



# Customer Portal User Manual

Revision 05.12.11

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# Client Portal User Manual

## Login Screen

**\*\*Please DISABLE all pop-up blockers for this site\*\***

**Logon**

Enter your NQA-USA Customer Portal User Id and password. If you do not have a login for the system or are encountering problems logging in please contact your designated Client Support Representative

Name

Password

NQA-USA •4 Post Office Square, Acton MA 01720 •Tel 800-649-5289

## Welcome Screen

To collapse each table, click the white '+' in the top right hand corner

Home | Company Info | Feedback | Account | Support | Welcome jblogg@nqa-usa.com! [ Log Off ]

**Upcoming Events**

4/11/2011 **Welcome to the NQA Customer Portal**  
NQA is pleased to announce the launch of its new customer portal. Here you will have access to various functions. To name just a few, you will be able to access copies of reports and certificates, request the addition of new sites and request scope changes online.

4/23/2011 **Customer Portal Enhancements**  
In the coming months the NQA customer portal will be enhanced to deliver additional functionality such as NCR tracking and trending, accounting interfaces and exclusive NQA client only material.

**Planned Audits**

City	Standard	Target Date	Duration	
Notown	TS 16949	5/1/2012	2.0	<a href="#">Propose Date</a>

**Booked Audits**

City	Standard	Start Date	Duration	Lead Auditor
------	----------	------------	----------	--------------

**Open NCRs**

NCR #	Type	Standard - Clause	Status
<a href="#">1234</a>	Major	TS 16949 - No Requirement	Awaiting CAR's
<a href="#">1235</a>	Minor	TS 16949 - 4.1-1	Created
<a href="#">1236</a>	Major	TS 16949 - 4.1a	Created

**Surveys to complete**

Survey	Audit Date	Audit Site	
<a href="#">Post Audit Customer Survey</a>	11/24/2010	Notown	<a href="#">[delete]</a>

## Home Tab

**Upcoming Events**

**4/11/2011 Welcome to the NQA Customer Portal**  
NQA is pleased to announce the launch of its new customer portal. Here you will have access to various functions. To name just a few, you will be able to access copies of reports and certificates, request the addition of new sites and request scope changes online.

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In the coming months the NQA customer portal will be enhanced to deliver additional functionality such as NCR tracking and trending, accounting interfaces and exclusive NQA client only material.

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City	Standard	Target Date	Duration	
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City	Standard	Start Date	Duration	Lead Auditor
------	----------	------------	----------	--------------

**Open NCRs**

NCR #	Type	Standard - Clause	Status
<a href="#">1234</a>	Major	TS 16949 - No Requirement	Awaiting CAR's
<a href="#">1235</a>	Minor	TS 16949 - 4.1-1	Created
<a href="#">1236</a>	Major	TS 16949 - 4.1a	Created

**Surveys to complete**

Survey	Audit Date	Audit Site	
<a href="#">Post Audit Customer Survey</a>	11/24/2010	Notown	<a href="#">(delete)</a>

### Upcoming Events:

Lists new and exciting happenings

### Planned Audits:

The planned audits table lists upcoming audits and allows you to propose dates that would work best for you.

Clicking the 'Propose Date' link will bring up a calendar in which to propose the dates:

Please list the date(s) or date ranges that would be convenient or inconvenient for scheduling your upcoming audit

May 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

Send Cancel

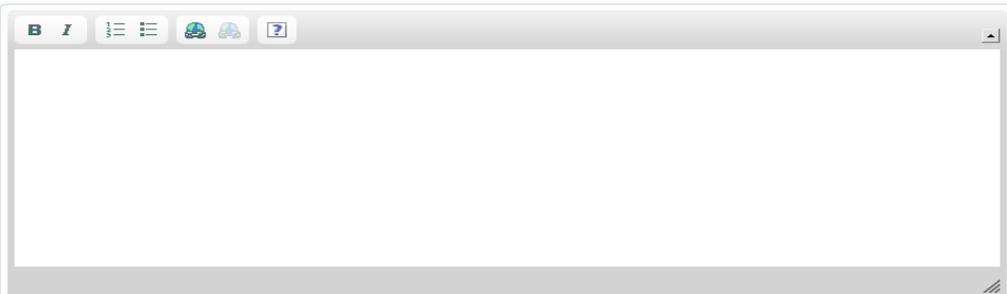
## Open NCRs:

Lists open non-conformances from your recent audits

Clicking the NCR # will open a window in which you can scroll down and enter your response(s) and submit electronically

- Please refer to the Definitions page (pg. #'s 18-19) for a brief description of each required section
- To add any comments you may have, please click the 'Add comment' link below the appropriate NCR box
- At the bottom of the NCR response areas, you will find an area to attach anything you may find pertinent to your responses.

## Containment:

<b>NCR S14-02 ISO 9001 Violation Type Minor</b>	
<b>Auditor:</b>	<b>Company:</b> [REDACTED]
<b>Date:</b> 8/12/2011	
<b>Requirement</b> <b>Statement of Nonconformity</b> There are no calibration / verification records for the oven temperature controller.	
<b>Objective Evidence</b> Where necessary to ensure valid results, measuring equipment shall be calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national standards	
<b>Containment Actions</b>	<b>Planned Completion:</b> <input type="text"/>
	
Comments ( <a href="#">Add a Comment</a> )	

## Root Cause:

<b>Root Cause</b>

Comments ( <a href="#">Add a Comment</a> )

## Corrective Actions:



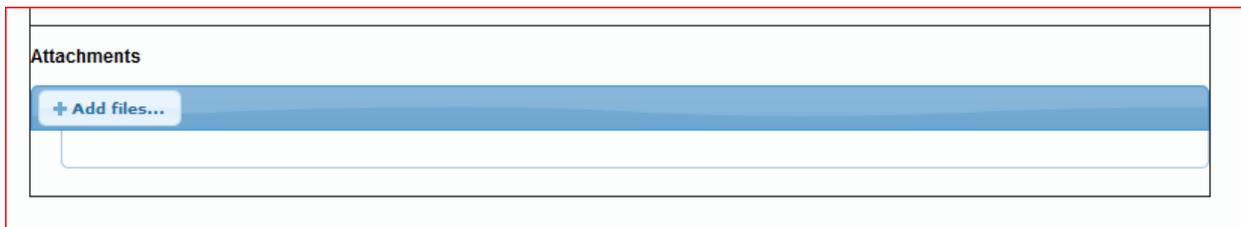
The screenshot shows a web form titled "Corrective Actions". At the top right, there is a "Planned Completion:" label followed by a date selection calendar icon. Below this is a large text area with a rich text editor toolbar containing icons for bold (B), italic (I), bulleted list, numbered list, link, and help (?). The text area is currently empty. At the bottom left of the form, there is a "Comments ( [Add a Comment](#) )" link.

## Corrective Action Impact:



The screenshot shows a web form titled "Corrective Action Impact". It has the same layout as the "Corrective Actions" form, including a "Planned Completion:" label with a calendar icon, a rich text editor toolbar, and a "Comments ( [Add a Comment](#) )" link at the bottom left.

## Attachments:



The screenshot shows a section titled "Attachments". It features a blue button with a plus sign and the text "+ Add files...". Below the button is a light blue rectangular area, likely representing a file upload zone.

**NOTE:** \* Any non-conformances not requiring a response will not be visible on the home page. You can access these from the Company Info tab (see pg. #8)

## Booked Audits:

This is a list of any audits that you currently have booked with NQA, USA.

## Surveys to Complete:

We kindly ask that you follow the link to complete our customer satisfaction survey

*All feedback is greatly appreciated*

1. The contact from the NQA-USA office was professional, friendly and helpful. <input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neutral <input type="radio"/> Agree <input type="radio"/> Strongly Agree
2. The NQA office was responsive to my needs and communications were timely and effective <input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neutral <input type="radio"/> Agree <input type="radio"/> Strongly Agree
3. The audit was fair and unbiased. <input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neutral <input type="radio"/> Agree <input type="radio"/> Strongly Agree
4. Peter Theobald was professional and courteous. <input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neutral <input type="radio"/> Agree <input type="radio"/> Strongly Agree
5. Peter Theobald was knowledgeable about the standard and our industry. <input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neutral <input type="radio"/> Agree <input type="radio"/> Strongly Agree
6. It was easy to communicate with Peter Theobald <input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neutral <input type="radio"/> Agree <input type="radio"/> Strongly Agree
7. Audit information was received in a timely manner. <input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neutral <input type="radio"/> Agree <input type="radio"/> Strongly Agree
8. All meetings were valuable information sessions. <input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neutral <input type="radio"/> Agree <input type="radio"/> Strongly Agree
9. Overall Satisfaction with the level of service you have received was: <input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neutral <input type="radio"/> Agree <input type="radio"/> Strongly Agree
10. The audit schedule and expectations were clearly communicated <input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neutral <input type="radio"/> Agree <input type="radio"/> Strongly Agree
11. Would you recommend NQA-USA in the future to your suppliers and customers? <input type="radio"/> Yes <input type="radio"/> No
12. Which of the above categories do you feel is most important? <input type="text"/>

## Company Info

Here is where you will find information about your company



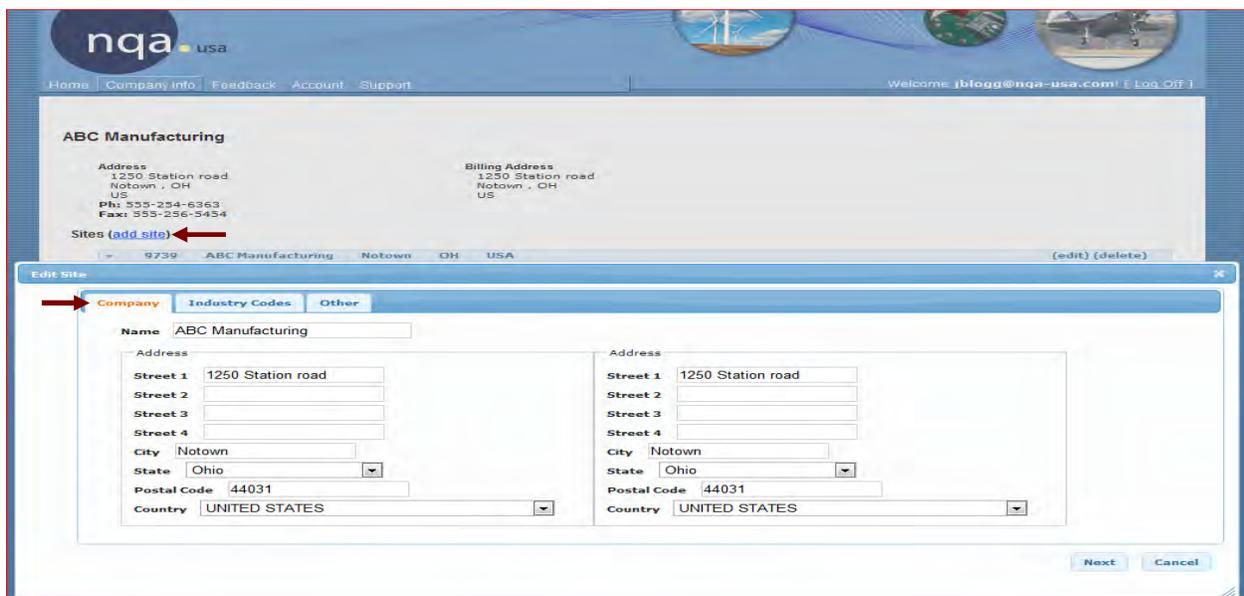
## Company Tab

### (Edit) (Delete):

Clicking the '(Edit)' link allows you to revise information as needed

Clicking the '(Delete)' link allows you to delete a site if there is more than one registered facility

Click 'Next'



## Industry Codes:

The Industry Codes tab allows you to select or remove industries codes that apply or may not apply to your company.

Click 'Next'

Industry Codes (Select all that apply)

<input type="checkbox"/> 01 - Agriculture, Hunting, Forestry & Fishing	<input type="checkbox"/> 02 - Mining and Quarrying	<input type="checkbox"/> 03 - Food Products, Beverages and Tobacco
<input type="checkbox"/> 04 - Textiles and Textile Products	<input type="checkbox"/> 05 - Leather and Leather Products	<input type="checkbox"/> 06 - Wood and Wood Products
<input type="checkbox"/> 07 - Pulp, Paper and Paper Products	<input type="checkbox"/> 08 - Publishing Companies	<input type="checkbox"/> 09 - Printing Companies
<input type="checkbox"/> 10 - Coke and Refined Petroleum Products	<input type="checkbox"/> 11 - Nuclear Fuel	<input type="checkbox"/> 12 - Chemicals, Chemical Products and Fibers
<input type="checkbox"/> 13 - Pharmaceuticals	<input type="checkbox"/> 14 - Rubber and Plastic Products	<input type="checkbox"/> 15 - Non-metallic Mineral Products
<input type="checkbox"/> 16 - Concrete, Cement, Lime, Plaster, etc.	<input type="checkbox"/> 17 - Basic Metals and Fabricated Metal Products	<input type="checkbox"/> 18 - Machinery and Equipment
<input type="checkbox"/> 19 - Electrical and Optical Equipment	<input type="checkbox"/> 20 - Ship Building	<input type="checkbox"/> 21 - Aerospace
<input checked="" type="checkbox"/> 22 - Other Transport Equipment	<input type="checkbox"/> 23 - Manufacturing Not Elsewhere Classified	<input type="checkbox"/> 24 - Recycling
<input type="checkbox"/> 25 - Electricity Supply	<input type="checkbox"/> 26 - Gas Supply	<input type="checkbox"/> 27 - Water Supply
<input type="checkbox"/> 28 - Construction	<input type="checkbox"/> 29 - Wholesale and retail trade; repair of motor vehicle	<input type="checkbox"/> 30 - Hotels and Restaurants
<input type="checkbox"/> 31 - Transport, Storage and Communications	<input type="checkbox"/> 32 - Financial Intermediation, Real Estate, Renting	<input type="checkbox"/> 33 - Information Technology
<input type="checkbox"/> 34 - Engineering Services	<input type="checkbox"/> 35 - Other Services	<input type="checkbox"/> 36 - Public Administration
<input type="checkbox"/> 37 - Education	<input type="checkbox"/> 39 - Other Social Services	<input type="checkbox"/> 38 - Health and Social Work
<input type="checkbox"/> 40 - Medical Devices		

## Other:

Here you can enter company specific requirements and travel information

Click 'Next'

Health and Safety Requirements

- High Visibility Jacket
- Gloves
- Safety Shoes
- Hard Hat
- Ear Protection
- Safety Glasses

Travel

Nearby Airports: Cleveland

Nearby Hotels: Corporate rate at Holiday

Other:

Non Production Days: n/a

## Add Site:

Clicking 'Add Site' allows you to add new sites to your registration

# Client Portal User Manual

**ABC Manufacturing**

**Address**  
1250 Station road  
Notown , OH  
US  
Ph: 555-254-6363  
Fax: 555-256-5454

**Billing Address**  
1250 Station road  
Notown , OH  
US

Sites ([add site](#))

>	9739	←	ABC Manufacturing	Notown	OH	USA	(edit) (delete)
---	------	---	-------------------	--------	----	-----	-----------------

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## Company Tab:

Enter all requested information for the new site

Click 'Next'

New Site

Company Standards

Name

Address

Street 1 <input type="text"/>	Street 1 <input type="text"/>
Street 2 <input type="text"/>	Street 2 <input type="text"/>
Street 3 <input type="text"/>	Street 3 <input type="text"/>
Street 4 <input type="text"/>	Street 4 <input type="text"/>
City <input type="text"/>	City <input type="text"/>
State Alabama	State Alabama
Postal Code <input type="text"/>	Postal Code <input type="text"/>
Country UNITED STATES	Country UNITED STATES

Next Cancel

## Standards Tab:

Here is where you choose the standard(s) you wish to add to your registration

Click 'Next'

New Site

Company Standards

Standards

<input type="checkbox"/> AS 9100	<input type="checkbox"/> OHSAS 18001	<input type="checkbox"/> ISO 9001
<input type="checkbox"/> TL 9000	<input type="checkbox"/> TS 16949	<input type="checkbox"/> QS 9000
<input type="checkbox"/> ISO 22000	<input type="checkbox"/> Supplier	<input type="checkbox"/> AS 9110
<input type="checkbox"/> AS 9120	<input type="checkbox"/> ISO 13485	<input type="checkbox"/> AC 00-56
<input type="checkbox"/> AS 9003	<input type="checkbox"/> ESD S20.20	<input type="checkbox"/> ISO 20000
<input type="checkbox"/> ISO 27001	<input type="checkbox"/> VCAP	<input type="checkbox"/> QS/TE 9000
<input type="checkbox"/> ISO 14001	<input type="checkbox"/> AS 5553	

Scope

Next Cancel

## Certifications

### Open NCRs: (Refer to Open NCRs on page 4)

NCR #	Type	Standard - Clause	Status
<a href="#">1234</a>	Major	TS 16949 - No Requirement	Awaiting CAR's
<a href="#">1235</a>	Minor	TS 16949 - 4.1-1	Created
<a href="#">1236</a>	Major	TS 16949 - 4.1a	Created

## Certificates:

Here you may view your certifications that you are currently registered to

Click on arrow by the certificate number in which you would like to view its certification(s) <sup>1</sup>

Click the arrow next to the standard in which you would like to view <sup>2</sup>

Click the arrow by 'Certificates' to view the registration certificates <sup>3</sup>

*(Your most current certificate is the very top listing)*

Clicking the certificate # link will open a .pdf copy of that certificate <sup>4</sup>

Clicking the 'Request Change' link at the end of the scope allows you to request a scope change <sup>5</sup>

1

Home Company Info Feedback Account Support Welcome [jblogg@nqa-usa.com!](#) [ [Log Off](#) ]

### ABC Manufacturing

**Address**  
1250 Station road  
Notown , OH  
US  
Ph: 555-254-6363  
Fax: 555-256-5454

**Billing Address**  
1250 Station road  
Notown , OH  
US

**Sites** ([add site](#))

9739	ABC Manufacturing	Notown	OH	USA	(edit) (delete)
<b>Address</b> 1250 Station road Notown , OH US	<b>Billing Address</b> 1250 Station road Notown , OH US	<b>Ph:</b> 555-254-6363 <b>Fax:</b> 555-256-5454	<b>Industry Codes</b> EAC 22 Other Transport Equipment NACE DM 34.3 Manufacture of parts and accessories for motor veh	<b>Health &amp; Safety</b> Safety Shoes Safety Glasses Ear Protection	<b>Travel Information</b> <b>Nearby Hotels:</b> Corporate rate at Holiday Inn <b>Nearby Airports:</b> Cleveland <b>Other:</b> <b>Non Production Days:</b> n/a

**Certifications**

- ISO 9001
- TS 16949

<a href="#">1594</a>	ABC Manufacturing 3	Nashua	NH	USA	(edit) (delete)
<a href="#">11260</a>	ABC Manufacturing 2	Flint	MI	USA	(edit) (delete)
<a href="#">2366</a>	ABC Manufacturing 1	Green Bay	WI	USA	(edit) (delete)

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Home Company Info Feedback Account Support Welcome [jblogg@nqa-usa.com](#) [ [Log Off](#) ]

## ABC Manufacturing

**Address**  
1250 Station road  
Notown , OH  
US  
**Ph:** 555-254-6363  
**Fax:** 555-256-5454

**Billing Address**  
1250 Station road  
Notown , OH  
US

**Sites** ([add site](#))

9739	ABC Manufacturing	Notown	OH	USA	(edit) (delete)
<b>Address</b> 1250 Station road Notown , OH US		<b>Billing Address</b> 1250 Station road Notown , OH US		<b>Ph:</b> 555-254-6363 <b>Fax:</b> 555-256-5454	
<b>Industry Codes</b> EAC 22 Other Transport Equipment NACE DM 34.3 Manufacture of parts and accessories for motor veh		<b>Health &amp; Safety</b> Safety Shoes Safety Glasses Ear Protection		<b>Travel Information</b> <b>Nearby Hotels:</b> Corporate rate at Holiday Inn <b>Nearby Airports:</b> Cleveland <b>Other:</b> <b>Non Production Days:</b> n/a	
<b>Certifications</b>					
ISO 9001					
Certificates					
Scheduled Audits					
Past Audits					
TS 16949					
1594	ABC Manufacturing 3	Nashua	NH	USA	(edit) (delete)
11260	ABC Manufacturing 2	Flint	MI	USA	(edit) (delete)
2366	ABC Manufacturing 1	Green Bay	WI	USA	(edit) (delete)

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3, 4, 5

## Certifications

ISO 9001

Certificates

ANAB: 11562 ISO 9001: 2008 Registered

**Expires:** 2/26/2011 **Last Reissued:** 10/16/2010

**Scope:** Design, manufacture, assembly, painting and metal deposition of injection molded plastic motor vehicle parts and accessories and other plastic products for other industries ([request change](#))

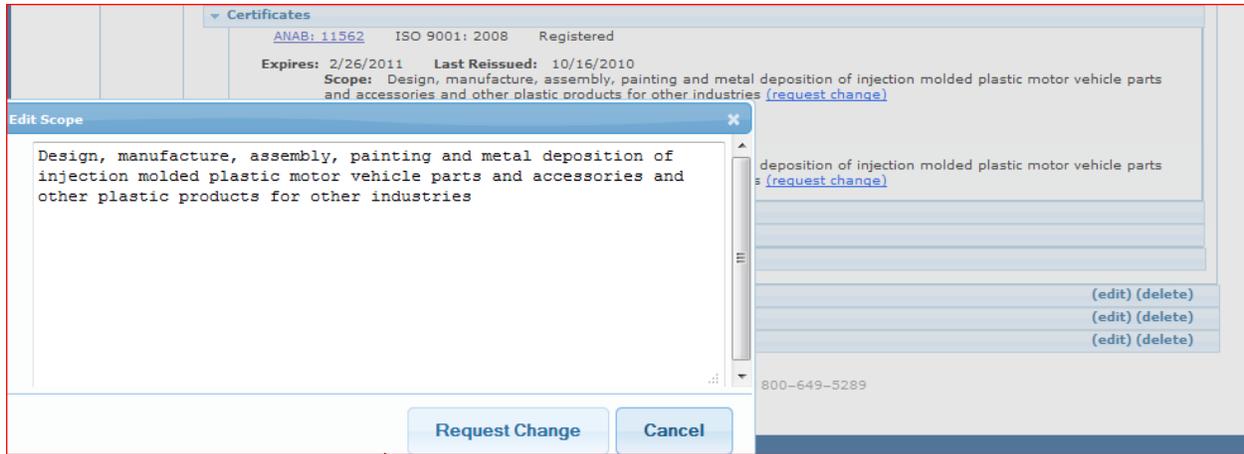
ANAB: 11562 ISO 9001: 2000 Archived

**Expires:** **Last Reissued:** 11/16/2006

**Scope:** Design, manufacture, assembly, painting and metal deposition of injection molded plastic motor vehicle parts and accessories and other plastic products for other industries ([request change](#))

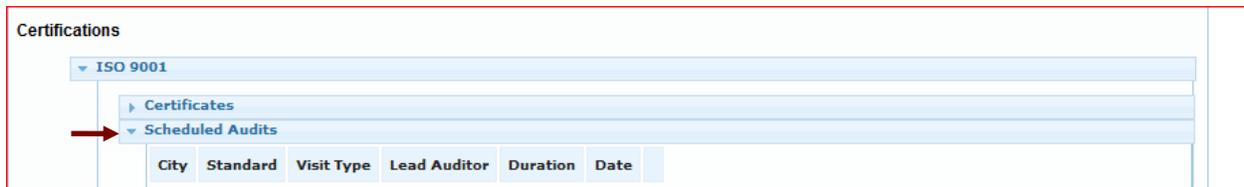
Scheduled Audits

Past Audits



## Scheduled Audits:

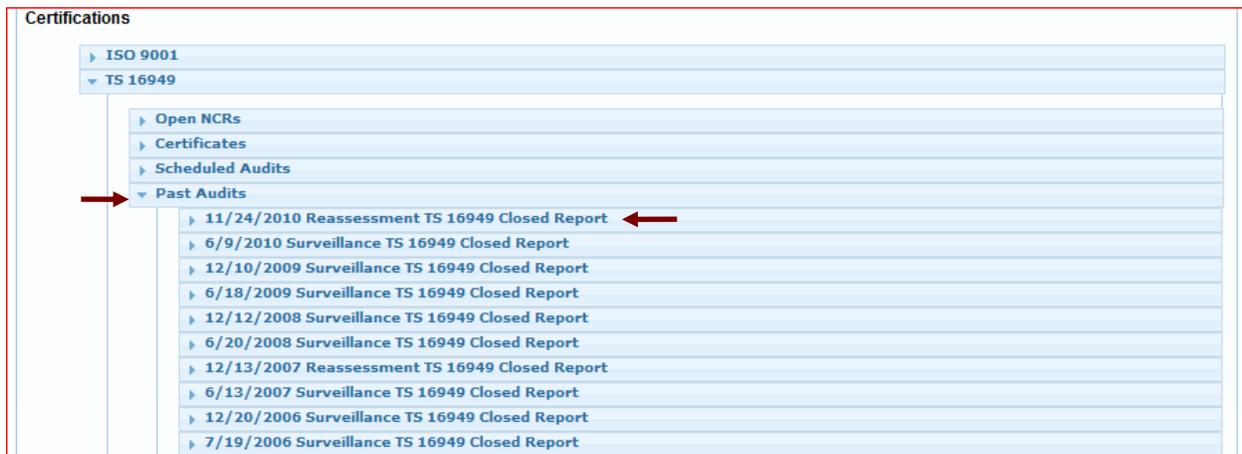
Clicking the arrow next to 'Scheduled Audits' allows you to view all audits scheduled for the chosen standard



## Past Audits:

Clicking 'Past Audits' allows you to view previous activities

Clicking 'Report' at the end of the line will open a .pdf of the report you wish to view



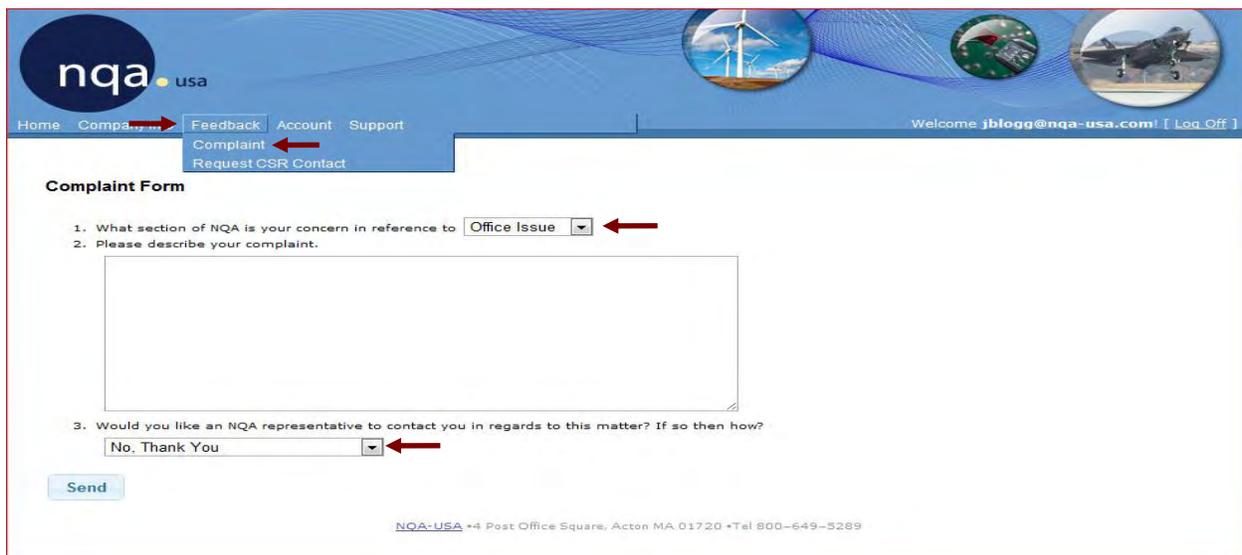
## Feedback Tab

### Complaint:

Allows you to contact the office with any concerns you may have

Top dropdown menu allows you to choose if it's an office issue or an auditor issue

Bottom dropdown menu allows you to choose how you wish to be contacted



## Request CSR Contact:

Here you may send messages to your CSR by entering the information into the message box and clicking 'Send Message to CSR'

The screenshot shows a web interface with a navigation bar at the top containing 'Home', 'Company Info', 'Feedback', 'Account', and 'Support'. A dropdown menu is open under 'Feedback', with 'Request CSR Contact' selected. The main content area is titled 'Contact Request' and contains the following text: 'Your CSR is Kourtney Tibbetts and can be reached at phone: 978-635-9256 ext (236) or via email at [jadianemailtesting@gmail.com](mailto:jadianemailtesting@gmail.com), or if you prefer you can fill in the box and click the button below to send a message directly to your CSR.' Below this text is a large text input field labeled 'Message :'. At the bottom of the form are two buttons: 'Send Message to CSR' and 'Cancel'. A footer at the bottom of the page reads 'NQA-USA \*4 Post Office Square, Acton MA 01720 \*Tel 800-649-5289'.

## Account Tab: Please refer to 'Company Tab- (Edit) (Delete) on pg. 7

The screenshot shows the 'Account' tab selected in the navigation bar. The main content area is titled 'Contact Info' and displays the following details: 'Name: Jay Blogg', 'Title:', 'Company: ABC Manufacturing', 'Phone: 555-254-6363 ext (123)', 'Cell:', and 'Fax: 555-256-5454'. To the right, under 'Address:', it shows 'US'. An 'Edit' button is located below the contact information. The footer at the bottom of the page reads 'NQA-USA \*4 Post Office Square, Acton MA 01720 \*Tel 800-649-5289'.

## Support Tab

Here is where you will find the information about the Client Portal and links for support and the NQA, USA company website

Home Company Info Feedback Account **Support** Welcome jblogg@nqa-usa.com! [ Log Off ]

### Support

The NQA USA Customer Portal supports the following browsers

- Internet Explorer Version 7+
- Firefox 3+
- Safari
- Google Chrome

If you are encountering problems with the site or have suggestions for improvements please email [support@nqa-usa.com](mailto:support@nqa-usa.com) Your designated CSR is: *Kourtney Tibbetts* (tel: 978-635-9256 ext (236) email: [jadianemailtesting@gmail.com](mailto:jadianemailtesting@gmail.com)) The help you navigate your site we have created the NQA-USA Customer Portal user manual we hope this will help to fully utilize the site.

For more information concerning NQA-USA, our services and people please visit the main NQA-USA website. [www.nqa-usa.com](http://www.nqa-usa.com)

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## Definitions

### **Containment is defined as:**

The extent of the nonconformity has been determined and contained

- 1) The organization should provide evidence that;
  - a) The nonconformity has been corrected and the response is written in the past tense. (E.g. the missing record was found (not will be found)).
  - b) The organization has examined the system to see if there are other examples that need containment (extent of the issue) and have also addressed this extent in their response.
  - c) Reference to the evidence that the auditor found to support the NCR
- 2) If correction cannot be completed immediately, a plan to correct the NCR may be appropriate and shall include:
  - a) Identification of responsible parties for the actions and .
  - b) a schedule (dates) for implementation
- 3) Evidence that the containment was implemented or evidence that the plan is being implemented.

### **Root Cause Analysis**

The Root Cause should

- 1) refrain from simply repeating the finding or the direct cause.
- 2) be a brief expression of fact that attempts to neither explain the situation away nor rationalize the condition.
- 3) Include a evidence that a well thought out direct cause has been determined along with a well thought out analysis to determine the true root cause. (e.g. someone did not follow a process would be direct cause; determining why someone did not follow a process would lead to the true root cause).

Some NCR's will result in multiple root cause statement each one should focus on a single issue, If more than one cause is identified, for instance training and inadequate work instructions, then each should be addressed via a corrective action plan.

Each Root Cause statement should address a fundamental issue without any obvious "why" questions remaining.

If a "why" question can reasonably be asked about the root cause analysis, this indicates that the analysis did not go far enough.

## **Corrective Action**

The corrective action or corrective action plan shall address the root cause(s) determined in the root cause analysis.

- a) In order to accept the plan it shall include;
- b) actions to address the root cause(s)
- c) Identification of responsible parties for the actions and
- d) a schedule (dates) for implementation.

## **Evidence of Implementation**

In order to accept the evidence of implementation:

- a) Enough evidence is provided to show the plan is being implemented as outlined in the approved response (and is on schedule).
- b) NOTE; Evidence in full may not required be to close the NCR; some evidence may be reviewed during future assessment when verifying the corrective actions.