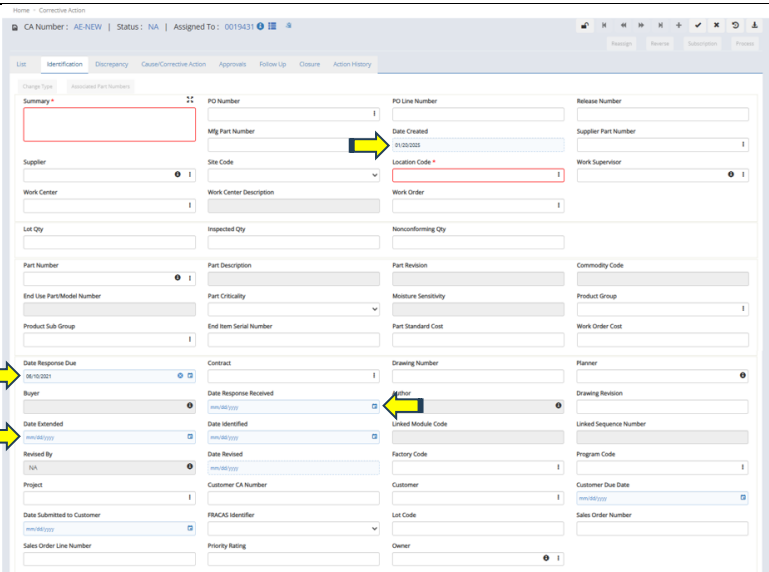
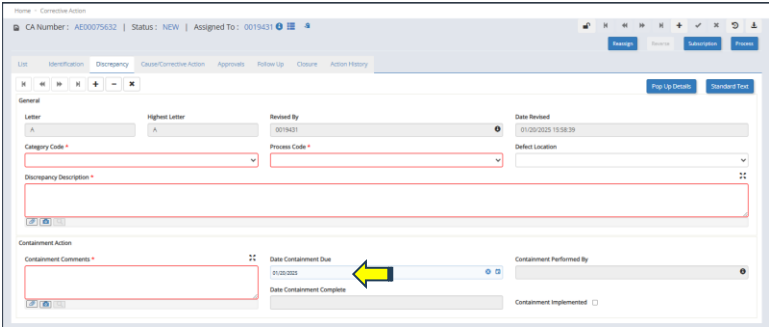
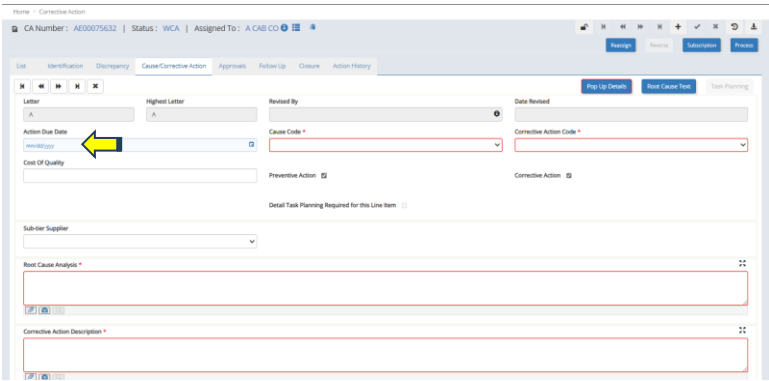


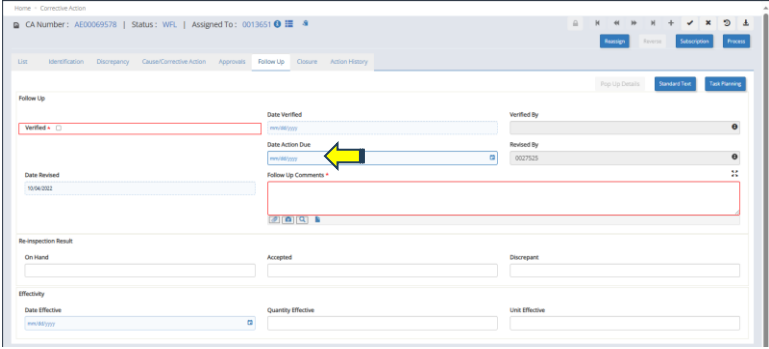
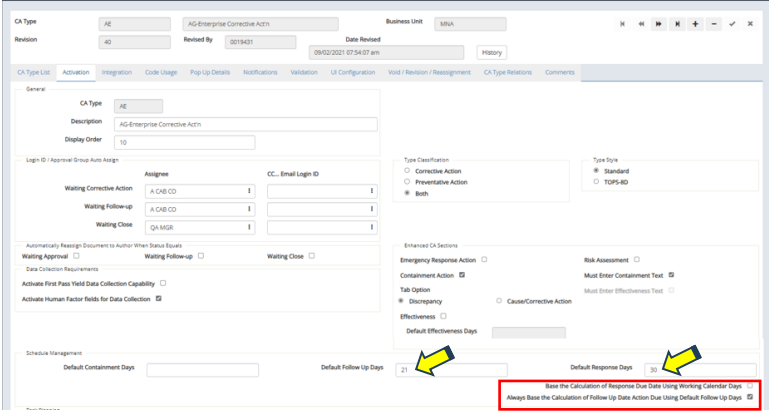
## STANDARD WORK – PROCESS INSTRUCTION SHEET

TITLE	Managing Dates in the CA Module		DEPARTMENT	Quality
PROCESS	Managing Dates in the Corrective Action Module		TEAM COMPOSITION	
DATE	20250127		Barbera, Kevin / Benedict, Dudley / Buchwald, Wade / Daigler, John / Feder, Darren / Howell, Mathew / Lobaugh, Timothy	
REV	1.0			
AUTHOR	John Daigler			
BASIC PROCESS DESCRIPTION	This document defines the logic used to maintain dates in the Corrective Action module of TIPQA.  If you have any questions in applicability or encounter problems understanding or technical difficulty, contact your TIPQA Module Leader for assistance.			
STEP #	STEP DESCRIPTION	IMAGE / INSTRUCTIONS		FUNCTION
1	Definitions – Identification tab	<p>There are various date fields found within the TIPQA Corrective Action (CA) module. Some of these dates are manually entered by users and some are populated by the software based on the particular CA type setup parameters. Each date has an effect on the processing of the record and on escalation to assignees and supervision.</p> <p>Shown below are definitions of the most important date fields and how they are calculated /maintained.</p> <p><b>Date Created</b>, located in the Identification tab, is the date the record is initiated and is populated by the software. It is non-editable.</p> <p><b>Date Response Due</b>, located in the Identification tab, is a programmed date defining when a corrective action plan (WCA status) is due. It applies only to WCA status. The number of days is defined in the CA type Schedule Management settings. The date can be shortened or extended by the Author based on severity or need. This date should only be changed in the initial NEW status.</p> <p><b>Date Extended</b>, located in the Identification tab, is a manually entered, editable field. It applies only to WCA status and sets the notification date and the start of escalation for records in WCA status only. The date is changed when additional time is required to submit a CA response. When the CA is in the WCA status, the Date Extended field overrides the Date Response Due date.</p> <p><b>Date Response Received</b>, located in the Identification tab, is the date the record was processed from the WCA status to the WA status. It is populated by the software. When the CA is associated with a supplier, with the appropriate Cause Code, the date is used to calculate Supplier Rating. If the Supplier CA is reversed to the WCA status, the date should be manually removed to show the new receive date when the CA response is received again.</p>		Info Only

DISCLAIMER: Printed copies are for reference only.

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2	Definitions – Discrepancy tab	<p><b>Date Containment Due</b>, located in the Discrepancy tab, is an auto-populated field showing the date the containment action is due to be completed. The date is changed when additional time is required to complete the containment activity.</p> 	All
3	Definitions – Cause/ Corrective Action tab	<p><b>Action Due</b>, located in the Cause/Corrective Action tab, is a manually entered date which defines when the C/CA action plan will be completed. No escalation is driven from this date in the WCA status. See comment in Date Action Due definition.</p> 	All

4	Definitions – Follow Up tab	<p><b>Date Action Due</b>, located in the Follow Up tab, applies only to WFL status and sets the notification date and the start of escalation for records in WFL status only. The number of days is defined in the CA type Schedule Management settings. If an Action Due date is entered in the WCA tab, that date will override the default Date Action Due calculation in the WFL tab.</p> 	All
5	Escalation	<p><b>Escalation</b> – When the timeframe to complete required action (<b>Date Response Due</b>, <b>Date Extended</b> or <b>Date Action Due</b>) is approaching or has lapsed and considered overdue, automated email messages are sent to the <i>Assigned To</i> user or escalated to the assignee’s designated supervisor based on the dates defined above. The number of days is defined in the CA type Schedule Management settings.</p> 	All
	COMPLETE		

Revision History

Revision Number	Date of Change	Description of Change
Original	20160510	Initial Release
1.0	20250127	Initial Release in SWI Database. Screen prints updated to reflect latest web version software configuration.