Azzule Systems
2520 Skyway Drive, Suite A
Santa Maria, CA 93455
USA
www.azzule.com

PrimusGFS Auditee Corrective Action Module Instructions

V1.3 09082014

Introduction

Under the PrimusGFS auditing scheme, auditees are required to electronically record corrective action (CA) details for non-conformances raised in the audit and recorded in the preliminary audit report. These CA details take the form of explanatory texts, uploaded documents, and/or uploaded photographs – auditees should provide as much information as possible in order to aid the certification body (CB) in their CA review process.

These short instructions explain to auditees how to access and record their corrective actions using PrimusGFS software.

Instructions

1) The auditee user should login to their account at:
http://www.primusgfs.com/secureLogin.aspx. For help with login information (e.g. – password requests), the user should contact the Certification Body directly.

2) The user should then click on the "Corrective Actions" application in the left-hand menu:

3) Under the "Pending" tab, users can see audits that have corrective action reports requiring a response. This could be one or both of the following:

- CA FSMS for corrective action reports for Module 1 (Food Safety Management Systems)
- CA Operation for corrective action reports for Module 2 (GAP or GMP depending on Operation Type) and Module 3 (HACCP, applicable to facility audits (GMP) but not applicable to field audits (GAP)).

| 72 | Version 2.1 | NewOrg Test | 52633 | CC | Test CC | Alejandro Aguilar López | 26 | Apr 03, 2014 | May 04, 2014 | ° CA Operation
° CA FSMS

° Product(s) |
| 72 | Version 2.1 | NewOrg Test | 52634 | GH | Test GH | Alejandro | 9 | Apr 03, | May 04, | ° CA |

4) Clicking the CA Operation or CA FSMS then shows the questions where a non-conformance was raised. The user should see the corrective action phase expiration date in the top right-hand corner of the report, set to thirty (30) calendar days after the audit date:

NewOrg Test..

PrimusGFS #:	Test-PGFS-37	**Audit Started:**	09/06/2014 07:00
Audit #:	49882	**Audit Finished:**	09/06/2014 12:00
Audit Type:	Packinghouse	**Audit Score Average:**	94%
Operation:	NewPH Test..	**CA Expiration date:**	Oct 07, 2014
Product(s):	Bananas		
Auditor Name:	Alejandro Aguilar López (CB Test)		

[View Audit Documents] [Not complete CA(s)] [Save and Continue] [Submit Response]

GMP - Allergen Control

☐ **2.32.02** Has a documented allergen management plan been developed?

5) If the user wishes to complete CAs, they should click on "The following Corrective Action has been performed"; they can then record explanatory texts and upload supporting documents and photographic evidence:

Recertification
Audit History

[View Audit Documents] [Not complete CA(s)] [Save and Continue]

GMP - Allergen Control

☐ **2.32.02** Has a documented allergen management plan been developed?

Auditor Answer: Minor Deficiency

Auditor Comments:

1) Click here → ○ We will partially complete or not complete corrective action(s)
● The following Corrective Action has been performed

2) Add explanatory texts here (510 char max)

Details: 483 Characters left
Add corrective texts here.

3) Upload documents, pictures etc. here → Add Files

6) Clicking on "Add Files" shows the following screen:
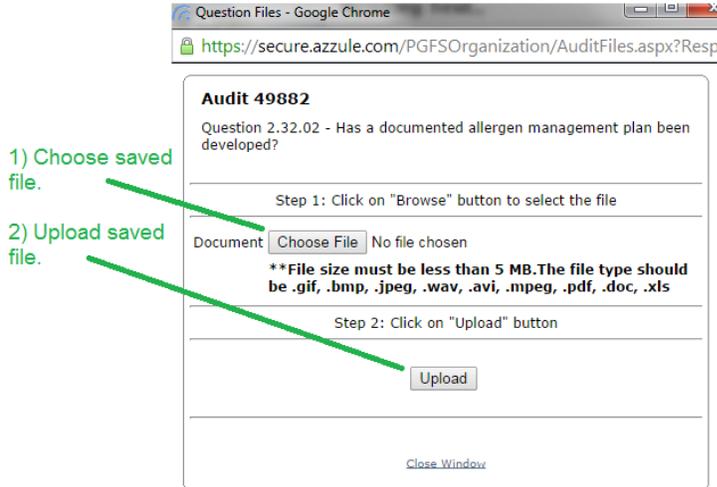
6.1) A user can upload multiple files for a question and can also delete uploads:
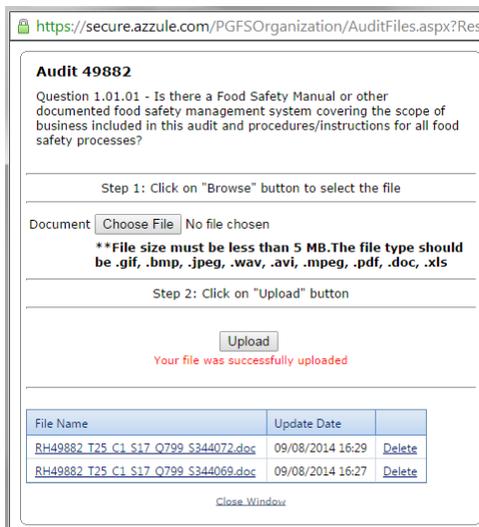
6.2) If the user has a file that is greater than 5 MB in size and cannot be compressed below 5 MB, then the user should send the oversized file to their certification body (CB), who can try and compress the file on their client's behalf. If this cannot be done, then the CB can send the oversized file to Azzule (along with audit number and question number details), where a further attempt to compress will be made.

6.3) If the user has a file that is not in one of the many acceptable formats listed, then the user should re-save the file (convert it) into one of the listed acceptable formats. If this is not possible, then the user should forward the file to their CB, who can also attempt to try and save in an acceptable format. If all else fails, the CB can forward the file to Azzule (along with the audit number and question details), where a further attempt to convert and upload the file can be made.

7) Users can use the "Save and Continue" function to save corrective work without forwarding it to their certification body for review.

NewOrg Test..

PrimusGFS #:	Test-PGFS-37	**Audit Started:**	09/06/2014 07:00
Audit #:	49882	**Audit Finished:**	09/06/2014 12:00
Audit Type:	Packinghouse	**Audit Score Average:**	94%
Operation:	NewPH Test..	**CA Expiration date:**	Oct 07, 2014
Product(s):	Bananas		
Auditor Name:	Alejandro Aguilar López (CB Test)		

[View Audit Documents] [Not complete CA(s)] [Save and Continue] [Submit Response]

GMP – Allergen Control

☐ **2.32.02** Has a documented allergen management plan been developed?

8) A user can send one question's corrective action response or multiple questions' corrective action responses at one time. **When deciding to send a corrective action response, the auditee user should check the box located in the top-left side of each question they wish to send (as shown below):**

[View Audit Documents] [Save and Continue] [Submit Response]

FSMS – Management System

☑ **1.01.01** Is there a Food Safety Manual or other documented food safety management system covering the scope of business included in this audit and procedures/instructions for all food safety processes?

Auditor Answer: Minor Deficiency

Auditor Comments:

○ We will partially complete or not complete corrective action(s)
⊙ The following Corrective Action has been performed

Details   510 Characters left

```
Test
```

Add Files

9) Once any question has this box checked, the "Submit Response" button will turn from gray to black and be activated:

Auditor Name: Alejandro Aguilar LopezCB Test

[View Audit Documents] [Save and Continue] [Submit Response]

FSMS – Management System

☐ **1.01.01** Is there a Food Safety Manual or other documented food safety management system covering the scope of business included in this audit and procedures/instructions for all food safety processes?

Auditor Minor Deficiency

Auditor Name: Alejandro Aguilar LópezCB Test

[View Audit Documents] [Save and Continue] [Submit Response]

FSMS – Management System

☑ **1.01.01** Is there a Food Safety Manual or other documented food safety management system covering the scope of business included in this audit and procedures/instructions for all food safety processes?

Auditor Answer: Minor Deficiency

Clicking the "Submit Response" sends the allocated corrective action response(s) to the CB for review.

Note: Once a corrective action response is submitted to a CB for review, it can no longer be edited by the auditee user.

10) If the user does not wish to complete **any** corrective actions, the user can click on "Not complete CA(s)":

11) Auditee users should note that if the certification body does not accept a corrective action response, the auditee does have another chance to respond to the non-conformance as long as the thirty (30) days since the audit date have not elapsed. Auditees are urged to respond to non-conformances correctly in their first response in order to give the CB ample time to properly review corrective action work (see #12 below).

12) **Auditee users should be aware that CBs reserve the right to require that corrective actions be reviewed and verified by conducting on-site corrective action verification visits.** This is especially the case if a large number of non-conformances are scored, an automatic failure is detected, a potentially high-risk food safety issue is detected, or an issue is detected that has historically been a concern with a particular process and/or product. CBs will liaise with auditees to book the corrective action follow-up visit, and if possible, will try to send the same auditor that conducted the audit.