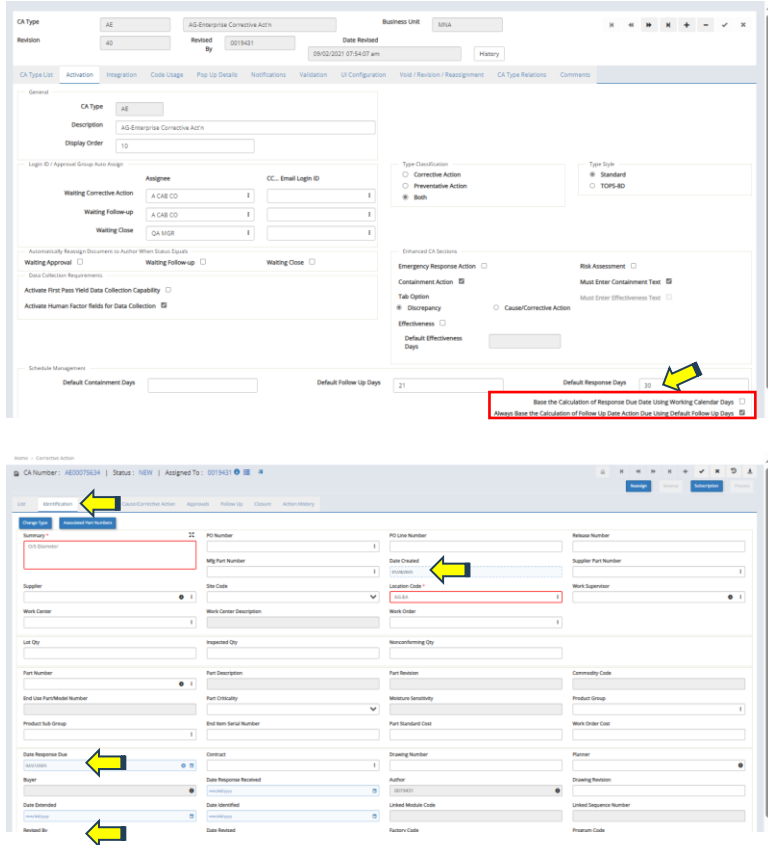


STANDARD WORK – PROCESS INSTRUCTION SHEET

| TITLE | How Escalation Works | DEPARTMENT | Quality |
|---------------------------|---|--|---------|
| PROCESS | Escalation feature setup and managed in the TIPQA Corrective Action Module | TEAM COMPOSITION | |
| DATE | 20250206 | Barbera, Kevin / Benedict, Dudley / Buchwald, Wade / Daigler, John / Feder, Darren / Howell, Mathew / Lobaugh, Timothy | |
| REV | 1.0 | | |
| AUTHOR | J. Daigler | | |
| BASIC PROCESS DESCRIPTION | This document defines how escalation is set up and managed in the TIPQA Corrective Action module. Each CA type can have different escalation requirements. If you have any questions about applicability or encounter problems understanding or technical difficulty, contact your TIPQA Module Leader for assistance. | | |

| STEP # | STEP DESCRIPTION | IMAGE / INSTRUCTIONS | FUNCTION |
|--------|------------------|---|-----------|
| 1 | New status setup | <p>New status – When creating a Corrective Action in TIPQA, the database will automatically calculate the <i>Date Response Due</i> (the date an actual C/CA response is due) based on the <i>Default Response Days</i> (Schedule Management setting) software setup for the specific CA type. Each CA type can have different requirements. The due date can be manually pulled in or extended by the author based on criticality of issue.</p>  | Info Only |

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Form 117-73 20240916
SWI-1860 20250206

This document does not contain Technical Data or Technology as defined in the ITAR Part 120.10 or EAR Part 772

Based on the example shown, the document can remain with the author for **1** day before an email warning is sent. After **3** days, an email escalation notice will go to the assignee's supervisor. **3** days after that, it will escalate to the supervisor's supervisor. Escalation to the assignee and supervisor is based on the software settings defined in the **Escalation** for overdue work setup screen.

Waiting Corrective Action (WCA) status – The document can remain with the assignee for the extent of time defined in the *Date Response Due* field of the CA Module Identification tab. A warning email is sent to the **Assigned To** person one day prior (-1) to the CA response being due. **3** days after the due date, an email escalation notice will go to the assignee's supervisor. **3** days after that, it will escalate to the supervisor's supervisor.

2

WCA status
setup

If additional time is needed for a response, an extension is requested. When a date is entered in the **Date Extended** field of the Identification tab, escalation will happen based on the new date approved for receipt of response.

Info Only

3

WA status
setup

Waiting Approval (WA) status - The document can remain with the assignee for **1** day before a warning is sent. After **3** days, an email escalation notice will go to the assignee's supervisor. **3** days after that, it will escalate to the supervisor's supervisor. Each assignee has the same number of action days.

Info Only

Waiting Follow Up (WFL) status – When processing to the Waiting Follow Up screen, the system will automatically calculate the **Date Action Due** based on the **Default Follow Up Days** (Schedule Management setting) and the Work Day Calendar moving to WFL from WA.

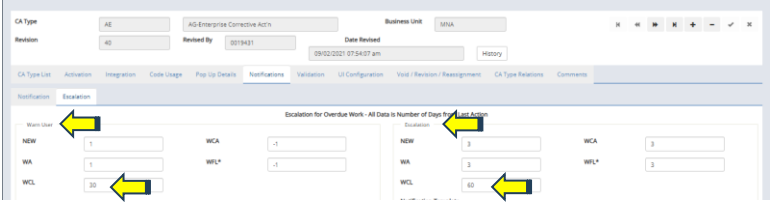
The document can remain with the assignee for the extent of time defined in the **Date Action Due** field of the CA Module **Follow Up** tab. A warning email is sent to the **Assigned To** person one day prior (-1) to the CA response being due. **3** days after the due date, an email escalation notice will go to the assignee's supervisor. **3** days after that, it will escalate to the supervisor's supervisor.

If additional time is needed for Follow Up, the date entered in the **Date Action Due** field of the Follow Up tab can be changed to reflect the new due date for receipt of response.

4

WFL status setup

Info Only

| | | | |
|---|------------------|---|-----------|
| 5 | WCL status setup | <p>Waiting Closure (WCL) status - The document can remain with the assignee for 30 days before a warning is sent. After 60 days, an email escalation notice will go to the assignee’s supervisor. 60 days after that, it will escalate to the supervisor’s supervisor.</p>  | Info Only |
| | COMPLETE | | |

Revision History

| Revision Number | Date of Change | Description of Change |
|-----------------|----------------|--|
| Original | 20160510 | Initial Release |
| 1.0 | 20250206 | Initial Release in the SWI database. Screen prints updated to reflect latest web version software configuration. |