

## Guidance document for External service provider for conducting MAS Audits...

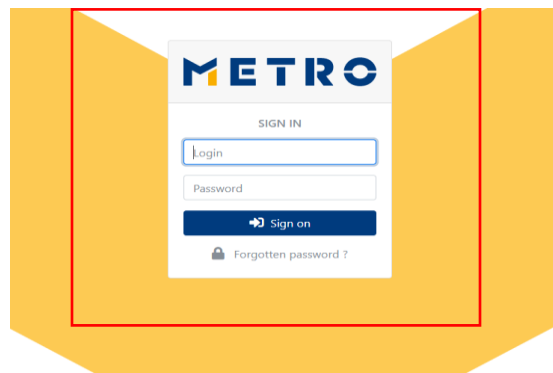
There are two user profiles available for the external service provider.

1. Auditor Master (MAS)
2. Auditor (MAS)

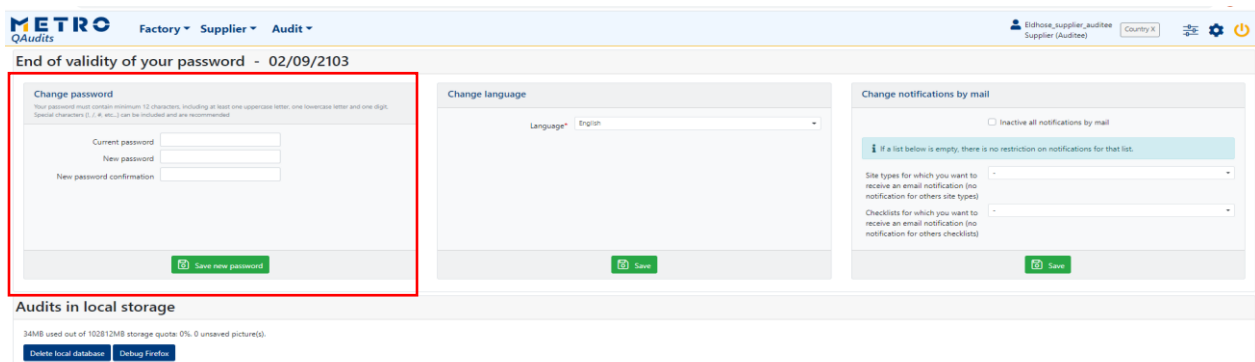
Auditor Master (MAS) is a super user in the external service provider who can plan the audit and conduct the MAS audit and generate the draft report.

Auditor (MAS) can only conduct the audit and generate draft report.

Step 1: Log-in to the tool with log-in Id and Password.



\*If you are logging into the tool for the first time change your temporary password.



For Auditor (MAS) Users, please skip step 2 (planning stage) and go to step 3 Audit conduction

## Step 2: Planning an audit

Planning can be done in two different ways.

2.1 Initial and final planning is done by Auditor Master (MAS)

2.2 Initial plan done by Metro QA (Selecting the Supplier production site, checklist, audit company and range of date for conducting the audit) and plan is finalized by Auditor Master (MAS) (Selecting the external auditor who is conducting the Audit and Selecting the exact date on which the audit is conducted)

Initial part of the planning is explained below, this part can be done by METRO QA or External service provider: Auditor Master (MAS)

Click on Audit and Click Add new single plan,



Select audit type as MAS and Site type as Supplier Production Site and click on Next,

A screenshot of the audit planning form. It features two dropdown menus. The first, labeled 'Audit type\*', is set to 'MAS'. The second, labeled 'Site type', is set to 'Supplier Production Site'. A blue 'Next' button is located to the right of the 'Site type' dropdown. A red rectangular box highlights both dropdown menus and the 'Next' button. The background of the form is light gray.

Select the name of the supplier, checklist, Type of audit (announced or unannounced), Begin date and end date (Range of date within which an audit must be done, it can a quarter where you are planning to do an audit), Report Validator (Name of person in METRO QA who is validating the report), CAP responsible (Supplier level or Factory level), Name of the audit company. Then click on the Next button.

New audit - Country X - MAS

Site type\*  
Supplier\*  
Checklists\*  
Site audited\*  
Type (auditee informed or not)\*  
Begin date\*  
End date\*  
Report validator\*  
CAP responsible\*  
Plan. Comment  
Audit company\*  
Responsible

Supplier Production Site  
-  
-  
-  
Unannounced  
dd/MM/y  
dd/MM/y  
-  
Supplier  
  
-  
Warning : there is no responsible for this audit company.  
Warning : there is no responsible for this audit company.

Next

Created on 30/08/2021 | Updated on 30/08/2021 11:48 by Eldhose M\_MAS (Auditor Master (MAS))

Enter the audit number (If it is the first, second or third MAS audit at the production site) and the save and click on confirm planification

New audit - Country X - MAS

Site type\*  
Supplier\*  
Checklists\*  
Site audited\*  
Type (auditee informed or not)\*  
Begin date\*  
End date\*  
Report validator\*  
CAP responsible\*  
Plan. Comment  
Audit company\*  
Responsible  
Audit company's auditors

Supplier Production Site  
Keltron  
MAS HPC  
Keltron 1  
Unannounced  
09/08/2021  
31/08/2021  
eldhose.kurju  
Supplier  
  
Audit Company Y  
Eldhose M\_MAS  
Eldhose Auditor MAS, Eldhose M\_MAS

Created on 30/08/2021 | Updated on 30/08/2021 11:52 by Eldhose M\_MAS (Auditor Master (MAS))

Checklist : MAS HPC

Keltron 1

Date : 09/08/2021

Audit number

Planning can be done for several production sites at the same time, for that click on Factory and Click on view,

METRO QAudits

Factory
Supplier
Audit
View

Eldhose M\_MAS  
Auditor Master (MAS)
Country X

Select all the production site where the audit must be planned by ticking the boxes next to each productions site, select 'Add a new multi-factories audit planning' from drop down list and click on apply action.

**METRO QAudits** Factory Supplier Audit Eldhose M\_MAS Auditor Master (MAS) Country X

**Factories / Suppliers** Basic factory view

Name:  Code:  Type of certificate:

Suppliers:  Categories:

☐ Without any user linked to it  
☐ Without any supplier linked to it  
☐ Without any audit/assessment  
☐ Without any certification  
☐ Without any document

Search

For the current cart:  **Apply action**

Add a new multi-factories audit planning

> 13 results

	[Site] Code	[Site] Name	[Supplier] Code	[Supplier] Name	[Supplier] Country	[Site] Address	[Factory] Country (address)	[Site] Creation date	[Site] Last update date	[Site] Last update by
<input checked="" type="checkbox"/>	BF1	Blueberry Factory 1	BL1	Blueberry	Country X		Germany	20/07/2021, 13:54		
<input checked="" type="checkbox"/>	K1	Keltron 1	S123456	Keltron	Country X		Country X	07/07/2021, 16:03		
<input checked="" type="checkbox"/>	K2	Keltron 2	S123456	Keltron	Country X		Country X	07/07/2021, 16:03		
<input checked="" type="checkbox"/>	M12345	Marina Site1	M12345	Marina Supplier 1	Country X		Country X	10/08/2021, 17:54		
<input checked="" type="checkbox"/>	M54321	Marina Site1				Street Moskau	Country X	10/08/2021, 17:48	10/08/2021, 17:52	Marina Monchizada (Head office_Operations)
<input checked="" type="checkbox"/>	PH1	Phoenix 1	PH	Phoenix	Country X	Ulmenweg 55	Country X	28/07/2021, 16:01		
<input checked="" type="checkbox"/>	X1234	SupplierMarina	MQualityCode X1234	Postavshchik X	Country X		Country X	10/08/2021, 17:29		
<input checked="" type="checkbox"/>	X12345	XY	MQualityCode X1234	Postavshchik X	Country X		Country X	10/08/2021, 17:36		
<input checked="" type="checkbox"/>	X12345 - 0001	Simone SiteX	X12345	Simone SupplierX	Country X	SiteX Street	Country X	24/07/2021, 18:48	26/07/2021, 11:33	Simone HO (Head office_Operations)
<input checked="" type="checkbox"/>	X12345-0002	Simone SiteX 2	X12345	Simone SupplierX	Country X	SiteX 2 Street	Country X	24/07/2021, 20:07	26/07/2021, 11:34	Simone HO (Head office_Operations)

Select the audit type, checklist, end date and begin date, Report validator and audit company. Click on Apply action.

**Suppliers** Basic factory view

**Add a new multi-factories audit planning**

Audit type\*:

Checklist\*:

Announce type\*: Unannounced

Begin date\*: dd/MM/y

End date\*: dd/MM/y

Report validator\*:

CAP responsible\*: Supplier

Plan. Comment:

Audit number:

Audit company\*:

Responsible: Warning : there is no responsible for this audit company.

Audit company's auditors: Warning : there is no auditors linked to this audit company.

**Apply action**

Click on Audit and click on View Audit

Export  Excel

Enter the exact date of the Audit and Select the exact auditor who can conduct the audit and save it using the save button.

MAS HPC

Audit - MAS - Keltron 1

Search

Begin date: 26/07/2021  
End date: 31/08/2021

Status: Planned

Date\*: dd/MM/y

Audit number\*: 1

Type (auditee informed or not): Unannounced

Planification made by: Eldhose M\_MAS

Supplier: Keltron

Lead auditor\*: [dropdown]

Start audit

Export checklist

Created on 26/07/2021 | Updated on 30/08/2021 13:39 by Eldhose M\_MAS (Auditor Master (MAS))

Senior Management Responsibility 0/18

This finalizes the planning stage of the Audit.

### Step 3: Audit Conduction




Click on Audit and then Click on view audits




Select the appropriate audit from the list of audits by clicking on the  button

Summary Status: Planned, Field: Checklist score

3 results

[Audit] Date	[Audit] Site	[Audit] Country	[Audit] Site type	[Audit] Checklist	[Audit] Status	[General] Score	[Report] Status	[Report] Lead auditor
	Keltron 1	Country X	Supplier Production Site	MAS HPC	Planned		Planned	
	Keltron 1	Country X	Supplier Production Site	MAS HPC	Planned		Planned	
	Keltron 1	Country X	Supplier Production Site	MAS HPC	Planned		Planned	

Export 

It will open a window where you can see the details of the planned audit and you can already see the chapters of the checklist and the requirements inside those chapters. The auditor can see the score of the previous audit and date of the previous audit.

The screenshot displays the METRO QAudits web application. At the top, there is a navigation bar with 'METRO QAudits' logo, tabs for 'Factory', 'Supplier', and 'Audit', and a user profile for 'Edhose Auditor MAS'. The main content area is titled 'Audit - MAS - Keltron 1'. It contains a form with the following details: Status: Planned; Date: 31/08/2021; Audit number: 1; Type: Unannounced; Planification made by: Edhose M. MAS; Supplier: Keltron; Audit company: Audit Company Y; Lead auditor: Edhose Auditor MAS; Last audit: 16 Jul 2021 (71.2% / 56.7%). A 'Start audit' button is highlighted with a red box. Below this, a section titled 'Checklist chapters' is also highlighted with a red box, listing various management areas with their respective scores: Senior Management Responsibility (78.1), Quality and product safety management (78.0), Resource Management (78.5), Production site (78.0), Planning and production process (78.0), and Measurements, analyses, corrective actions and management of incidents (78.0).

Audit conduction (auditor perspective)

### Start the audit

At this moment the auditor (assigned and notified) should enter the audit already on the tablet/ iPad/phone. The auditor can use the link from the e-mail or go to the *Audit → View*.

Find the right audit. You will see the checklist inside (at the moment not active). You can review your checklist to get prepared.

Use the button *Start audit* to activate the checklist and initiate/ start the audit. This must be done while still having an internet connection. It can be done few days/ one day/ few hours or just before starting the audit.

Once the start button is pushed you cannot change/ edit anything. The audit turned into the status *In progress (by auditor)*

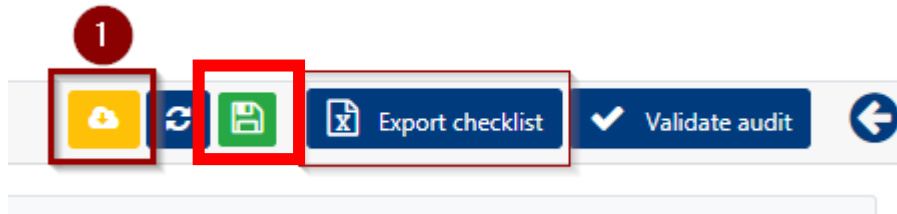
### Online use

If you stay under internet connection (online) during checklist conduction, the checklist is ready for you to be used. The view of the checklist will not change during the audit conduction.

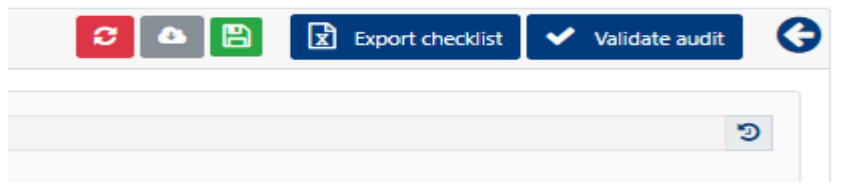
### Offline use

In case you cannot ensure a stable internet connection we recommend using the offline feature. Means that the audit related content will be stored on your device. The offline feature can be activated as follows:

1. Use the **yellow cloud button** to download a checklist to the device (tablet, phone) please do not do it several times on same device...!!



**The yellow button must turn grey before starting the audit.** This is the sign that the checklist was successfully downloaded for offline use:



**Only if this is done all your data is saved when the internet connection is lost/ weak.**

If the button did not turn grey, try to use *Save* button (green button). If you still face problem, contact Sourcing Support.

In emergency (broken tablet, the system is down), you can download a checklist anytime into Excel, use *Export checklist* button for that. Use this option only in emergency. Now there is no option to insert the Excel back in the system.

If the cloud button is grey and you lose the connection at any point the view of the checklist will not change, you will not be disturbed, just all buttons disappear, and offline mode is indicated on the top of the screen.



## Audit - MAS - Keltron 1

Status	Audit in progress
Date*	31/08/2021
Audit number*	1
Type (auditee informed or not)	Unannounced
Planification made by	Ethrose M_MAS
Supplier	Keltron
Audit company	Audit Company Y
Lead auditor*	Ethrose Auditor MAS
Auditors	Ethrose Auditor MAS
Last audit	71.7% 54.7%

General overview	
Good practices	
Areas for improvement	

Created on 26/07/2021 | Updated on 31/08/2021 09:25 by Ethrose Auditor MAS (Auditor MAS)

Senior Management Responsibility <b>0/3</b>	<input type="checkbox"/> Skip full chapter
Quality and product safety management <b>0/3</b>	<input type="checkbox"/> Skip full chapter
Resource Management <b>0/3</b>	<input type="checkbox"/> Skip full chapter
Production site <b>0/3</b>	<input type="checkbox"/> Skip full chapter
Planning and production process <b>0/3</b>	<input type="checkbox"/> Skip full chapter
Measurements, analyses, corrective actions and management of incidents <b>0/3</b>	<input type="checkbox"/> Skip full chapter

Once the internet connection is back the mode will change automatically. You will only see the save button once you are back online. Please save everything as soon as you come back online. Your data is saved.

## Conduct the audit

The view of the auditor on the audit conduction screen is as follows:

1

Status

Audit in progress

Date\*

11/10/18

Lead auditor\*

Justyna Kostarczyk HO

Auditors

Justyna Kostarczyk HO

Last audit

28-Aug-2018 40.2%

2

General overview

Good practices

Areas for improvement

Created on 26/09/18 | Updated on 26/09/18 14:55 by Justyna Kostarczyk HO

Search

3

HACCP **0/3**

Human Resources **0/4**

Personal Hygiene, Infection Control and Protective Clothing **0/12**

Cleaning and Sanitation **0/3**

4

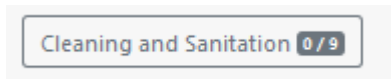
☐ Skip full chapter

☐ Skip full chapter

☐ Skip full chapter

☐ Skip full chapter

- 1- General information about the audit (status, date, auditors) as well as last audit result. Click on it to go directly to the report and CAP (corrective action plan) of the last audit of this site/ store. You can review, download it to PDF or print.
- 2- *General overview, Good practices, Areas for improvement* – three fields which are not obligatory to fill in.  
You can also fill them in while working on the final report (after audit validation).
- 3- Chapters of the checklist – you see them all at once with number of already answered questions and total number of questions:



- 4- You can skip a full chapter while conducting the audit. All questions of this chapter will stay not answered and not scored if you do so.

If you click on the chapter name you will see all questions of this chapter to be answered.

You can see normal questions and major questions. Major ones are marked with orange color (as shown below) to distinguish. Type of the question defines weight of it behind and will affect the score (major questions deduct 10% from the final score).

 A screenshot of the 'Senior Management Responsibility' chapter in the audit software. The chapter title is at the top left. Below it is a 'Chapter's comment' field. The main content area lists several questions. Question 1 is highlighted in orange and has a red circle with '5' next to it. Question 2 has a red circle with '2' next to it. Question 3 is a 'Must have' question and has a red circle with '1' next to it. Question 4 has a red circle with '4' next to it. Each question has a text input field and a camera icon to its right. A red box highlights the input field for question 1.

- 1- When you see this icon that means a question has an auditor guideline. Click

May be done by exam, questionnaire, discussion; records shall be kept

**i** 4 The effectiveness of training must be assessed and recorded.

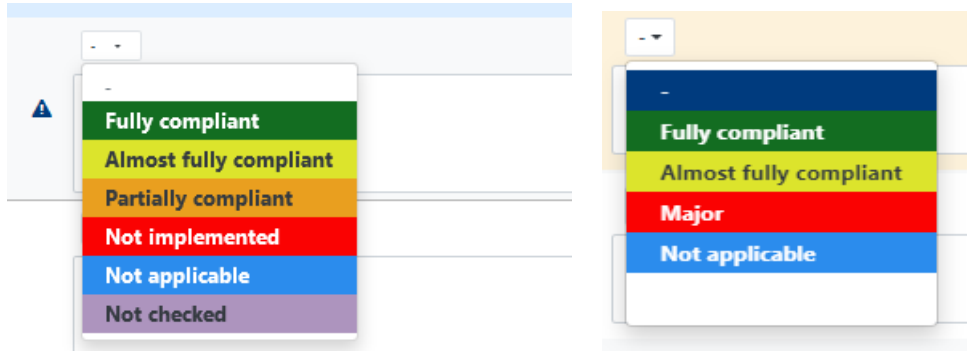
on it to read it

- 2- If you see this icon that means that this question was scored as a non-conformity on the last audit of this site (all answers other than *Fully*

*compliant, Not checked* or *Not applicable* are non-conformities). When you click on this icon you can read the exact answer and the observation from last audit. This option allows tracking repeated non-conformities.

- 3- The field for your answer and observation. The answers are pre-defined with the score behind. All answers other than *Fully compliant*, *Not applicable*, *Not checked* are considered as non-conformities and require the written observation.

If you forget to give a comment system will give you the error before validation.



- 4- You can take a picture/ video or attach any document to every question as an objective evidence
- 5- The exclamation mark gives you information on if it's a basic question or intermediate question.

You are obliged to answer all questions before finalizing the audit. Questions not checked you can mark as *not checked* (major questions do not have this answer possibility).

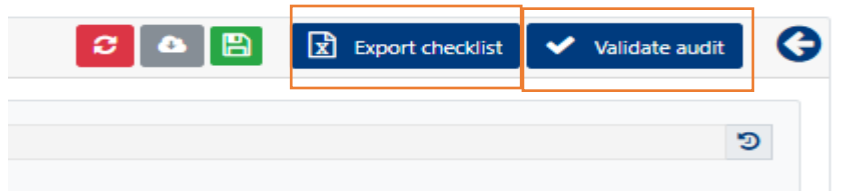
### Audit validation

**All buttons located on the audit conduction screen (save, validate, etc.) are visible only while online.** If you work offline, come back to the internet connection to finalize your work.

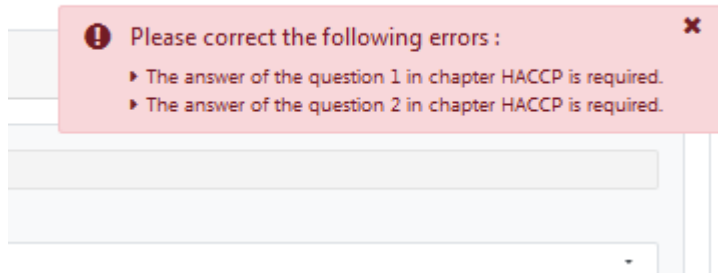
Before validation click on the *Save* button to push all pictures attached to the server:



If you are ready you can finalize the audit by clicking on *Validate audit*.

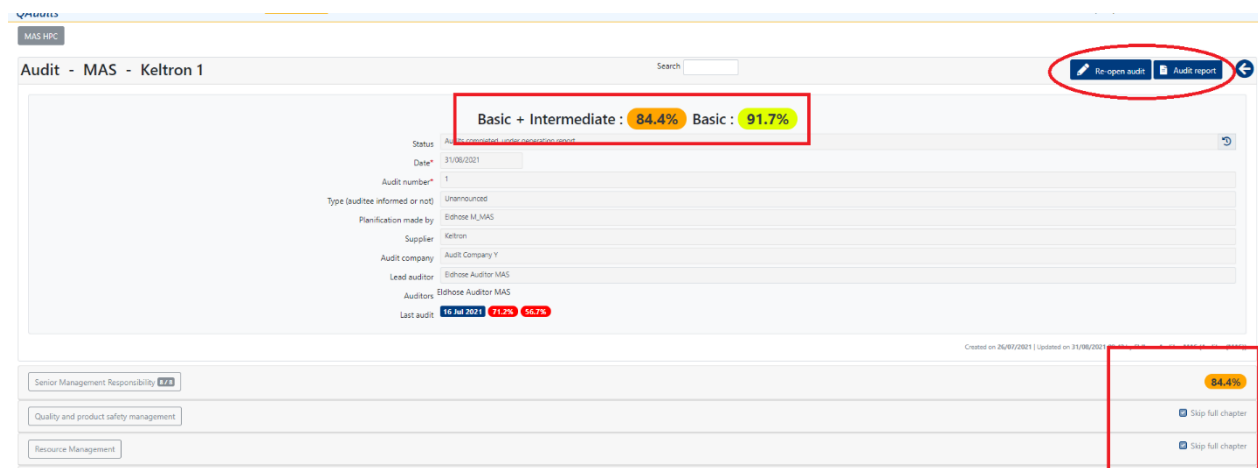


If some questions are left not fully answered, you will get the error message:



Please download the checklist in excel format using Export checklist option after you have filled in the questions if you want to share the filled in checklist with any relevant person.

After validation is done successfully you will directly see the total score of the audit and score of each chapter:



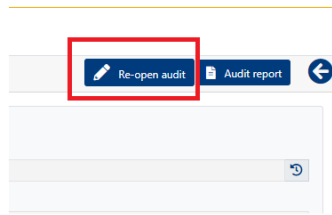
## Audit re- opening

If after your review you decide to change the score of some answers or correct spelling mistake you can re-open the audit.

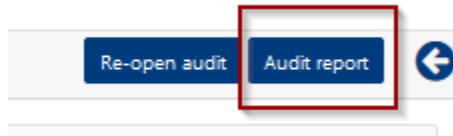
This possibility of re-opening is given to

- Lead auditor of the audit (if more than one is planned for the audit),

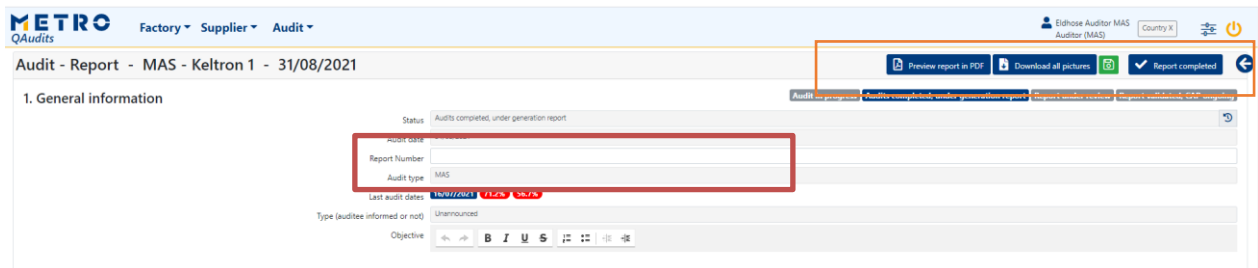
- Head Office\_ Operations profiles or Admin MAS of the country (even though the audit was not conducted by them).




## Audit report



Once you click on the *Audit report* the new window with the report section is open. You see that status of the audit has changed from 'Audit in progress' into 'Audit completed, under generation report'. It is still the status on which the audit can be re-opened, answers changed, and all parts of the report edited. Those possibilities are open until the button *Validate report* is clicked.



You can find here the history icon  which allows you to track the history of status change.

From this view you still have a direct link to the last audit report and last audit score. Click on that to see more details.

Any time while working on the report you can see how it will eventually look like a document. Click on *Preview PDF*. You can also download all the pictures using the download picture button.

Before that you need to *Save* what, you have written.

- All white fields on the report are editable, like
  - General Information (Report number, Objective, Scope, out of scope, Comments)
  - Overview, Best practices, Areas of improvement
  - Repeated Non- Conformities which are extracted from the finalized checklist

- Major Non- Conformities which are extracted from the finalized checklist
- Corrective action - general statements – you can edit them
- Documentation - general statements – you can edit them
- Additional field (8) which you can use

You don't need to fill them in. If left empty they will not appear on the generated PDF.

- Grey fields are taken from the system and blocked for editing, like:
  - status,
  - date of the audit,
  - audit type,
  - auditors name,
  - people who gets notified by e-mail about this report,
  - audited location

Audit total score is shown with a score breakdown,

## 2. Score

### 2.1. General Result :

Number of major non-conformities with penalty : **0**

Level : **Intermediate**

Basic + Intermediate : **84.4%**

Basic : **91.7%**

Conclusion : **Passed in intermediate level**

### 2.2. Score breakdown

If you want to see the full checklist with all the answers, click here (Blue ribbon MAS HPC (31/08/2021) like highlighted in the picture below) and audit number is displayed also in this section.

### 2.2. Score breakdown


		MAS HPC (31/08/2021)				Audit number : 1			
		Basic				Basic + Intermediate			
Chapters	Score	Max possible	Penalty	Percentage	Score	Max possible	Penalty	Percentage	
Senior Management Responsibility	55	60		91.7%	135	160		84.4%	
Quality and product safety management	not checked	not checked		not checked	not checked	not checked		not checked	
Resource Management	not checked	not checked		not checked	not checked	not checked		not checked	
Production site	not checked	not checked		not checked	not checked	not checked		not checked	
Planning and production process	not checked	not checked		not checked	not checked	not checked		not checked	
Measurements, analyses, corrective actions and management of incidents	not checked	not checked		not checked	not checked	not checked		not checked	
<b>Total (including penalty)</b>	<b>55</b>	<b>60</b>	<b>0</b>	<b>91.7%</b>	<b>135</b>	<b>160</b>	<b>0</b>	<b>84.4%</b>	

On this step you can still re-open the audit from this place (before report validation you can always do it).

You can select certain pictures from the CAP (initiated CAP is below the report) to be displayed under Good Practices field of the report (choose thumb up for those pictures) or Area for improvement field of the report (choose the thumb down). You can select up to 10 pictures for both areas.

In this way you will get important pictures in your main report document.

## Store inspection

	Requirement	Observation	Picture uploaded
Human Resources / Training Requirements Almost fully compliant	16 Training schedule must be followed including induction and refresher training.	gfgfg	    
Human Resources / Training Requirements Almost fully compliant	17 The effectiveness of training must be assessed and recorded.	jkjk	    
Human Resources / Training Requirements Partially compliant	19 Records of training must be available.	ij	         

After selection and clicking on Save pictures will be displayed on the report, both in the system and in extracted PDF.

### 3.1. Good practices



Good practices are...

body p



### 3.2. Areas of improvement



Auditors observed.....

body p



Save your work  and come back to edit it later or finalize it if you are ready with clicking on *Report completed*.



Happy Audits...!!!