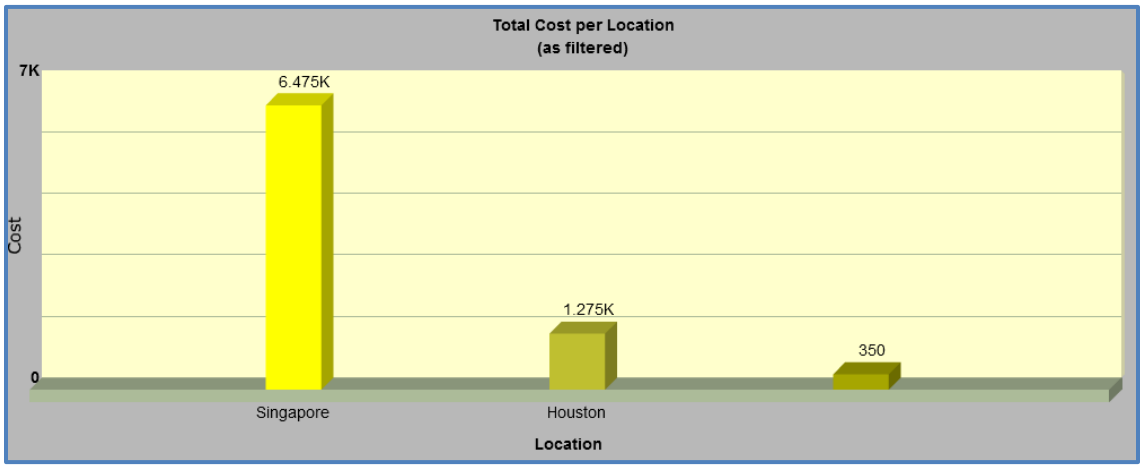
- **Total Employee Certifications per Job Title:** Shows how many certifications are associated with each job title.



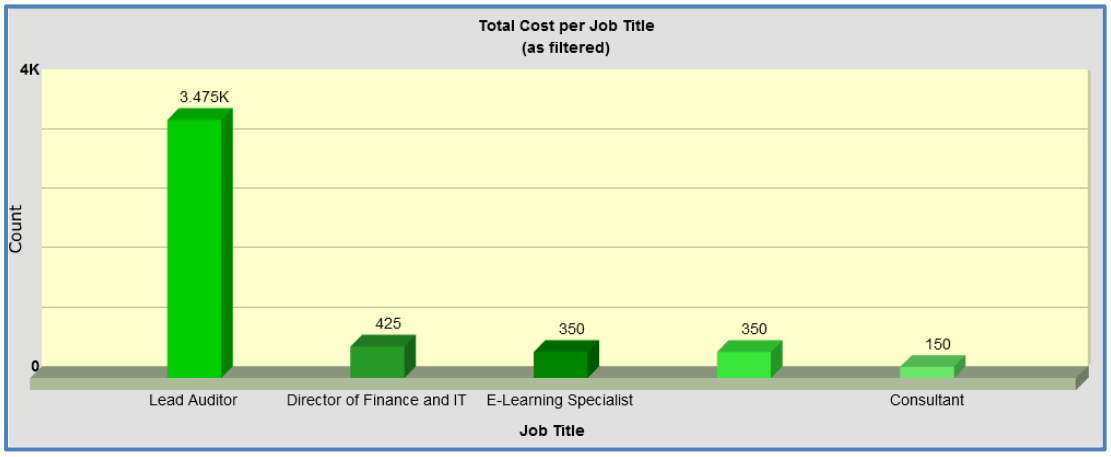
- **Total Employee Certifications per Certifying Body:** Shows how many certifications are provided by each company.



- **Total Cost per Location:** Shows the total cost of certifications per location, if cost was entered.



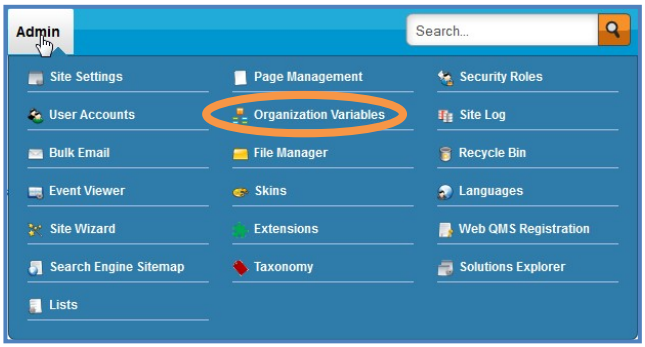
- **Total Cost per Job Title:** Shows the total cost of certifications per job title, if cost was entered.

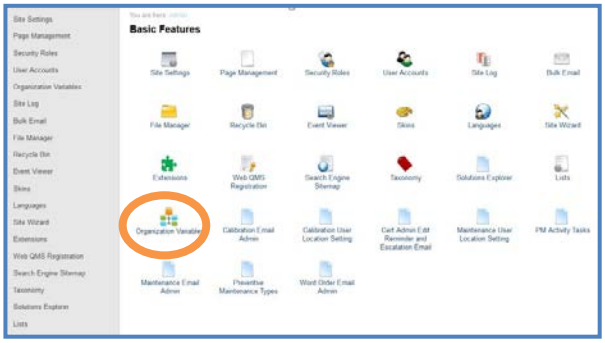


NOTE: If a chart does not display it may be because no data is available for the filters used.

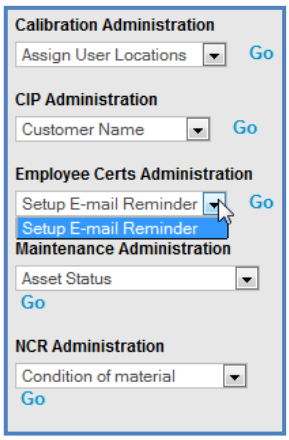
4.7 SET UP EMAIL REMINDER (ADMIN ONLY)

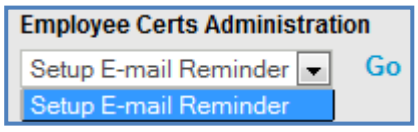
In order to update the Employee Certification Application's automated email reminders, a user must have the Administrator role**.** The **Organization Variables** page can be found under the **Admin** Tab of the Top Menu of Web QMS.



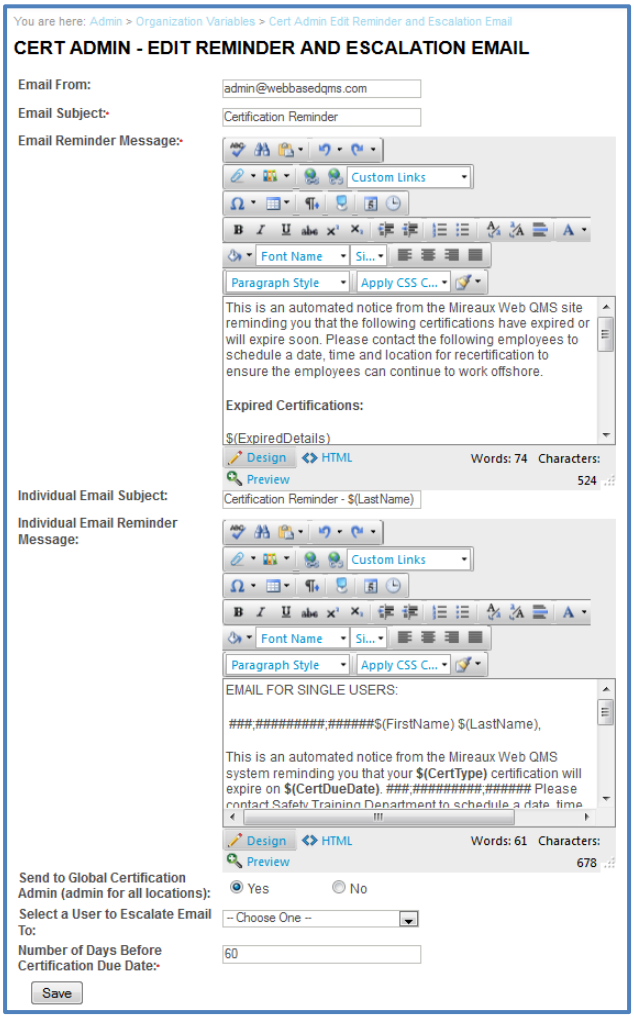


In the Left Menu of the **Organization Variables** page, locate the **Employee Certs Administration** drop down menu**.** This menu has only one section: **Setup E-Mail Reminder**.





SELECT **Setup E-mail Reminder** and CLICK **Go.** The fields on the resulting page will be pre-populated. Make changes carefully to avoid breaking code areas.

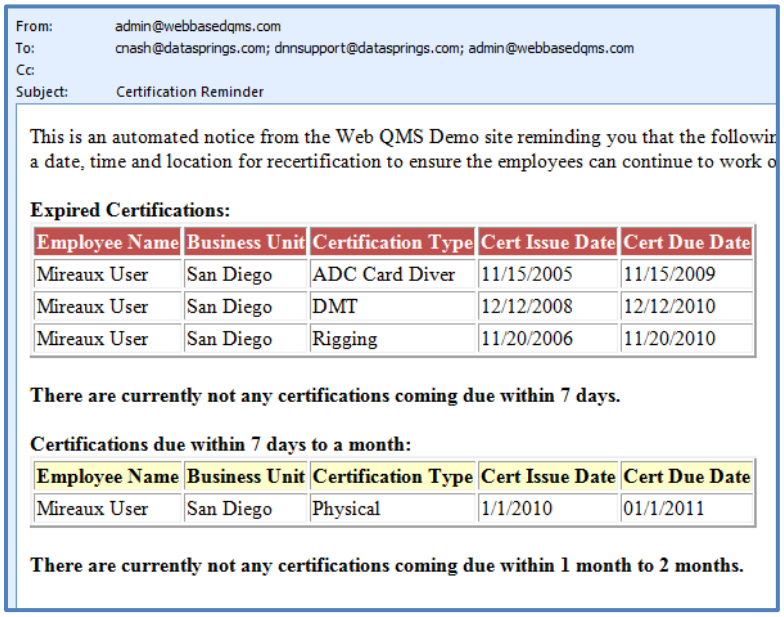


- **Email From:** ENTER the **Email Address** from which you would like the reminder email to come.
- **Email Subject:** ENTER a brief **Subject** line for the reminder email sent to Certification Admins. The subject line should reflect the contents of the reminder.
- **Email Reminder Message:** This area is pre-populated with an automated reminder message. This is the reminder email sent to Certification Administrators. REVIEW and MODIFY as necessary in the rich text field; however, do not EDIT any areas which look like **$(this)**.
- **Individual Email Subject:** ENTER a brief **Subject** line for the reminder email sent to individual employees to notify them of their expiring certifications. The subject line should reflect the contents of the reminder.
- **Individual Email Reminder Message:** This area is pre-populated with an automated reminder message. This is the reminder email sent to individual employees to notify them of their expiring certifications. REVIEW and MODIFY as necessary in the rich text field; however, do not EDIT any areas which look like **$(this)**.

- **Send to Global Certification Admin (admin for all locations):** CHOOSE whether you would (**Yes**) or would not (**No**) like the Global Certification Admin roles to receive these reminder emails.
- **Select a User to Escalate Email to:** The same reminder email can be sent to a manager or other relevant person. SELECT that **Person**.
- **Number of Days Before Certification Due Date:** ENTER the **Number of Days** you want the Certifications Application to look ahead and send the reminder email for expired certifications. For example, if you want the reminders to look ahead for certifications expiring in two months, then ENTER **60**, for 60 days.

Once you finish filling out all applicable fields, CLICK **Save** to proceed.

The following is an example of the reminder email for a Manager:



From: admin@webbasedqms.com
To: cnash@datasprings.com; dnnsupport@datasprings.com; admin@webbasedqms.com
Cc:
Subject: Certification Reminder

This is an automated notice from the Web QMS Demo site reminding you that the followin
a date, time and location for recertification to ensure the employees can continue to work o

Expired Certifications:

Employee Name	Business Unit	Certification Type	Cert Issue Date	Cert Due Date
Mireaux User	San Diego	ADC Card Diver	11/15/2005	11/15/2009
Mireaux User	San Diego	DMT	12/12/2008	12/12/2010
Mireaux User	San Diego	Rigging	11/20/2006	11/20/2010

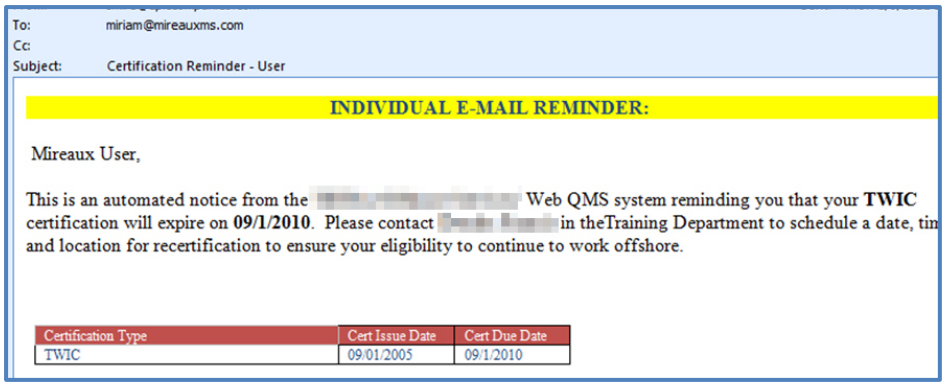
There are currently not any certifications coming due within 7 days.

Certifications due within 7 days to a month:

Employee Name	Business Unit	Certification Type	Cert Issue Date	Cert Due Date
Mireaux User	San Diego	Physical	1/1/2010	01/1/2011

There are currently not any certifications coming due within 1 month to 2 months.

The following is an example of the reminder email for an Individual User:



To: miriam@mireauxms.com
Cc:
Subject: Certification Reminder - User

INDIVIDUAL E-MAIL REMINDER:

Mireaux User,

This is an automated notice from the Web QMS system reminding you that your **TWIC** certification will expire on **09/1/2010**. Please contact in theTraining Department to schedule a date, tin and location for recertification to ensure your eligibility to continue to work offshore.

Certification Type	Cert Issue Date	Cert Due Date
TWIC	09/01/2005	09/1/2010

5.0 REVISION LOG

DATE	SECTION	DESCRIPTION OF CHANGE	APPROVED BY
02/06/2010	All	Original Release of MMS-WQM-206 Employee Certification Admin Guide	M. Boudreaux
12/19/2011	All	Original Release of MMS-WQM-207 Employee Certification User Guide	M. Boudreaux
01/19/2012	All	MMS-WQM-206 and MMS-WQM-207 formatting, added more screenshots edited the content for all sections.	M. Boudreaux
03/14/2012	4.3	MMS-WQM-206 added notes for Date field.	M. Boudreaux
03/27/2012	4.3	MMS-WQM-206 added How to Add User Profile	M. Boudreaux
07/09/2012	All	MMS-WQM-206 updated to include application enhancements and skin changes.	M. Boudreaux
01/31/2014	All	Revision and integration of MMS-WQM-206 and MMS-WQM-2207. Released as MXM-WQM-503 Employee Certification Application Manual.	M. Boudreaux
06/01/2014	All	Revision, editing, and formatting performed throughout the Employee Certification Application Manual.	M. Boudreaux

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