CIP APPLICATION MANUAL

MMS-WQM-208

June 1, 2014

Mireaux Management Solutions

ISO/API Consulting ■ Auditing ■ Training ■ Web QMS

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1.0 PURPOSE AND SCOPE

The Continual Improvement Program or CIP is a powerful closed-loop Corrective and Preventive Action application designed to handle opportunities for improvement from various sources such as customer complaints, internal or external audit findings, management review action items, supplier issues and any systemic company problem.

NOTE 1: In order to perform some of the actions below, you will need to be assigned the Administrator and/or CIPAdmin role.

NOTE 2: 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

CIP	Continual Improvement Program
KPI	Key Performance Indicators
NCR	Nonconformance Report

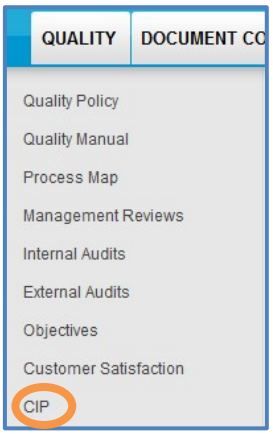
3.0 SECURITY ROLES

Action Verification	This user can verify that actions have indeed been physically taken and approve or reject each response as adequate.
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.
CIP Admin	This user has full administrative privilege to all CIP menus and records.
Coordination	This user can accept or reject a CIP. If acceptable then he/she coordinates the CIP by assigning an Investigator and appropriate verifiers. The Coordinator can also fill out the containment portion of the CIP, setup reminders and escalation functioning, etc.
Employee	This user has full access to view information on Web QMS, but limited ability to edit or create records. Employees can create and view CIPs.
Investigation Verification	This user reviews proposed root cause analysis and actions and approves or disapproves each investigation response.

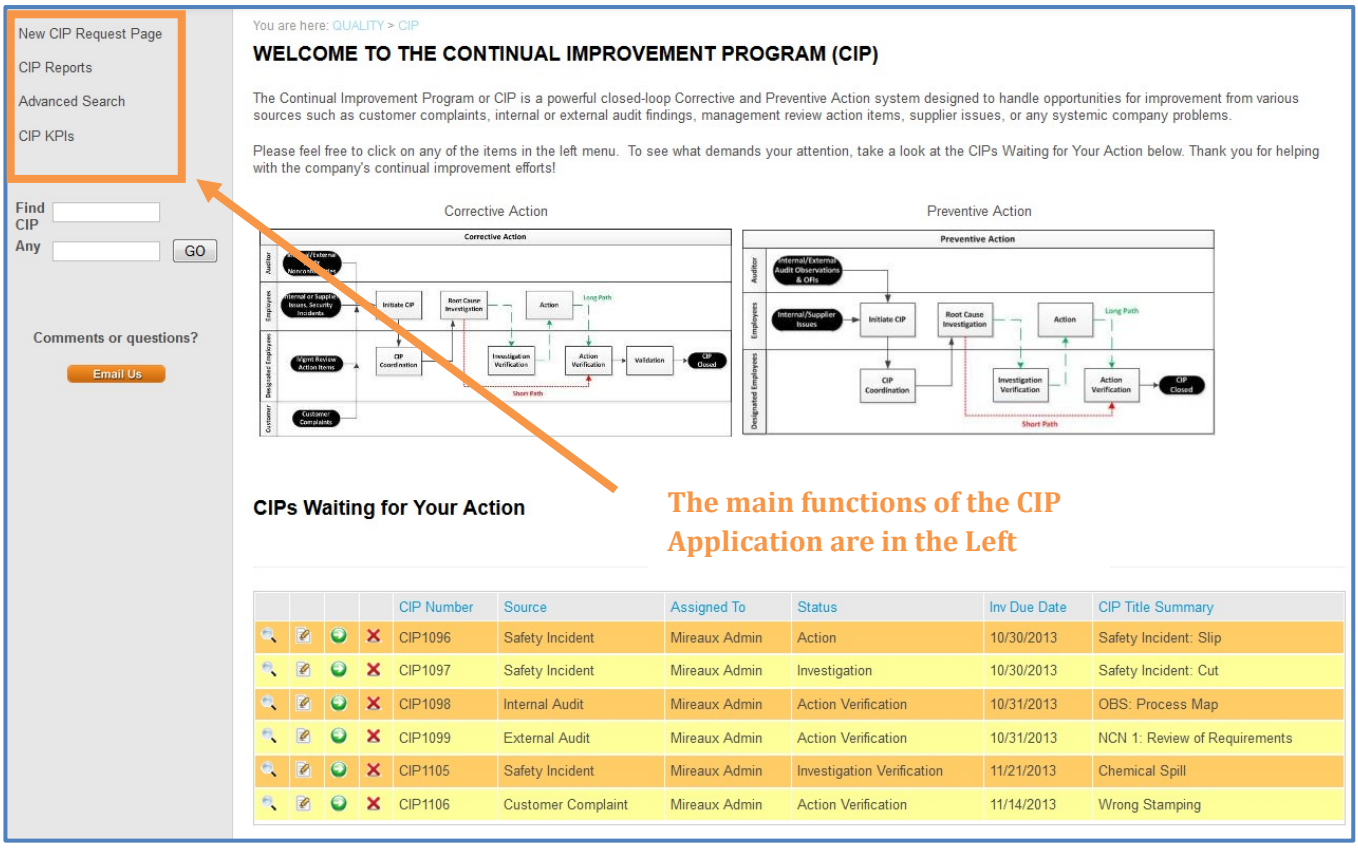
Validation	This user verifies that the original problem did not reappear and closes the CIP as applicable.
Risk Assessment Verification	This role is responsible for conducting risk assessment and submitting the risk score.

4.0 INSTRUCTIONS

The **Continual Improvement Program (CIP)** page is located under the **Quality Tab** on the Top Menu of Web QMS. You can access the CIP Application from either the **Quality Tab** of the Top Menu or the Left Menu of the Quality page.



Once you SELECT **CIP**, you will be directed to the **Continual Improvement Program (CIP)** page which has its own menu on the left:



				CIP Number	Source	Assigned To	Status	Inv Due Date	CIP Title Summary
				CIP1096	Safety Incident	Mireaux Admin	Action	10/30/2013	Safety Incident: Slip
				CIP1097	Safety Incident	Mireaux Admin	Investigation	10/30/2013	Safety Incident: Cut
				CIP1098	Internal Audit	Mireaux Admin	Action Verification	10/31/2013	OBS: Process Map
				CIP1099	External Audit	Mireaux Admin	Action Verification	10/31/2013	NCN 1: Review of Requirements
				CIP1105	Safety Incident	Mireaux Admin	Investigation Verification	11/21/2013	Chemical Spill
				CIP1106	Customer Complaint	Mireaux Admin	Action Verification	11/14/2013	Wrong Stamping

Another feature on the **CIP** home page is the list of **CIPs waiting for your action** table:

				CIP Number	Source	Assigned To	Status	Inv Due Date	CIP Title Summary
				CIP1096	Safety Incident	Mireaux Admin	Action	10/30/2013	Safety Incident: Slip
				CIP1097	Safety Incident	Mireaux Admin	Investigation	10/30/2013	Safety Incident: Cut
				CIP1098	Internal Audit	Mireaux Admin	Action Verification	10/31/2013	OBS: Process Map
				CIP1099	External Audit	Mireaux Admin	Action Verification	10/31/2013	NCN 1: Review of Requirements
				CIP1105	Safety Incident	Mireaux Admin	Investigation Verification	11/21/2013	Chemical Spill
				CIP1106	Customer Complaint	Mireaux Admin	Action Verification	11/14/2013	Wrong Stamping

A CIP in this context refers to an individual Corrective Action or Preventive Action which has been requested by you or another employee at your company. Prompt resolution of CIPs helps the company improve its product and processes. This table displays all CIPs to which you have access and which require input from you to move towards closure.

NOTE: This section will be blank if there are currently no CIPs awaiting your input.

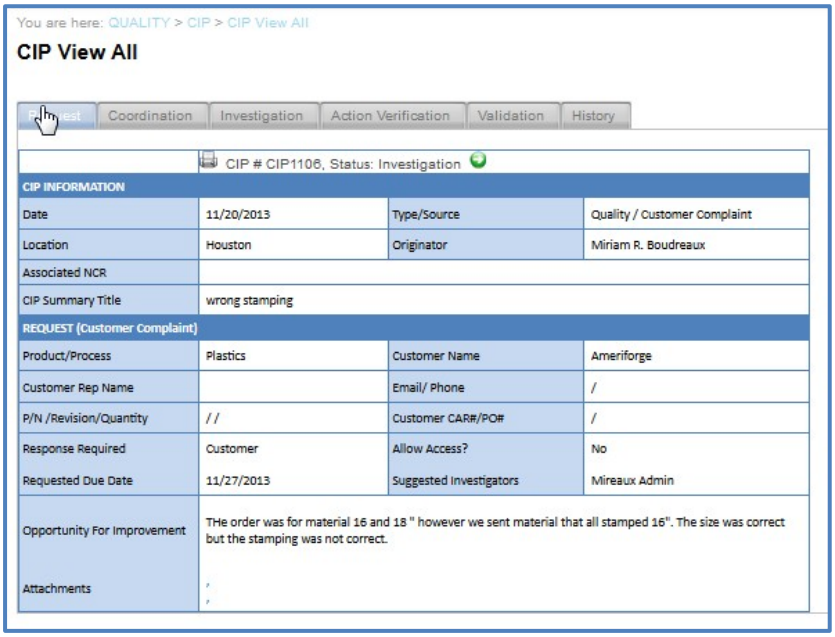
4.1 VIEWING/EDITING/DELETING A CIP

The table located at the bottom of the CIP Application is the **CIP Waiting for your Action** table, which contains the following options:

ADMIN	USER
	

4.1.1 VIEWING A CIP

- **Magnifying Glass icon:** CLICKING this icon displays a more detailed view of the selected CIP.



You are here: QUALITY > CIP > CIP View All

CIP View All

Request | Coordination | Investigation | Action Verification | Validation | History

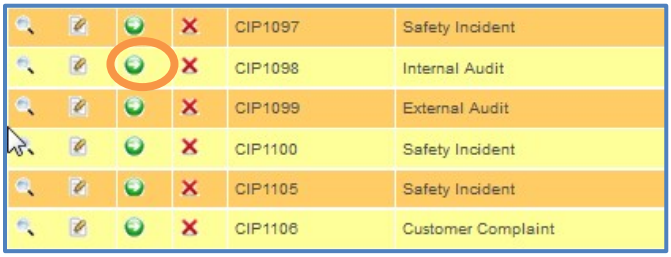
CIP # CIP1106, Status: Investigation

CIP INFORMATION			
Date	11/20/2013	Type/Source	Quality / Customer Complaint
Location	Houston	Originator	Miriam R. Boudreaux
Associated NCR			
CIP Summary Title	wrong stamping		
REQUEST (Customer Complaint)			
Product/Process	Plastics	Customer Name	Ameriforge
Customer Rep Name		Email/ Phone	/
P/N /Revision/Quantity	/ /	Customer CAR#/PO#	/
Response Required	Customer	Allow Access?	No
Requested Due Date	11/27/2013	Suggested Investigators	Mireaux Admin
Opportunity For Improvement	THe order was for material 16 and 18 " however we sent material that all stamped 16". The size was correct but the stamping was not correct.		
Attachments	, ,		

NOTE: If you find a number in "Associated NCR" field, this mean that the CIP was created from a specific NCR. The Associated NCR number is an active link which you can click to view the details of the associated NCR directly.

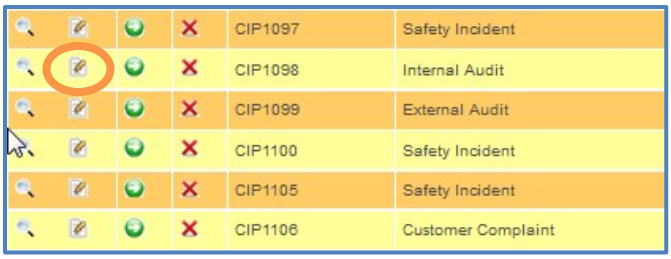
4.1.2 EDITING A CIP

- **Green Arrow icon:** CLICKING this allows you to proceed to the next step of the CIP action.

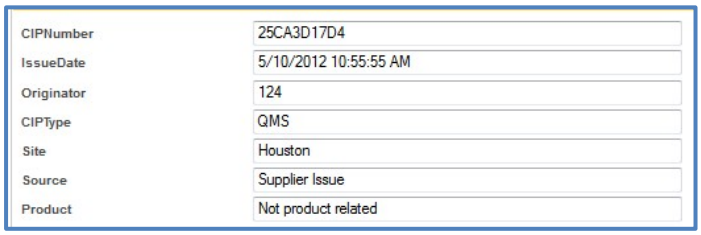


CIP1097	Safety Incident
CIP1098	Internal Audit
CIP1099	External Audit
CIP1100	Safety Incident
CIP1105	Safety Incident
CIP1106	Customer Complaint

- **Manage Yellow Pencil icon (ADMIN ONLY):** CLICKING this allows you to edit the information of any existing CIP:



When you CLICK the **Manage Yellow Pencil icon,** the CIP Edit Screen displays. Scroll down to view all the fields. Here is a partial snap shot:



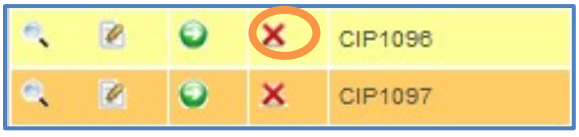
You can edit all information of the CIP, excluding the CIP Number Field, according to your needs. For example, if you want to change the product, you need to REMOVE the **Current Information** in the Product field and ENTER new product name in it. CLICK **Save** to proceed.

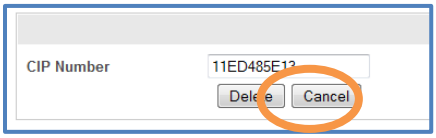
If you want to change the CIP path, there are 4 fields that you need to change: **CIPPath, CIPClassification, CIPmyPath** and **CIPStatus**. For example, you can change CIPPath from Long Path (LP) to Short Path (SP), or change CIPClassification from Preventive Action (PA) to Corrective Action (CA). In this case, you will have to make sure you also change CIPmyPath from PALP to CASP. Meanwhile, do not forget to revise the CIPStatus field at the bottom of the edit screen and make sure you are at the correct stage which exists in the CASP.

In other words, if you have a CIP that is a Short Path and if you are at investigation verification stage, you have to change it to investigation stage or change it to action verification stage, because CASP does not have investigation verification and action stage. (See table in section 4.4 for stages associated with each path.) Without changing the CIPStatus, your CIP cannot proceed any more. As a result, your CIP would be stuck in that non-existing stage. Remember to change all 4 fields so that the information can be saved correctly into the system.

4.1.3 DELETING A CIP

- **Red X Delete icon (ADMIN ONLY):** CLICKING this allows you to delete the CIP record. After you CLICK the **Red X Delete icon** the following pop-up displays:





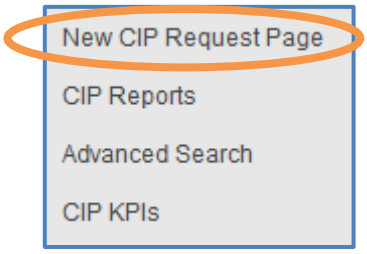
CLICK **Delete** to remove the record, or CLICK **Cancel** to go back to the table.

4.2 REQUEST A CIP

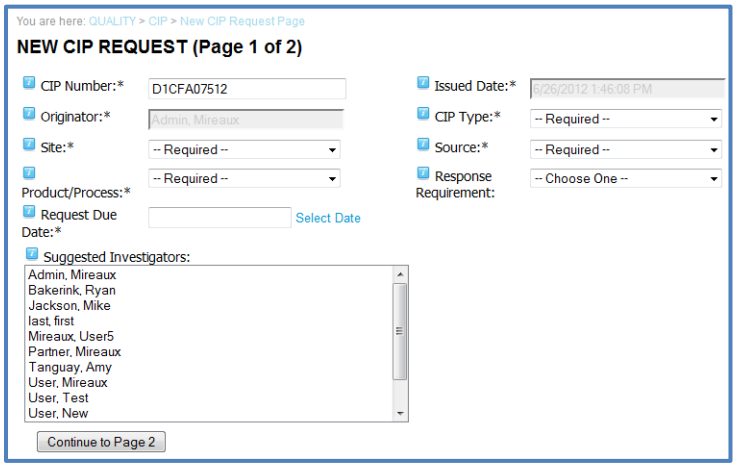
CIPs can be either corrective, in response to a failure, or preventive, to stop possible sources of nonconformity before they become an issue. Any user can request a CIP at any time.

4.2.1 New CIP Request-Page 1

To access the **New CIP Request Page**, CLICK **New CIP Request Page** in the Left Menu of the **CIP Application** page or in the Top Menu of the Quality Tab.



The following screen will appear:



NOTE: Fields marked with a red asterisk are required.

The New CIP Request form is divided into two pages. The second page changes based on the **Source** entered on the first page. Different fields will be displayed on the second page depending on the source of the CIP, because CIPs from one source require different information about their origin than CIPs from another source. On the first page, you are asked to FILL OUT the **Following Fields**:

NOTE: The second page will populate differently depending on what is selected from the **Source** field.

The **New CIP Request Page** contains the following fields:

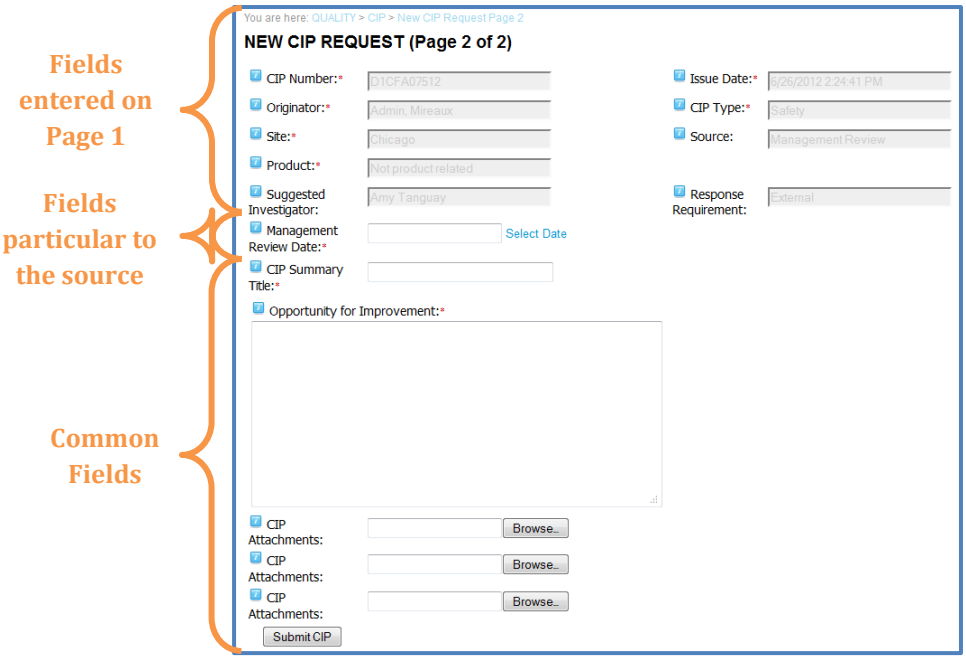
- **CIP Number:** This field is automatically filled with a system generated number. If the number is already taken, the system will prompt you to regenerate it.
- **Issued Date:** This is a system generated date, corresponding to the date the CIP is being filled out.

- **Originator:** The name of the person requesting this CIP. This is automatically filled out with the user name of the user who is logged on Web QMS.
- **CIP Type:** SELECT from the drop down menu the **Primary Area** related to this CIP: **Environmental, Information Security (ISMS), Quality** or **Safety**.
- **Site:** SELECT from the drop down menu the **Company Site** where the opportunity for the CIP appeared. If the CIP appeared in more than one site, then choose the main one.
- **Source:** SELECT from the drop down menu the **Origin of the CIP**. The source should answer the question: Where was the need for the CIP brought up? What process or venue led to the decision to create a CIP? The answer given in this field will affect the information requested of you on the second page of the New CIP Request process. Make sure you SELECT the correct **Source** from the following options: (Actual items may vary.)
  - **Customer Complaint**
  - **Internal Audit**
  - **External Audit**
  - **Internal Issue**
  - **Lessons Learned**
  - **Management Review**
  - **MOC (Management of Change)**
  - **Out-of-Tolerance**
  - **Safety Incident**
  - **Security Incident**
  - **Supplier Issue**
- **Product/Process:** SELECT from the drop down menu the **Process or Product** more closely related to the CIP, if you do not see a process or product that closely relates, SELECT **Not Product Related** or contact the Administrator.
- **Response Requirement:** SELECT from the drop down menu the **Appropriate Person** (external) that is expecting a response on this CIP. This will alert the CIP Administrator to forward responses regarding this CIP as appropriate.
- **Request Due Date:** ENTER the **date** that you believe the CIP needs to be investigated by. The format is MM/DD/YYYY.
- **Suggested Investigators:** You may SUGGEST a **person** who you believe is best suited to investigate this CIP.

When you have completely filled out Page 1, CLICK **Continue to Page 2** to continue the CIP Request process.

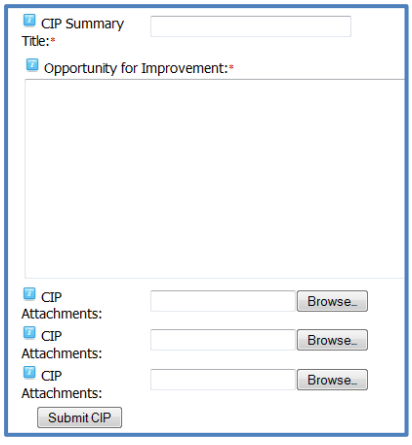
The page that is displayed after CLICKING **Continue to Page 2** contains three sections.

The first section, whose fields are shaded grey, contains the information you entered previously. You cannot change this information now, though you can edit some fields later. The second section contains fields which vary depending on the answer given in the **Source** field on the previous page. We will discuss these a little later. The third section, which begins with **CIP Summary Title,** contains fields which are common to all CIPs regardless of Source.

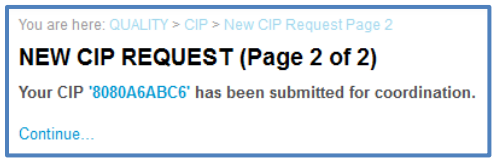


After you have filled out the fields on Page 2 which are particular to your source you can FILL OUT the **Common Fields**.

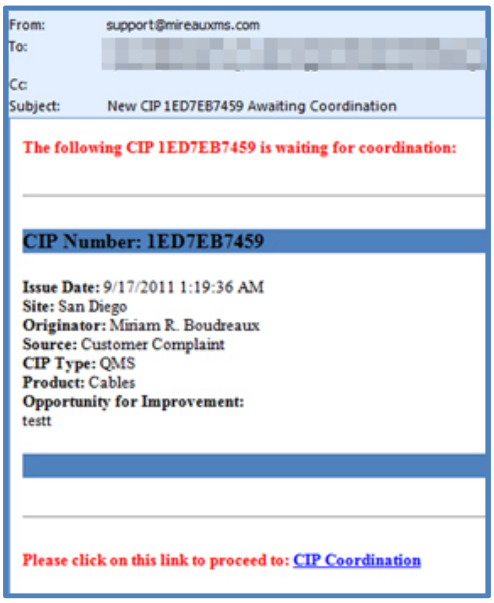
- **CIP Summary Title:** ENTER a very short summary of the CIP here.
- **Opportunity for Improvement:** This is the problem statement. ENTER all the **Information Available**, with specific details such as document numbers, sequence of events, any reference numbers and any other information that will assist in conducting root cause analysis and investigation.
- **Attachments:** If you have any evidence regarding the problem, you can UPLOAD them **Here**.



CLICK **Submit CIP** and the following should appear.



The CIP Coordinator will receive an email similar to this:



4.2.2 New CIP Request-Page 2: Customer Complaint Source

If the Source of your CIP is a Customer Complaint, you will need to FILL OUT the **Following Fields** in the second section of **New CIP Request (Page 2 of 2)**:

NOTE: Fields marked with a red asterisk are required.

The **Customer Complaint Source** page contains the following fields:

- **Authorize Access to Customer Representative**: **SELECT** whether you would (**Yes**) or would not (**No**) like to give the customer representative access to the CIP. If you give the customer rep access to the CIP, then he/she will receive an email.
- **Customer Name:** SELECT the **Customer Name** from the drop down menu. Customer Names can be managed in the CIP Administration section of the **Organization Variables** page. To learn how, refer to section **4.14 CIP Administration**.
- **Customer Email:** ENTER the **Customer Email,** if available.
- **Customer Phone:** ENTER the **Customer Phone,** if available.
- **Customer CAR Number:** ENTER the **Customer Corrective Action Request Number**, if available.

- **Customer Representative:** ENTER the name of the **Customer Representative** who issued the corrective action, if available.
- **Product/Part/Item Number:** ENTER the **Product, Part,** or **Item Number** in this field, if available.
- **Part Revision**: ENTER the **Revision** of the Product, Part, or Item, if available.

4.2.3 New CIP Request-Page 2: External Audit Source

If the Source of your CIP is an External Audit finding, you will need to FILL OUT the **Following Fields** in the second section of **New CIP Request (Page 2 of 2)**:

NOTE: Fields marked with a red asterisk are required.

The **External Audit Source** page contains the following fields:

- **Authorize Access to Auditor:** SELECT **Yes** if you want the auditor to have access to this CIP.
- **Audit Date:** ENTER the **Date** the audit was performed.
- **Audit Type:** CHOOSE **Process** or **Product** from the drop down menu, depending on whether this was a Process Audit or a Product Audit.
- **Auditing Company:** ENTER the Name of the company who conducted the audit, if available.
- **Auditor Email Address:** ENTER **Auditor Email**, if available.
- **Lead Auditor Name:** ENTER the name of the **Lead Auditor** who conducted the audit.
- **Audit Number:** If your audit has a **Number**, ENTER it here. A good format is the year plus the audit number, i.e. 2010-1, 2010-2, etc.
- **Finding Number:** This is where you can CHOOSE a **Reference Number** to differentiate specific findings for a particular audit. This is an optional field, because the CIP Application will automatically assign a specific number to each CIP entered; however, you may find it useful for internal reference. A good format is to ENTER **Nonconformities** as NCN#, i.e. NCN1, NCN2, etc., observations as OBS#, i.e. OBS1, OBS2, etc., and opportunities for improvement as OFI#, i.e. OFI1, OFI2, etc.
- **Standard:** CHOOSE the **Standard** used when auditing, e.g. ISO 9001, from the drop down menu.
- **Section/Element Number:** ENTER the **Section or Element Number** of the Standard referred to in the finding, if available.

- **Document Number:** ENTER the **Number or Name** of your organization's procedure, if given in the finding.
- **Document/Section Number:** ENTER the **Section or paragraph** of the procedure above, if given in the finding.
- **Finding TYPE:** CHOOSE **Major**, **Minor**, **Observation** or **OFI** from the drop down menu.

4.2.4 New CIP Request-Page 2: Internal Audit Source

If the Source of your CIP is an Internal Audit finding, you will need to FILL OUT the **Following Fields** in the second section of **New CIP Request (Page 2 of 2)**:

NOTE: Fields marked with a red asterisk are required.

The **Internal Audit Source** page contains the following fields:

- **Audit Date:** ENTER the **Date** the audit was performed.
- **Audit Type:** CHOOSE **Process** or **Product** from the drop down menu, depending on whether this was a Process Audit or a Product Audit.
- **Lead Auditor Name:** ENTER the name of the **Lead Auditor**.
- **Audit Number:** If your audit has a **number**, ENTER it here. A good format is the year plus the audit number, i.e. 2010-1, 2010-2, etc.
- **Finding Number:** This is where you can CHOOSE a **Reference Number** to differentiate specific findings for a particular audit. This is an optional field, because the CIP Application will automatically assign a specific number to each CIP entered; however, you may find it useful for internal reference. A good format is to ENTER **Nonconformities** as NCN#, i.e. NCN1, NCN2, etc., observations as OBS#, i.e. OBS1, OBS2, etc., and opportunities for improvement as OFI#, i.e. OFI1, OFI2, etc.
- **Standard:** CHOOSE the **Standard** used when auditing, e.g. ISO 9001:2008, ISMS 27001, etc., from the drop down menu.
- **Section/Element Number:** ENTER the **Section or Element Number** of the Standard referred to in the finding, if available.
- **Document Number:** ENTER the **Number or Name** of your organization's procedure, if given in the finding.
- **Document/Section Number:** ENTER the **Section or Paragraph** of the procedure above, if given in the finding.
- **Finding Type:** CHOOSE **Major**, **Minor**, **Observation** or **OFI** from the drop down menu.

4.2.5 New CIP Request-Page 2: Internal Issue Source

If the Source of your CIP is an Internal Issue, you will need to FILL OUT the **Following Fields** in the second section of **New CIP Request (Page 2 of 2)**:

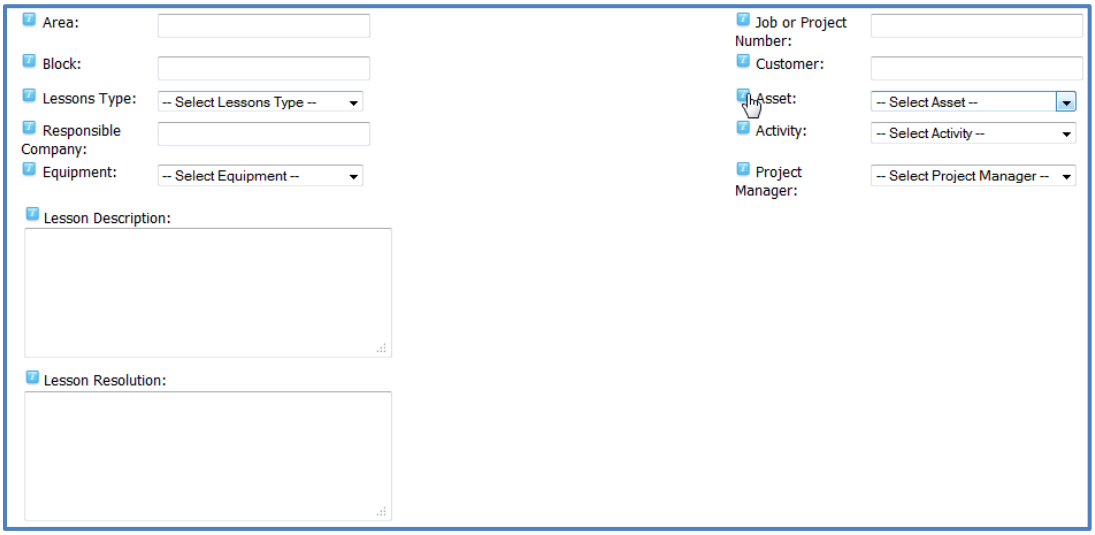
NOTE: Fields marked with a red asterisk are required.

The **Internal Issue Source** page contains the following fields:

- **Product/Part/Item Number:** ENTER the **Relevant Number** of the Product, Part, or Item, if this issue deals with a Product, Part, or Item specifically.
- **Part Revision**: ENTER the **Revision** of the Product, Part, or Item in this field.
- **Unit:** SELECT the **Unit** from the drop down menu, such as Box, Pieces, Pounds, etc. If the unit you need is not listed, contact the Administrator.

4.2.6 New CIP Request-Page 2: Lessons Learned Source

If the Source of your CIP is a Lesson Learned from a project or job, you will need to FILL OUT the **Following Fields** in the second section of **New CIP Request (Page 2 of 2)**:



NOTE: Fields marked with a red asterisk are required.

The **Lessons Learned Source** page contains the following fields:

- **Area:** Enter the **Area** where the project or job took place. This could be an engineering project, the name of the well, rig, or area in the Gulf of Mexico.
- **Job or Project Number:** ENTER the **Job Number** or **Project Number** in this field, if available.
- **Block:** If this is an area in the Gulf of Mexico, you can put the **Block** number here.
- **Customer:** ENTER the name of the **Customer** for whom the project was done.

- **Lessons Type:** If your company differentiates Lesson Learned by TYPE then select them here.
- **Asset:** SELECT the **Asset** that was used in this project or job.
- **Responsible Company:** ENTER the name of the company which will be responsible for fixing the problem, if any.
- **Activity:** ENTER the **Activity**.
- **Equipment:** SELECT the piece of **Equipment** involved in this project or job, if any.
- **Project Manager:** ENTER the name of the **Project Manager** who handled this project or job.
- **Lessons Description:** ENTER a description of the Lesson Learned.
- **Lesson Resolution:** ENTER what was done to remediate the issue presented in the Lesson Learned.

4.2.7 New CIP Request-Page 2: Management Review Source

If the Source of your CIP is a Management Review Action Item, you will need to FILL OUT the **Following Field** in the second section of **New CIP Request (Page 2 of 2)**:

- **Management Review Date:** ENTER or SELECT the **Date** on which the Management Review took place.

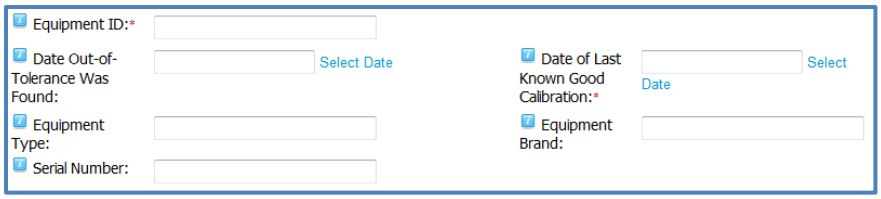
4.2.8 New CIP Request-Page 2: MOC (Management of Change)

If the Source of your CIP is a MOC (Management of Change), you will need to FILL OUT the **Following Field** in the second section of **New CIP Request (Page 2 of 2)**:

- **Reason:** SELECT the **Reason** from the drop down menu. If your reasons are not available or you need to change them, you can do so from the CIP Administration area in the **Organization Variables** page.
  - **Changes in Critical Supplier.**
  - **Changes in Organization Structure.**
  - **Changes to Approved Designs.**
  - **Changes to Key Personnel.**
  - **Changes to Management System procedures, including Improvements from CIPs.**
  - **Changes to OEM Spec, Application or service.**

4.2.9 New CIP Request-Page 2: Out-Of-Tolerance Source

If the Source of your CIP is Equipment found Out-Of-Tolerance of Calibration, you will need to FILL OUT the **Following Fields** in the second section of **New CIP Request (Page 2 of 2)**:



NOTE: Fields marked with a red asterisk are required.

The **Out-Of-Tolerance Source** page contains the following fields:

- **Equipment ID:** ENTER the **Equipment ID** of the equipment which is out of calibration tolerance.
- **Date Out-of-Tolerance Was Found:** ENTER the **Date** when the equipment was found to be out-of-tolerance.
- **Date of Last Known Good Calibration:** ENTER the **Date** when the equipment was last recorded as performing correctly.
- **Equipment Type:** ENTER the **type** of **Equipment** which was out of calibration tolerance.
- **Equipment Brand:** ENTER the **Brand** of **Equipment** which was out of calibration tolerance.
- **Serial Number**: ENTER **Serial Number** of the **Equipment** found out of calibration tolerance.

4.2.10 New CIP Request-Page 2: Safety Incident Source

If the Source of your CIP is a Safety Incident, you will need to FILL OUT the **Following Fields** in the second section of **New CIP Request (Page 2 of 2)**:

NOTE: Fields marked with a red asterisk are required.

The **Safety Incident Source** page contains the following fields:

- **Incident Date:** ENTER the **Date** when the incident occurred.
- **Incident Time:** ENTER the **Time** of the incident.
- **Project Manager:** ENTER the **Name** of the Project Manager in this field, if applicable.
- **Job or Project Number:** ENTER the **Job Number** or **Project Number** in this field, if applicable.
- **Responsible Company:** ENTER the **Name of the Company** which is presumed responsible for the incident.
- **Primary Contact:** ENTER the name of the **Primary Contact** person.
- **Select Incident Type:** SELECT the **Type of Incident**, i.e. **Fire Explosion**, **Security**, **Spill**, **Injury**, etc., from the drop down menu. If your type of incident is not listed, contact the Administrator.

4.2.11 New CIP Request-Page 2: Supplier Issue Source

If the Source of your CIP is a Supplier Issue, you will need to FILL OUT the **Following Fields** in the second section of **New CIP Request (Page 2 of 2)**:

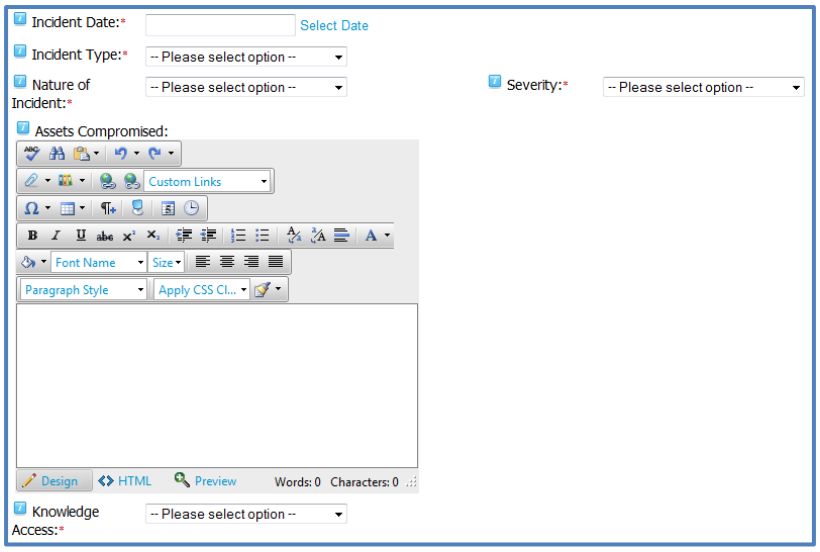
NOTE: Fields marked with a red asterisk are required.

The **Supplier Issue Source** page contains the following fields:

- **Authorize Access to Supplier Representative:** SELECT **Yes** if you want the Supplier Representative to have access to this CIP.
- **Supplier Name:** SELECT the **Supplier Name** from the drop down menu. Supplier names can be managed from the CIP Administrator Section of the **Organization Variables** page.
- **Supplier Email:** ENTER the **Supplier email,** if available.
- **Supplier Phone:** ENTER the **Supplier phone,** if available.
- **Supplier Representative:** ENTER the name of the **Supplier Representative** who will be issued the corrective action.
- **Product/Part/Item Number:** ENTER **Product Number, Part Number, or Item Number** in this field associated with this CIP.
- **Part Revision**: ENTER the **revision** of the Product, Part or Item, if available.
- **Unit:** SELECT the **unit**, such as Box, Pieces, Pounds, etc., from the drop down menu. If the unit you need is not listed, contact the Administrator.
- **Purchase Order**: ENTER a **Purchase Order** number associated with the Supplier issue.

4.2.12 New CIP Request-Page 2: Security Incident Source

If the Source of your CIP is an Information Security Incident, you will need to FILL OUT the **Following Fields** in the second section of **New CIP Request (Page 2 of 2)**:



NOTE: Fields marked with a red asterisk are required.

The **Security Incident Source** page contains the following fields:

- **Incident Date:** ENTER the **Date** when the incident happened.
- **Incident Type:** SELECT the **Incident type**, i.e. **Failed**, **Attempt**, or **Suspected** incident.
- **Nature of Incident:** SELECT the **Nature of the Incident**, such as **Security Policy**, **Network Devices**, etc., from the drop down menu.
- **Severity:** SELECT from the drop down menu the **Severity** of the security incident, i.e. **High**, **Medium**, or **Low**.
- **Assets Compromised:** ENTER any **Information** that was compromised as a result of this security incident. This is a rich text editor, so you can use formatting as you would in Microsoft Word.
- **Knowledge Access:** SELECT who has **Access** to know about this security incident, i.e. **Restricted** or **Un-restricted**.

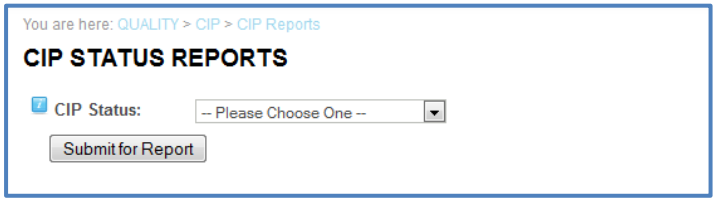
4.3 LOCATING A CIP

Once you have created a CIP, it is easy to locate the CIP in order to review the information, work on advancing the CIP through the stages, delete the CIP, or otherwise make modifications. There are three main ways to locate a CIP: the **CIP Reports** page, the **Advanced Search**, and the **Find CIP/Go Button** search. Step-by-step guidelines on each of these methods are included below:

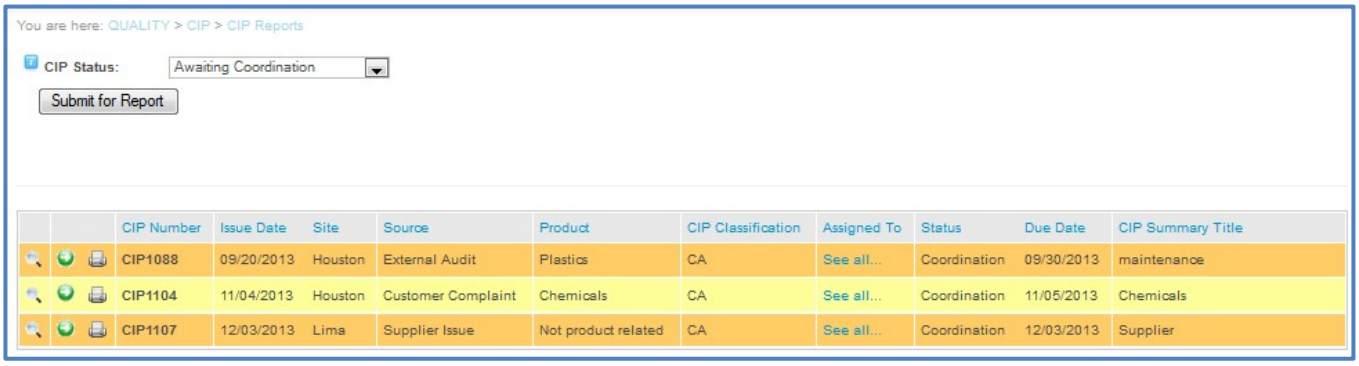
4.3.1 CIP Reports

To access the **CIP Reports** page, CLICK on **CIP Reports** in the Left Menu of the **CIP Application** page or in the Top Menu of the Quality Tab.

The following screen will appear:



The top part of the page contains a field asking for the CIP Status. SELECT a **Status** to view all CIPs that share that status. You can view CIPs at all stages of the process**: Awaiting Coordination, Awaiting Investigation, Awaiting Investigation Verification, Awaiting Action, Awaiting Action Verification, Awaiting Validation, Open, and Closed**. SELECT the status whose CIPs you wish to view, and CLICK **Submit for Report**.



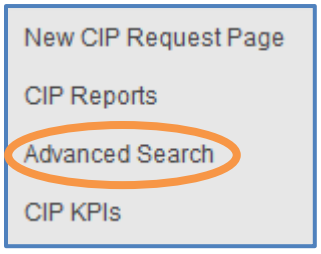
CIP Number	Issue Date	Site	Source	Product	CIP Classification	Assigned To	Status	Due Date	CIP Summary Title
CIP1088	09/20/2013	Houston	External Audit	Plastics	CA	See all...	Coordination	09/30/2013	maintenance
CIP1104	11/04/2013	Houston	Customer Complaint	Chemicals	CA	See all...	Coordination	11/05/2013	Chemicals
CIP1107	12/03/2013	Lima	Supplier Issue	Not product related	CA	See all...	Coordination	12/03/2013	Supplier

In this example, the **CIP Status Reports** page is displaying all CIPs which are currently Awaiting Coordination.

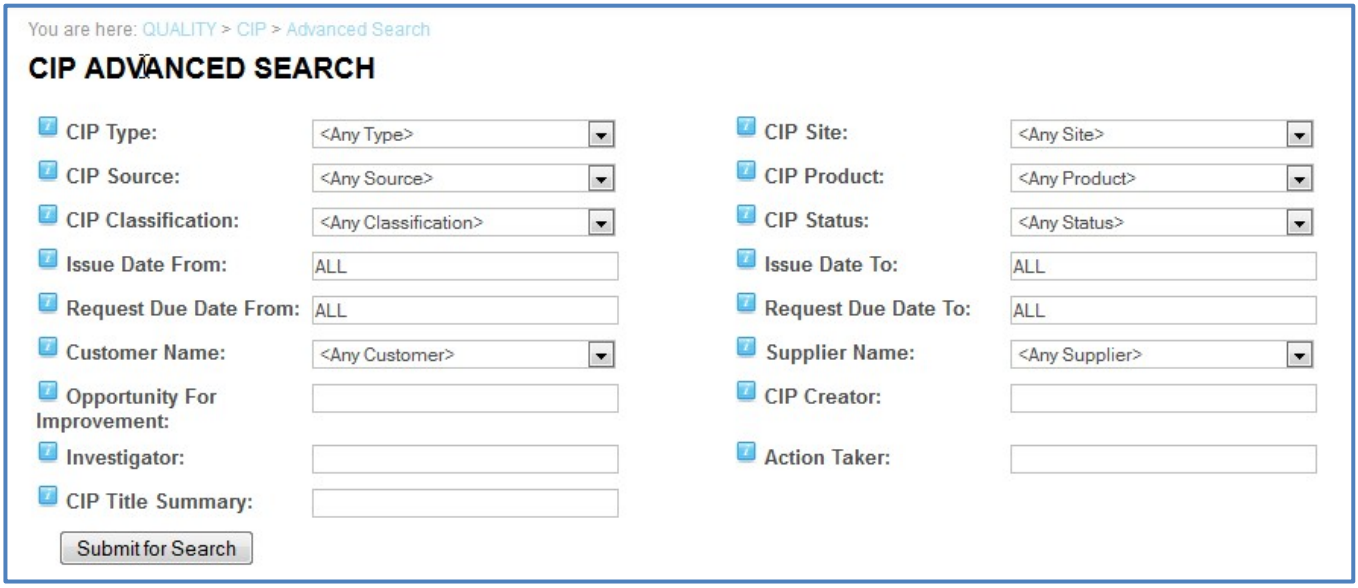
4.3.2 Advanced Search

Advanced Search is one of the most accurate ways to find a CIP, because so many variables can be used to narrow your search.

To access the **Advanced Search** page, CLICK on **CIP Advanced Search** in the Left Menu of the **CIP Application** page or in the Top Menu of the Quality Tab.

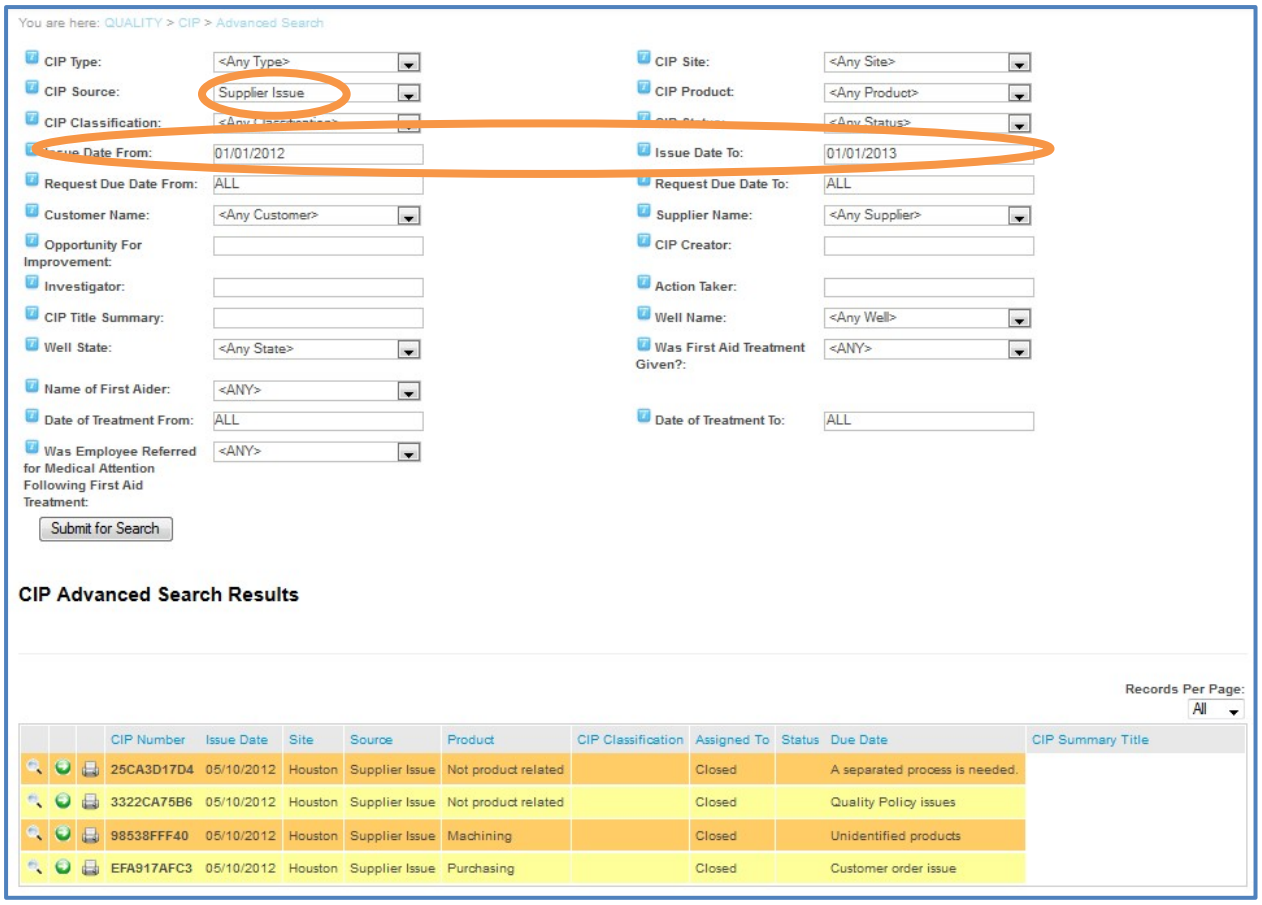


The following screen will appear:



NOTE: All date fields must be filled out in conjunction with **Date To** and **Date From**.

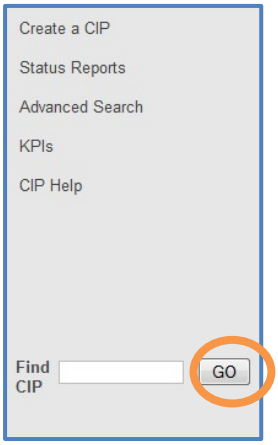
In this sample search, the user had selected **Supplier Issue** as the CIP source and **01/01/2012 to 01/01/2013** as the Issue Date range.



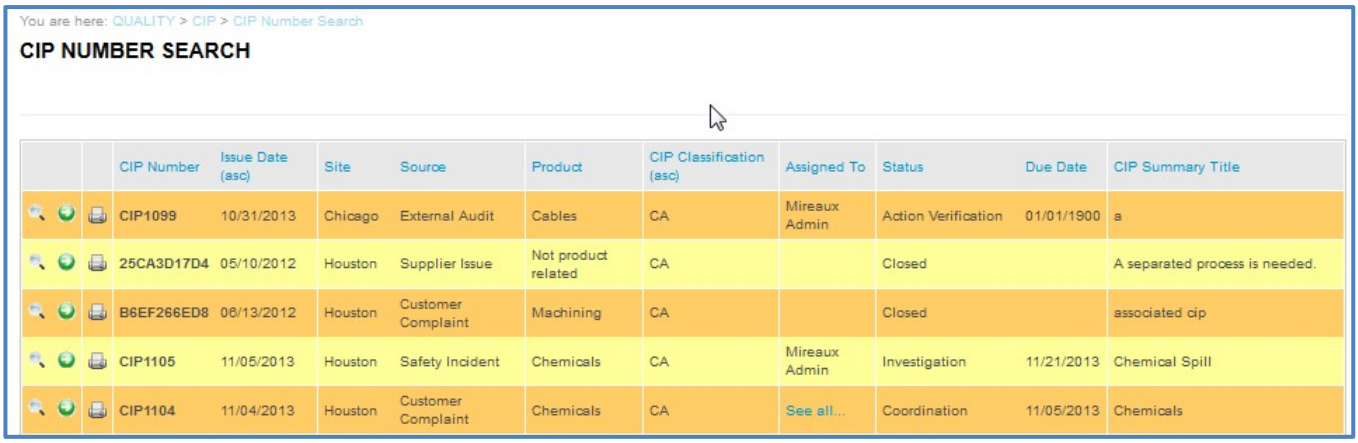
This search returns all CIPs that originated from a supplier issue in the month of May 2012.

4.3.3 Find CIP/Go Button

The CIP Left Menu has a **Go** button at the bottom of the menu:



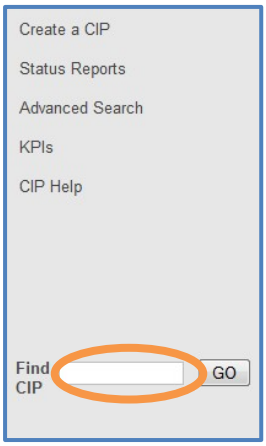
When you CLICK **Go**, the CIP Application displays all CIPs currently in the system, whether OPEN or CLOSED. Depending on your organization, this list could vary in length:



CIP Number	Issue Date (asc)	Site	Source	Product	CIP Classification (asc)	Assigned To	Status	Due Date	CIP Summary Title
CIP1099	10/31/2013	Chicago	External Audit	Cables	CA	Mireaux Admin	Action Verification	01/01/1900	a
25CA3D17D4	05/10/2012	Houston	Supplier Issue	Not product related	CA		Closed		A separated process is needed.
B6EF266ED8	06/13/2012	Houston	Customer Complaint	Machining	CA		Closed		associated cip
CIP1105	11/05/2013	Houston	Safety Incident	Chemicals	CA	Mireaux Admin	Investigation	11/21/2013	Chemical Spill
CIP1104	11/04/2013	Houston	Customer Complaint	Chemicals	CA	See all...	Coordination	11/05/2013	Chemicals

This is the easiest way to bring up all CIPs currently in the system. You can SCROLL down until you find the CIP you need.

The CIP Left Menu has a **Find CIP** area at the bottom of the menu:



If you know even a few characters of the CIP Number, you can TYPE it in here. CLICK **Go**, and all CIPs that contain those characters will be displayed.

For example, let us look for CIP No. 7D7FF38F3. First, TYPE "D7" in the Find CIP box:

When you CLICK **Go**, you will see that the results include only the CIPs whose numbers contain those characters, including our original CIP, CIP No. 7D7FF38F3:

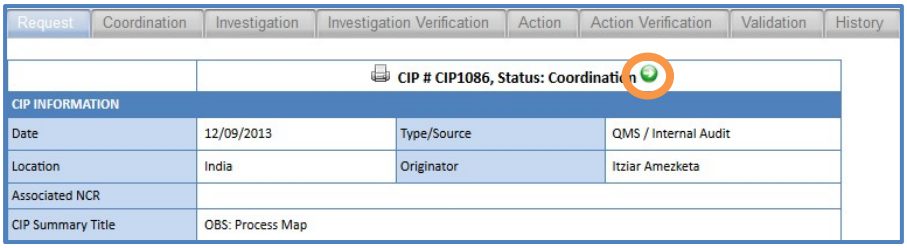
CIP Number	Issue Date (asc)	Site	Source	Product	CIP Classification (asc)	Assigned To	Status	Due Date	CIP Summary Title
111835 80D7	07/03/2012	Houston	Management Review	Chemical	CA		Closed		NCR-Linked CIP
7D7FF 38F3	07/30/2012	Chicago	Security Incident	Machining	CA		Closed		Network infiltration

4.4 COORDINATING A CIP

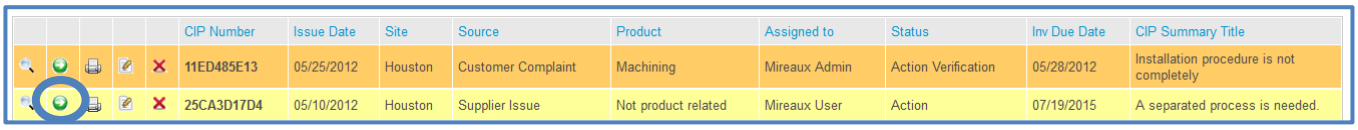
Every CIP that is created must be coordinated in order to proceed to the investigation stage and subsequent stages. Critical decisions are made during the coordination stage that will determine what stages the CIP has to go through. Step-by step-guidelines on how to complete this stage are detailed below.

Review the Request by CLICKING the **Magnifying Glass icon** on the row of the CIP.

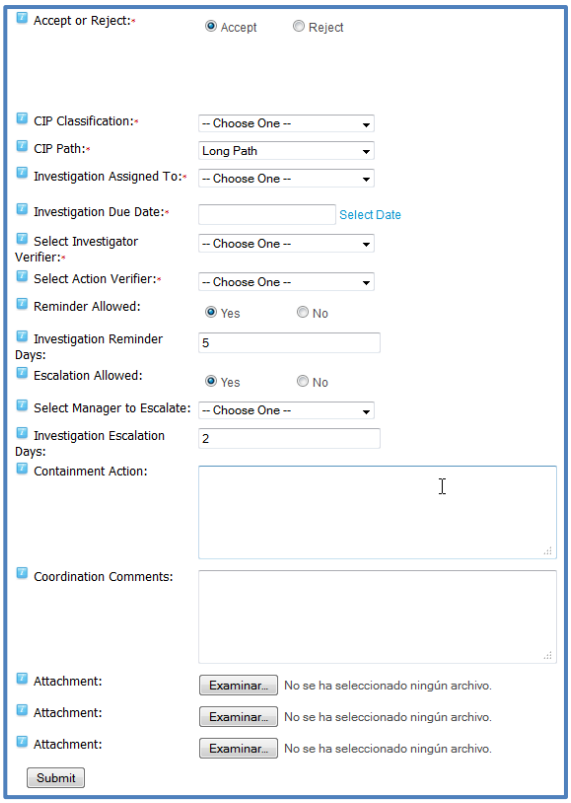
The CIP will be shown in the following format. Notice that the Status of the CIP reads **Coordination.** CLICK the **Green Arrow icon** to proceed.

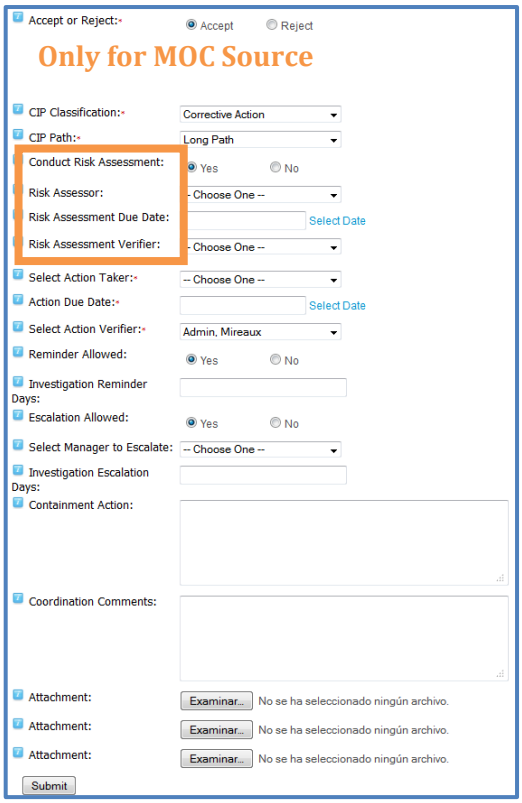


You can also move to the next page by CLICKING the **Green Arrow icon** next to the **Magnifying Glass icon** on the **CIP Number Search** page.



The next page that appears will contain the **Following Fields**:

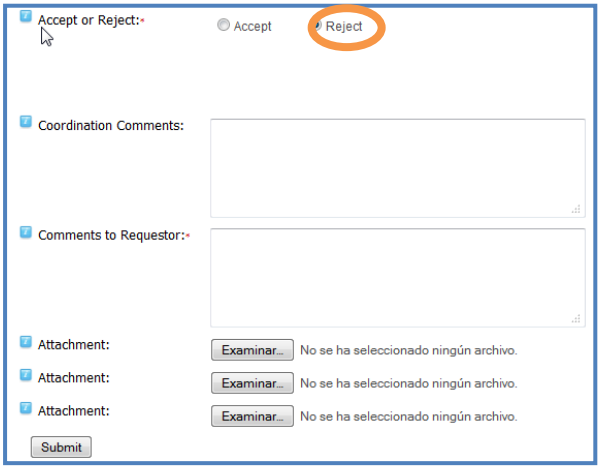




NOTE: Fields marked with a red asterisk are required.

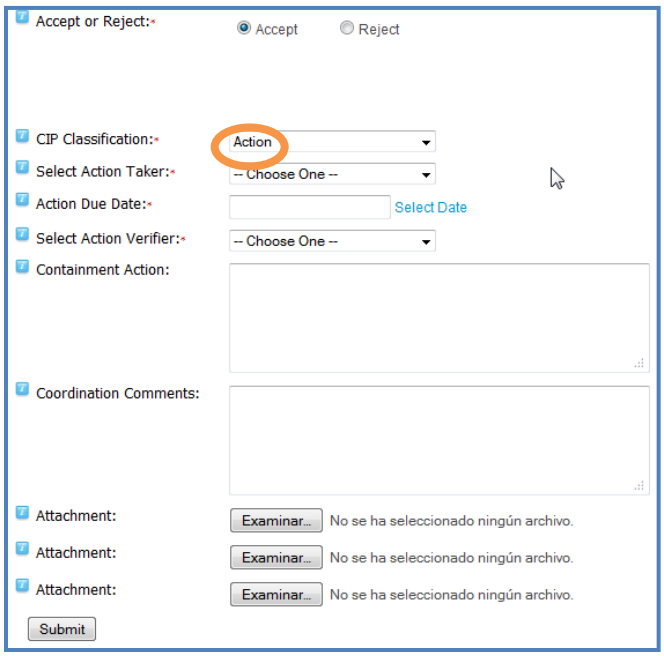
This page contains the following fields:

- **Accept or Reject**: If you agree with the CIP and consider it valid, then **Accept** it. If you feel the CIP is not valid, is not a systemic problem appropriate for the CIP system, perhaps is a duplicate, or is otherwise unsuitable, then you can **Reject** it. If you reject it, then you will be asked to ENTER a **Comment** explaining why you rejected the CIP. The requestor will receive an email with your comments.



If you **Accept** the CIP, keep filling in the other fields.

- **CIP Classification**: A CIP can be classified as:
  - **Corrective Action**: The problem happened already and root cause analysis is necessary.
  - **Preventive Action**: The problem did not happen, but root cause analysis is necessary to prevent it from happening in the future.
  - **Action**: Simple issue, which does not require root cause analysis, but whose resolution simply needs to be tracked.



- **CIP Path:** Any CIP classified as Preventive or Corrective Action can have a Long or Short Path. The CIP will move through different stages, depending on the path chosen.

NOTE: The ISO 9001 standard, API Spec Q1 9th Edition and API Spec Q2 require that root cause analysis be conducted on every Corrective or Preventive Action and the root cause be evaluated for the need to act on them. Additionally, the standards require verification of effectiveness. Both paths comply with the ISO and API standards, but the difference is as follows:

CIP Long Path: Upon investigation and root cause analysis of a CIP, a role called Investigator Verifier must review the root cause analysis prior to give the okay to conduct the actions proposed. The Action Taker then conducts the actions and verification of effectiveness follows. This is what some people call a 7D method of conducting Corrective Action. There are 7 steps prior to closing a CIP.

CIP Short Path: Upon investigation and root cause analysis of a CIP, a role called Action Verifier, ensures that the root cause analysis was good and that the actions were indeed taken. Validation of effectiveness follows.

Therefore, regardless of the path, root cause analysis and verification of effectiveness take place. The following table summarizes the stages and differences associated with each path:

	Request	Coordination	Investigation	Investigation Verification	Action	Action Verification	Validation
CAR-Long Path	X	X	X	X	X	X	X
CAR-Short Path	X	X	X			X	X
PAR-Long Path	X	X	X	X	X	X	
PAR-Short Path	X	X	X			X	
Action	X	X			X	X	

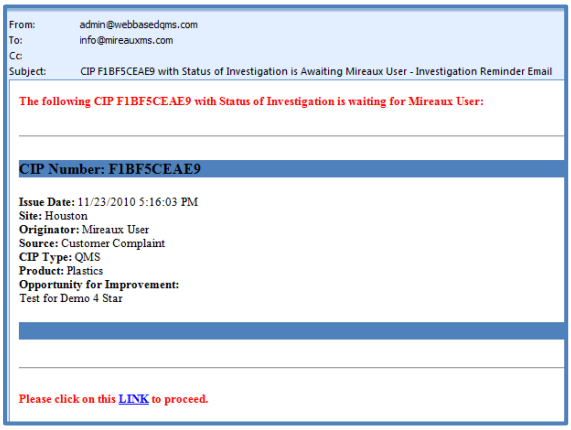
	Request	Coordination	Risk Assessment	Risk Assessment Verification	Action	Action Verification
MOC	X	X	X	X	X	X

- **Investigation Assigned To:** CHOOSE the appropriate **Employee** to conduct the Root Cause Analysis and Investigation. If the requestor suggested an Employee, you can use that Employee if you think it is appropriate.
- **Investigation Due Date:** CHOOSE a **Date** for when the Investigation needs to be completed. If the requestor suggested a date, you can use that date if you think it appropriate.
- **Select Investigator Verifier:** SELECT a **User** to conduct the Verification of the Investigation when completed. The users shown will be those with the Investigation Verification role.
- **Select Action Verifier:** SELECT a **User** to conduct the verification of the action. The users shown will be those with the Action Verification role.
- **Reminder Allowed:** You can use this function to ensure that the investigator receives a reminder of the pending CIP investigation through an email so that he/she can act on time. If you SELECT **Yes**, the system will give you the option to ENTER the **Number of Days** prior to the due date you would like for the investigator to begin receiving emails.
- **Investigation Reminder Days:** ENTER the **Number of Days** before the investigation due date that you would like for email reminders to go out. The emails will continue daily until the CIP is investigated.
- **Escalation Allowed:** You can use this function to further ensure that the investigation of the CIP happens. If you SELECT **Yes**, the system will give you 2 choices:
  - SELECT the **Person** to whom you would like to escalate the CIP email reminders.
  - SELECT the **Number of Days** after the CIP was due, that you would like the person selected above to begin receiving the CIP email reminders.
- **Containment Action:** If you believe this CIP is critical and there are products or services that are nonconforming and that have the potential of being sent or delivered to the customer, then you must **Act** or have an immediate containment plan. This field is optional. If containment does not apply for your situation or CIP, then you do not have to enter anything.

- **Coordination Comments: ENTER** here any **Comments** you would like to send to the investigator. Once you coordinate the CIP, the CIP Investigator will receive an email.

Once you are done, CLICK **Submit**. The following will appear:

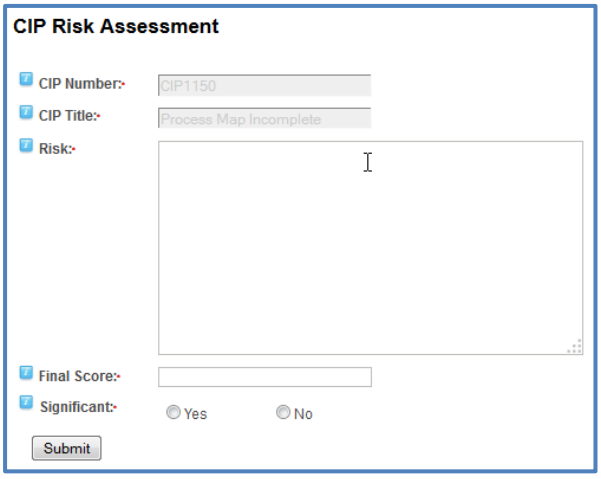
Once you coordinate a CIP, the CIP Investigator will receive an email alerting them to the CIP that need attention.



4.5 RISK ASSESSMENT

NOTE: This stage only applies to those CIPs with the source "Management of Change."

Changes that may have an impact on the product or process shall be assessed. Once the Risk Assessment is performed according to procedure, CLICK the **Green Arrow icon** to proceed. You will have to FILL OUT the **Following Fields**:

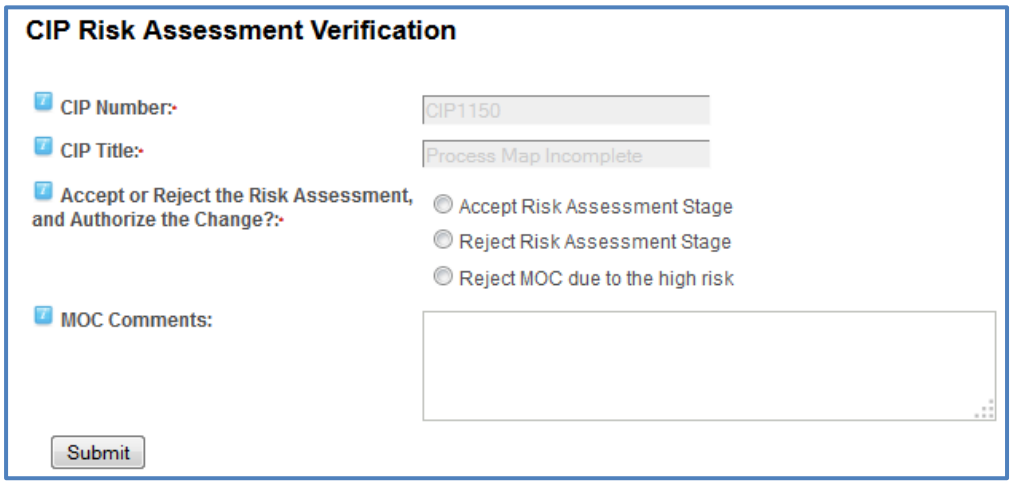


- **Risk:** ENTER any **Comments** regarding the Risk Assessment process or the risks considered when reviewing the proposed change.
- **Final Score:** ENTER the **Risk Score** obtained from the Risk Assessment.
- **Significant:** Based on the Risk Assessment conducted, SELECT if the risk should be **Significant** or not.

4.6 RISK ASSESSMENT VERIFICATION

NOTE: This stage only applies to those CIPs with the source "Management of Change."

Once a risk is assessed, it needs to be verified. Find the CIP whose risk assessment you wish to verify and review the **Request**, **Coordination**, and **Risk Assessment Tabs**. CLICK the **Green Arrow icon** to proceed. The next page that will appear contains the **Following Fields**:

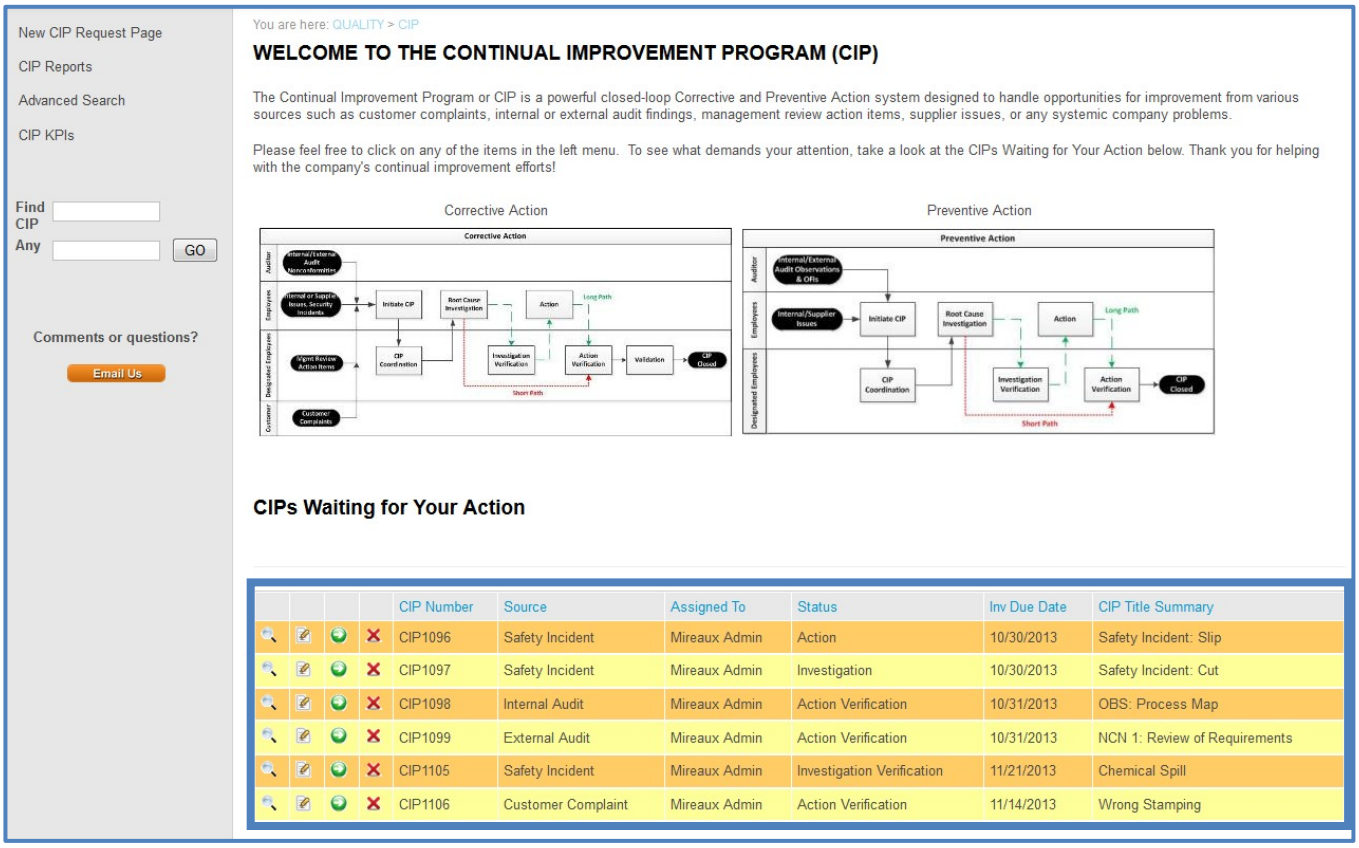


- **Accept or Reject the Risk Assessment, and Authorize the Change?: Accept**- Risk assessment results were accepted and the change is authorized (CIP continues to the Action Stage). **Reject**- CIP goes back to Risk Assessment stage. **Reject MOC-** CIP is completely rejected.
- **MOC Comments:** ENTER any **Comments** that explain the acceptance or rejection decision.

4.7 CIP INVESTIGATION

Every CIP that is created and deemed Corrective or Preventive Action must be investigated. Investigation involves conducting a Root Cause Analysis to find the root causes of the problem or opportunity for improvement presented and to design all the actions and solutions to solve or prevent the problem from happening again. Step-by-step guidelines on how to complete this stage are detailed below.

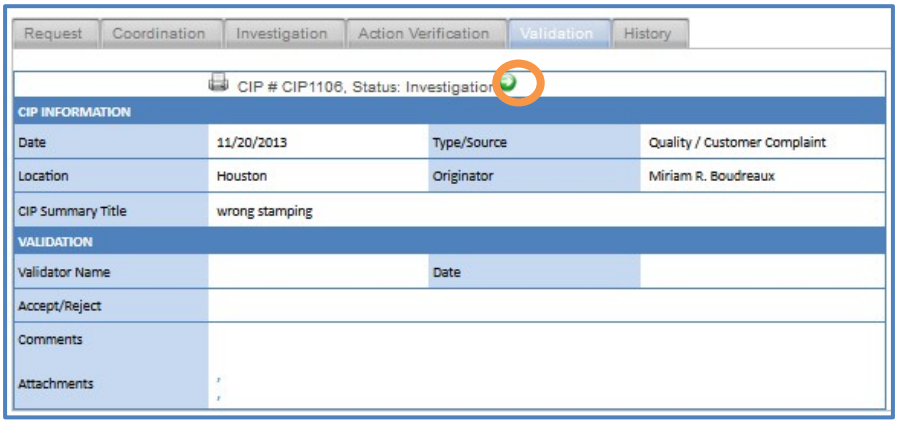
To find out if you were assigned to a CIP, go to the CIP Application main page. If you were assigned a CIP, then you will see the CIP listed in the **CIPs waiting for your action** table.



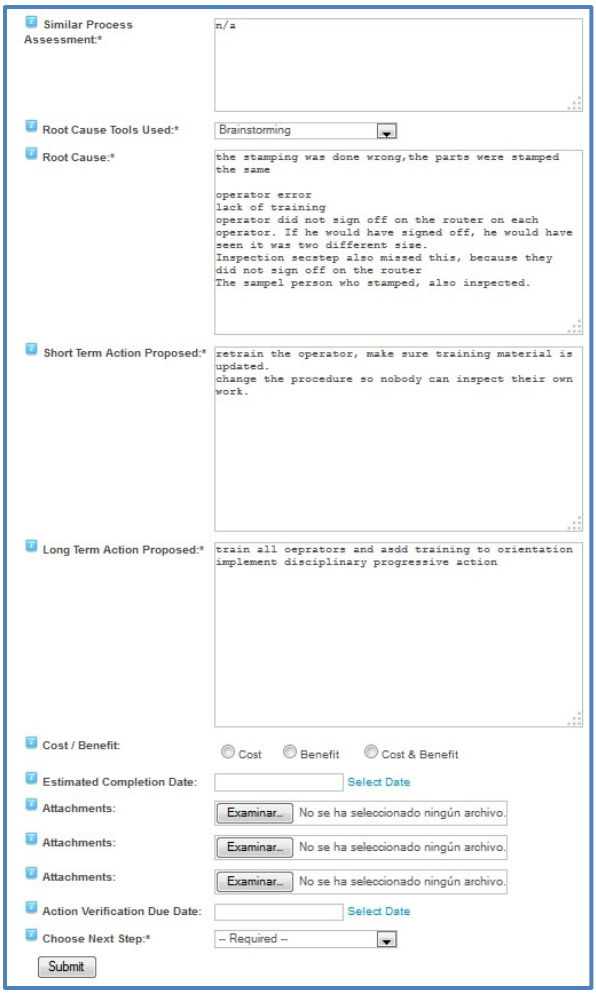
You can also access CIPs to which you have been assigned in other ways:

- When you are assigned to investigate a CIP, you will receive an email indicating that you are assigned as a CIP Investigator. CLICK the **Link** in the email to access the **CIP** page.
- You can also use any of the methods outlined in section **4.3 Locating a CIP.**

Once you have arrived at the **View All** page for your assigned CIP, CLICK the **Green Arrow icon** to proceed.



The next page that will appear contains the **Following Fields**:



NOTE: Fields marked with a red asterisk are required.

This page contains the following fields:

- **Similar process assessment:** This field prompts the investigator to look at other areas where the original problem may occur. For example, if the problem has to do with sales orders entry errors at Plant A, it would be a good idea to see if a similar situation could occur at Plants B or C. Think of Plant A, B or C, as divisions, departments, production cells, or other areas in your organization where similar processes create an opportunity for similar problems to occur. These other areas can benefit from the root cause investigation.
- **Root Cause Tool Used:** SELECT the **Root Cause Investigation Tool** used from the list. Most problems can be solved through **Brainstorming**. As the quality management system matures and employees become more trained, other root cause tools such as the **5-Whys, Fishbone Diagram**, etc. may be used.
- **Root Cause:** ENTER the **Results** of your root cause analysis here. All the underlying causes that produced the problem should be described here. ENTER in as much **Detail** as necessary to thoroughly explain the real root causes.

- **Short Term Action Proposed:** Based on the root causes found, you should describe here all the actions that can be taken immediately or fairly soon to solve the problem. ENTER as much **Detail** as necessary so that the solutions are clear and can be verified later.
- **Long Term Action Proposed:** Based on the root causes found, you should describe here all the actions that you believe can be taken in the long run in order to prevent the problem from happening again. ENTER as much detail as necessary so that the solutions are clear and can be verified later.
- **Cost/Benefit:** If you have information on how much the actions proposed may cost or what the benefits may be, you can SELECT **Cost, Benefit, or Cost & Benefit**. Once you SELECT one of these **Options**, another field will appear asking you more information regarding the details of the costs and benefits.
- **Attachments:** If you have any evidence or proof regarding the investigation conducted, you can UPLOAD it **Here**.

Once you are done, CLICK **Submit**.

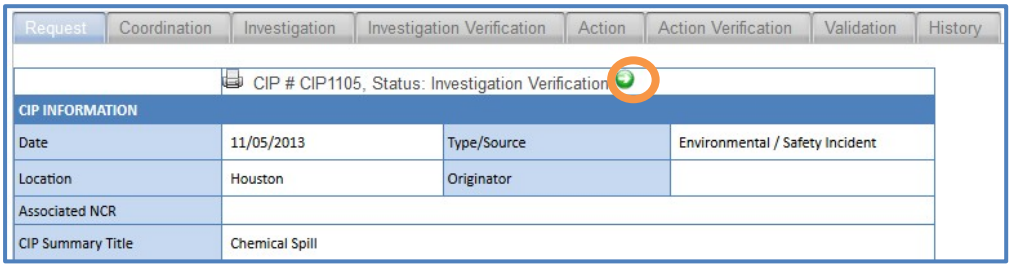
Once you investigate a CIP, the user holding the CIP Investigator Verification role (Long Path) or CIP Action Verification role (Short Path) will receive an email notifying them that a CIP awaits their action.

4.8 CIP INVESTIGATION VERIFICATION

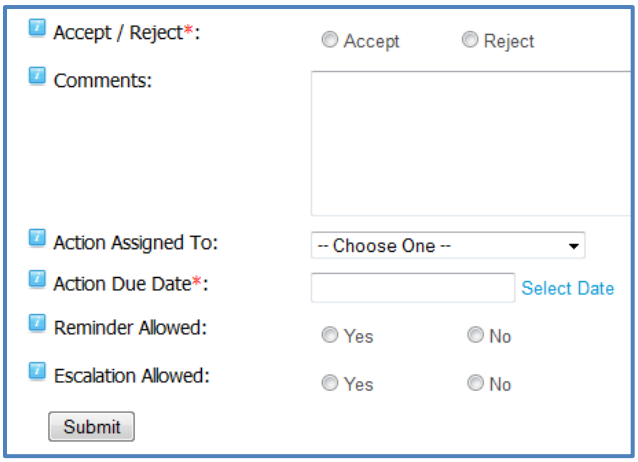
NOTE: This step only applies for CIP Type Long Path.

Once a CIP has been investigated, it needs to be verified. Investigation Verification involves reviewing the root cause analysis to ensure that it is appropriate and that the proposed actions address the root causes. Step-by-step guidelines on how to complete this stage are detailed below.

Find the CIP whose investigation you wish to verify and review the **Request**, **Coordination**, and **Investigation Tabs**. CLICK the **Green Arrow icon** to proceed.



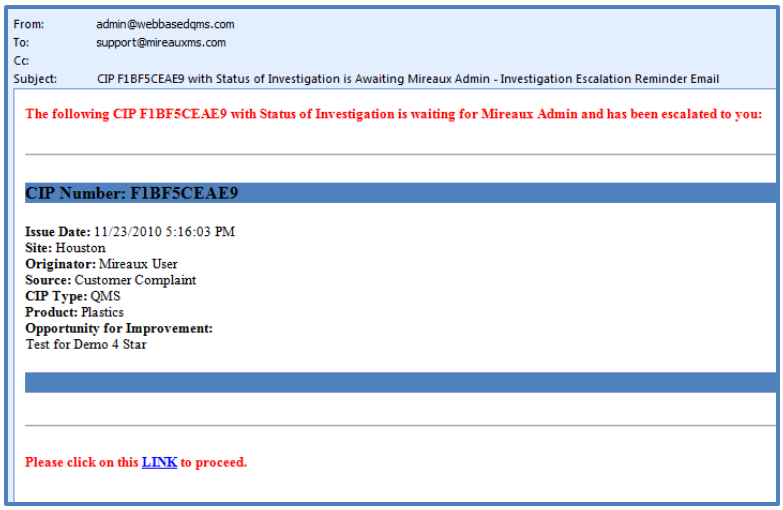
The next page that will appear contains the **Following Fields**.



NOTE: Fields marked with a red asterisk are required.

This page contains the following fields:

- **Accept/Reject**: If you agree with the CIP investigation and consider it valid, then **Accept** it. If you feel the CIP investigation is poor and does not address the root cause of the problem, then you can **Reject** it. If you reject it, you will be asked to ENTER a **Comment** and the CIP will be sent back to the Investigation stage. The Investigator will receive an email with your comments.
- **Comments**: ENTER here **Statements** regarding your verification of the investigation and actions proposed during the investigation stage.
- **Action Assigned To**: CHOOSE the appropriate **Employee** to conduct the action. You can use the same person who conducted the investigation or a different person.
- **Action Due Date:** CHOOSE the **Date** that you deem appropriate for the actions to be completed. This could be based on the severity of the CIP or on established procedures.
- **Reminder Allowed:** You can use this function to ensure that the Action Taker receives the pending CIP action through an email so that they can act on it in time. If you SELECT **Yes**, the system will give the option to ENTER the **Number** of days prior to the due date, which you would like for the Action Taker to begin receiving emails.
- **Escalation Allowed:** You can use this function to further ensure that someone checks up on CIPs which are not promptly acted upon. If you SELECT **Yes**, the system will give you 2 choices:
  - SELECT the **Person** to whom you would like to escalate the CIP email reminders.
  - SELECT the **Number** of days after the CIP was due, that you would like the person selected above to begin receiving the CIP email reminders, like this:


From: admin@webbasedqms.com
To: support@mireauxms.com
Cc:
Subject: CIP F1BF5CEAE9 with Status of Investigation is Awaiting Mireaux Admin - Investigation Escalation Reminder Email

The following CIP F1BF5CEAE9 with Status of Investigation is waiting for Mireaux Admin and has been escalated to you:

CIP Number: F1BF5CEAE9

Issue Date: 11/23/2010 5:16:03 PM
Site: Houston
Originator: Mireaux User
Source: Customer Complaint
CIP Type: QMS
Product: Plastics
Opportunity for Improvement:
Test for Demo 4 Star

Please click on this LINK to proceed.

Once you are done, CLICK **Submit**.

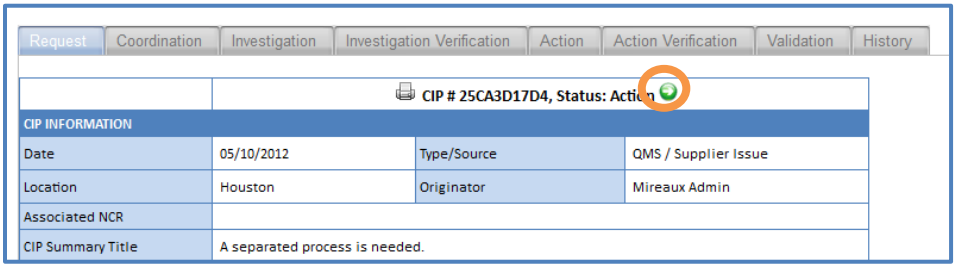
Once you verify the investigation of a CIP, the user holding the CIP Action role will receive an email notifying them that a CIP awaits their action.

4.9 CIP ACTION

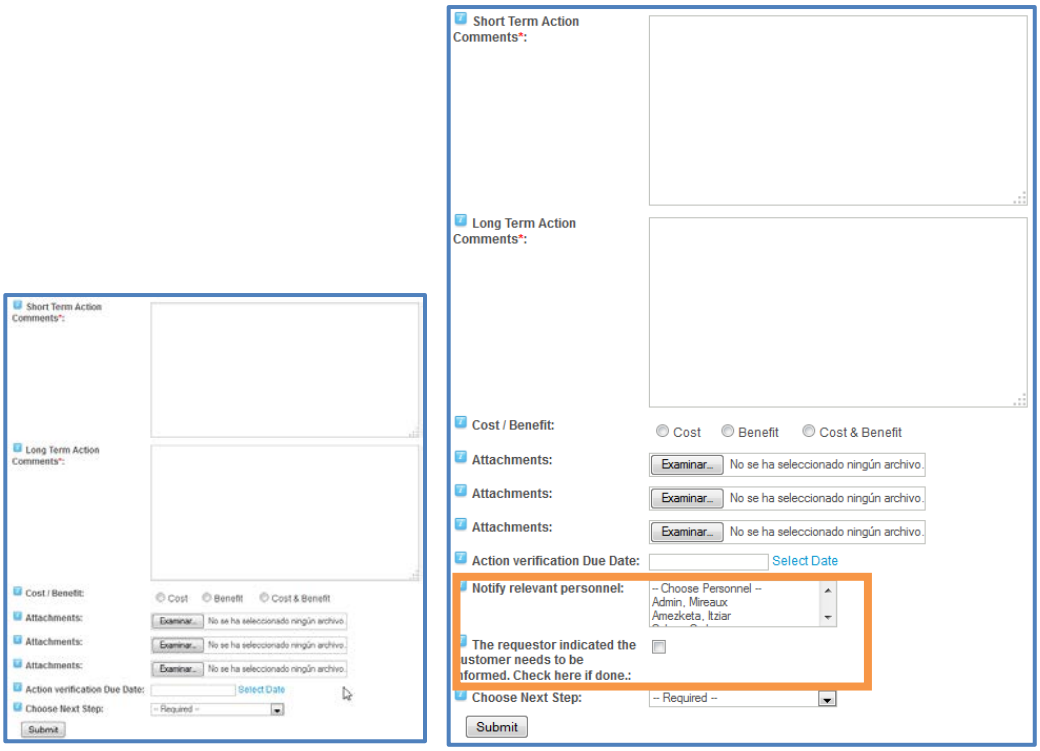
NOTE: This step only applies to CIP Type Long Path.

Once a CIP has been investigated and the investigation is verified, then it is time to execute the actions recommended in the investigation. Taking actions means indicating when the actions were taken and whether all the actions were completed as proposed. Step-by-step guidelines on how to complete this stage are detailed below.

LOCATE the **CIP** on which you want to take action and REVIEW the **Appropriate Tabs**. CLICK the **Green Arrow icon** to proceed.



The next page that will appear contains the **Following Fields**:



NOTE: Fields marked with a red asterisk are required.

This page contains the following fields:

- **Short Term Action Comments**: INDICATE here whether you have **Completed** all short term actions as proposed during the investigation stage.
- **Long Term Action Comments**: INDICATE here whether you have **Completed** all long term actions as proposed during the investigation stage.
- **Cost/Benefit**: If you have information on how much the actions cost, or what their benefits were, you can SELECT any of the **Options**. Once you SELECT one of the **Options**, another field will appear asking you more information regarding the details of the costs and benefits.
- **Attachments:** If you have any evidence or proof of the actions taken, you can UPLOAD them **Here**.
- **Notify relevant personnel:** SELECT from the list of employees, **Relevant Personnel** that should be notified of the MOC (CIPs of MOC Source only).
- **The requestor indicated the customer needs to be informed. Check here if done:** Check if the customer, auditor, or external party was informed of the CIP.

Once you are done, CLICK **Submit**.

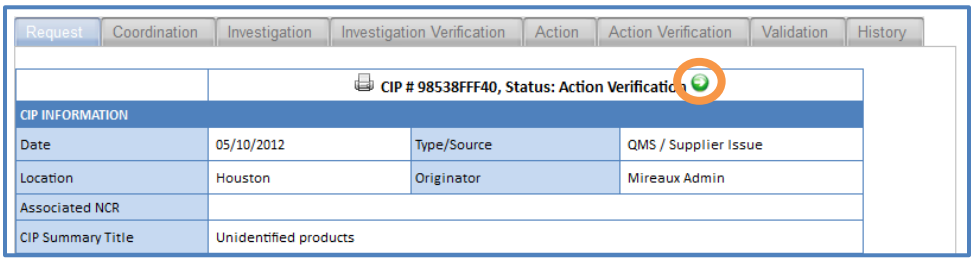
Once you carry out the actions of a CIP, the user with the CIP Action Verification role will receive an email.

4.10 CIP ACTION VERIFICATION

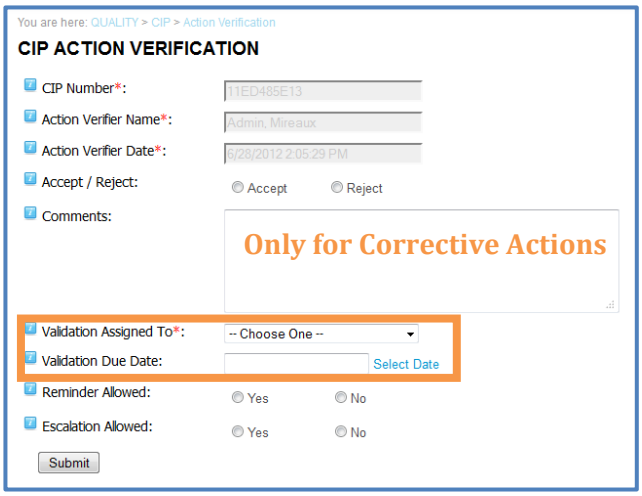
Once a CIP has been acted on, it needs to be verified. Depending on whether the CIP is a Short Path or Long Path, it may be verified immediately after investigation or after action. Action verification involves

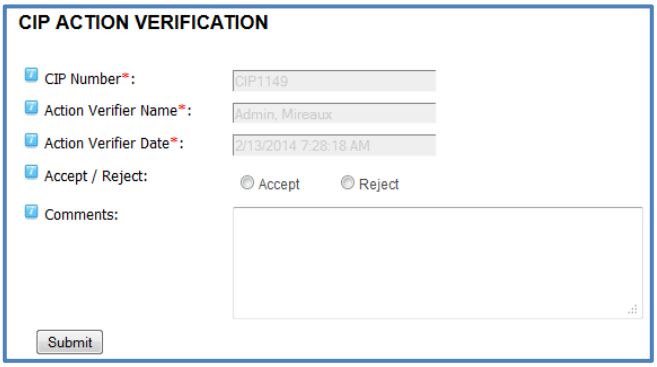
looking at evidence to verify that the actions were indeed taken. Step-by-step guidelines on how to complete these steps are detailed below:

Find the CIP whose associated actions you want to verify and review the appropriate tabs. CLICK the **Green Arrow icon** to proceed.



In order to verify the actions taken regarding this CIP, you will need to FILL OUT the **Following Fields**:





NOTE: Fields marked with a red asterisk are required.

This **CIP Action Verification** page contains the following fields:

- **Accept/Reject**: If you have positively verified that the actions proposed during the CIP investigation stage and stated to be carried out during the CIP Action stage were completed, then you can **Accept** the CIP. If you feel the CIP actions have not been completed or were partially completed, then you can **Reject** the CIP. If you reject it, you will be asked to ENTER a **Comment** and the CIP will be sent back to the Action stage. The user with CIP Action role will receive an email with your comments.
- **Comments**: ENTER **Statements** to indicate any feedback you may have on the actions taken.
- **Validation Assigned To**: CHOOSE the **Appropriate Employee,** from the pool of employees who are part of the validation role, to conduct Validation.
- **Validation Due Date:** CHOOSE the **Date** that you deem appropriate for the CIP to be validated. This could be based on the severity of the CIP or on established procedures. Rule of thumb is 3 months or 90 days from the day of verification.
- **Reminder Allowed:** You can use this function to ensure that the person validating receives a reminder of the pending CIP validation through an email so that he/she can act on time. If you SELECT

Yes, the system will give the option to ENTER the **Number of Days** prior to the due date, which you would like for the person validating to begin receiving emails.

- **Escalation Allowed:** You can use this function to further ensure that someone checks up on CIPs which are not promptly validated. If you SELECT **Yes**, the system will give you 2 choices:
  - First, SELECT the **Person** who should receive the escalated CIP email reminders.
  - Second, SELECT the **Number of Days** after the CIP was due, that you would like the person selected above to begin receiving the CIP email reminders.

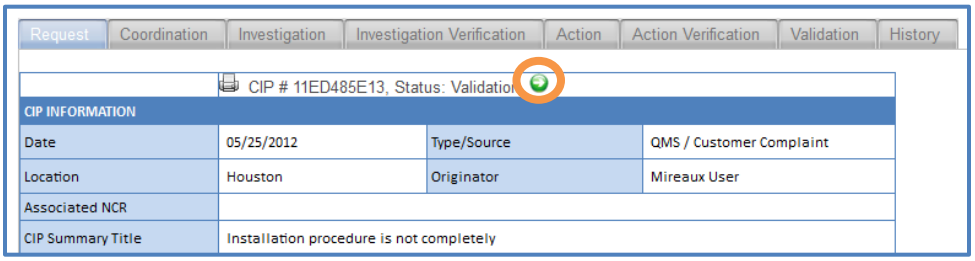
Once you are done, CLICK **Submit**.

Once you verify the actions of a CIP, the user holding the CIP Validation role will receive an email notifying them that a CIP awaits their action.

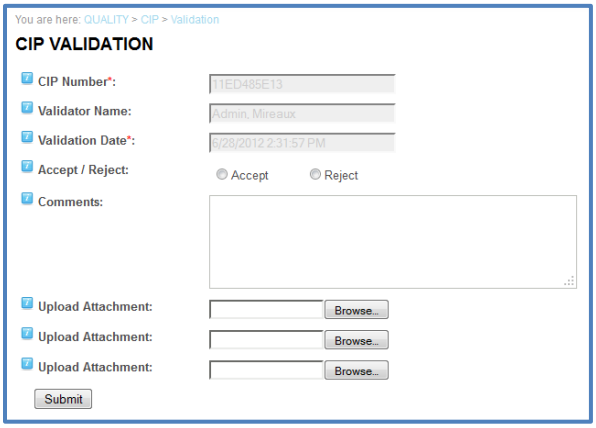
4.11 CIP VALIDATION

Once a CIP classified as Corrective Action has been verified, it needs to be validated. Preventive Actions, whether Short Path or Long Path, do not go through Validation. Validation involves reviewing evidence, not so much to see whether the actions were taken, but rather to see whether the original problem or opportunity for improvement happened or resurfaced again or not. In some cases validation is not possible and a thorough verification will serve as validation. Step-by-step guidelines on how to complete this stage are detailed below:

Find the CIP you want to validate and review the appropriate tabs. CLICK the **Green Arrow icon** to proceed.



The next page that will appear contains the **Following Fields**:



NOTE: Fields marked with a red asterisk are required.

This **CIP Validation** page contains the following fields:

- **Accept/Reject**: If you have positively validated that the problem did not happen again then you can **Accept** the CIP. If you feel the problem will happen again or if the problem actually did happen, then you can **Reject** the CIP. If you reject it, you will be asked to ENTER a **Comment** and the CIP will be sent back to the Investigation stage. The CIP Investigation role will receive an email with your comments. If you accept the CIP, keep filling out the other fields
- **Comments**: ENTER **Statements** to indicate any feedback you may have for the overall CIP.
- **Upload Attachment:** If you have any evidence or proof to support the validation, you can UPLOAD it **Here**. You have up to 3 attachments to upload as you need.

Once you are done, CLICK **Submit**.

Once you validate a CIP, the CIP will be closed.

4.12 REJECT A CIP

A CIP can be **Rejected** in different stages and the CIP will be returned to an earlier stage. Here is a brief summary of the reject function within CIP Application:

ACTION	RESULT	WHO WILL BE NOTIFIED
Reject at Coordination stage	CIP will disappear	Originator will receive the email notification
Reject at Investigation Verification stage	CIP will go back to Investigation stage	Investigator will receive the email notification
Reject at Action Verification stage	CIP will go back to Action stage	Action taker will receive the email notification
Reject at Validation stage	CIP will go back to Investigation stage	Investigator will receive the email notification

If you reject a CIP and wish to confirm the rejection, CHECK the **Current Stage** of the CIP and make sure it agrees with the above table. You can also double check with the expected email recipient to see whether they received the email notification.

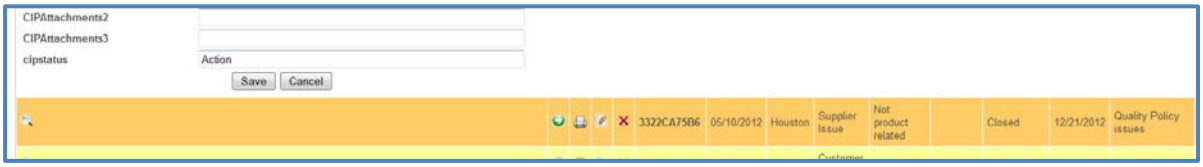
NOTE: CIPs can be rejected by the Administrator, the CIP Admin, or the appropriate role depending on the stage.

4.13 REOPENING A CIP (ADMIN ONLY)

In some cases, you may find that a closed CIP contains inaccurate information, is incomplete, or otherwise needs to be edited. For example, after closing a CIP, you may notice that you forgot to add Validation comments. Fortunately, the CIP Application allows you to reopen a closed CIP to make any necessary changes.

Locate the CIP and CLICK the **Manage Yellow Pencil icon** to expand the edit page. To learn more about how to locate a CIP, refer to section **4.3 Locating a CIP**. To learn more about using the direct link icons, refer to section **4.1 Viewing/Editing/Deleting a CIP**.

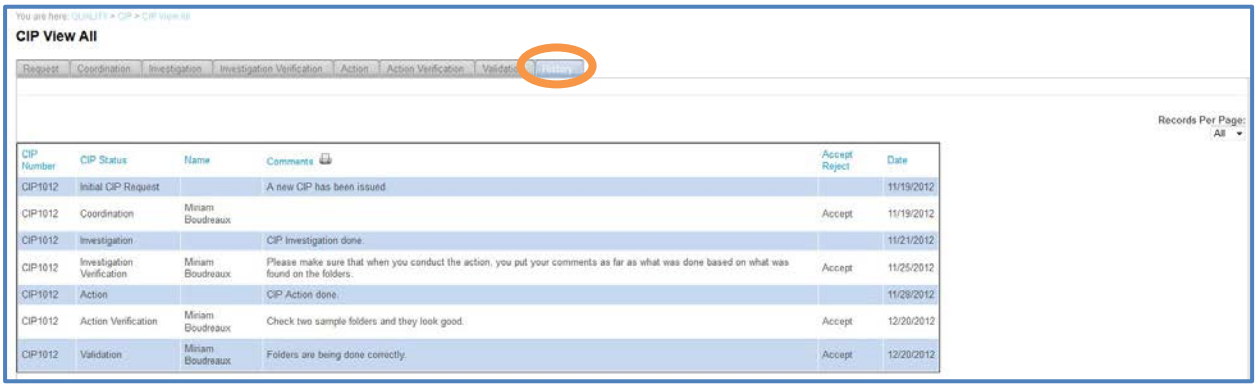
Scroll down to the bottom part and change the **CIP status** to the stage where the information you wish to revise was entered. For example, if you wish to add comments in the Validation stage, change the CIP Status to Validation, then CLICK **Save** to proceed.



Once the CIP is back to the status you want to edit, proceed to edit and move through all stages until closure or put back to close status when done.

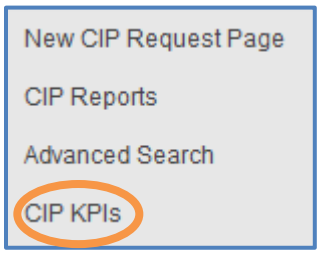
4.14 CIP HISTORY

Throughout all the stages, you can view the CIP's history by going to the **History Tab**. The History Tab shows what happened at every stage in which employees approved, rejected or acted on the CIP.



4.15 CIP KEY PERFORMANCE INDICATORS (KPIS)

Key Performance Indicators (KPIs) display real-time CIP Information in a graphical format. To access the **CIP KPIs** page, CLICK on **CIP KPIs** in the Left Menu of the **CIP Application** page or in the Top Menu of the Quality Tab.



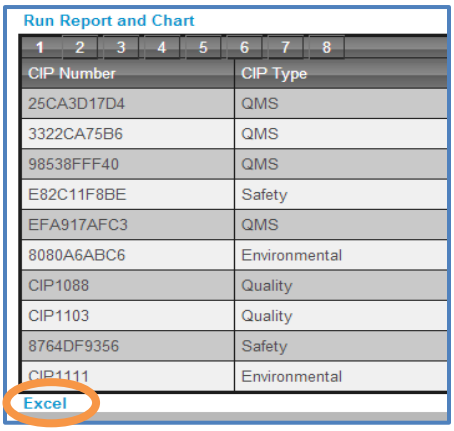
The following page will appear:

If you want to view KPIs for the whole set of data, CLICK **Run Report and Chart.** If, however, you want 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:

- **CIP Site:** SELECT the **Location** for which you wish to view CIP data.
- **CIP Products:** SELECT the **Product** or **Process** for which you wish to view CIP data.
- **CIP Source:** SELECT the **CIP Creation Venue** for which you wish to view CIP data.
- **CIP Type:** SELECT from the drop down menu the **Type** (**Environmental**, **ISMS**, **QMS**, or **Safety**) for which you wish to view CIP data.
- **CIP Status:** SELECT the **CIP status** for which you wish to view CIP data.
- **Issue Date From:** ENTER the **Beginning of a Time Range** during which CIPs whose data you wish to view were issued.
  NOTE: Must be filled out in conjunction with **Issue Date To**.
- **Issue Date To:** ENTER the **End of a Time Range** during which CIPs whose data you wish to view were issued.
  NOTE: Must be filled out in conjunction with **Issue Date From**.

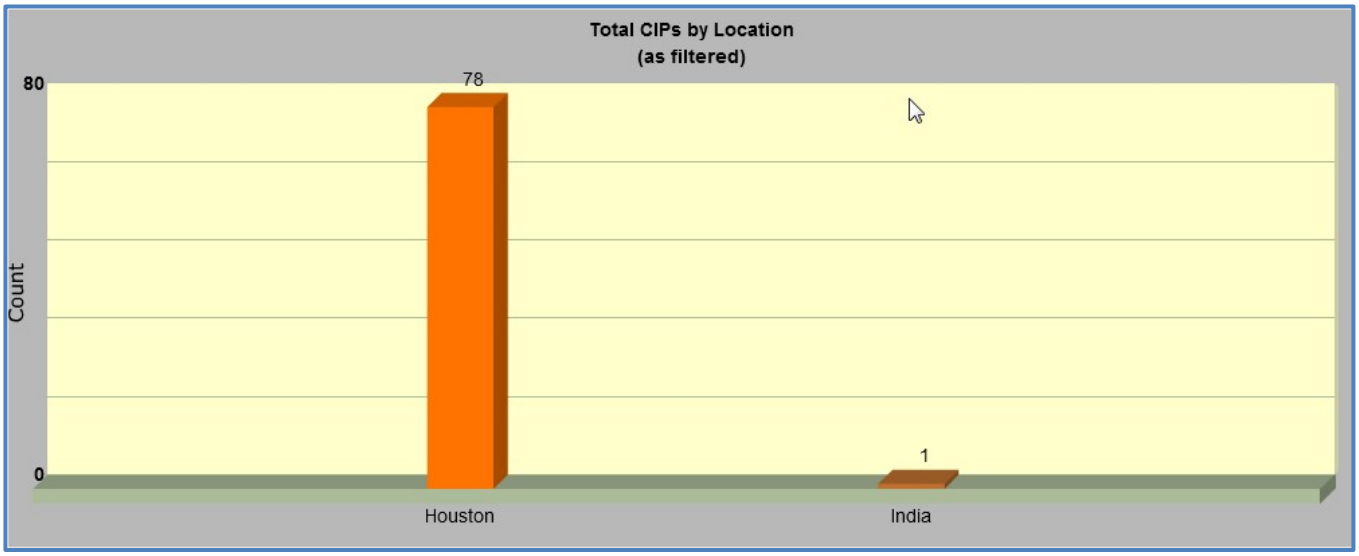
Once you have narrowed down your field, CLICK **Run Report and Chart.** At the top of the page, you will see a report containing information about the CIPs matching your filter criteria.

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

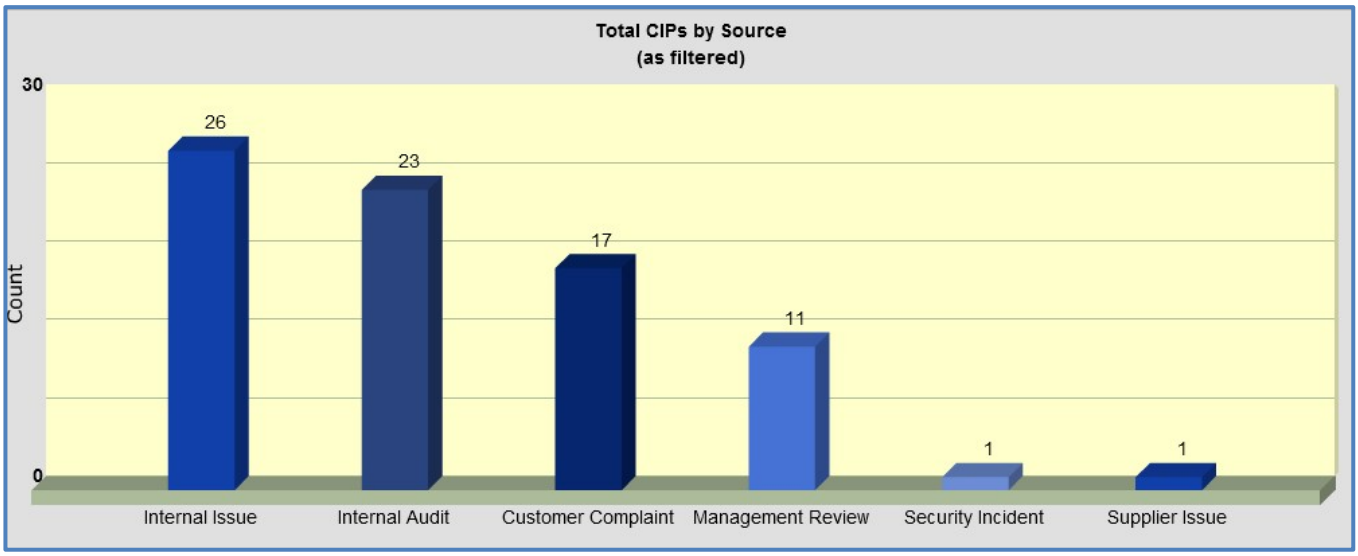


Below the report are several graphs which display real-time information about your company's KPIs, which may include:

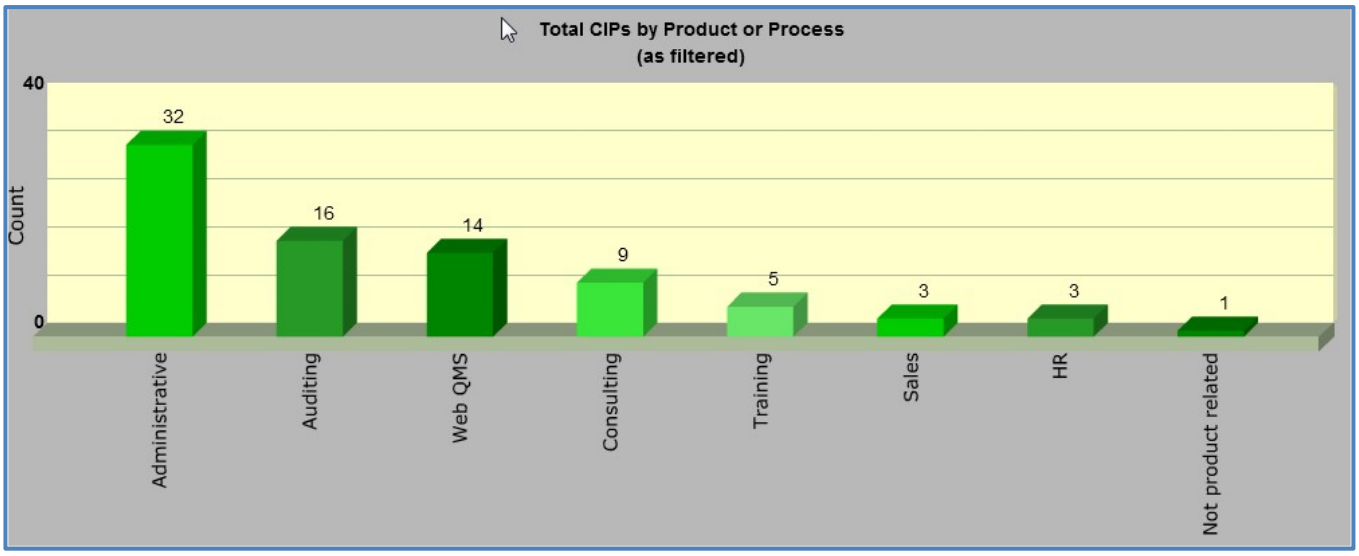
- **Total CIPs by Location:** Shows how many CIPs have been associated with each location.



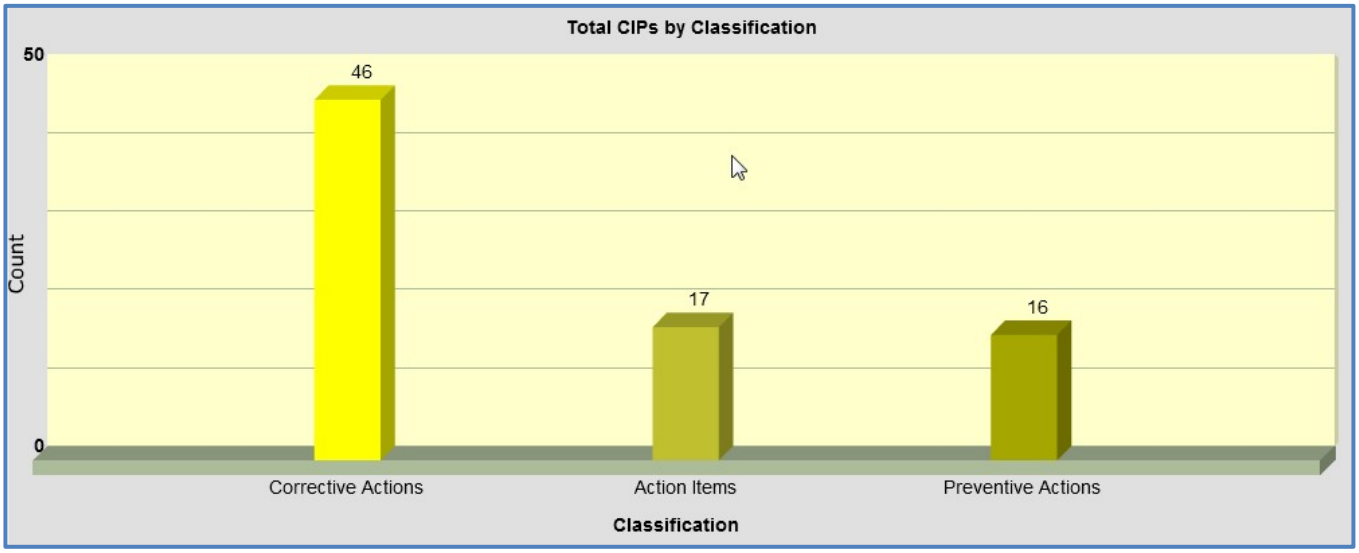
- **Total OPEN CIPs by Source:** Shows how many CIPs remain open for each CIP source.



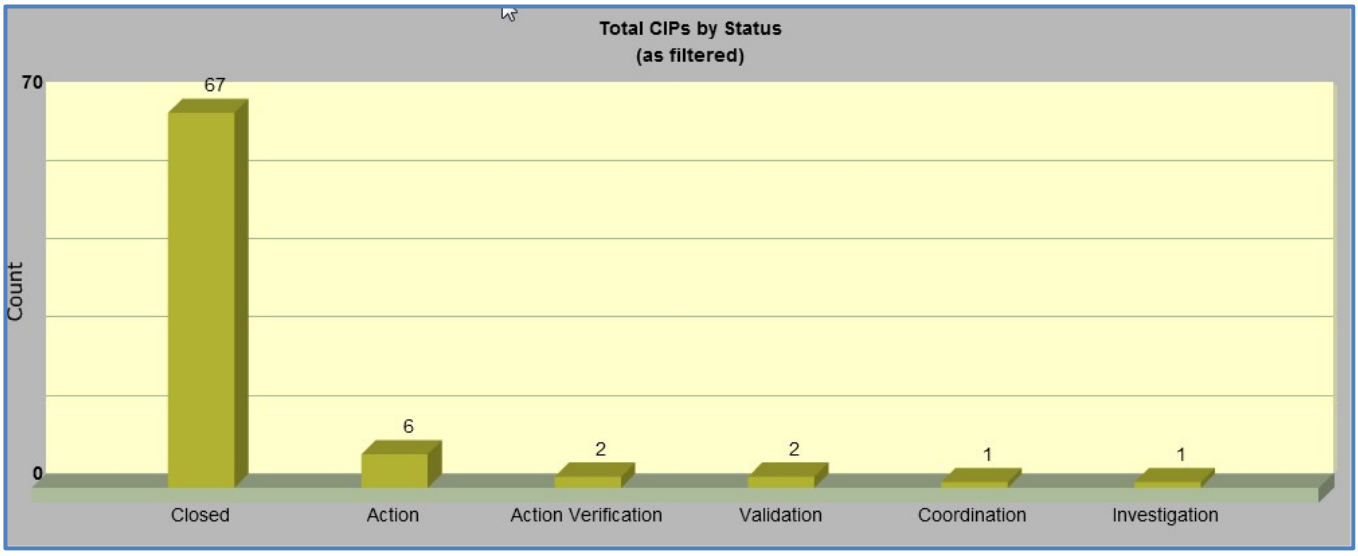
- **Total CIPs by Product or Process:** Shows how many CIPs have been associated with each product or process.



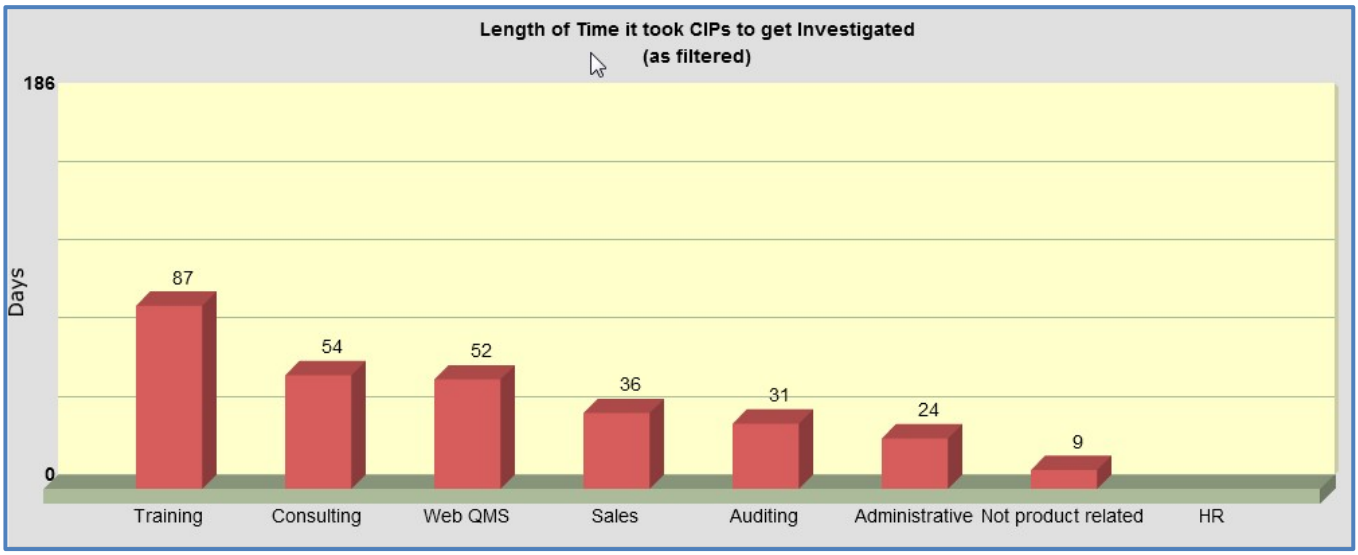
- **Total CIPs by Classification:** Shows how many CIPs were Preventive Actions, Corrective Actions, or Actions.



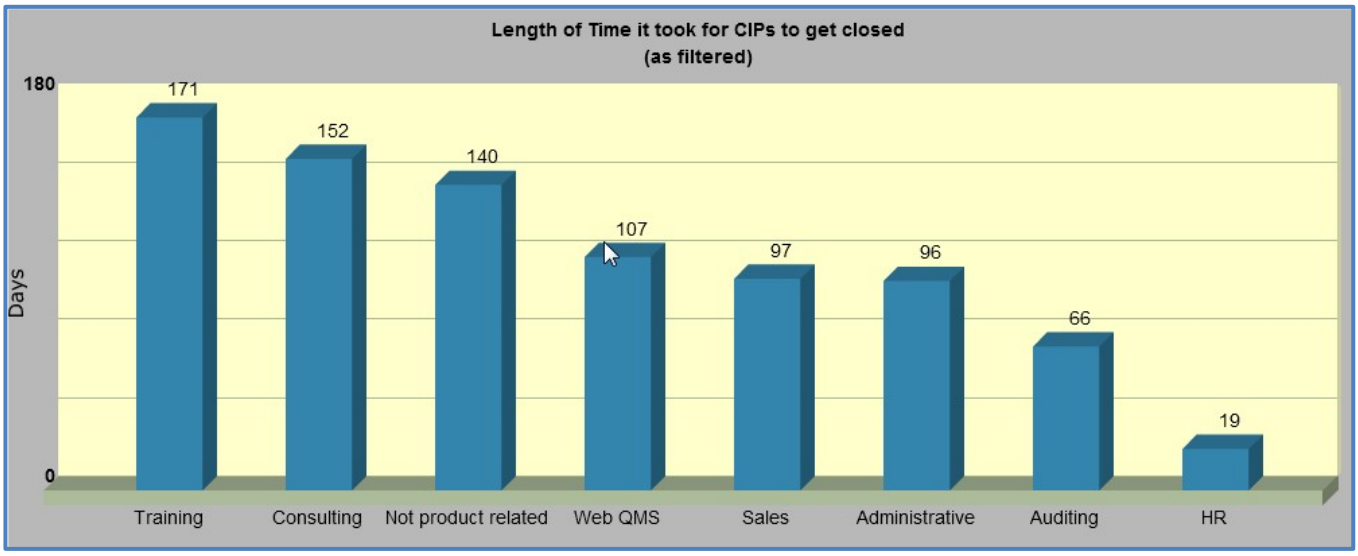
Total Open CIPs by Status: Shows how many CIPs are currently open at each stage in the CIP Process.



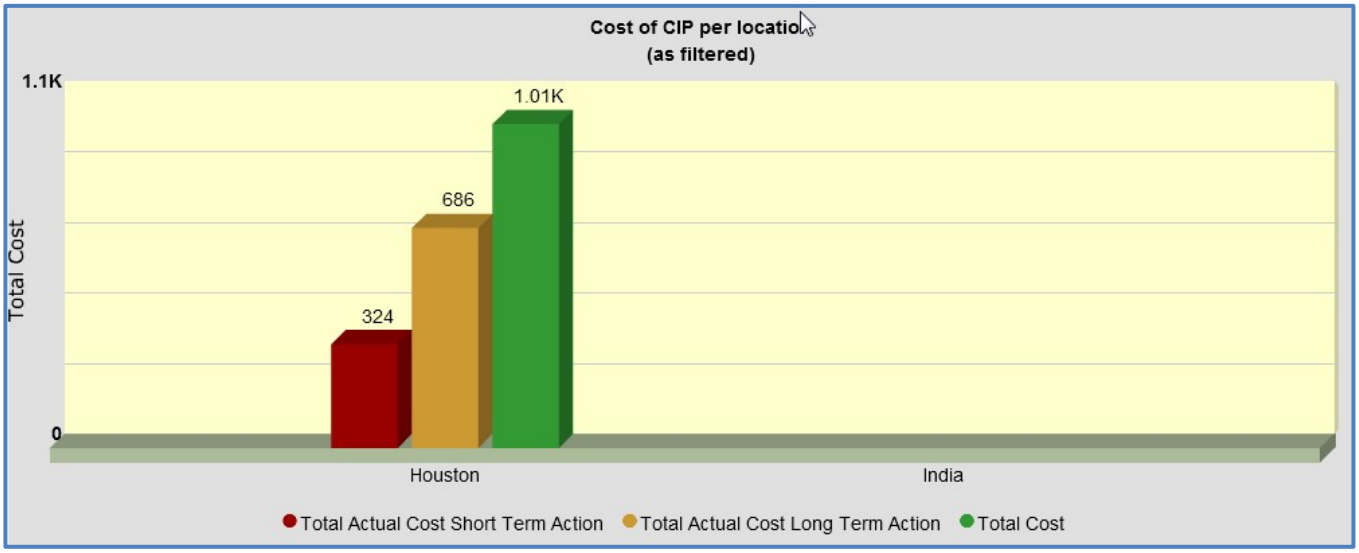
- **CIP Investigation Aging Days:** Shows how long CIPs took to be investigated per process.



CIP Closure Aging Days: Shows how long each CIP took to be closed.



- **Cost of CIP per Location:** Shows the total cost of CIPs per location. The data will show if cost information was entered.

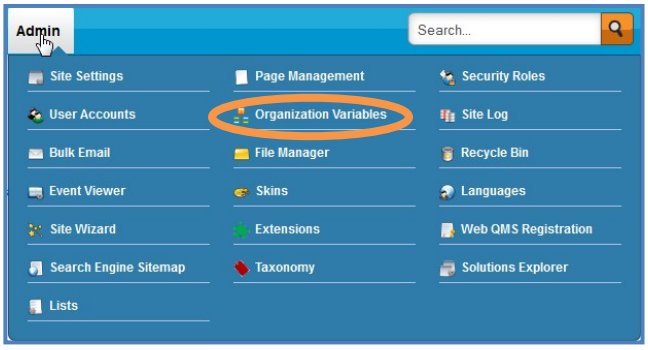


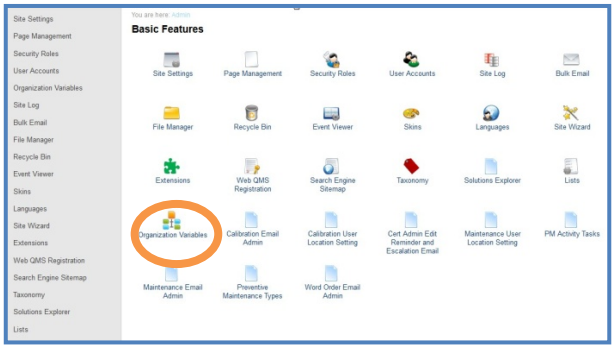
NOTE: If a chart does not display it may be because no data is available for the filters used.

4.16 CIP ADMINISTRATION (ADMIN ONLY)

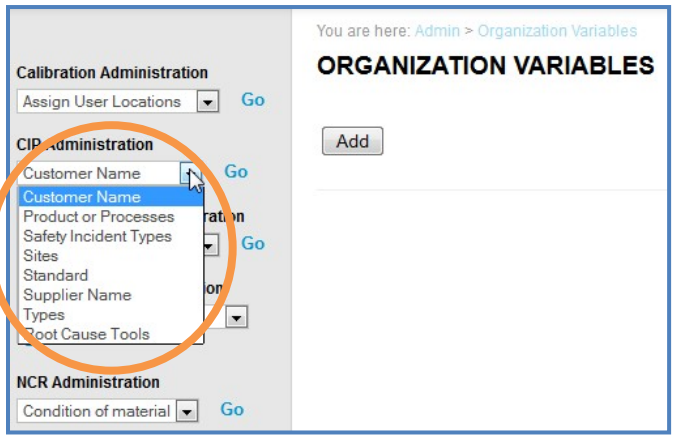
4.16.1 Adding/Editing/Removing Menu Values

CIP Administration allows the Administrator to change the options on the list throughout the CIP Application. In order to update the CIP Administration Application, a user must have the Administrator role. To access the CIP Administration Application, CLICK on **Organization Variables** in the Left Menu of the **Admin** page, in the body of the **Admin** page, or in the Top Menu of the Admin Tab:





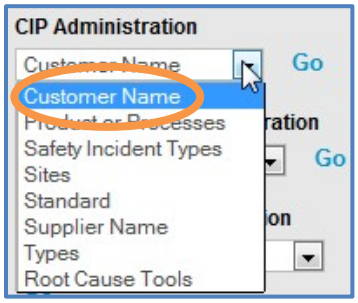
In the Left Menu of the **Organization Variables** page, LOCATE the **CIP Administration drop down menu**. This menu will allow you to change options throughout the CIP Application. This menu contains the following features:



- **Customer Name**
- **Product or Processes**
- **Safety Incident Types**
- **Sites**
- **Standard**
- **Supplier Name**
- **Types**
- **Root Cause Tools**

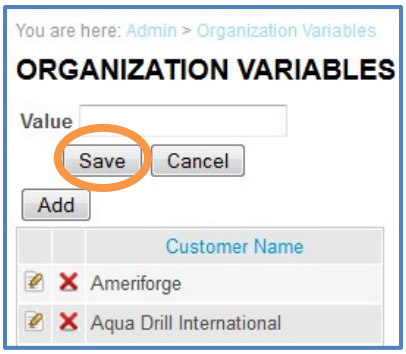
The process of adding, editing, or removing values from these drop down menus is simple and the same for all options.

SELECT the **Desired Option** in the CIP Administration drop down menu, then CLICK **Go**.



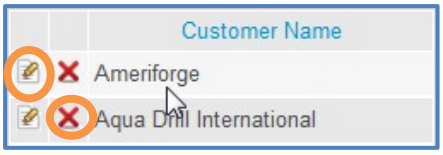
The following page will appear:

CLICK **Add** to add another value to the selected list. ENTER the **Value** to be added into the Value field. CLICK **Save**.



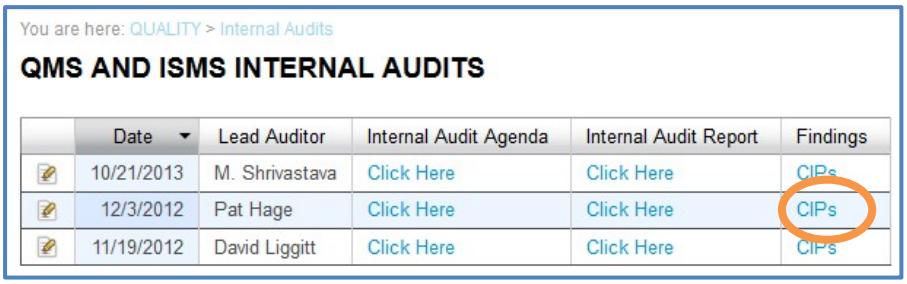
To edit or delete an existing value from the list:

- **Edit:** CLICKING the **Manage Yellow Pencil icon** allows you to edit an existing value.
- **Delete**: CLICKING the **Red X Delete icon** allows you to delete an existing value.



4.16.2 Linking Sources To CIPs

When you create a batch of multiple CIPs from a specific event, such as from a Management Review, External Audit, or Internal Audit, it is useful to link all the related CIPs from that event to the respective page on Web QMS.



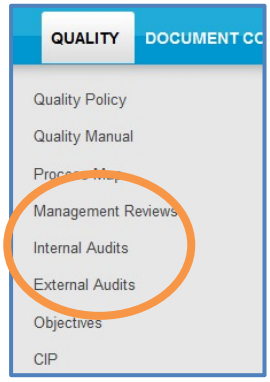
You can create this link using Advanced Search.

When you create CIPs based on the results of a Management Review, External Audit, or Internal Audit, keep track of the dates when the CIPs were requested

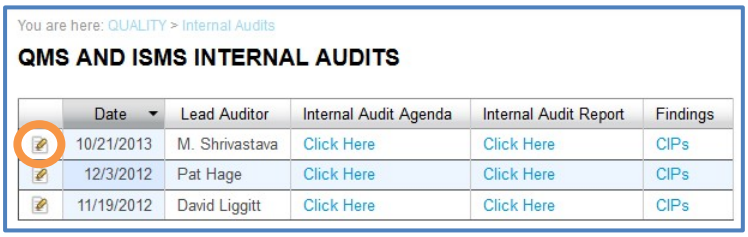
After you have created your CIPs, go to the **Advanced Search** page. For your search parameters, set the **CIP Source** to the source of the related CIPs (Management Review, External Audit, or Internal Audit) and set the **Issue Date From** and **Issue Date To** fields to include the whole timeframe when the CIPs were created, then CLICK **Submit for Search.** The search results will include all CIPs related to the event in question. Copy the URL at the top of the web browser of the search results page.

NOTE: If your results show too many CIPs or not enough, try changing your filters to ensure you get the correct number of CIPs.

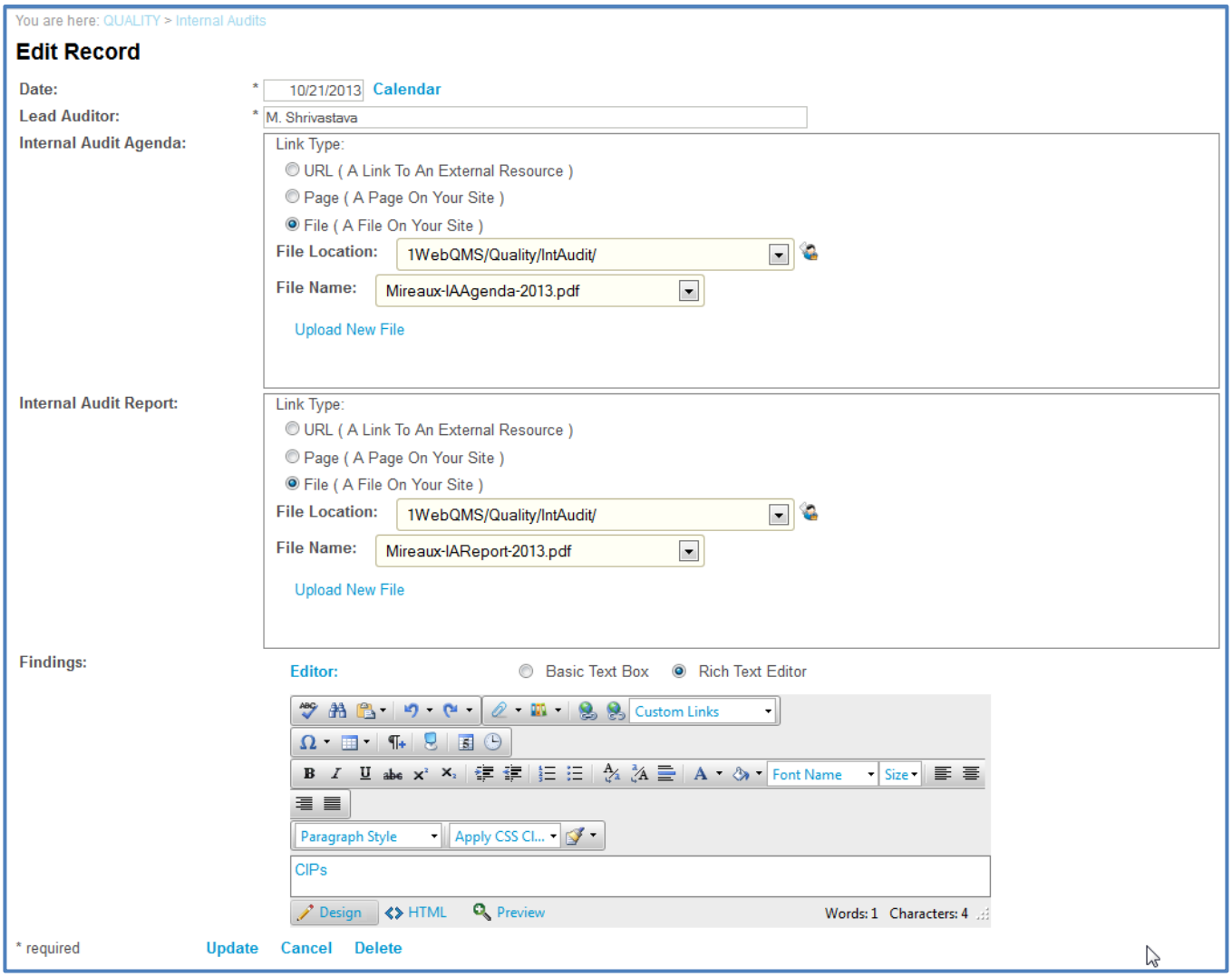
Once you have the URL of the list of all related CIPs, go to the **Management Review**, **External Audits**, or **Internal Audits** page, as applicable. You can access these pages from either the **Quality Tab** of the Main Menu or the Left Menu of the **Quality** page.



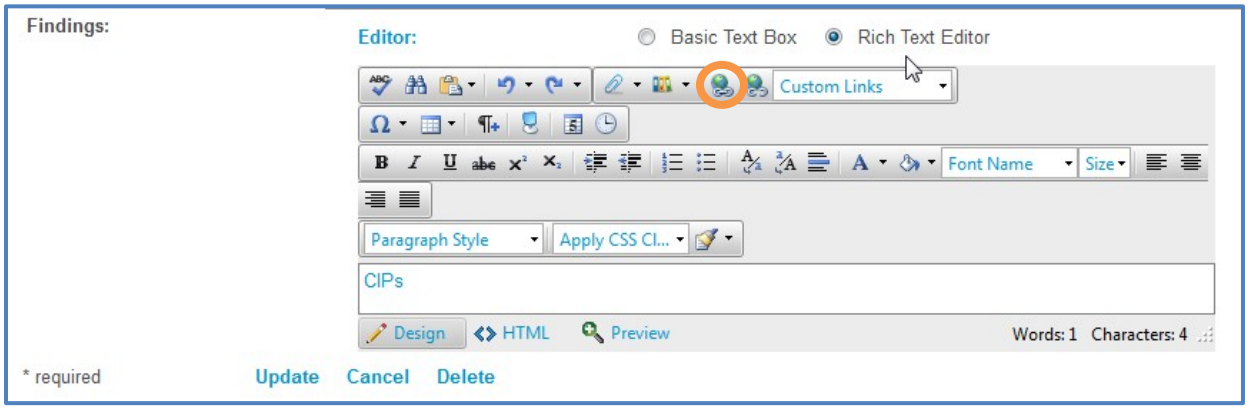
For demonstration purposes, we will use the **Internal Audits** page.



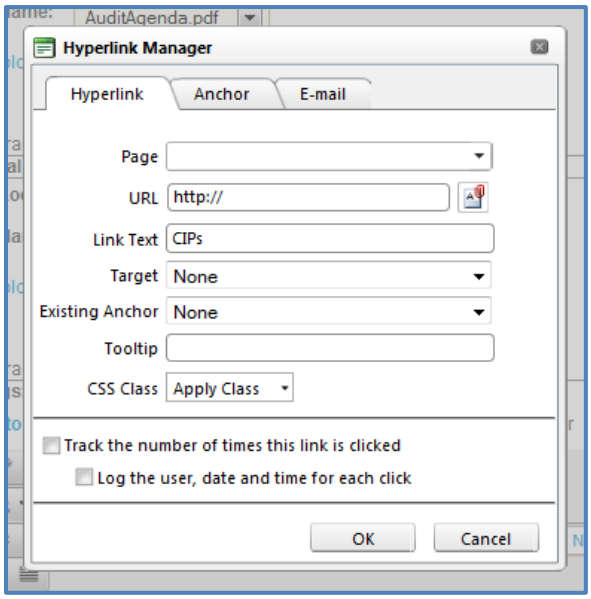
Once you have arrived at your relevant page, locate the source whose CIPs you wish to link, then CLICK the **Manage Yellow Pencil icon** next to it. The following page will appear:



In the Rich Text Format box labeled **Findings,** TYPE the phrase "See **CIPs…**" or a phrase of your choice. HIGHLIGHT the **Phrase**, then CLICK the **Hyperlink Manager** icon.



The following window will appear:



Paste the URL of the Advanced Search results page into the field labeled **URL** and choose "Parent" from the Target field. Then CLICK **OK** to return to the **Edit Record** page. Once there, CLICK **Update.** You will return to the page of the source of your CIPs.

The new **CIPs** link will take any user who clicks it, to a full list of all CIPs created as a result of that event (External Audit, Internal Audit, or Management Review).

5.0 REVISION LOG

DATE	SECTION	DESCRIPTION OF CHANGE	APPROVED BY
02/06/2010	All	Original Release of MMS-WQM-216 CIP Admin Guide and MMS-WQM-217 CIP User Guide.	M. Boudreaux
1/12/2012	All	MMS-WQM-216 formatting, adjusted the size and position of the picture, added content to section 4.11, added section 4.12.	M. Boudreaux
3/6/2012	All	Add detailed introduction about CIP Request page2 due to the different choice in Recourse from CIP Request page 1 on MMS-WQM-216.	M. Boudreaux
3/29/2012	4.2	Added a new section about "Reject a CIP" on MMS-WQM-216.	M. Boudreaux
4/11/2012	4.9	Added a new section about "Reopen a CIP", edit the section 4.1 about edit a CIP on MMS-WQM-216.	M. Boudreaux

DATE	SECTION	DESCRIPTION OF CHANGE	APPROVED BY
5/1/2012	4.11, 4.1	Added a shot note about "Associated NCR" and updated the related screenshot on MMS-WQM-216.	M. Boudreaux
07/09/2012	4.1	MMS-WQM-216 updated to include application enhancements and skin changes.	M. Boudreaux
01/31/2014	All	Revision and integration of MMS-WQM-216 and MMS-WQM-217. Released as MXM-WQM-508 CIP Application Manual.	M. Boudreaux
06/01/2014	All	Revision, editing, and formatting performed throughout the CIP Application Manual.	M. Boudreaux

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