IMS-Audit Cloud

COMPLETE EDITION

Manual

The complete IMS-Audit Cloud manual — all training guides in one volume

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TRAINING GUIDE 1

Getting Started

Signing in, the interface and the basics — the introduction for new users

Welcome to IMS-Audit Cloud

IMS-Audit Cloud is your audit management right in the browser — no installation, on any PC, notebook or tablet. All you need is an up-to-date browser (e.g. Edge, Chrome, Firefox or Safari) and your login details.

Your sign-in address is usually:

Your company address	`https://your-company.ims-audit.de` — your administrator will tell you the exact address
Central alternative	`https://login.ims-audit.de`

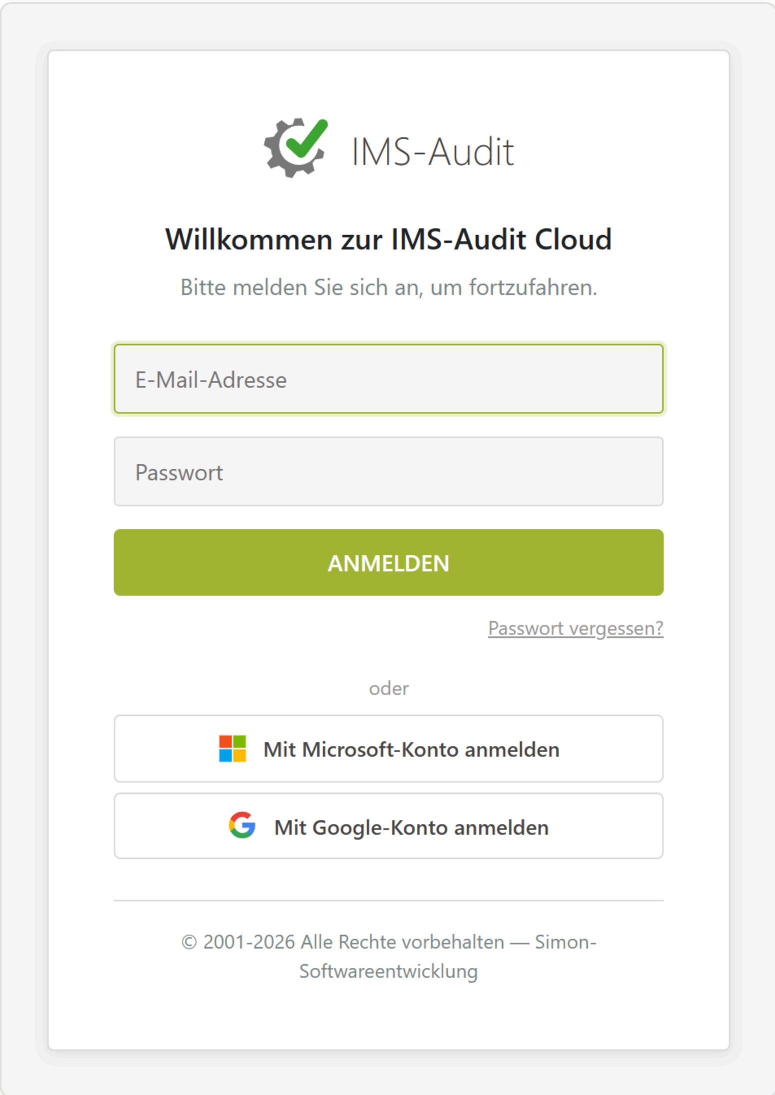
> 💡 Best practice: bookmark your sign-in address in the browser right away.

Signing in for the first time

Your administrator provides your **e-mail address as the user name** and an **initial password**. The first sign-in guides you into the application in three steps:

Step 1: Sign in

1. Open your sign-in address in the browser.
2. Enter your **e-mail address** and the **initial password** and click **Sign in**.



The sign-in page — sign in here with your e-mail address and password.

> 💡 If your company uses Microsoft or Google accounts, you can alternatively sign in via the corresponding buttons once your account has been linked (see the chapter "Personal settings").

Step 2: Set your own password

On the very first sign-in you are asked to replace the initial password with a **new password of your own**.

Once, on first sign-in: choose your own password.

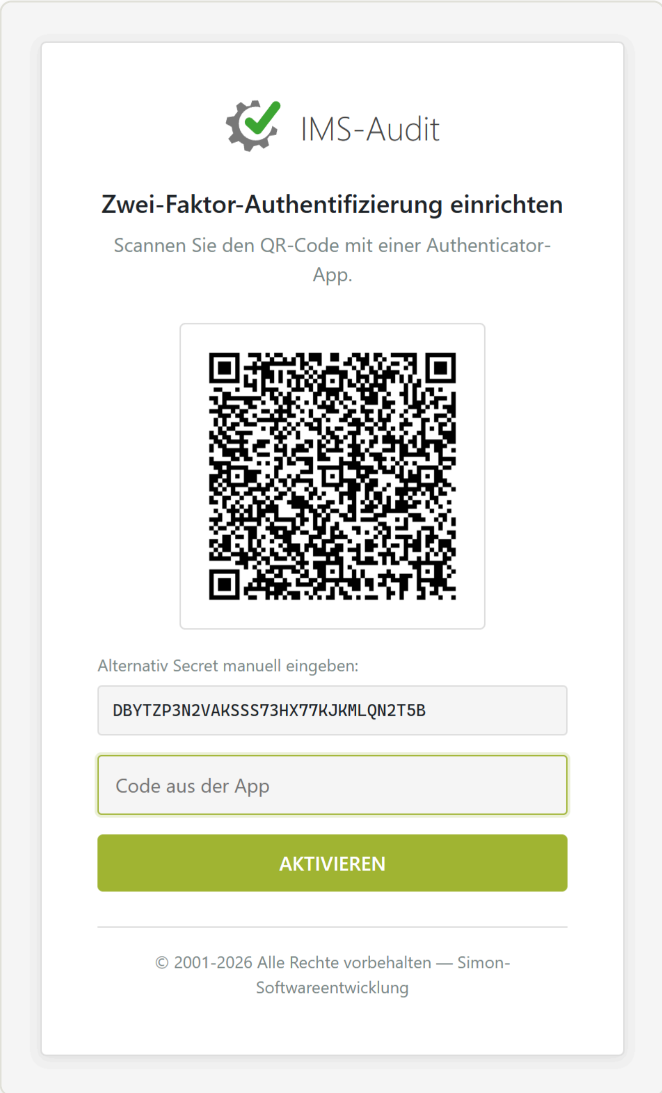
Your new password has to meet a few rules: sufficiently long, not a widely used standard password and **not a part of your e-mail address**.

Step 3: Set up two-factor authentication

To protect your data, sign-in is secured with a **second factor**. Two options are available — you choose the one that suits you during setup:

Option A — authenticator app (recommended): You link IMS-Audit Cloud once with an authenticator app on your smartphone (e.g. Microsoft Authenticator, Google Authenticator or any other TOTP app):

1. Open the authenticator app on your smartphone and choose **Add account**.
2. Scan the displayed **QR code** with the app.
3. The app now shows a **6-digit code** that renews every 30 seconds. Enter the current code and confirm.



One-time setup: scan the QR code with the authenticator app and confirm the code.

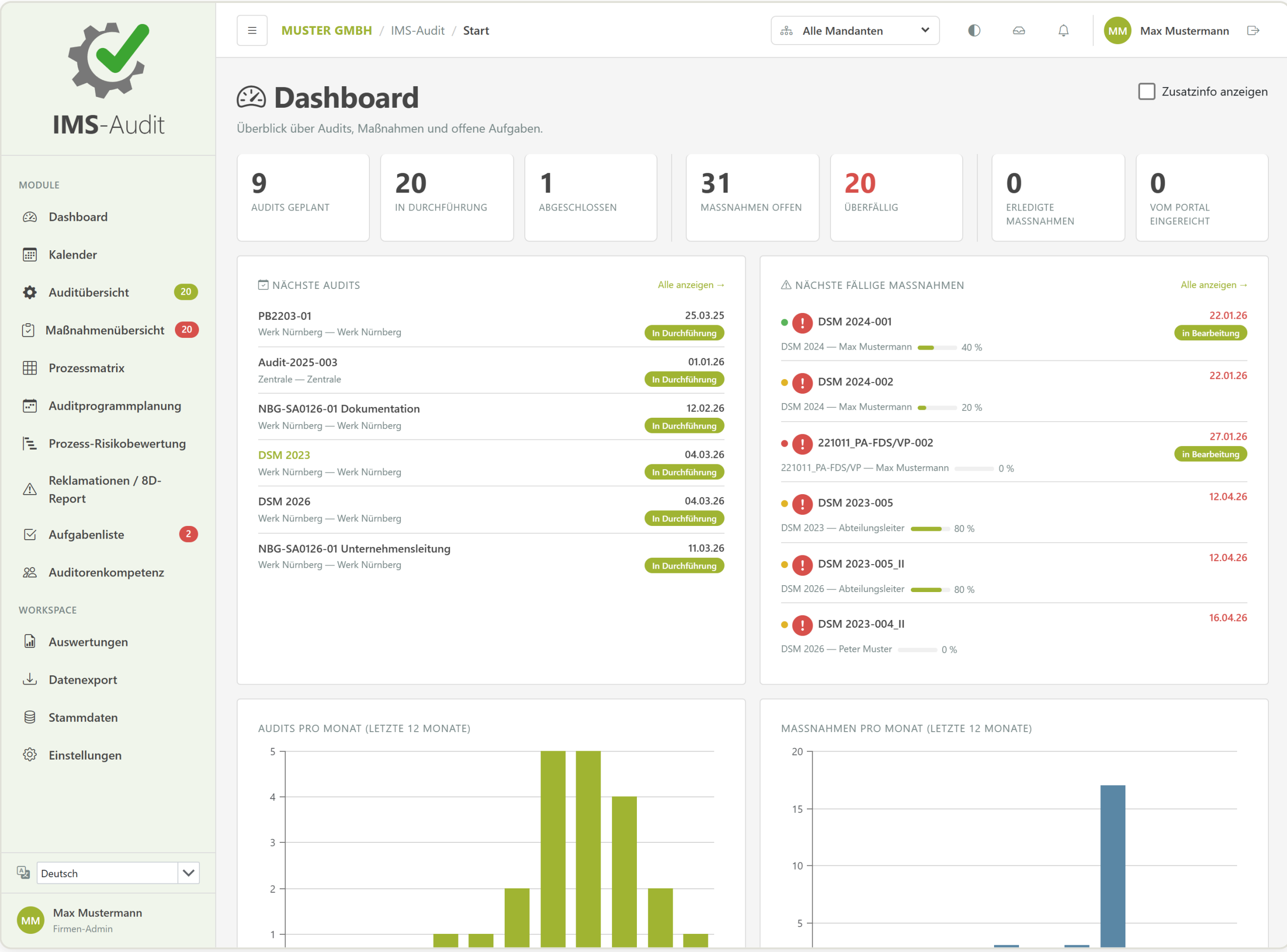
Option B — one-time code by e-mail: No (company) smartphone at hand? Then click **Receive code by e-mail** on the setup page instead. You receive a 6-digit code at your e-mail address, enter it — done. On every later sign-in the code is sent to you automatically; it is **valid for 10 minutes** and can be used only once. If an e-mail ever fails to arrive, **Send code again** is right there on the entry page.

From now on every sign-in requires: **e-mail + password + the current 6-digit code** — from the app or from your e-mail inbox, depending on the option you chose.

> 💡 **Caution:** If you use the authenticator app, guard access to it well. When switching smartphones, set up the app on the new device **before** the change. If access is lost anyway, contact your administrator — they will arrange for two-factor authentication to be reset.

The interface at a glance

After signing in you land on the **Dashboard** — your start page with the most important key figures, upcoming audits and open measures at a glance.



The dashboard: modules on the left, top bar above, your key figures and lists in the centre.

The interface is divided into three areas:

Area	Content
Sidebar on the left	All modules of your company — from the audit overview to master data. At the very bottom you choose your **language** (7 languages available).
Top bar	Company name and your current location in the application, the **tenant selector**, the **light/dark switch** (◐), the **? icon** for the help with the complete manual, the **feedback speech bubble** for your message to our support team, the **inbox** with company-internal notifications, the **news bell** with product news, plus your profile and sign-out.
Work area	The content of the selected module.

> 💡 Try the ◐ **switch** in the top bar: it toggles between the light and dark appearance — the choice is remembered on your device.

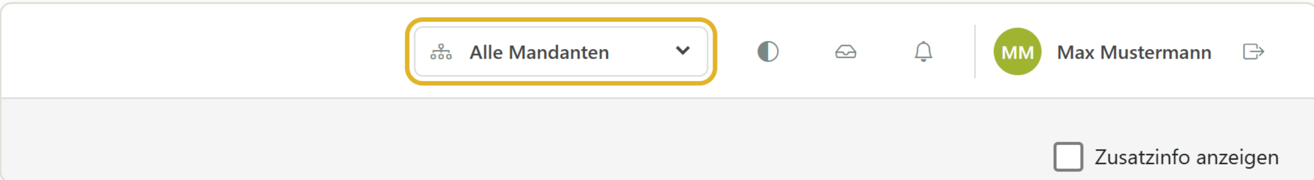
Understanding tenants

Many companies structure their audit management by **tenants** — these can be sites, plants, countries or business units.

The most important rule:

- **Master data applies company-wide:** people, processes, standards and question catalogs are the same for all tenants.
- **Operational data is separated per tenant:** audits, measures, risks and appointments always belong to one tenant.

With the **tenant selector in the top bar** you control what you see: a single tenant or **all tenants** together. Overviews, planning and analyses follow this choice.



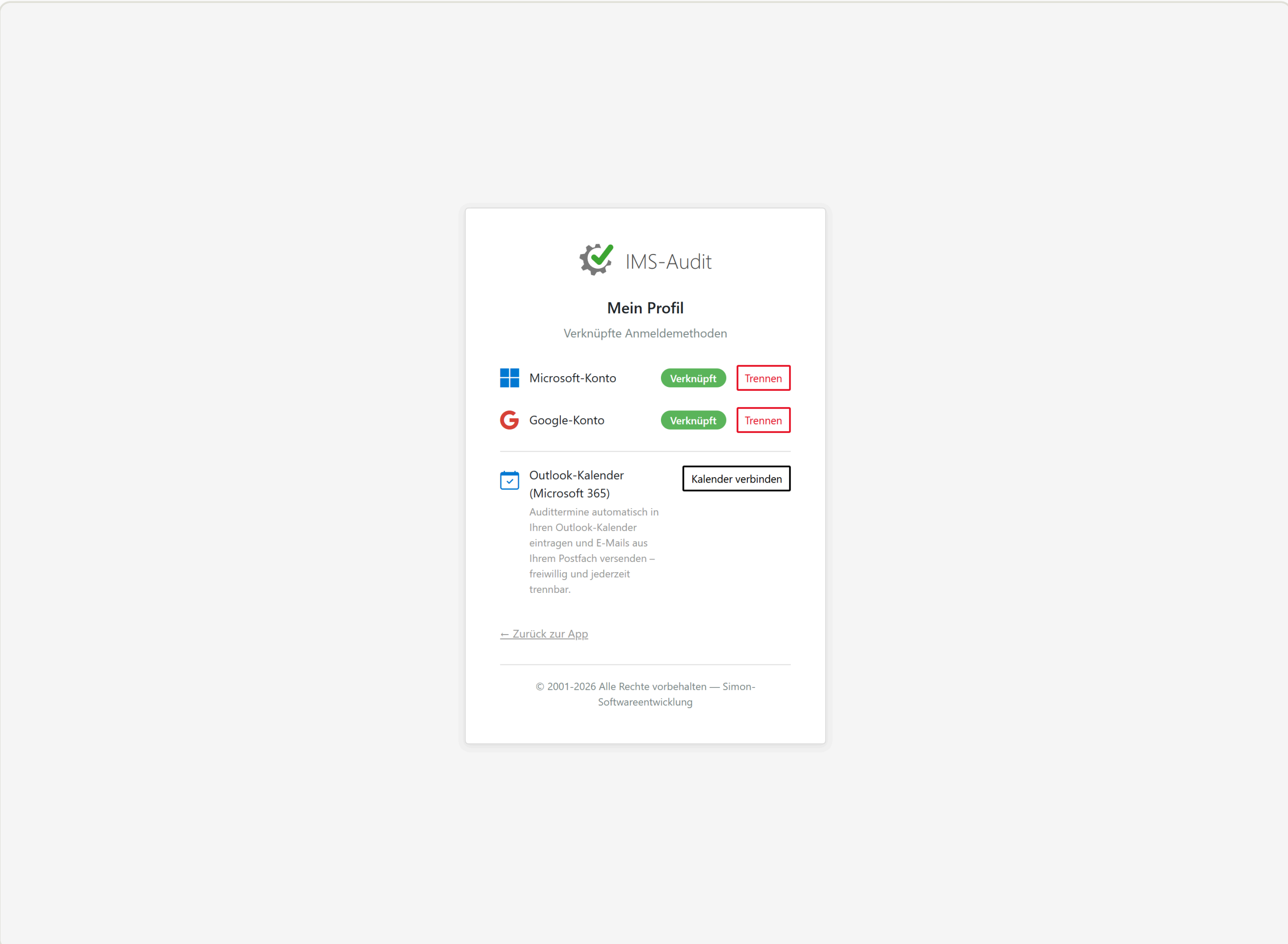
The tenant selector: determines whose audits and measures are displayed.

> 💡 Which tenants you may see is defined by your administrator. If a tenant is missing from your selection, contact them.

Personal settings

Via your **profile** (click your name in the top bar) you reach your personal settings:

- **Change password** — possible at any time.
- **Link a Microsoft or Google account** — afterwards you sign in conveniently with one click via your company account, without entering a password. This link concerns **signing in only**.
- **Connect your Outlook calendar (Microsoft 365)** — a **second, independent** connection: afterwards your audit days are entered automatically as appointments in your Outlook calendar and updated with every schedule change; on request, invitations and measure e-mails go directly from your mailbox. Because an application may only write to your calendar or send in your name with **your personal consent**, you confirm the connection once on the Microsoft sign-in page — IMS-Audit never sees your password, and **reading** your e-mails is deliberately not requested. The connection is voluntary, sync can be paused and disconnected at any time (step-by-step guide in training booklet 4).
- **Profile picture** — shown in the top bar and with your activities.



The profile page: password, account linking and personal details.

You choose the **language** of the interface at the bottom of the sidebar — German, English, French, Spanish, Italian, Polish and Czech are available.

Where do I find what?

An overview of the modules in the sidebar — depending on your permissions you see some or all of them:

Module	What you find there
Dashboard	Key figures, upcoming audits, open measures
Calendar	All appointments from audits, measures, tasks and qualifications
Audit Overview	All audits with status, details, question catalog and documents
Measures Overview	All measures with tracking, deadlines and escalation
Process Matrix	Assignment of processes and audits
Audit Program Planning	The multi-year planning of your audits
Process Risk Assessment	Risk assessment of your processes
Complaints / 8D Report	8D reports for complaints
Task List	Tasks with due dates and assignees
Auditor Competence	Qualifications and records of your auditors
Reports	Reports and analyses, e.g. site coverage
Data export	Export of your data, e.g. as Excel
Master Data	People, processes, standards, question catalogs and more
Settings	Company and personal settings
Help	This manual right inside the application — searchable, with all screenshots (opens in a separate window)

Frequently asked questions

I forgot my password — what now?
Click **Forgot password** on the sign-in page and follow the link in the e-mail you receive. Alternatively your administrator can assign you a new initial password.

I have a new smartphone — the authenticator app is gone.
Contact your administrator — they will arrange for two-factor authentication to be reset for your account. On your next sign-in you simply set it up again — with the new device, or switch to the one-time code by e-mail and become independent of the smartphone.

Can I use IMS-Audit Cloud on a tablet?
Yes. The application runs in any tablet browser; for conducting audits on site there is a dedicated tablet-optimised mode in the audit question catalog.

Can I be signed in on several devices at the same time?
Yes — for example on the PC in the office and on the tablet during the audit.

Who do I contact with questions?
First check the **Help** (? icon in the top bar) — it contains this manual, complete and searchable. Beyond that, your first contact is your company's IMS-Audit administrator. News and new features are always available behind the **bell** in the top bar.

I found a bug or have an idea — where does it go?
Click the **feedback speech bubble** in the top bar: choose the type (report a bug, suggestion/idea or other), write your message, send — it goes directly to our support team. For better handling, your name, company, the current page and the program version are sent along automatically; optionally you enter a different e-mail address for queries.

TRAINING GUIDE 2

Master Data

People, processes, standards and more — the foundation of your audit management

What is master data?

Master data is the base data your entire audit work builds on: the people of your company, your processes, the relevant standards, audit types and more. You reach it via **Master Data** in the sidebar — a dedicated area with all master data modules opens there.

The most important rule first:

> 💡 Master data applies **company-wide** — shared by all tenants. A person, a process or a standard is maintained only **once** and is available everywhere. Only operational data (audits, measures, appointments) is separated per tenant.

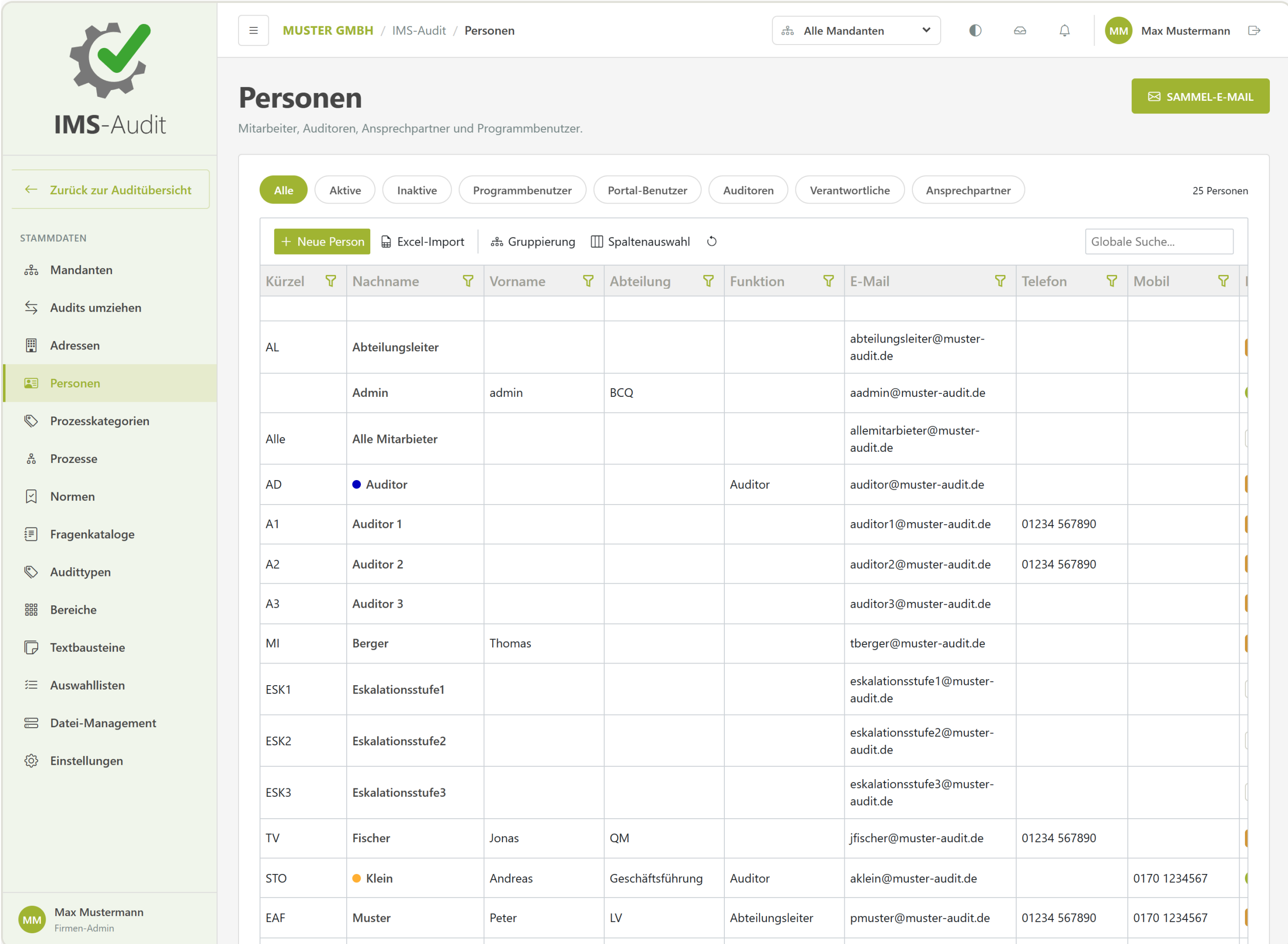
Good to know:

- **Who may maintain master data?** Company administrators always; the administrator can grant other users targeted rights to view, create, edit or delete individual master data areas.
- **Clean once, clean everywhere:** Well-maintained master data pays off in every audit — selection lists are pre-filled, reports carry the right names, analyses are correct.

> 💡 The **question catalogs** are master data too, but a big topic of their own — Training Guide 3 is dedicated to them.

People

The people module is the heart of the master data: everyone your audit management works with — from auditors to contact persons to those responsible for measures.



The people list with role badges, contact details and quick filters.

Role badges

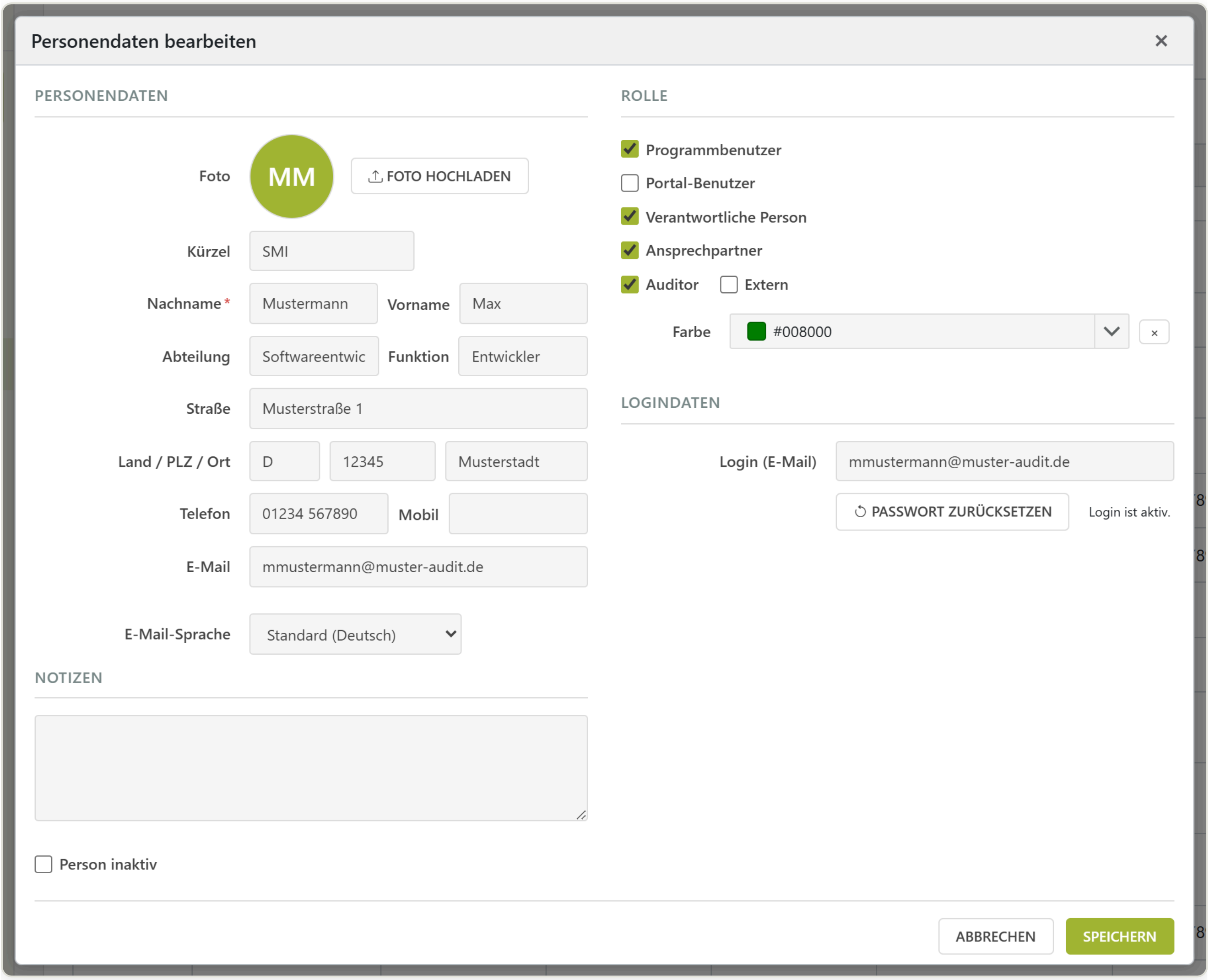
Each person can carry one or more badges — they control where the person is offered for selection:

Badge	Meaning
Auditor	Can conduct audits as auditor or co-auditor; the additional **External** checkbox marks auditors from outside the company (e.g. certifiers)
Responsible person	Can be responsible for measures
Contact person	Available as a contact person in audits
Program user	Has their own access to IMS-Audit Cloud
Portal user	External access to the measures portal only — e.g. for suppliers reporting back their own measures

In addition you can assign each person a **colour** — it makes auditors instantly distinguishable in the audit schedule, for example.

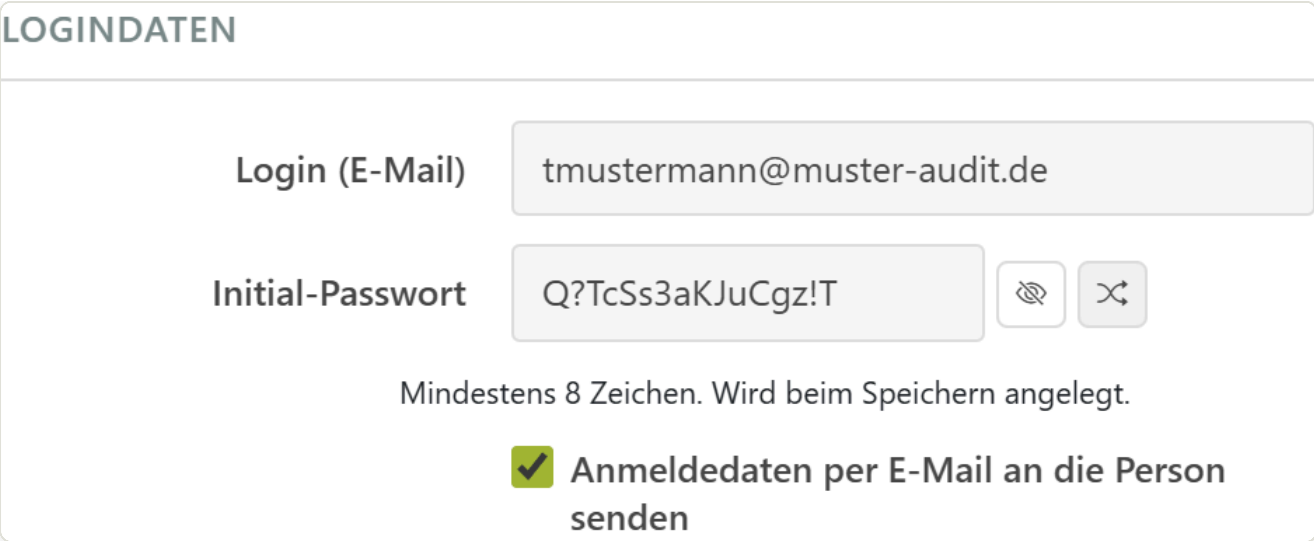
Program users: access to the application

When you set the **Program user** badge, the **Login details** section appears in the person dialog — this is where the person's user account is created:



The person dialog of a program user: contact details, role badges and the login details section in one place.

- **Login (e-mail):** The user name is always the person's e-mail address — the field is taken from the contact details automatically and cannot be changed separately in the login section. No e-mail address, no access.
- **Initial password:** When creating the account you assign a starting password (at least 8 characters; passwords that are too simple or contain parts of the e-mail address are rejected). The quickest way is the **dice icon** — it generates a secure random password and shows it right away; the **eye icon** reveals or hides the input at any time.



Assigning the password: the dice generates a secure password, the eye reveals it, the checkbox sends the login details directly by e-mail.

1. **Set the badge.** Tick **Program user** — the login details section appears, the login is pre-filled with the e-mail address.
2. **Assign a password.** Type an initial password or generate one with the dice icon.
3. **Deliver the login details.** Activate **Send login details to the person by e-mail** — the person automatically receives login and initial password. Alternatively the application shows the credentials once after saving ("Login created") so you can hand them over personally.
4. **Save.** The account is active immediately.

The first sign-in then works as described in Training Guide 1: the person signs in with e-mail and initial password, **must** set their own password and sets up two-factor authentication. The initial password is only a one-time key — it no longer works after the first sign-in.

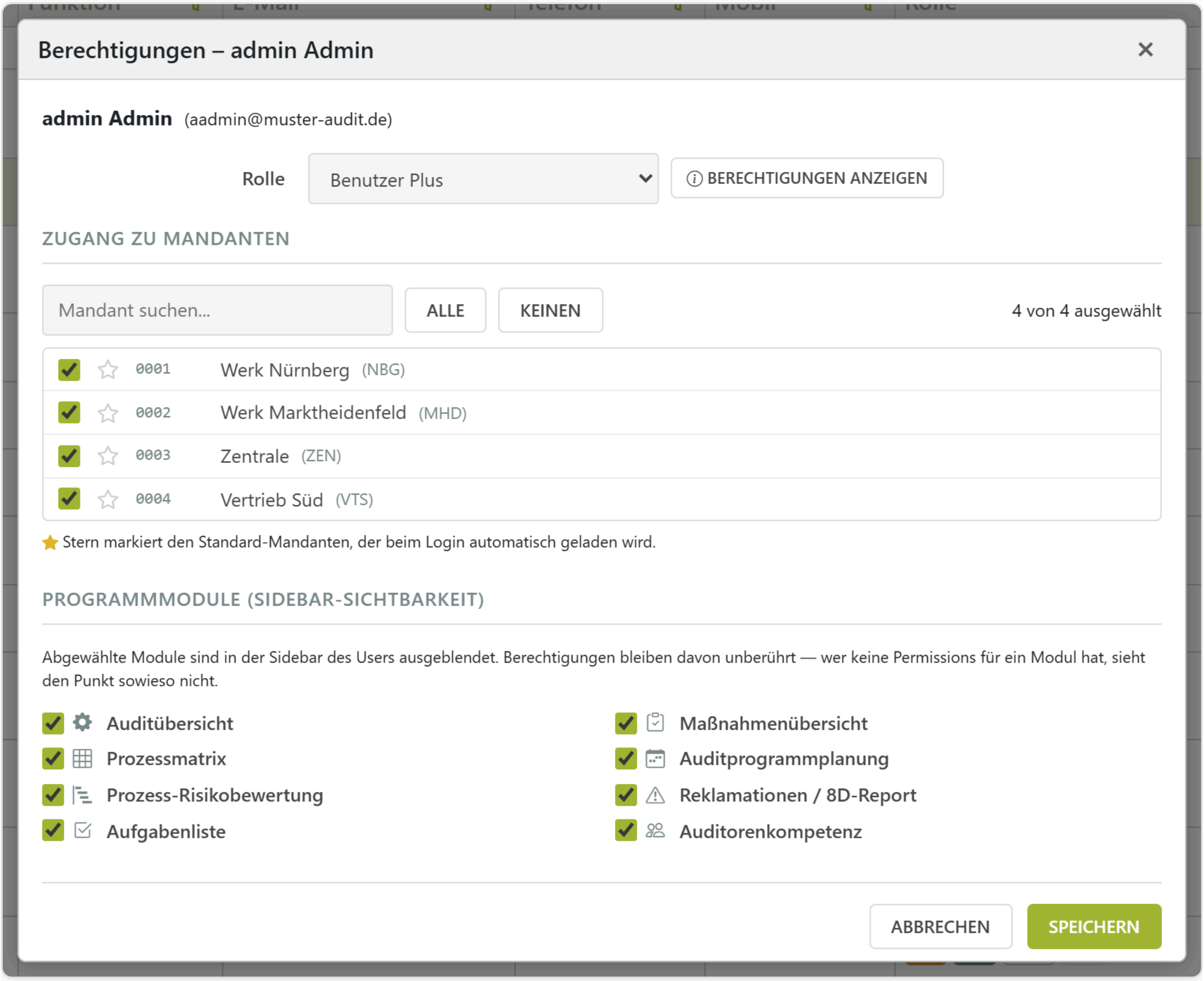
Forgot the password? There are two ways: the person helps themselves via the **Forgot password?** link on the sign-in page (e-mail confirmation), or an administrator opens the person dialog and clicks **Reset password** in the login details section — assigning a new initial password there, optionally with e-mail delivery again.

> 💡 The number of **active program users** is limited by your licence package. Simply deactivate employees who have left — this frees up the seat for new users while the history remains fully intact.

Handy for everyday work: the **Bulk e-mail** button at the top right writes to all (or selected) people at once — including a test delivery to yourself.

Permissions: who may do what?

For every program user you define what they can see and edit. Open the permissions dialog in the people list via the **key icon** in the action column — it is only visible to company administrators and only active for program users.



The permissions dialog: role, tenant access and visible modules in one place.

1. **Choose a role.** The role determines the user's rights package. Via **Show permissions** you can always inspect in detail what the chosen role may do.
2. **Define tenant access.** Tick which tenants the user may see and work in — **All**/**None** does it in one click. The **star** marks the default tenant that is loaded automatically at sign-in.
3. **Choose program modules.** Deselected modules disappear from the user's sidebar — handy for reducing the interface to the essentials. The permissions themselves are unaffected.
4. **Save.** The changes take effect at the user's next sign-in.

The four standard roles at a glance:

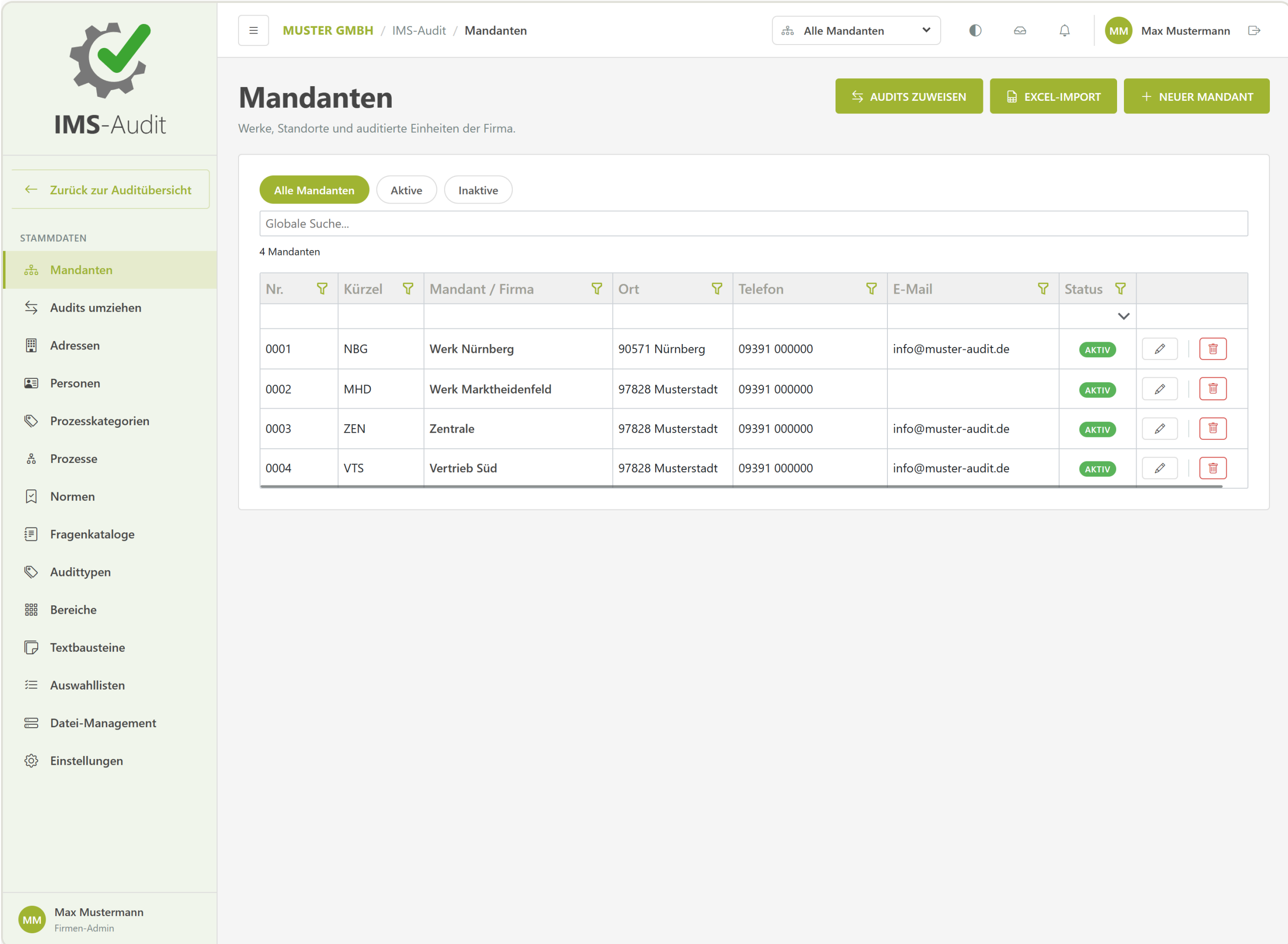
Role	Typical use
Administrator	Full rights in all modules including master data and settings
User Plus	Works in audits, measures and risks **and** maintains master data (people, processes, standards, tenants)
User	Works in audits, measures and risks; master data mostly read-only
Reader	Sees everything released, changes nothing — e.g. for management or certifiers

> 💡 If no role fits exactly, choose **Custom**: a rights matrix opens in which you set every single right (view, create, edit, delete per module) individually — pre-filled with the rights of the previously chosen role.

> 💡 New program users start as **Reader** for safety — so don't forget to assign the appropriate role after creating the account.

Tenants

Tenants map the structure of your company — sites, plants, countries or business units. Audits, measures and analyses always belong to one tenant.



The tenants of your company — every audit belongs to exactly one of them.

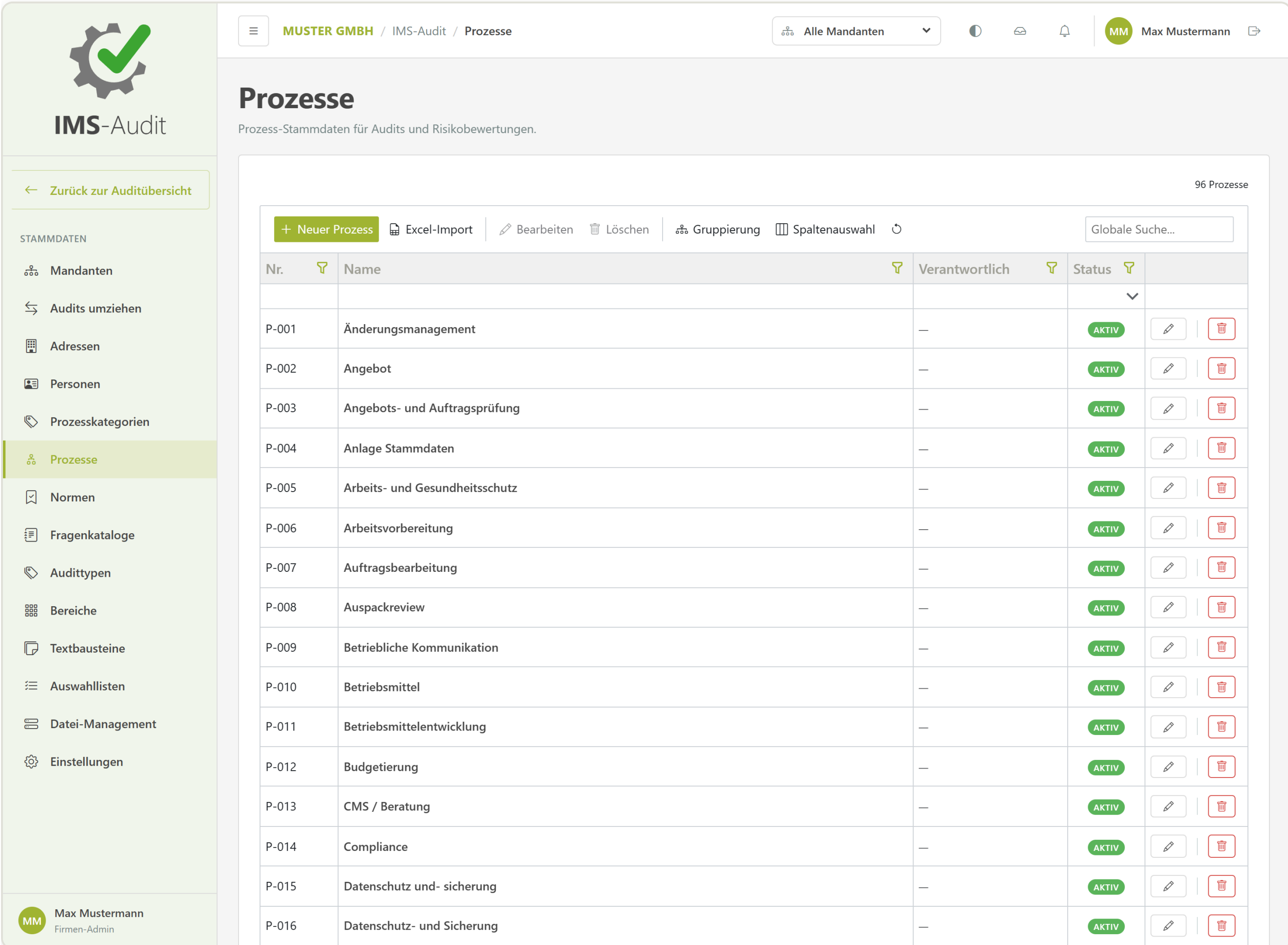
Per tenant you maintain name, address and optionally a **dedicated logo with report colours** — your audit reports then automatically carry the look of the respective tenant.

> 💡 Even if your company has only one site, there is always at least one tenant — it is created automatically during onboarding.

Processes and process categories

Your process landscape is the basis for process audits and the process risk assessment:

- **Process categories** structure the landscape roughly — classically e.g. management, core and support processes.
- **Processes** are the actual entries with number, name, category and optional process owner. They are assigned to audits and appear in the process matrix and the risk assessment.



The process list — maintained individually or conveniently taken over via Excel import.

Standards

Here you maintain the standards you audit against — e.g. ISO 9001:2015, ISO 14001 or IATF 16949. Standards are assigned to audits and question catalogs; analyses such as site coverage can be filtered by standard.

Audit types and areas

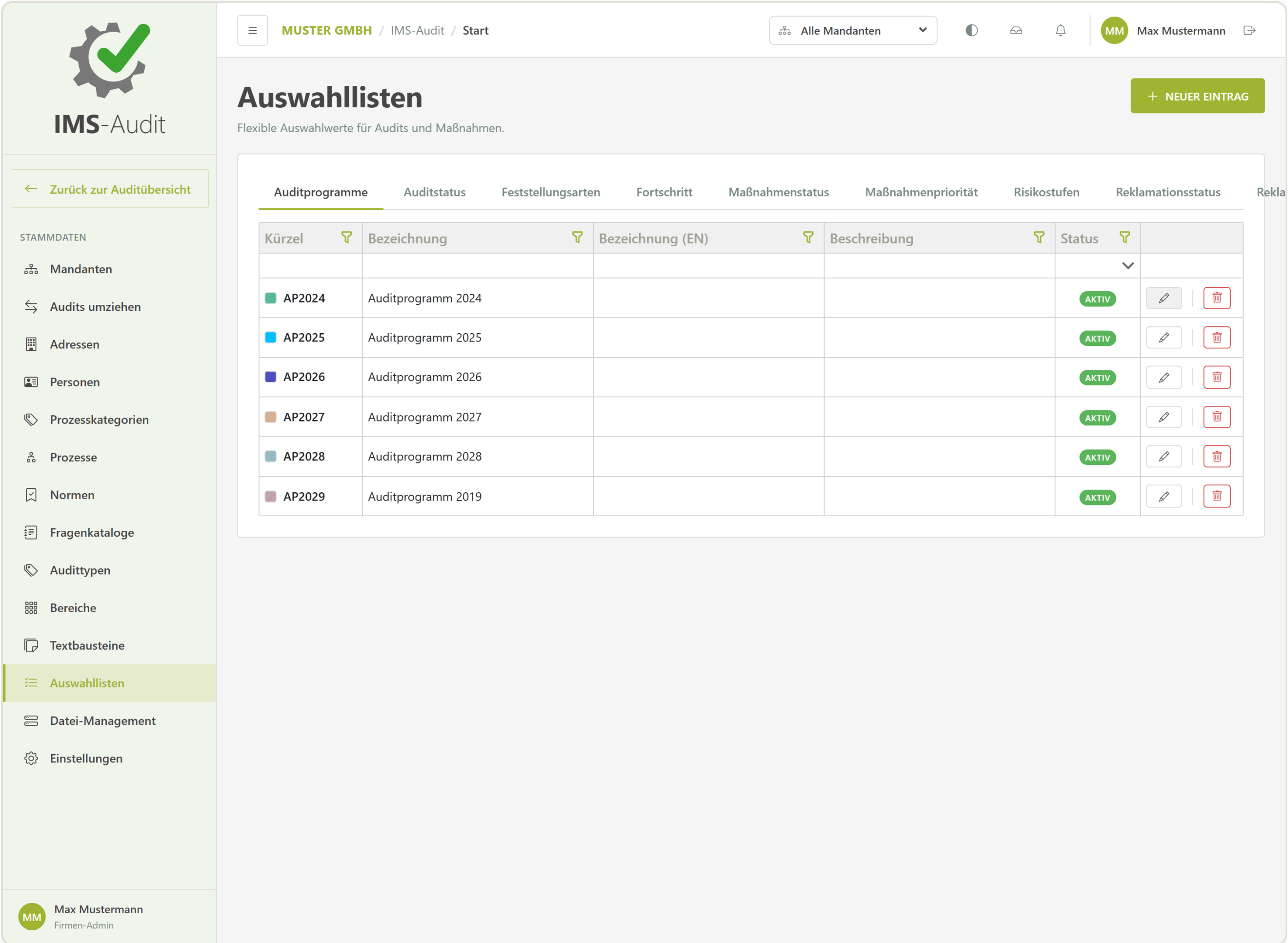
- **Audit types** classify your audits — e.g. system audit, process audit, supplier audit. Every audit carries one or more types.
- **Areas** describe organisational units (e.g. production, purchasing, development) that you can assign to measures.

Addresses

The address book collects external addresses — such as suppliers or customer sites where you audit. When creating an external audit you take the audited area over from the address book with one click instead of typing the address every time; conversely, an address entered in an audit can be saved to the address book.

Selection lists

Many fields in IMS-Audit Cloud offer predefined values — such as audit programs, audit and measure statuses, finding types or risk levels. You maintain these values centrally in the **selection lists**, one tab per list:



Selection lists: maintain values, colours and English names centrally.

- **Add your own values** or rename existing ones — the lists adapt to your wording.
- **Define colours:** Many values (e.g. statuses) appear as coloured badges in lists and reports — you choose the colour here.
- **English name:** For colleagues using the interface in another language you can store an English name per value.

> 💡 **Caution:** Selection list values are referenced by many existing records. Prefer renaming values over deleting and re-creating them — this keeps old data correctly assigned.

Text snippets

Text snippets are recurring phrases — such as standard audit objectives or frequent finding texts — that you store once and then quickly reuse in the application's text fields. This saves typing and keeps wording consistent.

File management

File management shows how much storage your company uses — broken down by audit documents, measure documents, images and person photos. Your storage quota depends on the licence package (5 GB base plus 2 GB per licensed user); the overview helps you find large or no longer needed files and clean up before the quota runs short.

Moving audits

If an audit accidentally ended up in the wrong tenant, you don't have to recreate it: via **Move audits**, company administrators move an audit — including question catalog, measures and documents — to another tenant.

Frequently asked questions

Why don't I see a master data item?
The master data modules follow your permissions. If an area you need is missing, contact your administrator.

Does master data really apply to all tenants?
Yes. People, processes, standards and all other master data are company-wide — the tenant selector in the top bar deliberately has no effect on master data lists.

What happens when deleting a person who is already part of audits?
Records with history should be **deactivated** instead of deleted — they disappear from selection fields but remain correctly preserved in old audits and reports.

Can I import master data?
Yes — **people**, **processes** and **addresses** can each be taken over from a template via the **Excel import** button in the respective list; question catalogs have their own Excel import (see Training Guide 3). For larger takeovers — for instance from IMS-Audit Desktop — talk to us.

TRAINING GUIDE 3

Question Catalogs

Build your audit questions cleanly once — and benefit in every audit

Why question catalogs?

Question catalogs are the heart of IMS-Audit Cloud: they contain the questions your audits are conducted and evaluated with. The idea is simple — **build cleanly once, reuse again and again**.

IMS-Audit Cloud distinguishes two levels:

Term	What is it?
Master question catalog	The template in the master data (e.g. "ISO 9001:2015" or your own process audit catalog). This is where you maintain, extend and translate.
Audit question catalog	The working copy inside the individual audit. When loaded, the master catalog is taken into the audit as a **copy** — evaluation and answers happen there.

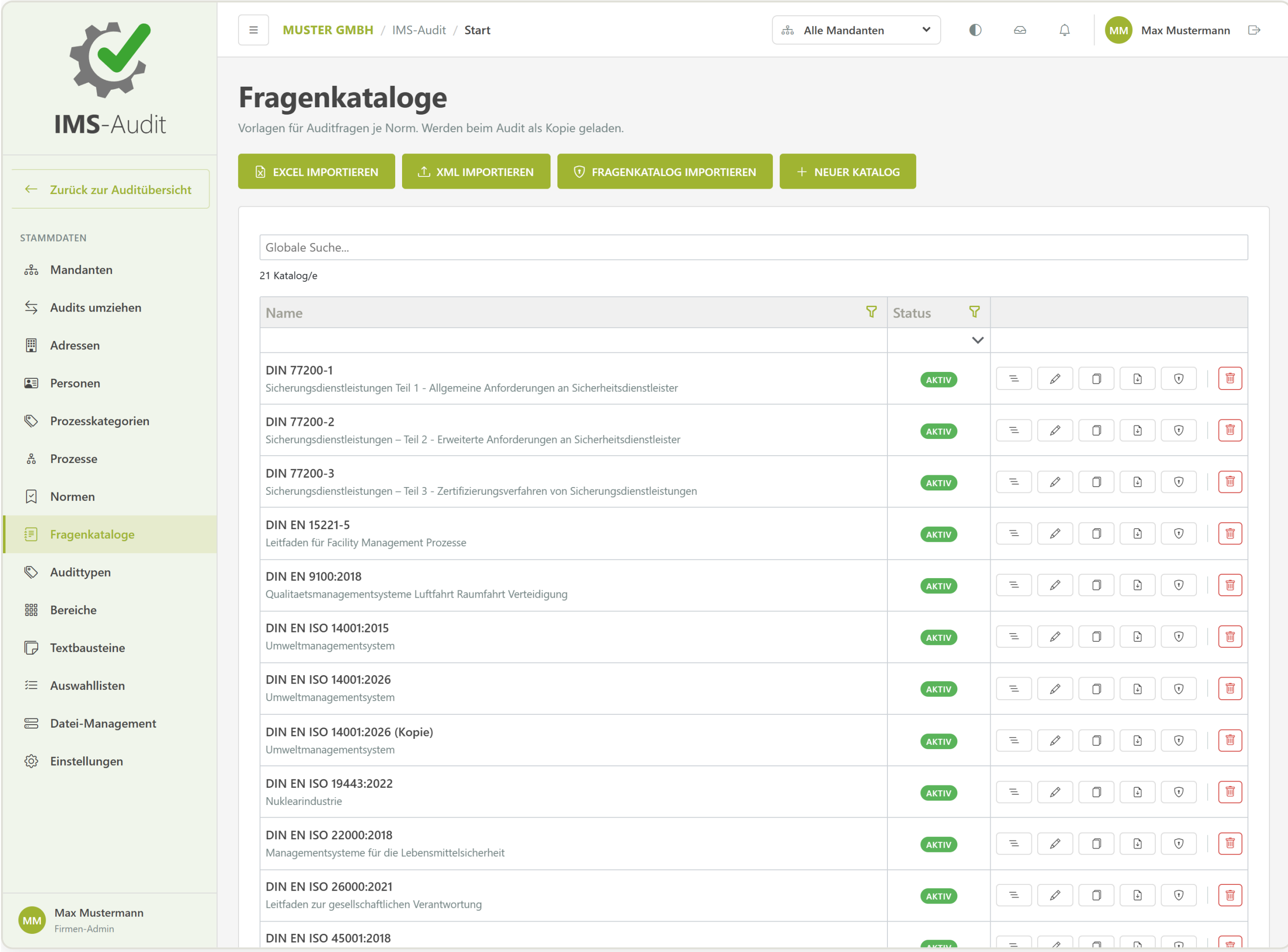
This copy principle has tangible advantages:

- **Audit-proof records:** What was asked and evaluated in the audit stays documented exactly as it was — even if you develop the master catalog further later. No retroactive "shifting" of questions in old audits.
- **Comparability:** All audits based on the same catalog ask the same questions — results can be compared across tenants and years.
- **Less preparation effort:** A new audit is equipped with a complete, proven question catalog in seconds.
- **Freedom in the audit:** The copy may be adapted in the audit — add questions, hide them as "not relevant", reword them — without touching the master.

> 💡 You find the master question catalogs under **Master Data → Question catalogs**. Maintenance is reserved for company administrators and users with the corresponding rights; anyone with master data read access can open and view them.

The catalog overview

Under **Master Data → Question catalogs** you see all catalogs of your company:



The catalog overview — name, description and status per catalog.

These actions are available per catalog:

- **Open question catalog** (also by double-clicking the row) — opens the catalog editor with the question tree.
- **Edit** — change name, standard assignment, description and active/inactive status.
- **Duplicate catalog** — creates a complete copy including all levels, questions and translations. Ideal for creating a variant or trying out changes in a working copy first.
- **Export** — as an `.ifk` file in the IMS-Audit Desktop format.
- **Delete** — removes the catalog with all questions irreversibly. Audits already conducted keep their questions regardless, thanks to the copy principle.

> 💡 A catalog that should not be used for a while does not have to be deleted: set it to **Inactive** in the edit dialog — it disappears from the selection in audits but is preserved.

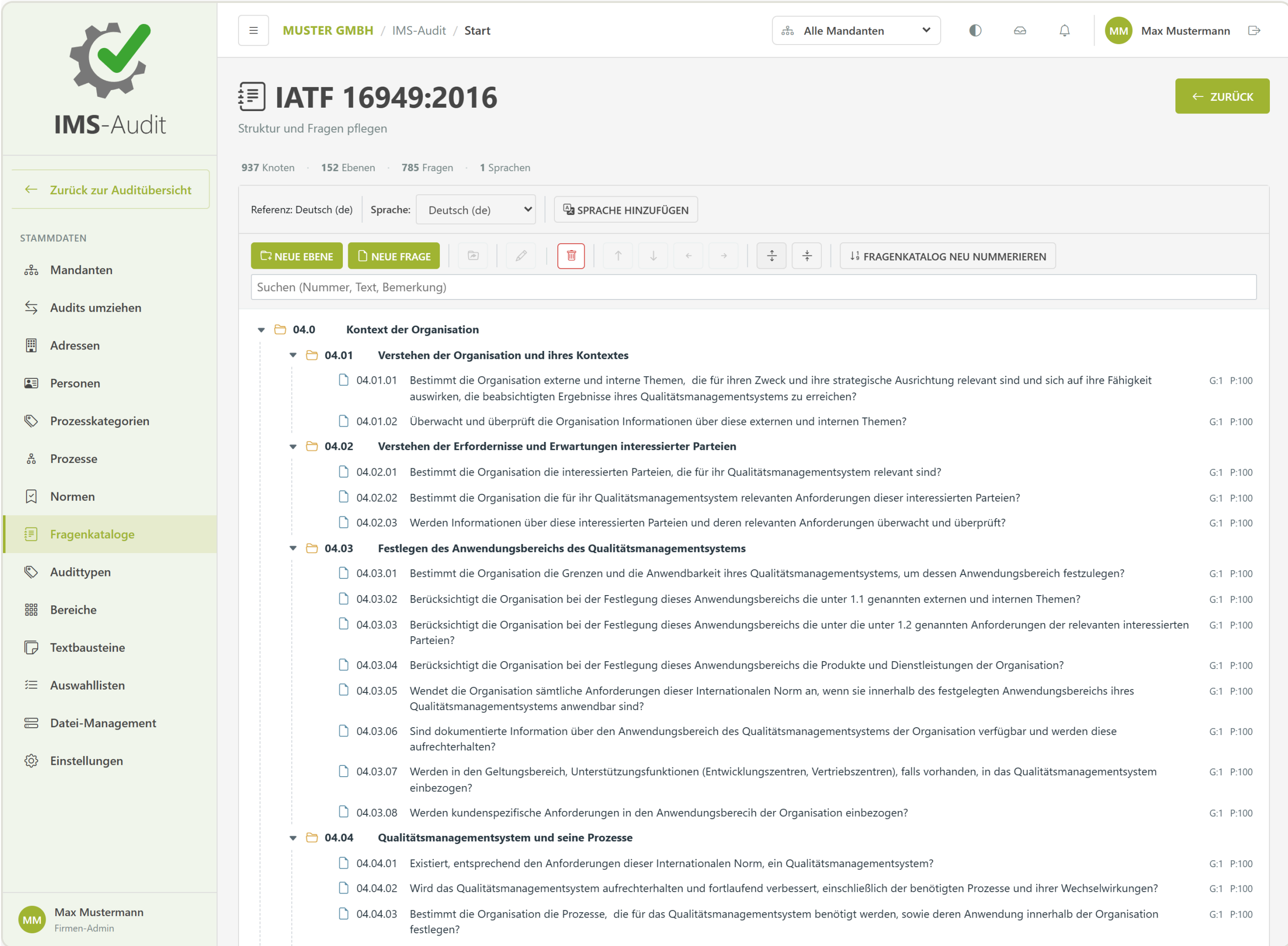
Creating your own catalog

Your own catalogs are expressly encouraged — for process audits, supplier audits, internal checklists or your very own audit methodology:

1. In the catalog overview, click **New catalog**.
2. Assign a **name** (e.g. "Process audit production") and assign a **standard** — just type the standard code; if the standard does not exist in your master data yet, it is created along the way.
3. Add a **description** if needed and save.
4. The new catalog appears in the list — open it and build the question tree (next chapter).

The catalog editor

The editor shows the catalog as a tree of two building blocks: **levels** (chapters/sections, yellow folder icon) and **questions** (blue file icon, knock-out questions with a red exclamation mark). Nesting can be arbitrarily deep — exactly as your standard or checklist dictates.



The catalog editor: question tree, toolbar and statistics at a glance.

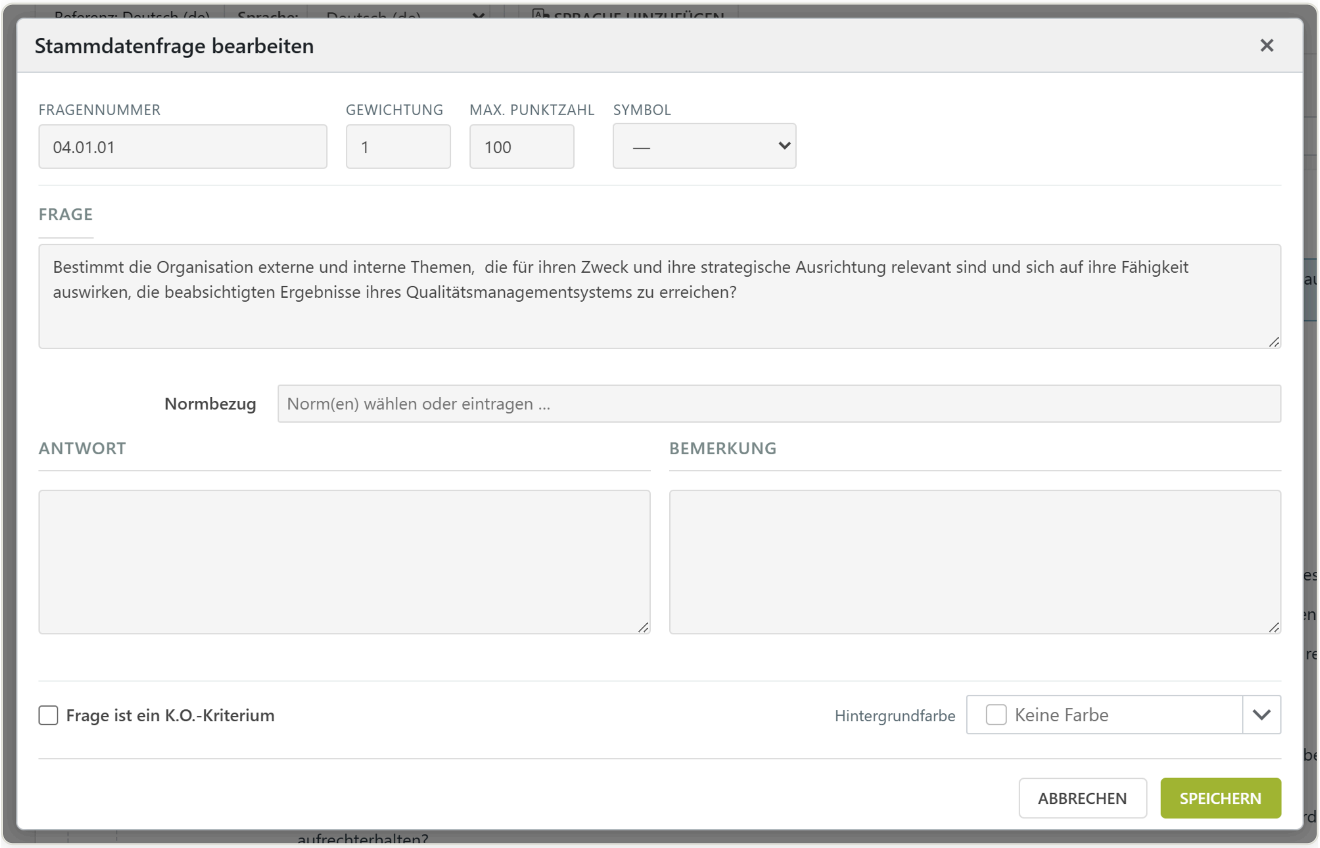
The header shows the catalog's key figures: number of nodes, levels, questions and languages. The most important tools:

- **New level / New question / Create sublevel** — the buttons work context-sensitively: with a level selected, the new question is created inside it; with a question selected, right behind it. The **question number is proposed automatically** and continues in the style of its neighbours.
- **Moving:** Simply drag nodes to their new position via **drag & drop** — dropped onto a level, the node is filed there. Alternatively there are buttons for **up/down** and **indent/outdent**.
- **Right-click** on a node opens a context menu with the same actions; **double-click** opens the edit dialog directly.
- **Search** — searches number, question text and remark; hits are highlighted and expanded automatically.
- **Renumber question catalog** — on request assigns a consistently clean numbering from a selectable starting number, with a live preview before applying. Useful after larger restructurings.

- **Expand all / collapse all** — for the quick overview or focused work.

Questions in detail

Double-clicking a question opens the question dialog with all properties:



A master data question with all fields — from question text to knock-out criterion.

Field	What for?
Question number	Free number, determines position and structure (e.g. 04.02.01)
Question	The actual question text the auditor sees in the audit
Weighting (1–5)	How strongly the question contributes to the chapter's evaluation — important questions count more
Max. score	Upper limit of achievable points for this question
Icon	Visual marker in catalog and report: standard, important, note, key question, mandatory
Standard reference	One or more standard chapter references per question — your proof of standard coverage in the report
Answer	An answer template/sample answer that serves the auditor as a starting point in the audit
Remark	Internal note for the auditor (e.g. what to look for, which records to check)
Question is a knock-out criterion	Marks the question as critical — K.O. questions are specially highlighted in the catalog and the reports
Background colour	Colour highlight of the question in the tree

> 💡 **Why maintenance pays off:** Well-filled remarks and answer templates turn the catalog into a real auditor's handbook — even less experienced colleagues conduct consistent audits with it. The weighting ensures the overall evaluation reflects your priorities.

> 💡 If the **AI assistant** is enabled for your company, the question dialog additionally offers a button that **rewords** the question text on request — more precise, shorter or easier to understand. The suggestion is only applied after your confirmation.

Levels (folders) are deliberately lean: they have only a number and a name — they provide structure, the questions carry the content.

Multilingual catalogs

If you audit at international sites, maintain the catalog **once** — and translate it instead of copying it:

1. Open the catalog editor and click **Add language**.
2. Choose the target language. If a **DeepL** key is stored (Settings), IMS-Audit Cloud translates the complete catalog **automatically** — question texts, names and remarks.
3. The **Language** switch changes the display language. If you edit a node in a foreign language, you change only the translation — the original text remains untouched and is shown below for reference.
4. If new questions are added later, the editor offers to **complete missing translations automatically**.

Language-neutral properties such as number, weighting, standard reference or the K.O. flag automatically apply to all languages — nothing drifts apart.

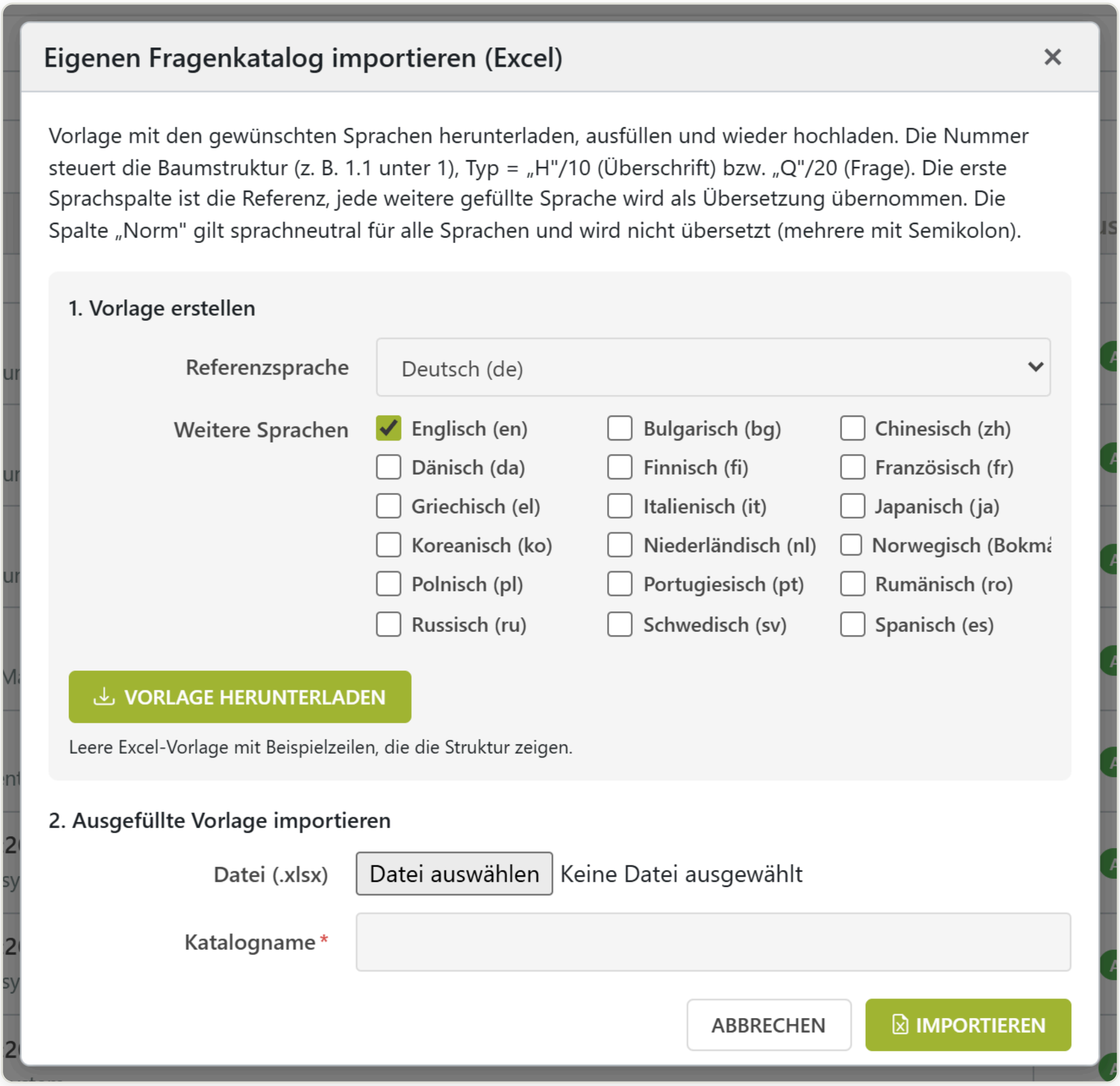
> 💡 When loading into an audit, **all translations are copied along**: the auditor at the foreign site works in their language, while evaluation stays uniform.

Adopting catalogs instead of retyping

You don't have to start from zero — there are several ways to bring finished content into the catalog overview:

- **Catalogs provided by us:** Simon-Softwareentwicklung provides ready-made standard catalogs (e.g. ISO 9001, IATF 16949, ISO 14001). On request they are assigned to your company and arrive as **your own, freely editable copy** in your overview — adapt them to your practice without hesitation. Talk to us about which catalogs you need.
- **Excel import:** The most convenient way for your own content — see below.
- **Import from IMS-Audit Desktop:** Existing desktop catalogs are taken over as `.ifk`/XML files via **Import XML** — the complete structure is preserved.

The Excel import step by step



The Excel import: first download the template, then upload it filled in.

1. In the catalog overview, click **Import Excel**.
2. **Create template:** Choose the reference language and optionally further languages (around 20 are available) — you receive a matching Excel template with one column per language and sample rows showing the structure.
3. Fill the template: per row a **number** (the dotted structure "4.1.1" automatically produces the tree), the **type** (heading or question), the **question text** per language, optionally remark and standard reference.
4. **Import the filled template:** Choose the file, assign a catalog name, import. You land directly in the catalog editor of the new catalog; notes about skipped rows are displayed.

> 💡 This is how you turn an existing Excel checklist from your QM routine into a fully-fledged, multilingual question catalog in the cloud within minutes.

From catalog to audit

In the audit (tab **Question catalog**) the template becomes the working tool:

1. Click **New from master catalog**.
2. Assign a **name**, choose the **evaluation scheme** and the **display language**.
3. Choose one or **several** master catalogs — with several, one main chapter per catalog is created (e.g. ISO 9001 + ISO 14001 in one combined audit).
4. The audit question catalog is created as a copy — from now on this is where evaluation happens.

Evaluation schemes

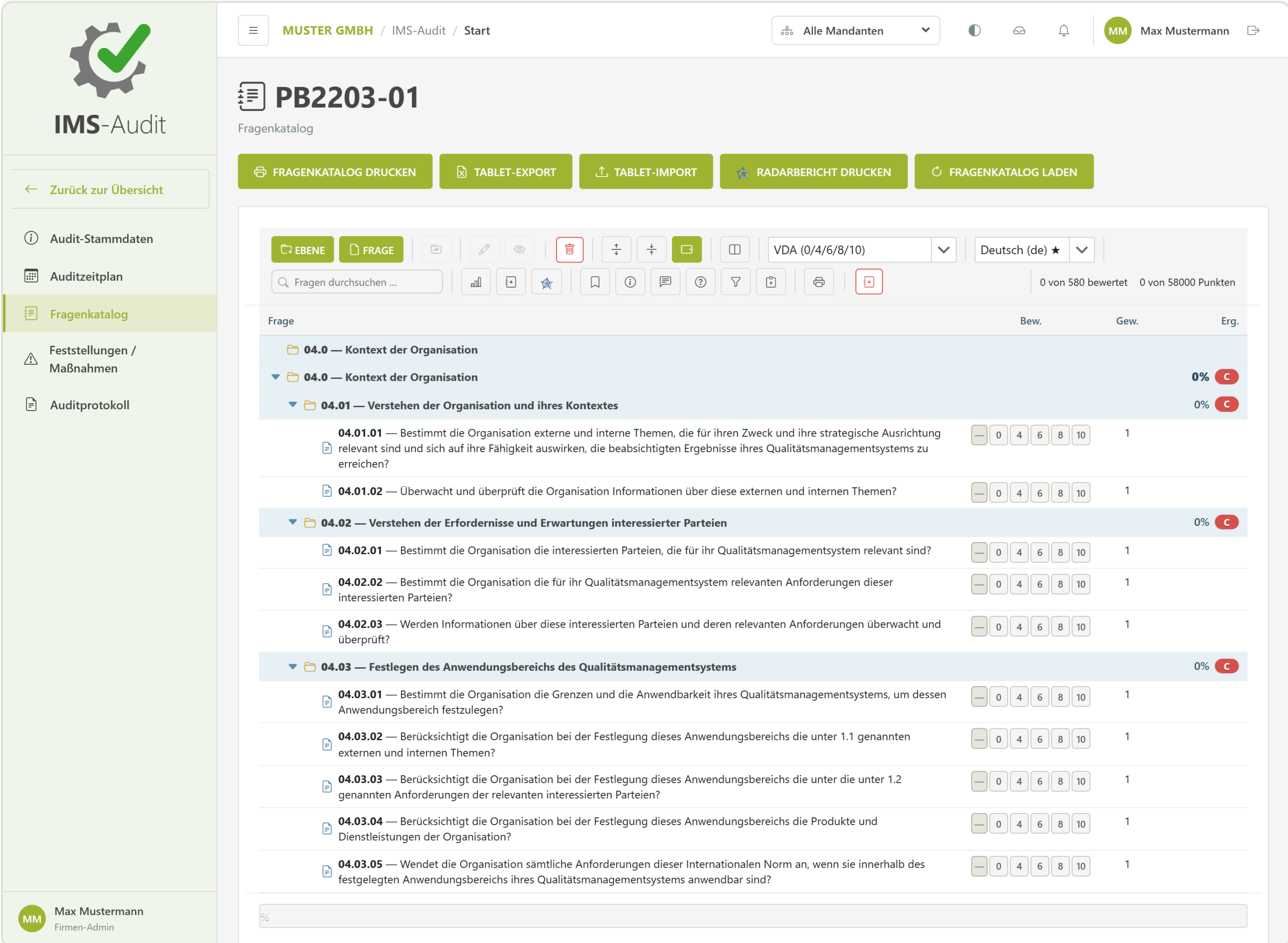
The scheme determines how the auditor evaluates each question:

Scheme	Evaluation per question
Percent (0–100)	Free fulfilment level in percent
VDA (0/4/6/8/10)	The classic VDA point scale
Yes / No	Fulfilled or not fulfilled
Qualitative	Selection of a finding type (from your selection lists) instead of a numeric value

The evaluation itself is quick: per question a click bar with the scheme's permitted values appears (for VDA e.g. 0/4/6/8/10). Chapter and overall results are calculated immediately and shown in colour as an evaluation grade.

From the individual evaluations IMS-Audit Cloud calculates — taking the **weighting** into account — fulfilment levels per chapter and for the overall audit, and maps them to the company-wide **evaluation grades** (default: A from 90 %, B from 70 %, C below; thresholds and colours are adjusted in the Settings). The scheme can also be changed later within the audit — existing evaluations are converted.

Working in the audit question catalog



The audit question catalog: the question tree with evaluation bar on the left, progress on top.

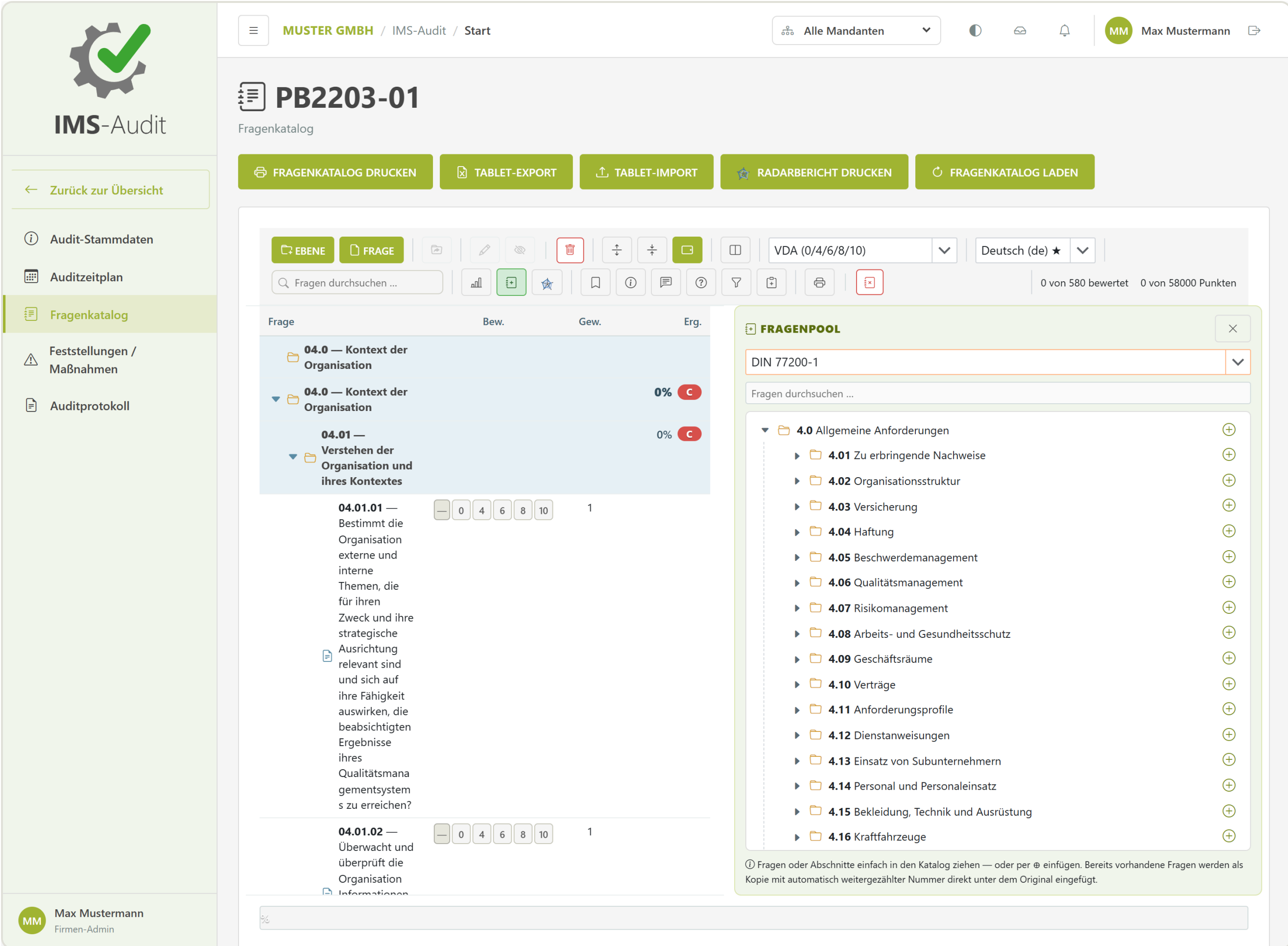
- **Adapting is allowed:** The audit question catalog is fully editable — add, change, delete questions — without touching the master catalog. Every question remembers its origin (source catalog and standard).
- **Not relevant:** Questions that don't apply to this audit are hidden as "not relevant" — they don't contribute to the evaluation but remain documented.
- **One answer per question:** Every question carries exactly one evaluation and one answer — unambiguous and analysable.
- **Progress always in view:** The header continuously shows how many questions are already evaluated and how many points were achieved.

Around the question tree, further tools noticeably speed up the audit work:

Tool	Benefit
Focus mode (tablet)	Large, touch-friendly single-question view — ideal for the on-site audit on a tablet
Show only unanswered questions	Hides what's done — you see immediately what is still open
Standard evaluation	Shows the fulfilment level per standard chapter — the direct proof of standard coverage
Radar report	Spider-web chart of the chapter results, also as a printed report
Derive measures from threshold	Automatically creates findings/measures for all questions below a threshold — saves going through manually
Compare with another audit	Puts two audit question catalogs side by side — own chapter below
Show/hide columns	Standard reference, remark and answer as needed — more room for the essentials

The question pool: adopting questions later

You notice during the audit that a question is missing? Open the **question pool**:

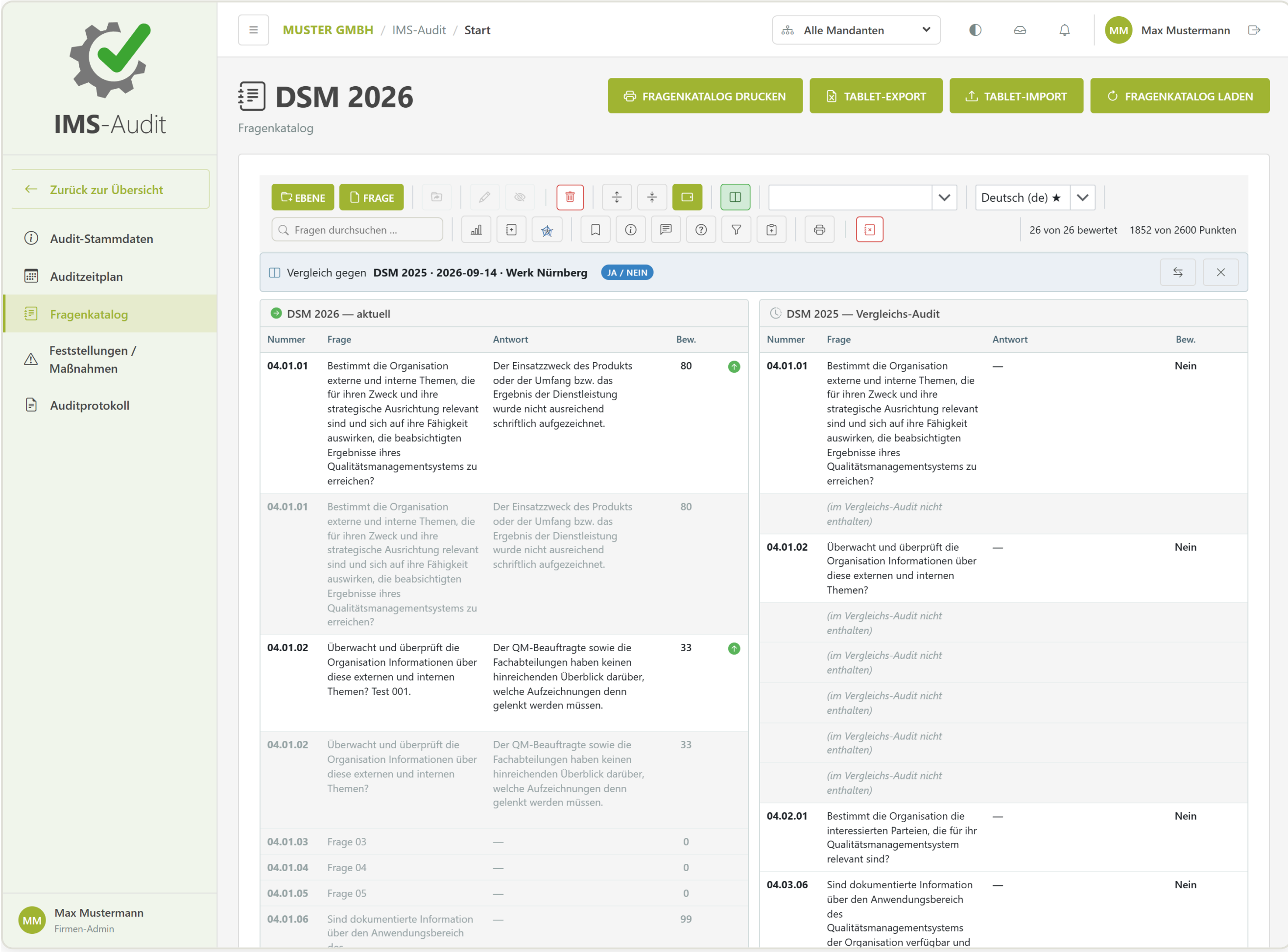


On the right the question pool with the master catalog — take questions into the audit catalog via drag & drop or ⊕.

The pool shows a selectable master catalog next to your audit catalog. Drag individual questions or whole sections across via **drag & drop** — or insert them via ⊕ right behind the current selection. Questions already present may deliberately be inserted a second time (e.g. to check the same point on two lines) — the number simply counts on.

Comparing two audits

Perhaps the strongest feature for demonstrating improvement: you put the question catalog of the current audit **directly side by side** with that of another audit.



Comparison mode: the current audit on the left, the comparison audit on the right — the arrows show the trend per question.

How to proceed:

1. In the question catalog toolbar, click **Compare with another audit**.
2. In the dialog **Choose audit for comparison**, pick the audit from the list — you are completely free: last year's audit of the same site, an audit at another site or the audit of another supplier.
3. The view splits: **current** on the left, **comparison audit** on the right, each with number, question, answer and evaluation.
4. The double-arrow icon switches the comparison audit, **×** ends the comparison.

Two things make the comparison reliable:

- **Automatic matching:** Questions are paired via their origin from the master catalog — even if the catalogs were reordered in the meantime. The question number serves as a fallback.

- **Trend arrows:** Next to each evaluation of the current audit an arrow shows the trend — **green up** for better, **red down** for worse, **grey sideways** for unchanged. Questions occurring in only one of the two audits are reported instead of silently dropped.

> 💡 **The everyday benefit:** In the follow-up audit you see immediately whether last year's measures worked — the proof of effectiveness every standard demands, without laying two reports side by side. Likewise, two sites or two suppliers can be compared objectively with the same catalog.

The comparison mode is a pure view — nothing is evaluated or changed in it. End it and you continue working unchanged.

On the road without a network: the tablet export

For audits in production without WLAN, the **Tablet export** button exports the complete catalog as a protected Excel file: on the tablet **only** the columns evaluation and answer are editable, the structure is locked. Back at the desk you read the file in again via **Tablet import** — only evaluations and answers are taken over, empty cells leave the current state untouched.

> 💡 How you then conduct the audit, evaluate and produce the audit report is shown in detail in **Training Guide 4 — Planning and conducting audits**.

Frequently asked questions

I changed the master catalog — why doesn't the running audit see the change?
That's the copy principle: the audit works with its own snapshot. Individual new questions are fetched via the question pool; alternatively you reload the catalog in the audit (caution: this replaces the audit catalog including evaluations already entered).

How many catalogs can I create?
As many as you like — catalogs are not limited. Use the active/inactive status to keep the selection in audits tidy.

Can I modify a catalog provided by you?
Yes, without restriction — as a copy it belongs to your company. Tip: duplicate it first if you want to keep the original version.

What happens to the translations in the audit?
They are copied along when the audit question catalog is created. The auditor switches the display language directly in the audit; translating always happens in the master catalog.

We've kept our checklists in Excel so far — is switching worth it?
Yes: via the Excel import the lists are in within minutes. Then you get what Excel cannot do — automatic evaluation with weighting, reports, multilingualism, and proof of which question was answered how in which audit.

TRAINING GUIDE 4

Planning and Conducting Audits

From the annual program via the invitation to the finished audit report

The path through an audit

The audit module is the core of your daily work. From annual planning to the signature-ready report, everything comes together in one place — and every piece of information is entered exactly **once**.

An audit passes through five stations in IMS-Audit Cloud, which you find as items in the left bar once you have opened an audit:

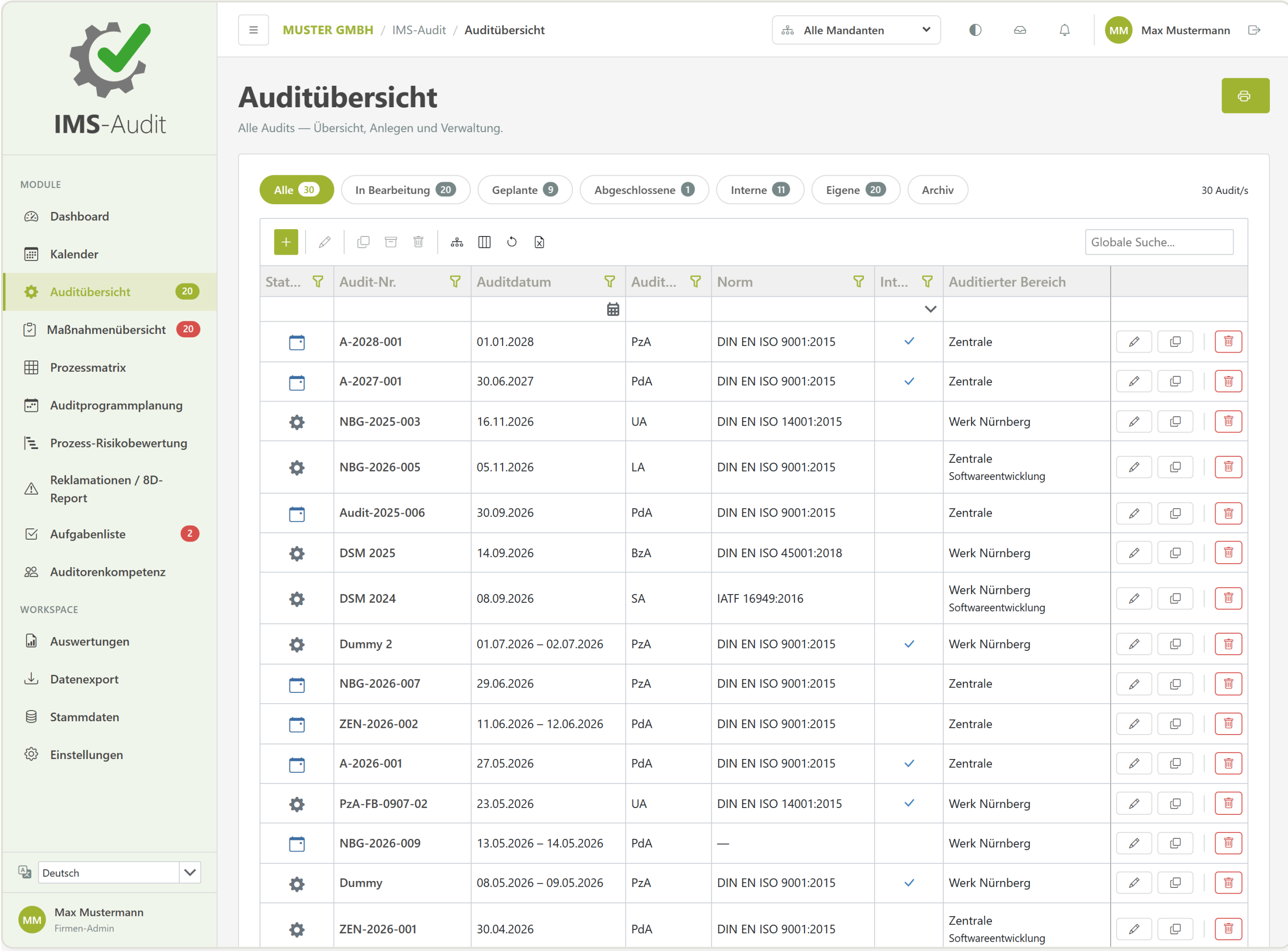
Station	What happens there
Audit master data	Who, what, when, where: number, area, team, contact persons, processes, documents
Audit schedule	The agenda with times — the basis of the invitation
Question catalog	Asking, evaluating and answering the questions (see Training Guide 3)
Findings / measures	What was noticed and what follows from it (see Training Guide 5)
Audit protocol	Observations and remarks in full text

What this gives you in everyday work:

- **One place instead of five files:** agenda, checklist, findings list, protocol and report belong together — no searching through folders, no version chaos.
- **The report writes itself along the way:** Everything you record during the audit flows into the audit report at the push of a button. No rework in the evening.
- **Nothing gets lost:** Findings become measures with a responsible person and a deadline — tracking continues automatically.
- **Audit-proof:** On request, the system logs field by field who changed what and when.

The audit overview

Under **Audit Overview** you see all audits of your company:



The audit overview with quick filters, fulfilment level and status display.

- **Quick filters** on top: **All**, **In progress**, **Planned**, **Completed**, **Internal**, **Mine** (audits where you are part of the audit team) and **Archive**. The number in the chip shows the count; only the archive deliberately stays without a counter.
- **Fulfilment level:** The rightmost column shows as a bar the **weighted result** across all relevant questions of the question catalog — green from 80 %, yellow from 60 %, red below. Unanswered questions count as 0, so the bar grows as the audit is evaluated. A failed knockout question sets the result to 0 %. For catalogs with a qualitative rating scheme, a short summary such as "3× major / 2× minor" appears instead of the bar.
- **Open:** Double-click the row — or right-click for the context menu with all actions.
- **Search and filter:** The global search on the right covers the most important columns (number, tenant, area, department, audit type, standard and auditors); in addition every column has its own filter menu. When a filter is set, the **Filter active** chip appears — one click on it clears all column filters at once.
- **Toolbar:** Via the icons next to the search you group the list, choose the visible columns, reset the layout or export the overview to **Excel**. Column widths, selection and filters are remembered per

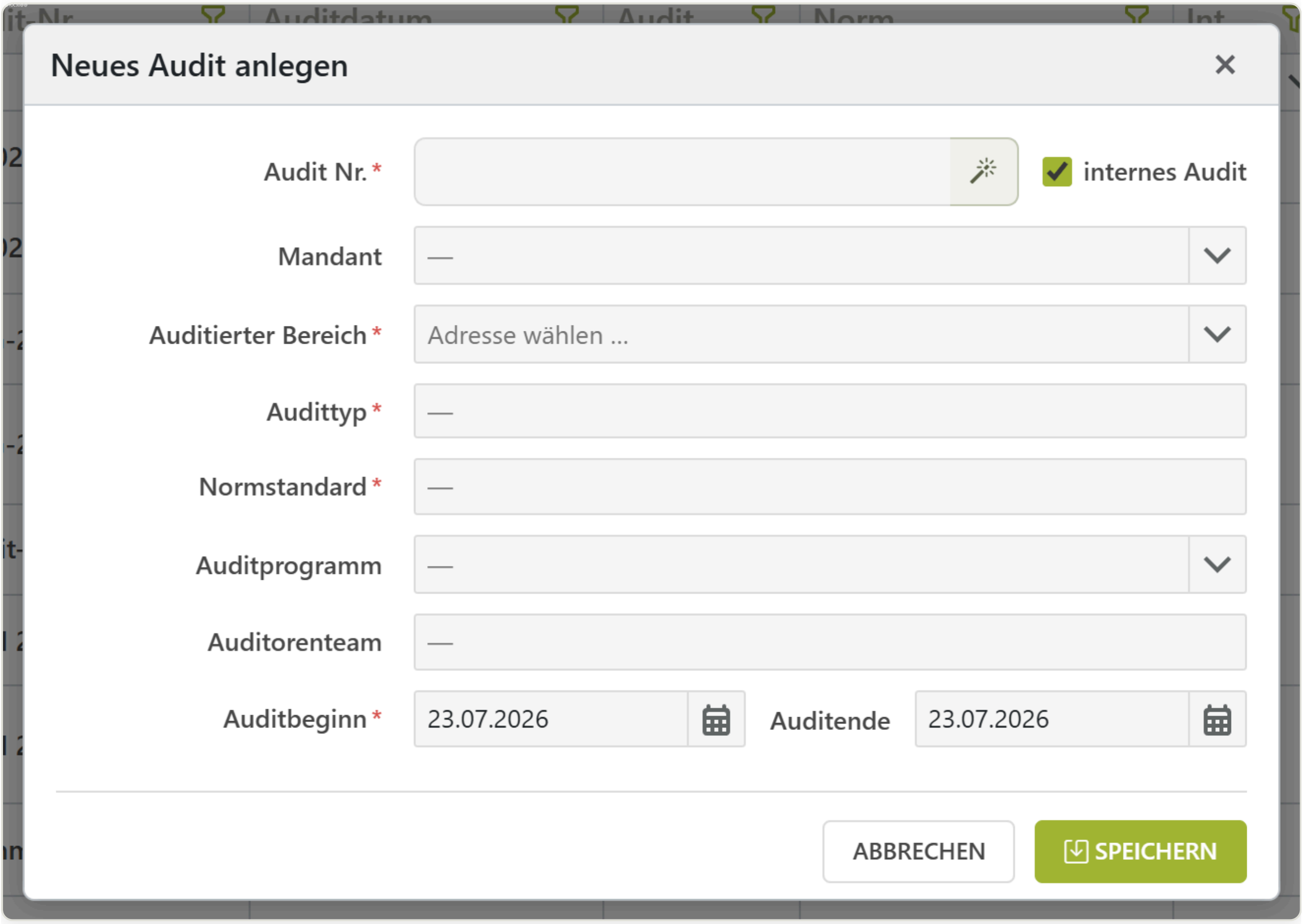
user in the browser — on another device the view starts with the default again.

- **Print:** The printer icon at the top right produces an audit overview as PDF — with the currently selected quick filter, search text and tenant. The grid's column filters deliberately do not go into the print.

> 💡 **Status as icon or pill:** Whether the status column shows compact icons (calendar, gear, check mark) or coloured status pills is up to you — set it under **Settings → General**; the preference applies only to you.

> 💡 Creating, duplicating, archiving and deleting audits is reserved for the **company administrator**. All other users work in existing audits.

Creating an audit



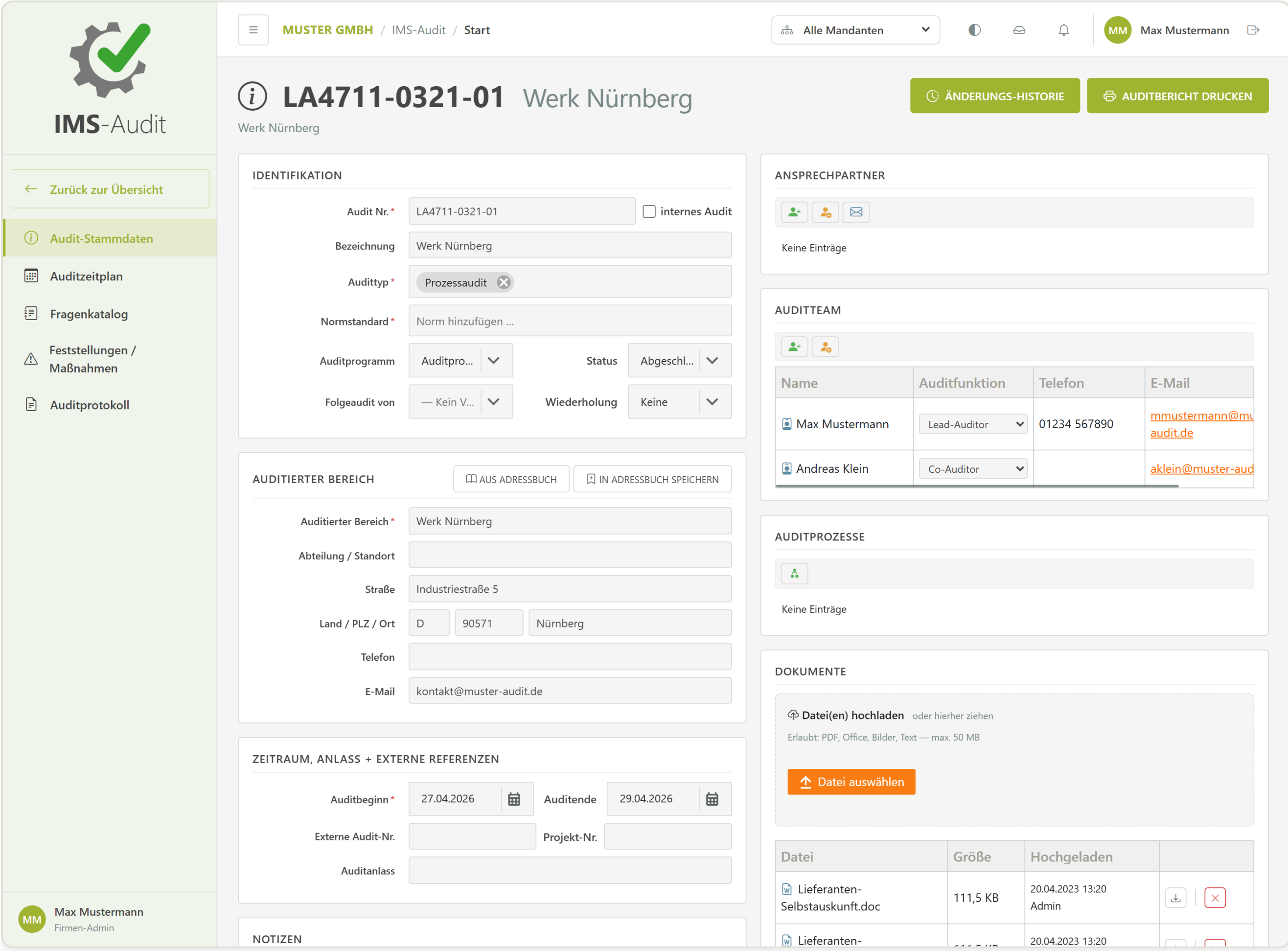
New audit: mandatory fields are marked with a red star.

1. In the audit overview, click **New audit**.
2. Assign the **audit no.** — or click the **magic wand**: the application proposes the next free number in the format `A-2026-001`. The year comes from the **audit start** — for an audit next year, set the date first, then click the wand. The wand only fills an empty field; you may overwrite the number at any time, only uniqueness is checked.
3. Check the **tenant** — preset to the one selected in the top bar. This assignment can later only be changed via **Master Data** → **Move audits**.
4. The **internal audit** checkbox is preset — untick it for supplier or certification audits.
5. Choose the **audited area** from the address book: address, phone and e-mail are taken over completely. In the creation dialog this works only via the address book — in the master data the address can be edited freely afterwards.
6. Set **audit type** and **standard** (both multi-select — one audit may cover several standards), set the **audit start** (mandatory), optionally **audit program**, **auditor team** and the audit end.
7. **Save** — you land directly in the master data of the new audit.

> 💡 New audits always start in the status **Planned**. You advance the status manually later; the application does not prescribe a workflow.

The audit master data

Everything that defines the audit lives here:



The master data with identification, audited area, team and contact persons.

Left column — the key data:

- **Identification:** number, name, audit type, standard(s), audit program and **status**. This is also where **Follow-up audit of** and the **recurrence** live — more on this shortly in the audit program planning chapter. With several standards or audit types, the overviews and the planning each show the first entry — the order in the field thus determines the "main standard".
- **Audited area:** address of the audited site. Via **From address book** you fetch a stored address; with **Save to address book** you take an address entered here into your master data — one click away at the next audit.
- **Period, occasion and external references:** audit start and end, plus **external audit no.** and **project no.** for certification or customer audits, and the **audit occasion**.
- **Notes:** free text area for everything that fits nowhere else.

Right column — the people involved:

- **Contact persons:** the people on the side of the audited area. You fetch existing people from the master data or create a new one in the same dialog without leaving the page. Per person you can record the function **expert**, **observer** or **team leader**.

- **Audit team:** your auditors, each with a role (**lead auditor**, **co-auditor** or **specialist**). Only people with the auditor badge are offered. If your administrator has enabled the company-wide setting "Only qualified auditors", additionally only auditors with a valid qualification for the audit's standard appear.
- **Audit processes:** which processes this audit covers. This assignment is doubly useful: it is the basis for the process matrix — and you can take the processes into the schedule with one click.
- **Documents:** attachments to the audit (see below).

> 💡 **Save — with a safety net:** The master data fields are saved via **Save**; the application warns you when navigating away with unsaved changes. The **contact persons**, **audit team**, **audit processes** and **documents** cards, on the other hand, save every change immediately. If two people edit the same audit at the same time, the application reports the conflict on saving instead of silently overwriting changes.

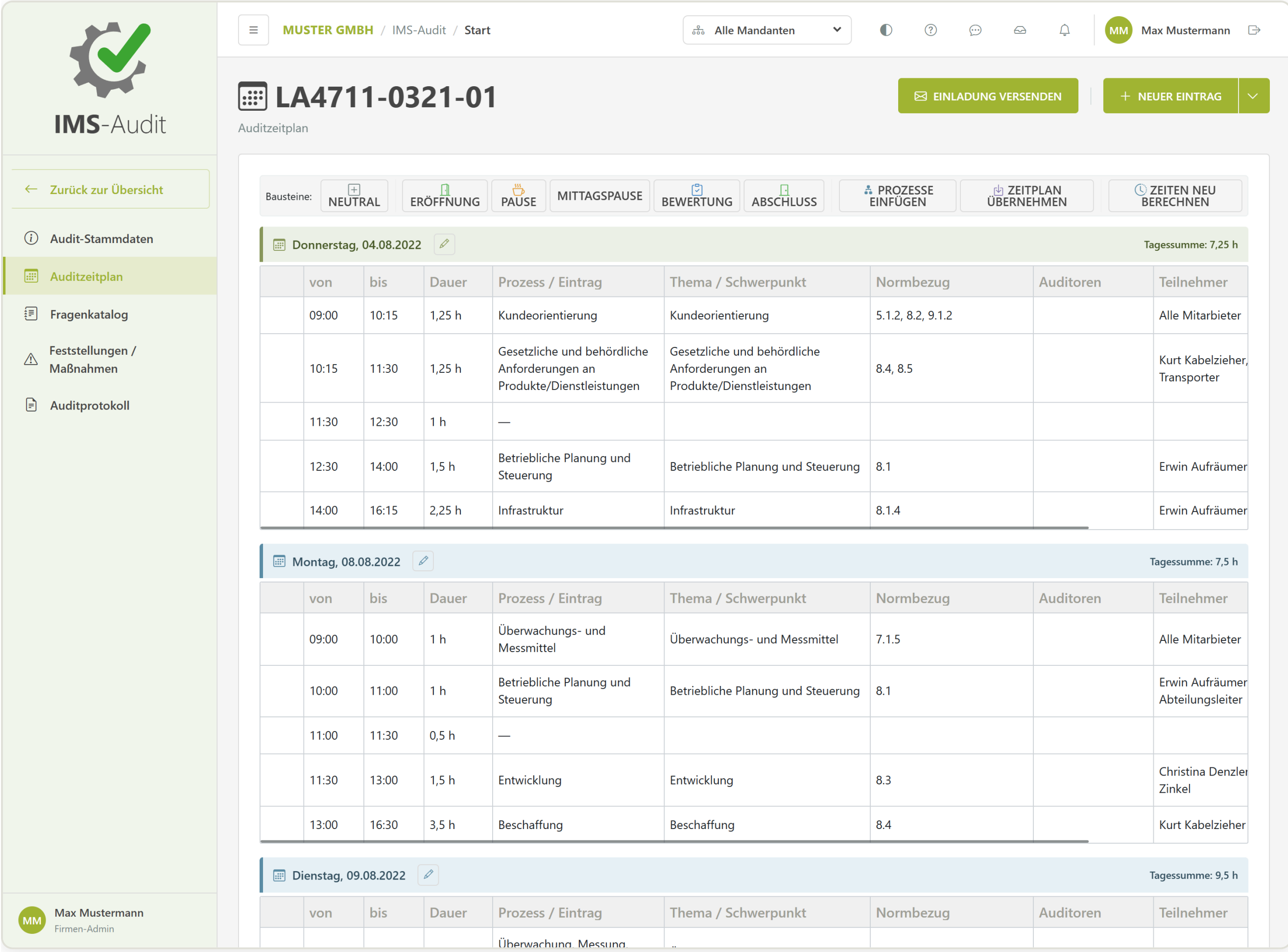
> 💡 **Change history:** Via the button at the top right you see who changed which key field when (number, audit type, standard, area, tenant, start, end, status, audit team). The administrator enables change tracking company-wide and defines per field whether a change is logged, whether it requires a **reason** and whether the field is **mandatory** — a valuable proof in certification audits. For fields requiring a reason, the first click on Save reveals the reason field; only the second click saves.

Documents for the audit

In the **Documents** card you file everything that belongs to the audit: org charts, records, photos, certificates. Simply drag files onto the area or select them. Allowed are PDF, Office files, images and text files up to the configured size. PDFs, images and text can be viewed directly in the browser; everything else is downloaded.

The audit schedule

The schedule is the agenda of your audit — and the basis for inviting the participants.



The schedule, structured by day, with daily total and building block bar.

Building blocks instead of typing: Via the bar on top you insert the recurring standard items with one click — **opening**, **break**, **lunch break**, **evaluation**, **closing** — each with a sensible duration and a matching marker (opening/evaluation/closing as "important", breaks as "break"). **Neutral** opens the creation dialog for a freely labelled entry. Which day the building blocks are placed on is determined by the last row you clicked — clicking an entry makes its day the working day. Via **right-click** on a row you reach all building blocks and actions as a context menu, too — including **Duplicate** and **Move to day**, which moves an entry to another audit day with one click. Duplicate is also available in the arrow menu next to **New entry**.

Insert processes: The **Insert processes** button takes the audit processes from the master data over as schedule entries: in the selection dialog all not-yet-planned processes are preselected (those already in the day unticked), you provide a default duration, and the entries are appended one after another at the end of the day — the framework for the audit morning stands in seconds. In the entry dialog, too, the **audit process** is only a suggestion: the selection prefills the label, the text remains freely editable.

Copy schedule: You have planned a similar audit before? **Copy schedule** takes over the complete schedule of another audit — the days are transferred relatively (the first day of the source schedule lands on this audit's start date), times and durations are preserved, and auditors and contact persons are carried over as far as the same people are assigned to this audit. If the audit already has entries, you choose between **appending** and **replacing**.

Multi-day audits: The dashed **Add day** button at the end of the schedule creates an empty day block for the following day, which you then fill with building blocks. And if a whole audit day shifts, click the pencil icon in the day header and pick the new date — all entries of that day move along, **and the following days shift by the same difference automatically**.

> 💡 **Overlaps at a glance:** If the same auditor is planned in two entries of a day that run at the same time, a yellow warning triangle shows the collision with details. Parallel tracks with different auditors are deliberately allowed — that is how you plan several audit teams simultaneously.

Time chaining: the comfort centrepiece

The schedule calculates the times for you:

- A new entry automatically starts when the previous one ends (the first at 09:00).
- You never enter an end time — only **start** and **duration** (a picklist in half-hour steps, 0.5 to 8 h), the **until** follows.
- **And most importantly:** If you change a duration in the middle, **all subsequent entries of that day shift automatically**. The duration of every single item is preserved.

> 💡 **Why this is gold in an audit:** If the opening meeting takes an hour instead of 30 minutes, you correct exactly one value — the whole day is consistent again. Without this automation you would have to adjust every following row by hand.

If the plan gets tangled through manual edits, **Recalculate times** restores all days seamlessly — the start time of each day's first entry is preserved. You can move entries via **drag & drop** or with the arrow buttons — within a day; an entry moves to another day via **Move to day** in the right-click menu or the date field in the entry dialog (the gap on the old day closes automatically). Each day shows its **daily total** at the top right — the full span of the audit day including breaks — so you can see whether the day is planned realistically.

Per entry you also record **topic/focus**, **standard reference**, the responsible **auditors**, the **participants** (from the audit's contact persons) and further participants as free text, plus a **marker** (break, important, open question, sample).

Audit days in your Outlook calendar

If you connect your Microsoft 365 account once in your **profile** (card **Outlook calendar**), IMS-Audit Cloud enters your audit days **fully automatically as appointments in your Outlook calendar** —

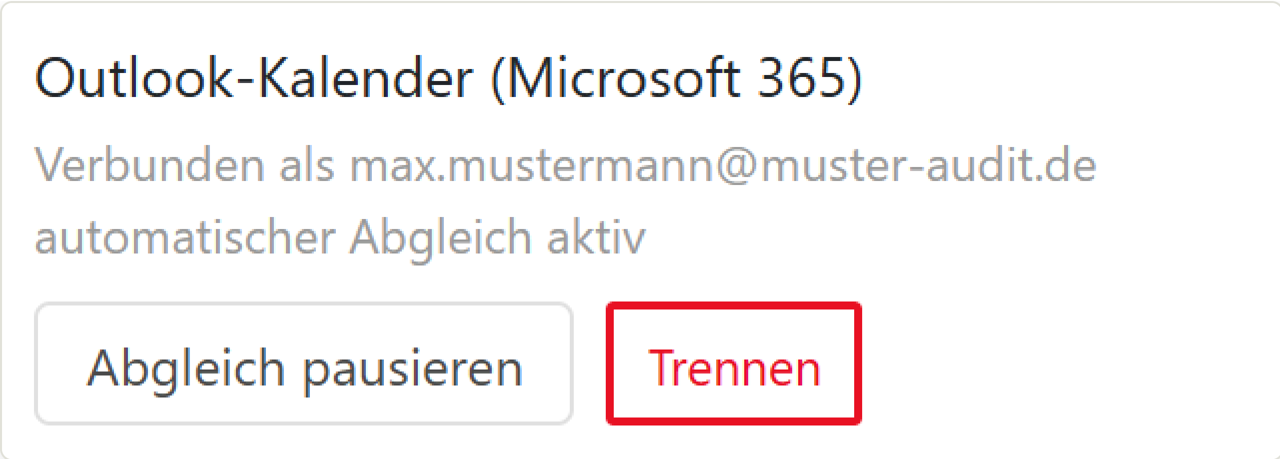
one appointment per audit day, with the day's agenda as description, the audit location and a reminder. Every schedule change updates the appointments by itself; deleted days disappear from the calendar, too. With **Outlook sync** in the building block bar you trigger the transfer manually at any time.

Why is a separate connection needed? An application may only write to your calendar and send e-mails in your name if **you personally** allow it — that is a Microsoft 365 security rule, and rightly so. You grant this permission not to IMS-Audit but **directly to Microsoft**: when connecting, you sign in on the official Microsoft sign-in page and confirm the permissions there. In return, IMS-Audit receives an access key from Microsoft which is stored **encrypted only** — **IMS-Audit never sees your Microsoft password.** And because the permission is always bound to a person, every user connects their account themselves in their own profile — the administrator cannot do this centrally for others.

> 💡 **Not to be confused:** The row **"Link Microsoft account"** further up in the profile only concerns **signing in** to IMS-Audit Cloud (login with one click instead of a password). The card **"Outlook calendar (Microsoft 365)"** is independent of that — it governs calendar and mailbox. You can use both, only one or neither, and disconnect each one separately at any time.

How to connect your account:

1. Open your **profile** (click your name in the top bar) and click **Connect calendar** in the card **Outlook calendar (Microsoft 365)**. If you are working on your company address (e.g. `your-company.ims-audit.de`), the link first takes you to the central sign-in — for technical reasons connecting is only possible there.
2. You arrive at the **Microsoft sign-in page**: sign in with your Microsoft 365 company account (the account whose calendar and mailbox you want to use).
3. Microsoft shows you the **requested permissions**: access to your calendars, sending e-mails in your name and your basic profile data. **Deliberately not included: reading your e-mails** — IMS-Audit can never look into your mailbox. Confirm with **Accept**.
4. You return to the profile automatically. The card now shows **"Connected as ..."** with your Microsoft address and **"automatic sync active"** — from now on your audit days land in your calendar, and invitation and measure e-mails go through your own mailbox (see previous chapter).

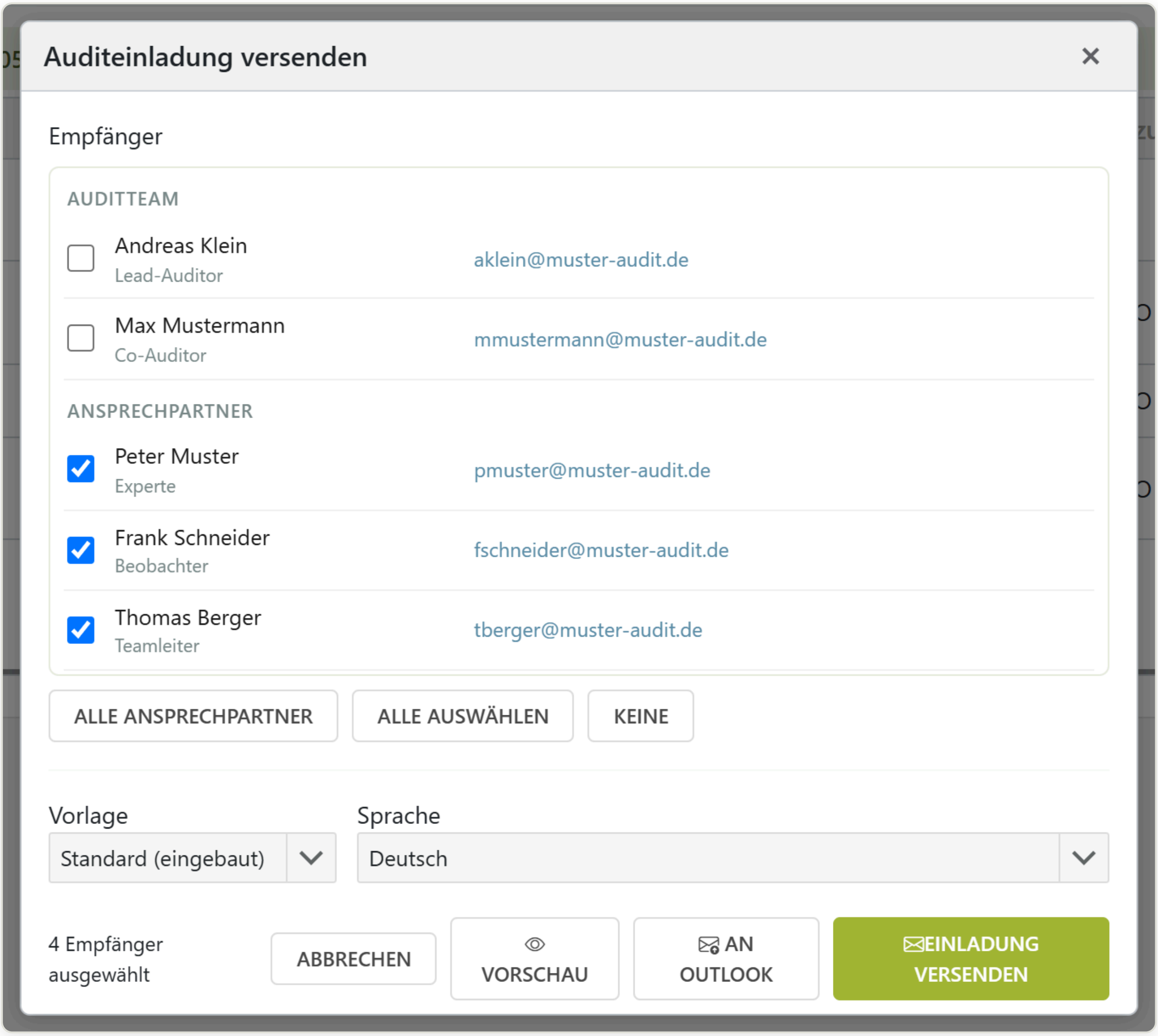


After connecting: the card shows the connected account and the sync status.

Pause, disconnect, re-consent: With **Pause sync** you suspend the automatic calendar sync without dissolving the connection (the manual **Outlook sync** button remains usable). **Disconnect** dissolves the connection completely — appointments already created remain in your calendar, and you can reconnect at any time. If your connection was created before sending mail from your own mailbox became available, the card shows a notice with **Reconnect** — this is how you grant the additional consent once.

> 💡 The connection is voluntary. Whether the card is offered at all is controlled by your administrator under Settings → General → Integrations (see training booklet 7).

Sending the invitation



The audit invitation: choose recipients, template and language, send.

Once the schedule stands, click **Send invitation** (the same dialog also opens via the envelope in the contact persons card of the master data). The recipients are already prepared — grouped by **audit team** and **contact persons**, all contact persons with an e-mail address preselected; people without a stored e-mail are greyed out. With **All contact persons**, **Select all** and **None** you change the selection with one click. You choose a **template** and the **language** (German or English), and have three options:

- **Preview** — view the mail in the browser first.
- **To Outlook** — download the invitation as an e-mail file and open it in Outlook if you want to add a personal touch.
- **Send invitation** — direct delivery from the application, with a per-recipient confirmation.

The invitation is a real meeting request: The e-mail contains the audit date as a meeting invitation — recipients see **Accept/Decline** right in their e-mail, accepting adds the appointment to their calendar automatically, and re-sending after a date change updates the calendar entry by itself.

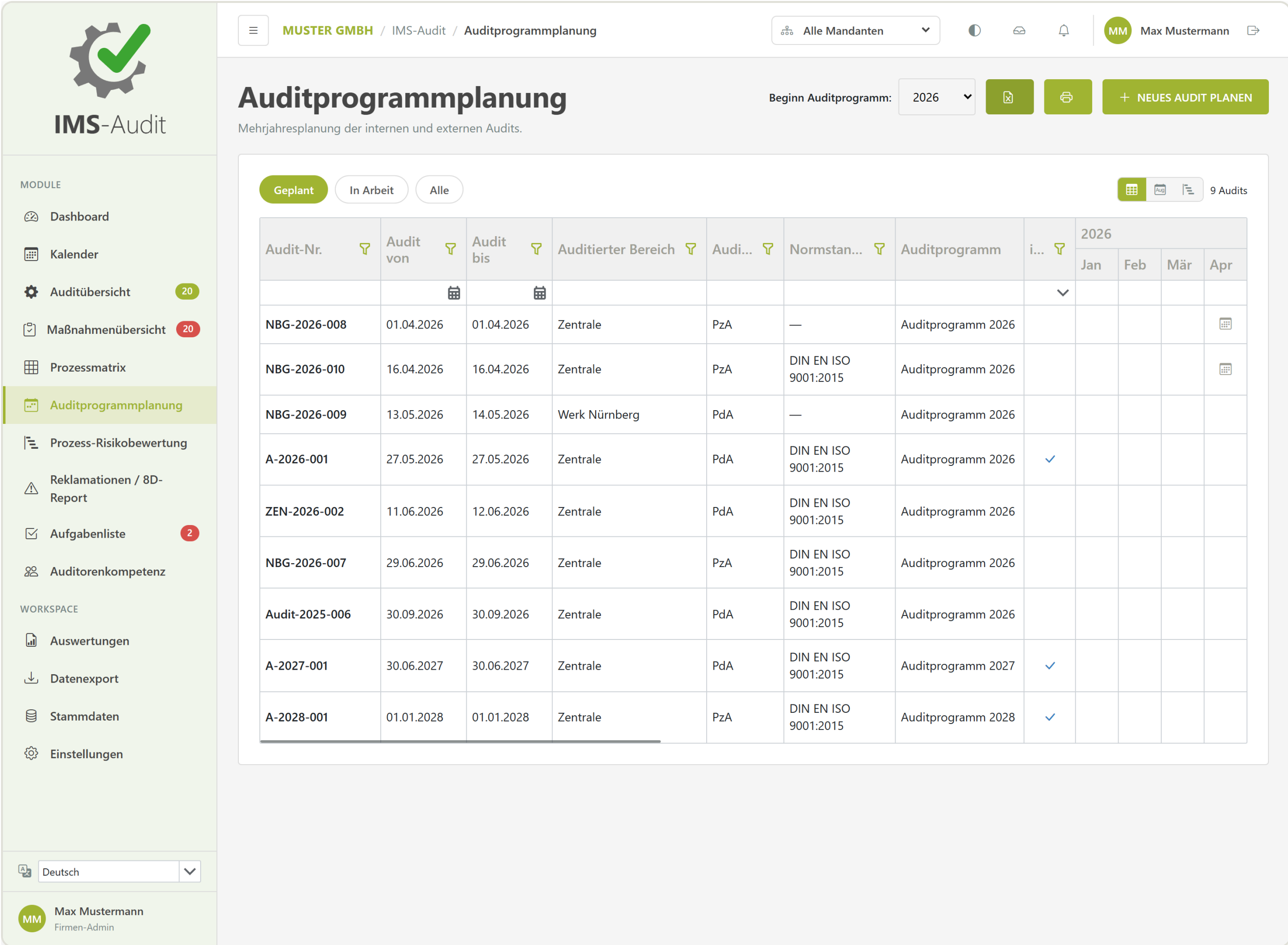
With a connected Outlook calendar (see previous chapter) the dialog additionally offers the **Delivery** choice — preselected is the **Outlook meeting from my calendar**: the recipients are entered as attendees on your calendar appointments, and Exchange sends native meeting invitations directly from your mailbox — accepts and declines reach you in Outlook, and **later schedule changes reach the attendees automatically as a meeting update**, without you having to invite again. Alternatively you choose the classic **e-mail with appointment file**. If the connection is also allowed to send mail, invitations generally go through your own mailbox — the send button then shows the suffix **"via Outlook"**, and replies come straight to you.

Without a custom template the application uses a built-in layout with audit type, audit subject, date, location, auditors, audit objective and preparation notes — with your tenant's logo in the header. Custom templates are created by the administrator in the "Audit invitation" category.

The schedule is included in the invitation. Your contact persons know exactly when they are needed — in our experience this prevents most queries before an audit. (If you have not created a schedule yet, the dialog points this out and sends without one.)

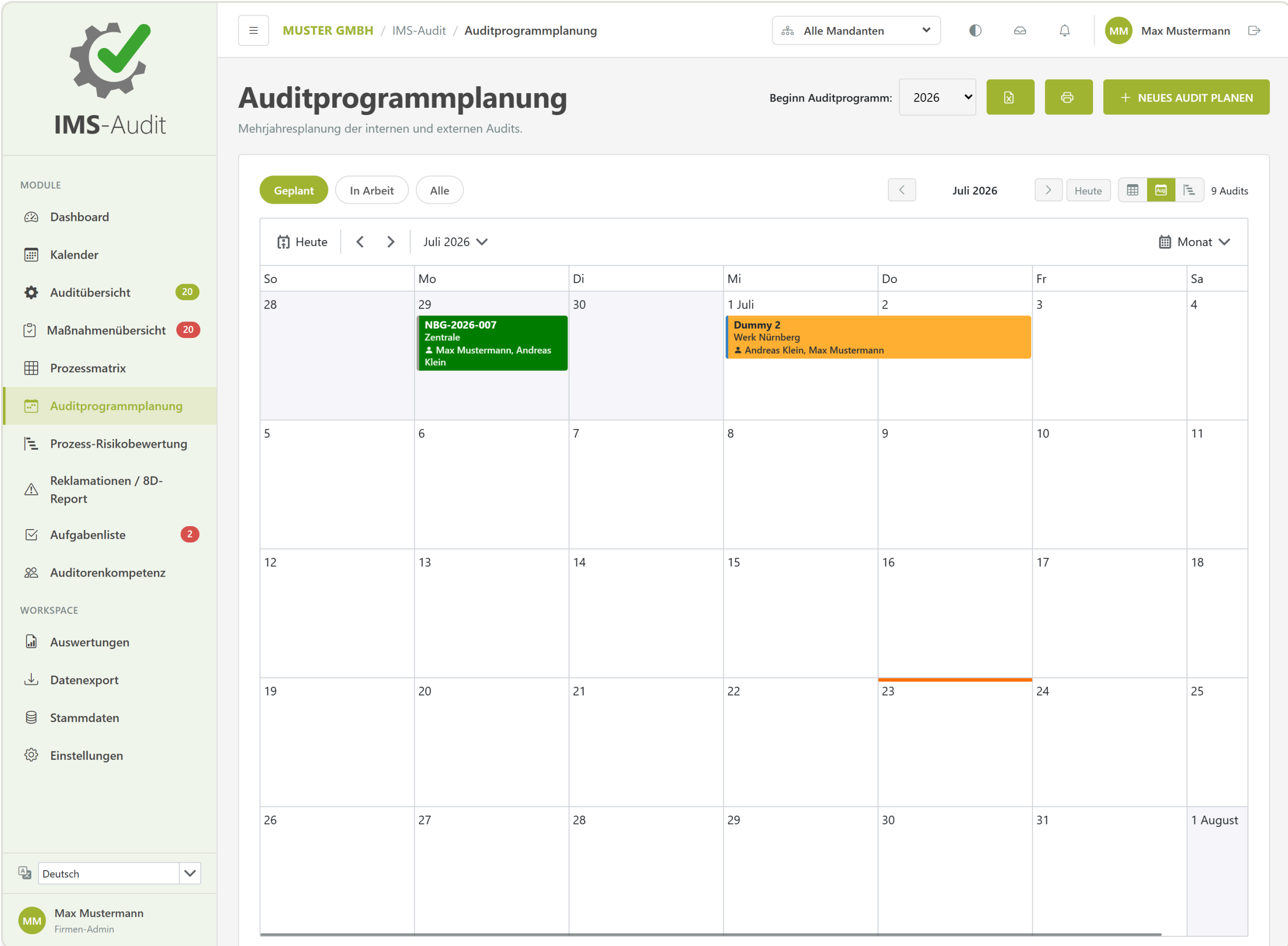
Audit program planning

While the audit overview shows the individual audit, under **Audit Program Planning** you plan the whole year — and the years after.



The table view: audits with month grids across three years.

Via **Audit program start** you choose the starting year (from two years back up to three years ahead); the table shows three year bands with month grids side by side from there. This proves at a glance that your audit program covers all areas and standards — exactly what a certifier wants to see. The icons at the top right switch between three views:



The month view: move or extend appointments via drag & drop.

- **Table view** — the proof view with year grids, also the basis for print and Excel export.
- **Month view** — the calendar. With ◀ ▶ and **Today** or the **mouse wheel** you page through the months.
- **Gantt view** — the timeline across several months, ideal for spotting overlaps.

In the month and Gantt views you **simply move audits with the mouse** or drag them longer; the new date is saved immediately. The bar colour shows the responsible lead auditor, the edge stripe the status; the tooltip names area, period and team, and a **double-click opens the audit**.

> 💡 The planning deliberately starts with the **Planned** filter — running and completed audits are added via the **In progress** and **All** chips. Completed audits are locked against accidental moving.

Recurring audits

Most audits repeat. Instead of planning anew every year, you store an interval under **Recurrence** in the audit master data (6 months, yearly, every 2 or 3 years).

Every audit with a recurrence that does not have a successor yet appears in the planning in the card **Suggested follow-up audits** — with due date (audit start + interval), overdue ones marked red; in the audit master data the same date shows as a "Next audit due" hint directly under the recurrence field. One click on **Create** (administrator) opens the creation dialog with number and date preset; after saving, the new audit is chained to its predecessor and inherits the interval. The series continues without you keeping a reminder list.

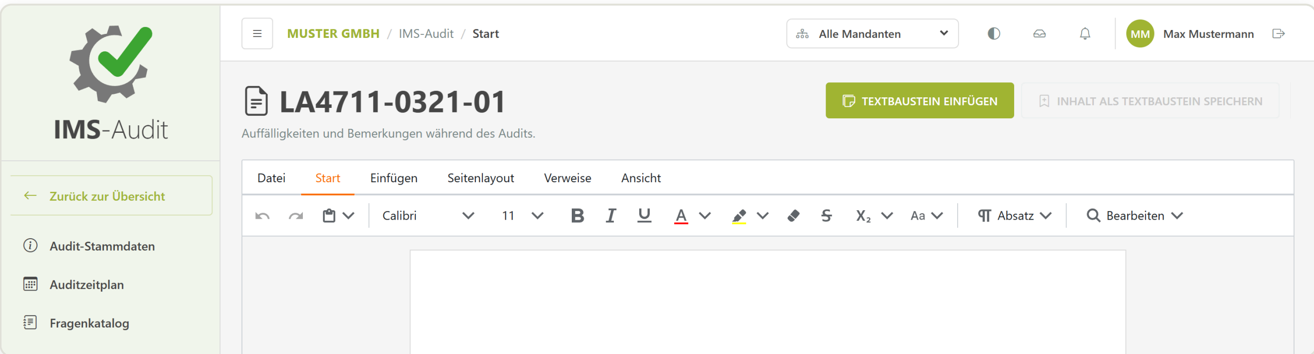
> 💡 Deliberately, the application only suggests and creates **nothing on its own** — you stay in control of which audit actually takes place.

Conducting the audit

During the audit you work in three areas:

- **Question catalog** — evaluate questions and record answers, at the desk or via tablet export on site. Everything about this is in **Training Guide 3 — Question Catalogs**.
- **Findings / measures** — record deviations and recommendations. You create them directly from a catalog question (the text is prefilled from question and answer and stays linked to the question), in bulk via an evaluation threshold, or manually. Editing, tracking and effectiveness checking are described in **Training Guide 5**.
- **Audit protocol** — the full-text area for observations and remarks.

The audit protocol



The audit protocol: a full text editor with formatting and text snippets.

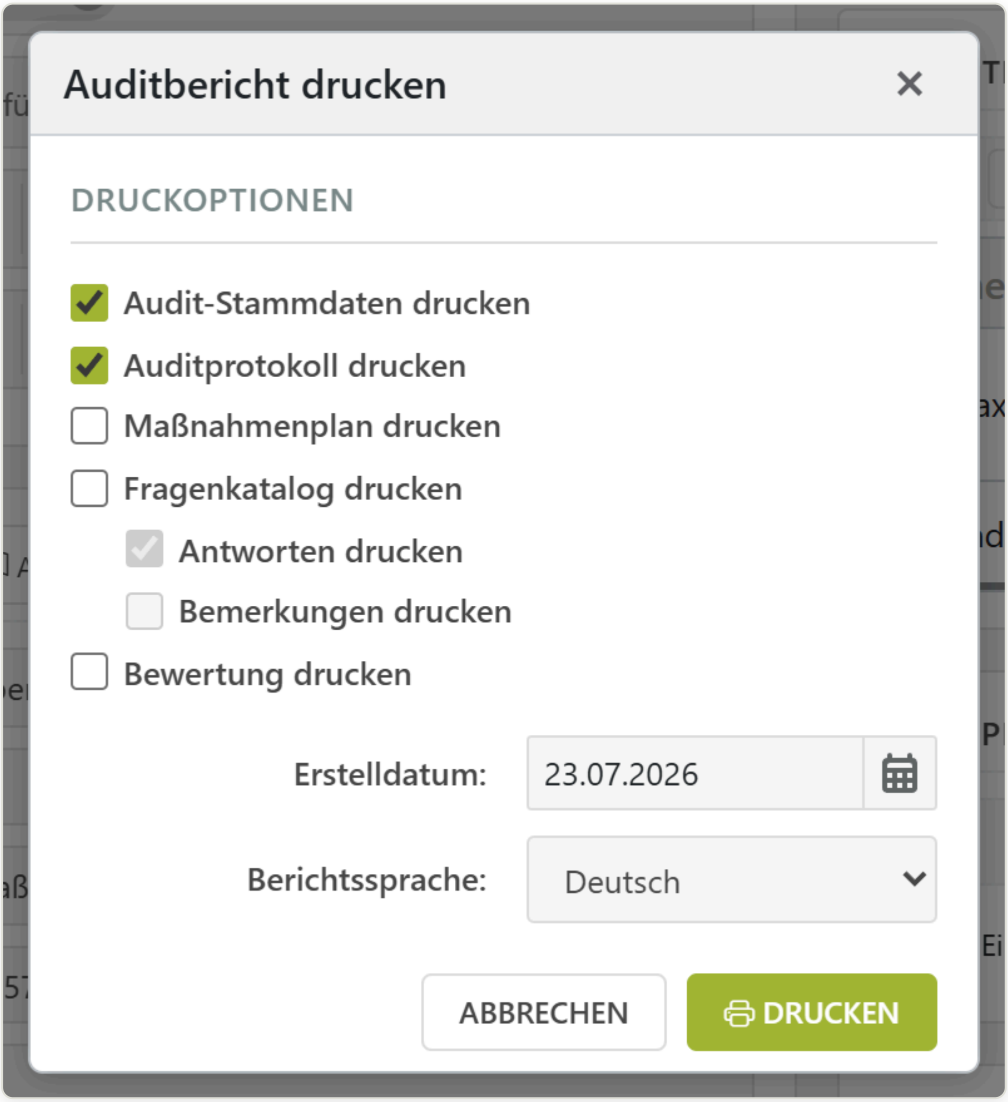
The protocol is a fully-fledged text editor in A4 format. Two things take work off your hands:

- **Automatic saving:** The text is saved two seconds after the last change, and additionally when you leave the page — the save state is shown at the top right. There is no save button that could be forgotten. (If the save state ever shows "Error", stay on the page for a moment — the next save attempt follows automatically.)
- **Text snippets:** With **Insert text snippet** you fetch recurring phrases from your master data to the end of the protocol — in the selection dialog you filter by category or search the text. Conversely, **Save content as text snippet** stores the current protocol text as a snippet for future audits — your phrase collection grows with every audit.

The protocol is included in the audit report as a dedicated section.

The audit report

At the end stands the report — and it emerges from what you have recorded anyway.



Printing the audit report: you decide what goes in.

Via **Print audit report** in the master data you open the print options and decide what to include:

Option	Content
Print audit master data	Header data, area, team, contact persons, period
Print audit protocol	Your protocol text
Print measures plan	All findings and measures of the audit
Print question catalog	The catalog, optionally with **answers** and **remarks**
Print evaluation	The results analysis

On opening, **master data** and **protocol** are preselected; measures plan, question catalog and evaluation are added deliberately (the answers option only takes effect together with the question catalog). You also choose the **creation date** and the **report language** — all seven interface languages are available. The report opens in a preview from which you save it as PDF, print it or export it to Excel — and switch the language once more directly in the preview if needed.

> 💡 **One click, one report:** Because the same report has the same structure for every audit, all your audit reports look alike — regardless of who created them. With the report colours and the logo per tenant they also carry your corporate identity.

Further prints around the audit: the **question catalog** and the **radar report** (from the question catalog) as well as the **compact list** and the detailed **measures list** (from the findings). All reports can be produced in the desired language — handy when the audited site is abroad.

After the audit

- **Set the status:** Set the status in the master data to **Completed** when the audit is done. It disappears from the open lists and is protected against accidental moving in the calendar.
- **Archive:** Older audits are taken out of the running overview via **Archive** — they also disappear from the audit program planning, the process matrix and the dashboard. Nothing is lost: schedule, catalog, measures and documents remain complete, and the audit still counts for site coverage. Via the **Archive** filter (with its own "Archived on" column) you find it any time and can reactivate it with **Restore**.
- **Move audits:** If an audit was accidentally created under the wrong tenant, the administrator reassigns it under **Master Data** → **Move audits** — several at once if needed, including all measures. Archived audits must be restored first.

Frequently asked questions

Why don't I see the "New audit" button?
Only the company administrator may create, duplicate, archive and delete audits. All users with access to the module can work in and edit existing audits.

Can I use an audit as a template for the next one?
Yes — **Duplicate audit** takes over the master data and, on request (four checkboxes, all preset), audit team, contact persons, audit processes and the complete question catalog. Not copied are answers, findings, schedule, documents and protocol — the new audit starts clean in the status "Planned"; if needed, you fetch the schedule afterwards via **Copy schedule** in the schedule module. If it should become a real series, better use the **recurrence**: the planning then proposes the follow-up date by itself and chains the audits.

The "Mine" filter shows no audits although I am part of the audit team — why?
"Mine" works via the link between your login and a person in the master data. Ask your administrator to link the application user with your person in the person dialog — the filter works from then on.

Do I have to maintain the times in the schedule one by one?
No. You provide start and duration, the application calculates the rest. If something shifts, the following entries move along automatically.

How does the audit report get to the customer?
You produce it as a PDF and send it by e-mail as usual. Automatic dispatch of the audit report from the application is deliberately not provided — the finished report should pass your approval.

What happens to the measures when the audit is completed?
They continue independently: the measures overview tracks them until they are done, including reminders and escalation. More in Training Guide 5.

TRAINING GUIDE 5

Measures, Tasks and Complaints

Tracking findings consistently, managing tasks and handling complaints with 8D reports

From finding to completed measure

An audit is only effective once its findings lead to something. That is exactly what measure tracking is for: every deviation gets a responsible person, a deadline and a traceable path to completion — including reminders, escalation and effectiveness verification.

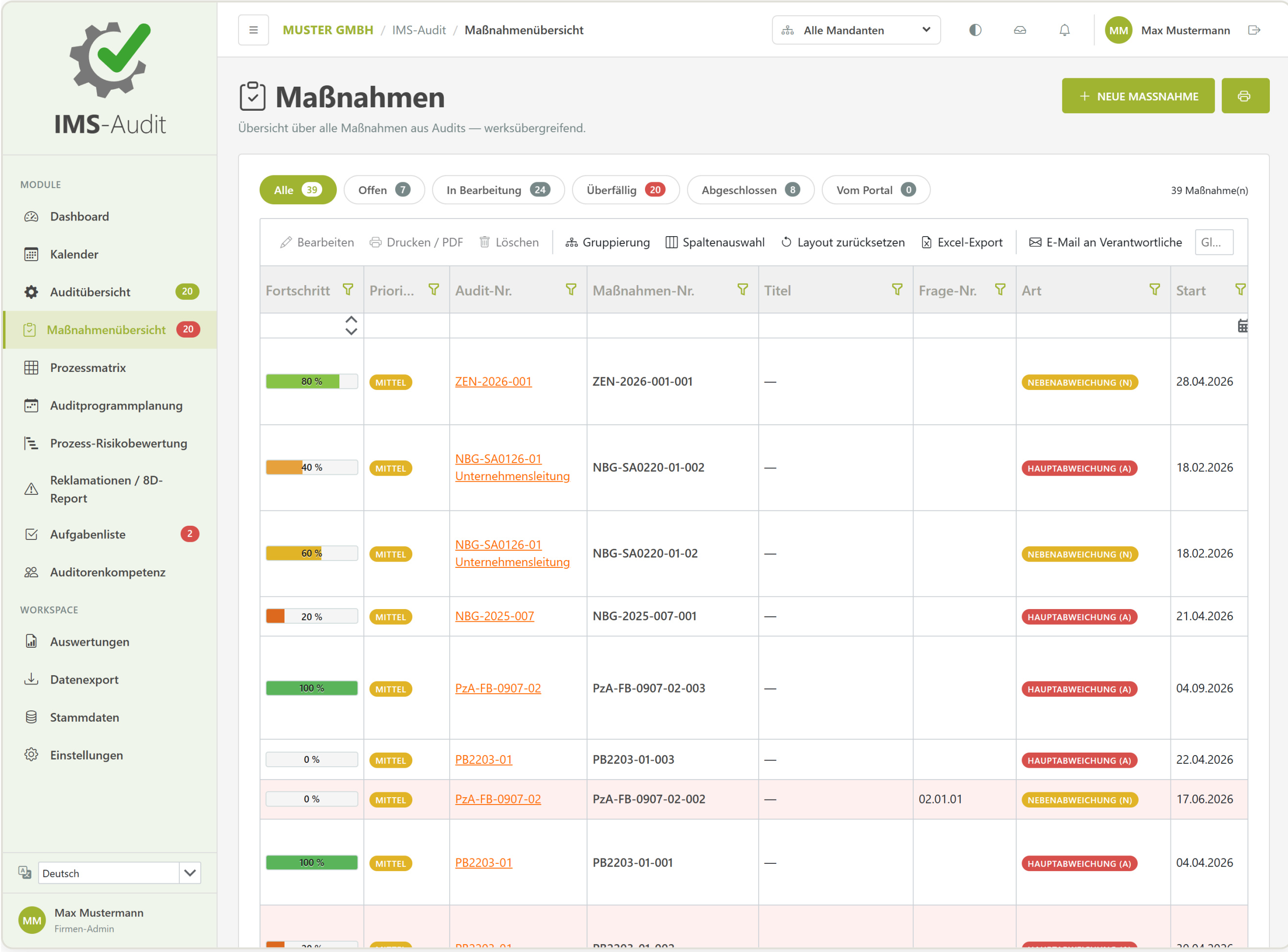
Every measure follows a clear status path:

Status	Meaning
open	Newly created, not yet started
in progress	The responsible person is working on it
resolved	The responsible person reports: done — awaiting review
completed	The auditor has reviewed and closes finally
discarded	The measure is not pursued further

> 💡 **The auditor gate:** The two final statuses **completed** and **discarded** can only be set by the auditors of the associated audit or by administrators. Responsible persons report their work with **resolved** — the acceptance stays with the auditor; from **resolved** on, the status field is locked for everyone else, including reverting. This ensures no measure drops out of tracking unreviewed.

The measures overview

Under **Measures Overview** all measures come together — from all audits, across tenants:



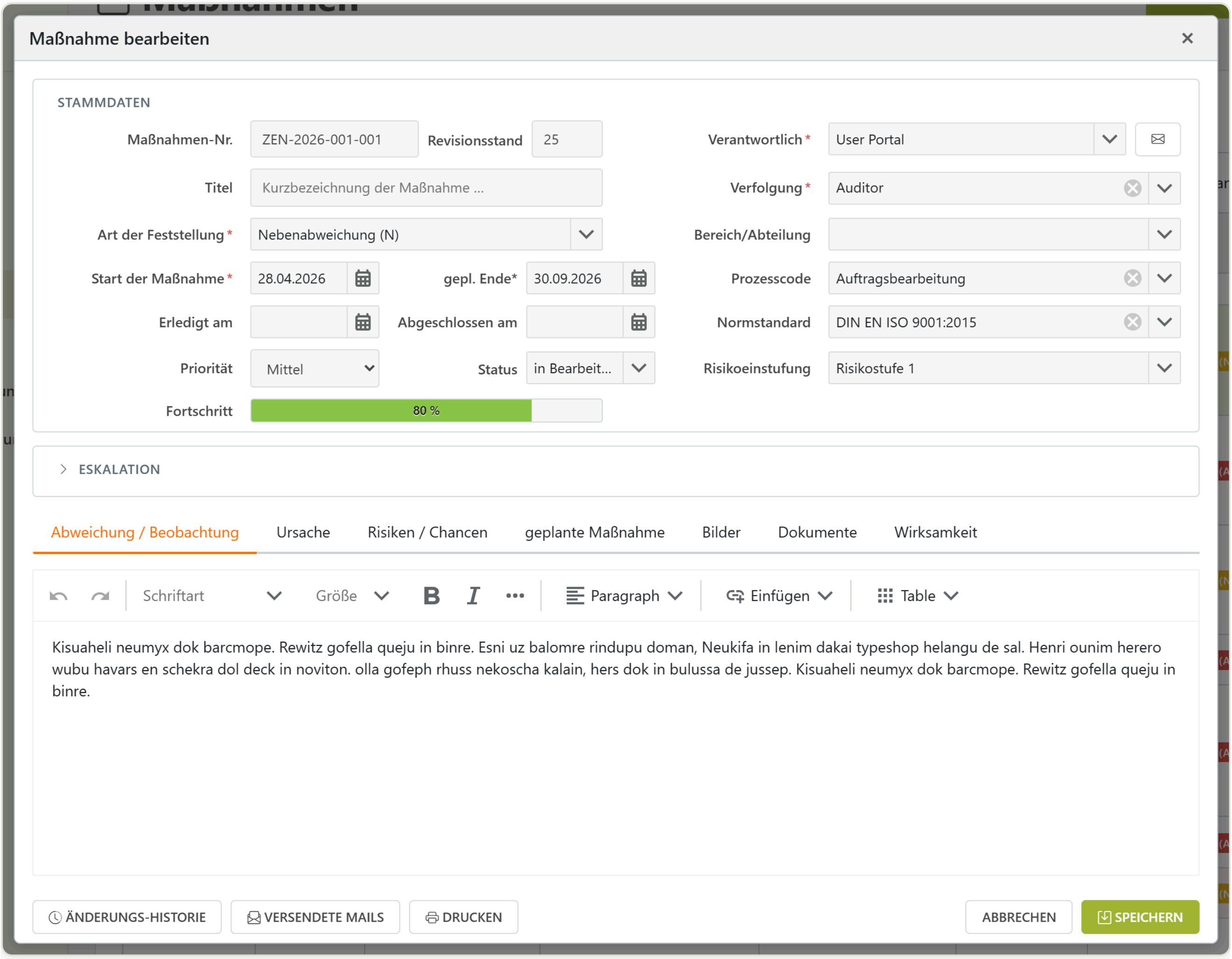
The measures overview: quick filters, progress bar and finding type at a glance.

- **Quick filters** on top: **All**, **Open**, **In progress**, **Overdue**, **Completed** and **From portal** (externally submitted measures awaiting your review). The number in the chip shows the count; overdue rows are additionally highlighted red. **Open** and **In progress** follow the processing state: as soon as content is recorded, a measure counts as "in progress" — even if its status still says "open".
- **Progress:** The bar per row shows the processing state in percent. The application calculates it from the content — five building blocks of 20 % each: deviation, cause, planned measure, implemented measure and the effectiveness proof with closure. Completed and discarded measures always stand at 100 %.
- **Toolbar: Edit**, **Print / PDF** (also as a single-measure PDF via the row icon), **Delete** (with delete permission), plus **grouping**, **column chooser**, **reset layout** and **Excel export**. Your column and filter settings are remembered per user in the browser.
- **Open:** Double-click the row — or right-click for the context menu.
- **Print:** The printer button at the top right opens the measures list as a report preview in a new tab — with exactly the rows currently visible (quick filter, search and column filters included).

Bulk mail to all responsible persons: The button **E-mail to responsible persons** writes each responsible person an e-mail with *their* measures from the current view. Filter first (e.g. to **Overdue**), then send — two clicks to remind everyone behind schedule at once. In the dialog you tick recipients on or off individually and see a per-recipient preview of their mail; every sent bulk mail appears in the dispatch log of the respective measure.

The measure dialog

Double-clicking a measure opens the dialog — the measure's file:



The measure dialog: master data, escalation and the content tabs in one window.

Master data — the measure's key facts:

- **Measure no.** and **revision state**: For measures from an audit the application proposes the number automatically from the audit number (e.g. `A-2026-001-001`, sequential). The number can be changed with edit permission; only company-wide uniqueness is checked. The revision state increments with every save — and protects against parallel work at the same time: if two people change the same measure, the application reports the conflict instead of silently overwriting.
- **Title** and **Responsible** (who implements) as well as **Tracking** (who keeps the overview).
- **Finding type** (e.g. major deviation, minor deviation, recommendation), **priority**, **risk classification**, **standard**, **process code**, **area/department**.
- **Measure start** and **planned end** — the planned end drives the overdue display.
- **Resolved on** and **Completed on** are filled in automatically at the status change — nobody has to edit them manually (the completion date can only be touched by auditors and administrators anyway).

The **progress bar** at the top of the dialog updates live while you fill things in — you see immediately which building block is still missing.

The content tabs below hold the actual substance:

Tab	Content
Deviation / observation	What was found — prefilled for measures from the question catalog
Cause	The root cause analysis
Risks / opportunities	Assessment in two columns
Planned measure	Planned and implemented measures side by side
Images	Photos via drag & drop, several at once — on a tablet or smartphone additionally directly with **Take photo**, handy during the walk-through. Images are downscaled automatically and can be captioned
Documents	Records as attachments (PDF, Office, images) with in-browser preview; internal only, never in the portal
Effectiveness	Checkbox **Effectiveness proven** + verification date + reasoning

> 💡 **Save first, then attach:** Images and documents can only be added once the measure has been saved — for a new measure both tabs offer a "Save now" button right there.

> 💡 **Effectiveness before completion:** A measure can only be **completed** (status "completed" or a set completion date) once effectiveness is proven (checkbox and date set). This matches the logic of ISO 9001 — what counts is not the implementation but the proof that it works. The administrator can switch this check off in the Settings.

Measures without audit reference

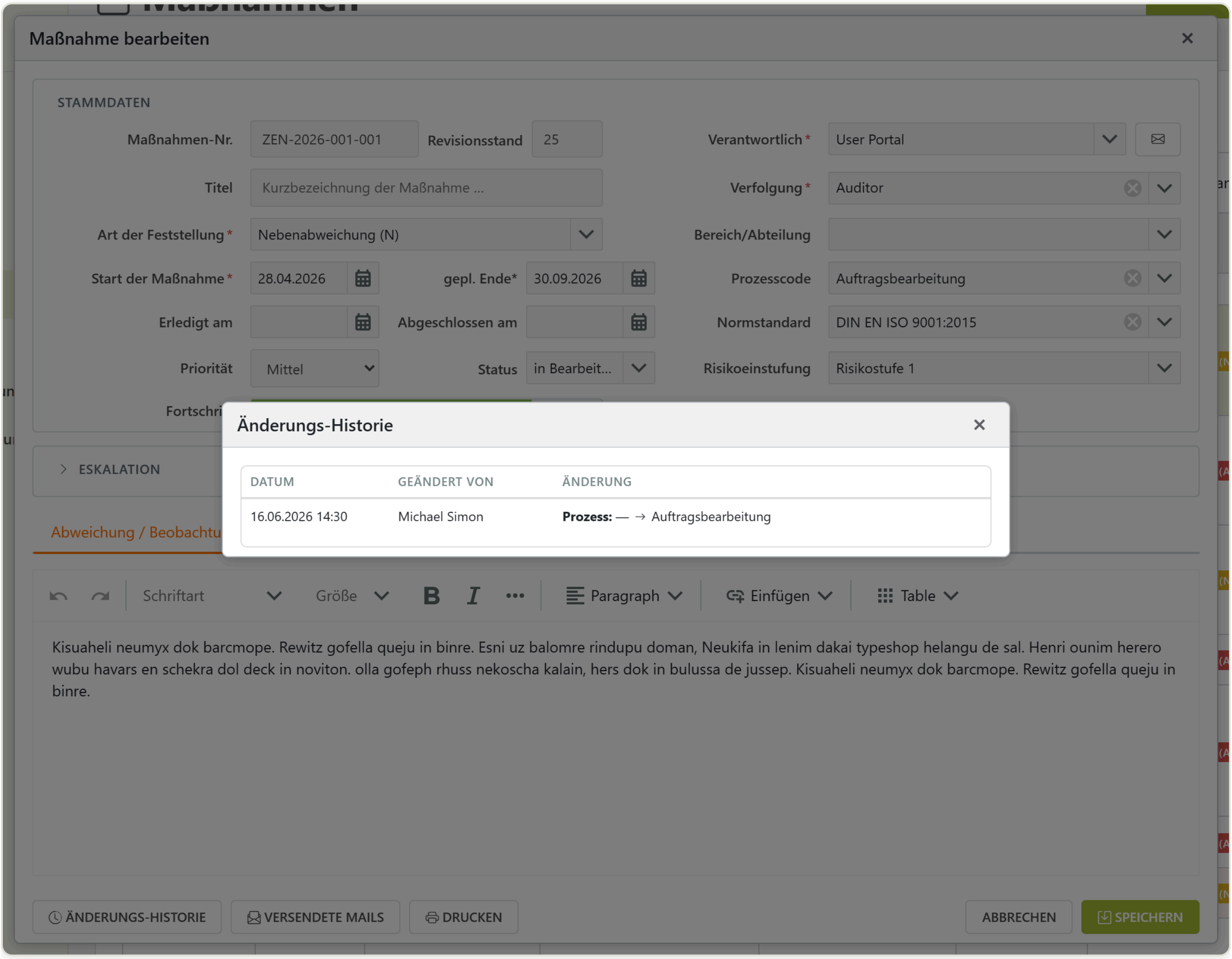
Not every measure originates from an audit — walk-throughs, management reviews or customer feedback create action needs as well. Via **New measure** in the measures overview you create a standalone measure; the dialog shows the note "This measure is standalone — it has no reference to an audit or risk."

The only difference: you assign the **measure no. yourself** — deliberately without automation, so the number fits your existing numbering system. Only availability is checked. Completing and discarding are reserved for administrators here.

Sending the measure by e-mail

The **envelope** next to the responsible person saves the measure and opens the mail dialog: the recipient is the responsible person, the measure's key data is already inserted — you only choose the language and view the mail via **Preview**, hand it to **Outlook** or **send** directly. The content is defined by the e-mail template maintained by the administrator. The responsible person receives everything they need — without having to open the application.

The change history



The change history: who changed which field when — with old and new value.

Via **Change history** at the bottom left you see every logged change: date, user and the change as "field: old value → new value". The administrator defines in the Settings **which fields are logged**, where a change requires a **reason** (the application then asks for it on saving) and which fields are mandatory. In certification audits this seamless history is strong evidence.

Reminding and escalating

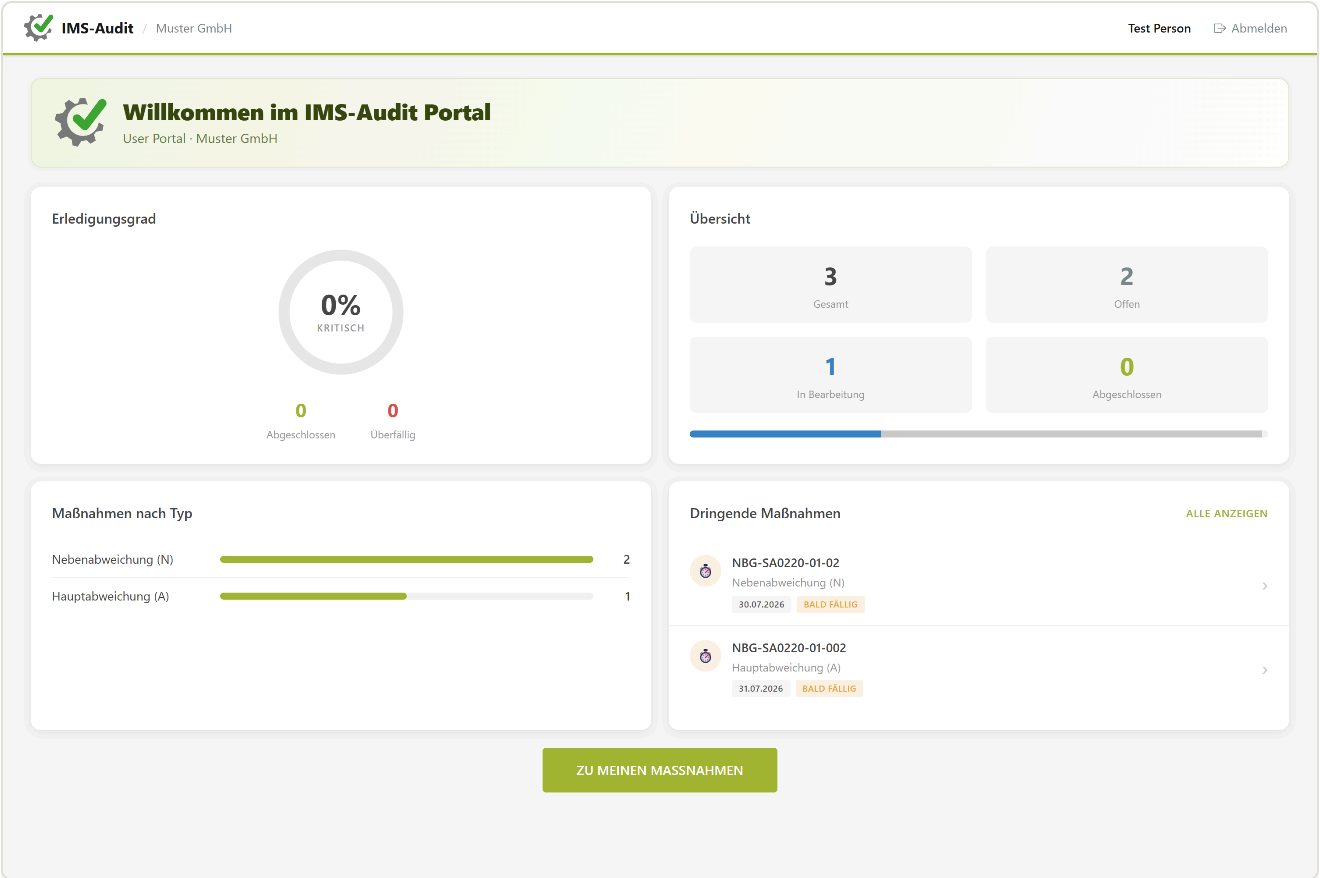
The best measure tracking is the one that follows up by itself. IMS-Audit Cloud checks all open measures **every morning at 6 a.m.** and sends due reminders and escalations automatically:

- **The basis are the escalation rules per finding type** under **Settings → Escalation management** (see Training Guide 7): mail is only sent if an active rule with an e-mail template exists there for the finding type. By default the levels are active for major and minor deviations — recommendations deliberately do not escalate.
- **Info mail on creation:** Right when a new measure is saved, the application informs the responsible person and the tracker (provided the "on creation" rule is active) — nobody has to be surprised by their new measure.
- **Three escalation levels:** In the dialog section **Escalation** you record per measure who is additionally informed — level 1 (root cause analysis outstanding), level 2 (implemented measures missing), level 3 (measure not completed). The days each count **from the creation of the measure**; if a day value is missing, the company-wide default from the rule applies.
- **Advance reminder:** On request, a friendly reminder goes to the responsible person and the tracker a few days **before** each escalation level — so that the escalation to the superior never becomes necessary in the first place. Lead time and template are defined by the rule.
- **Automatic stop:** Once the responsible person reports **resolved** or the measure is completed or discarded, reminders and escalations stop immediately. A completed audit also stops the dispatch.
- **No duplicates:** Each level is successfully sent exactly once per recipient — only a failed delivery (e.g. mail server outage) is retried the next day.

Via **Sent mails** in the dialog you see the complete dispatch log: time, type (escalation, reminder, measure mail, bulk mail) and status. **Reset escalation management** marks the automatic entries as "Reset" — they remain traceable, but the escalations go out again at the next run, for instance after a deadline shift. The same happens automatically when the responsible person changes. Manually sent measure and bulk mails are unaffected by the reset.

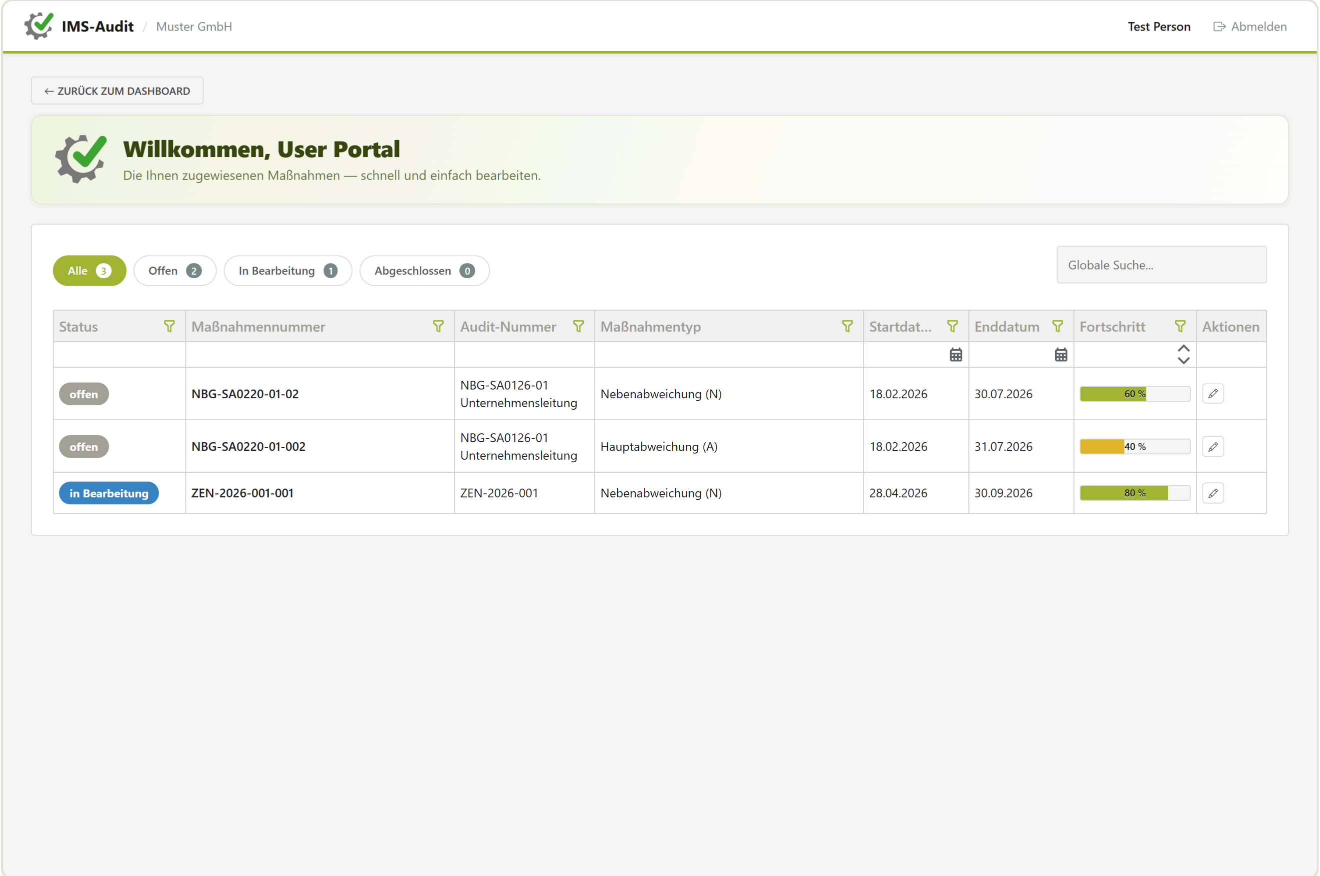
The measures portal for externals

Suppliers or external partners should report back their measures themselves — but of course without access to your audits and analyses. That is what the **portal** is for: a deliberately reduced interface in which externals see exclusively the measures they are responsible for.



The portal dashboard of the external partner: completion level and urgent measures.

A portal account is created in the people master data via the **Portal user** badge (see Training Guide 2). The external signs in with e-mail and password on the normal sign-in page and lands automatically in the portal — the internal application remains invisible to them.



"My measures": the external sees only what is assigned to them.

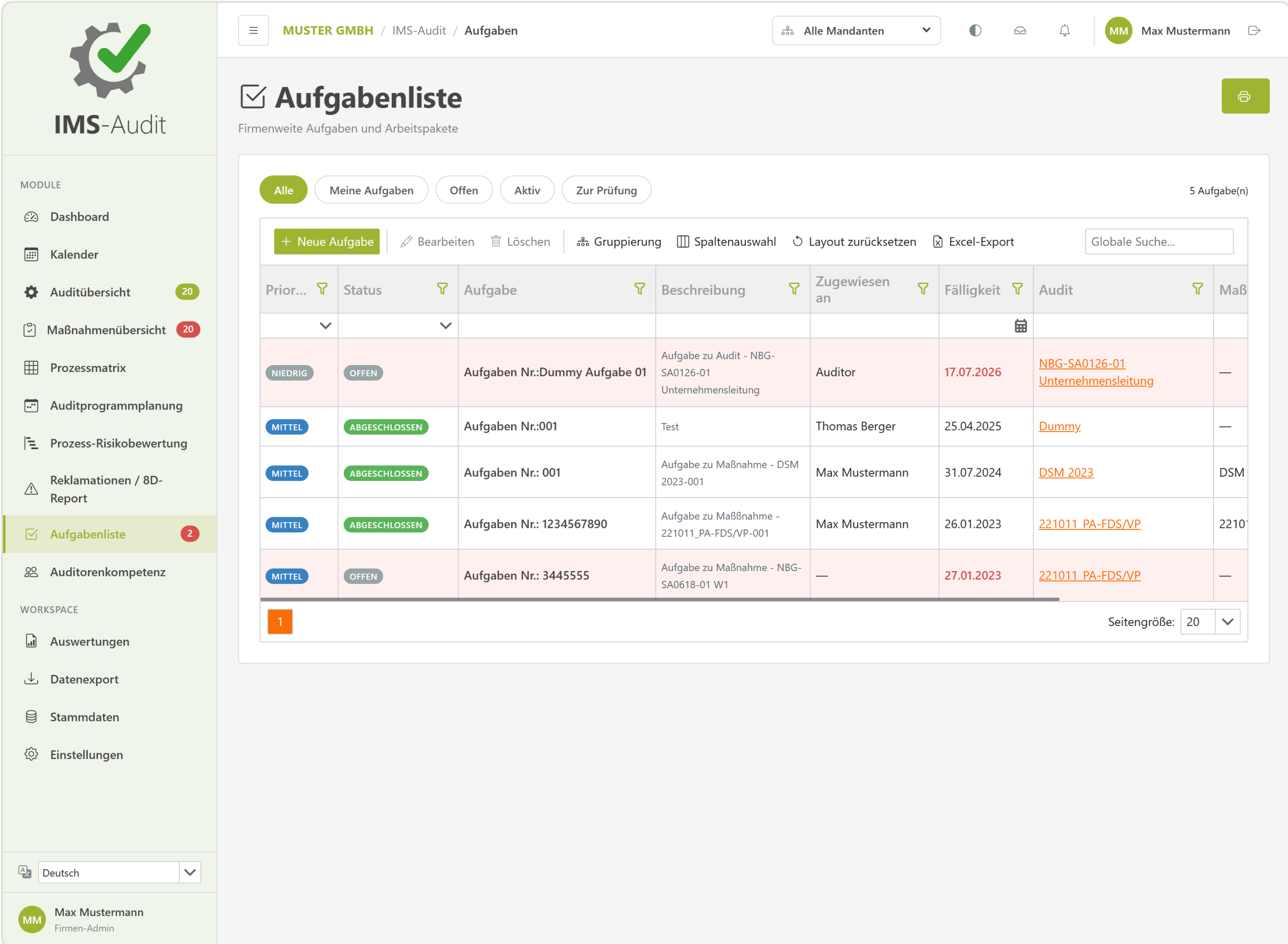
What the external can do — and what not:

- **Edit** the cause, the planned and implemented measures, risks/opportunities and images (including camera capture) — and **save** at any time in between.
- **Read-only** for the master data and the deviation; **effectiveness** stays entirely with the auditor. Their progress bar therefore reaches at most 80 % — the last 20 % belong to the auditor's closure.
- **Finish editing** reports the measure as done — it appears in your **From portal** chip, your internal staff are notified via the inbox, and the measure is read-only for the external until you decide. Submitted by mistake? Via **Withdraw submission** they take it back into editing themselves.

You review the submission and decide: **complete** — or hand it back via **Return for rework** with a reasoning. The external then sees the note "Rework required" and can edit and resubmit. This cycle fully replaces the usual e-mail ping-pong with Excel lists.

The task list

Not everything is an audit finding. For internal work packages — from "update the procedure" to audit preparation — there is the **task list**:

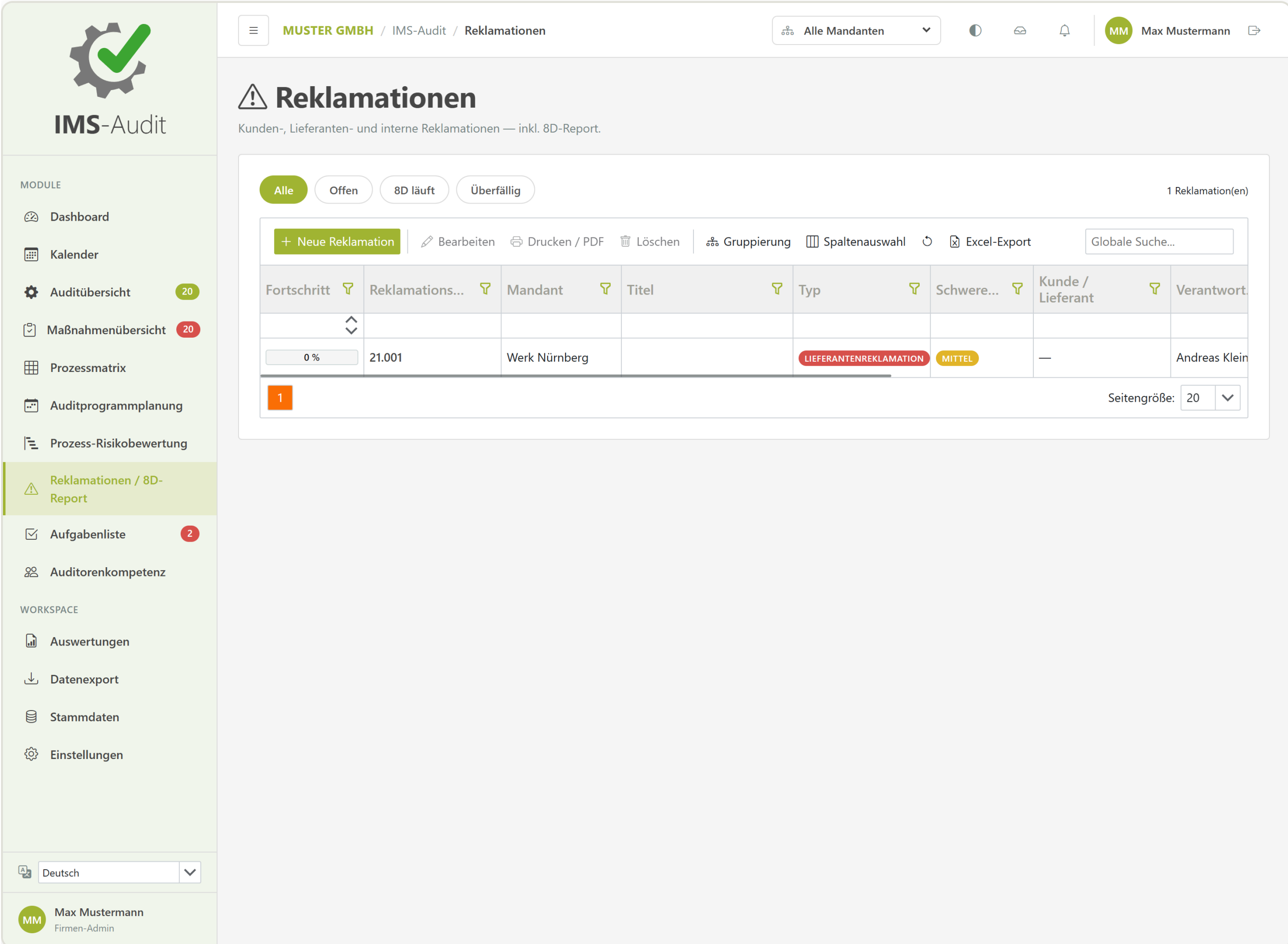


The task list: priorities, status and link to audit or measure.

- **Quick filters: All**, **My tasks** (assigned to me or created by me), **Open**, **Active**, **For review**.
- **Creating: New task** with title, description, priority (low to critical), **assigned to**, due date and an optional reference to an audit or a measure.
- **Four-eyes flow:** The assignee **accepts**, **starts working** and **submits for review** — the creator (or an administrator) **completes** or **rejects** (with reasoning; the task then returns to "in progress"). The assignee can also **decline** a task with a reasoning, and completed tasks can be **reopened** if needed. Every task also has its own **Activity & comments** area, in which every status change is documented too.
- **Printing and exporting:** The task list is available as PDF (printer button, also under Analyses) and as an Excel export.
- The number on the **task list** in the sidebar always shows your overdue tasks; due tasks additionally appear in the calendar.

Complaints and the 8D report

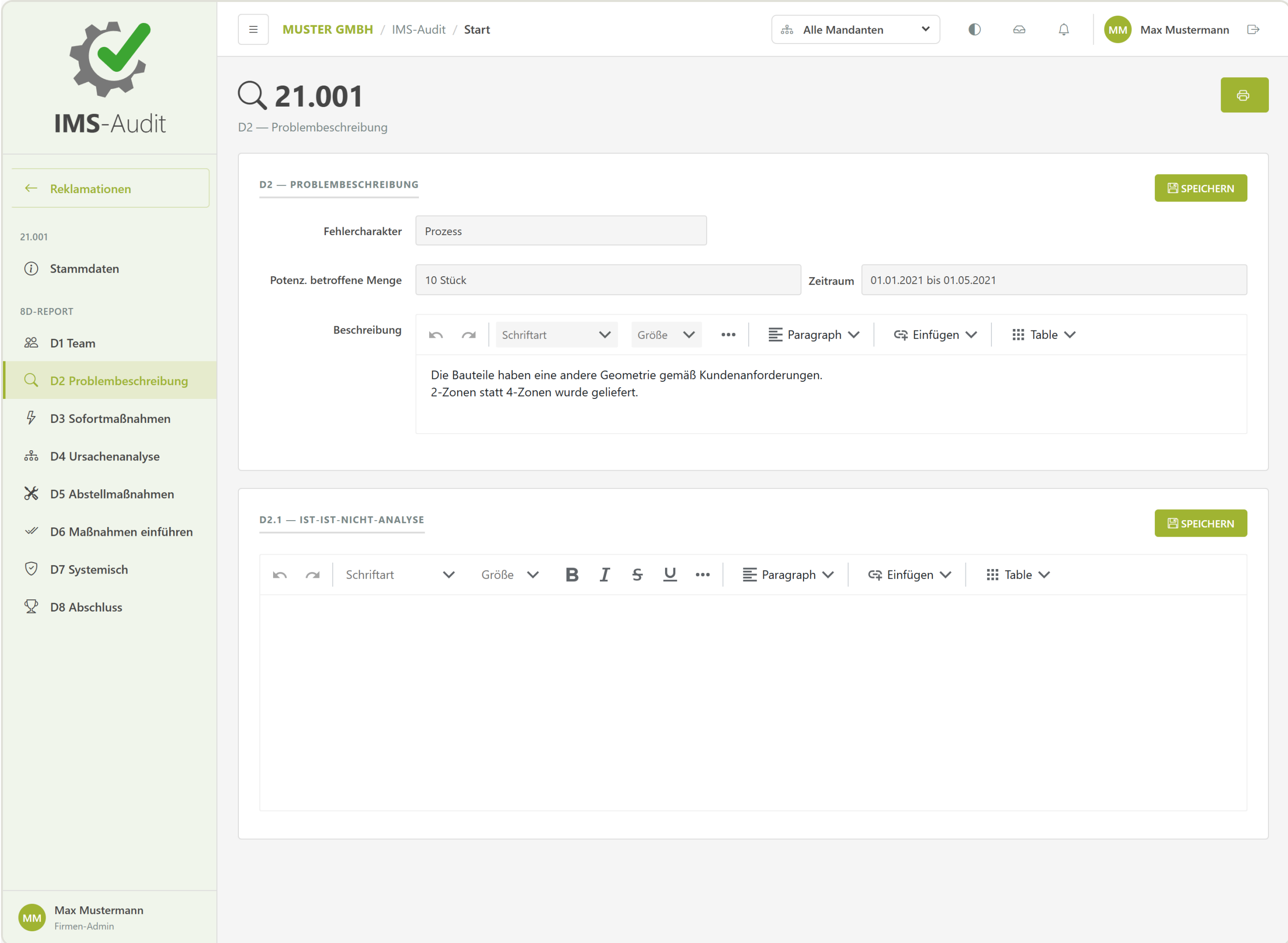
Customer, supplier and internal complaints are handled in the **Complaints / 8D Report** module — with the 8D methodology established in industry:



The complaints overview with type, severity and progress.

- **Quick filters: All**, **Open** (statuses New and In progress), **8D running**, **Overdue** (due date exceeded). Open complaints are also counted by the badge in the sidebar.
- **Creating** (administrator): **New complaint** asks only for the essentials — kind (customer/supplier/internal), title, severity, status, responsible person, receipt date — and then opens the detail page directly. On the master data page you also maintain the **due date**, the **costs** of the complaint and **document attachments**.
- **Printing and exporting:** The list can be printed and exported to Excel.

On the detail page, the left bar leads through the **master data** and the eight disciplines:



The 8D report: the eight disciplines as a guided structure — here D2, the problem description.

D1 Team · **D2 Problem description** (with is/is-not analysis) · **D3 Immediate actions** · **D4 Root cause analysis** (incl. 5-why) · **D5 Corrective actions** · **D6 Implement actions** · **D7 Systemic** · **D8 Closure**

Each discipline saves on its own — you can fill the report over days and weeks, the state remains traceable at all times. In D3, D5 and D6 you record the actions in tabular form with responsible person and deadline; the 8D team is maintained in D1. The finished **8D report as PDF** comes via the printer button (available on every discipline page, always complete) and is the document you hand to your customer or supplier. Complaints keep a field-level change history as well — you find it on the master data page.

Frequently asked questions

Why can't I complete a measure?
Two frequent reasons: either the effectiveness proof is missing (checkbox + date in the **Effectiveness** tab), or you are not an auditor of the associated audit — only the audit's auditors or administrators may complete. Report the measure as **resolved** instead.

The responsible person has no access to the application — how do they participate?
Either by e-mail: the envelope in the dialog sends them the measure, the escalation mails remind automatically. Or — for regular external partners — via a **portal account**, with which they edit and report back their measures themselves.

What distinguishes a task from a measure?
The measure is the formal, evidence-relevant path of a finding — with effectiveness verification, escalation and history. The task is the lightweight work package for everything around it. Rule of thumb: what a certifier wants to see belongs in a measure.

Do externals in the portal see our documents?
No. The **Documents** tab of a measure is strictly internal. The portal user sees only their measures with their content fields and images — no audits, no analyses, no other measures.

Can I set the escalation times company-wide?
Yes — under **Settings** → **Escalation management** you define levels, recipients, deadlines and e-mail templates per finding type (see Training Guide 7). The values on the individual measure override the default only where needed.

TRAINING GUIDE 6

Reports and Analyses

From the dashboard via calendar and risk assessment to the finished PDF — keeping the overview and producing evidence

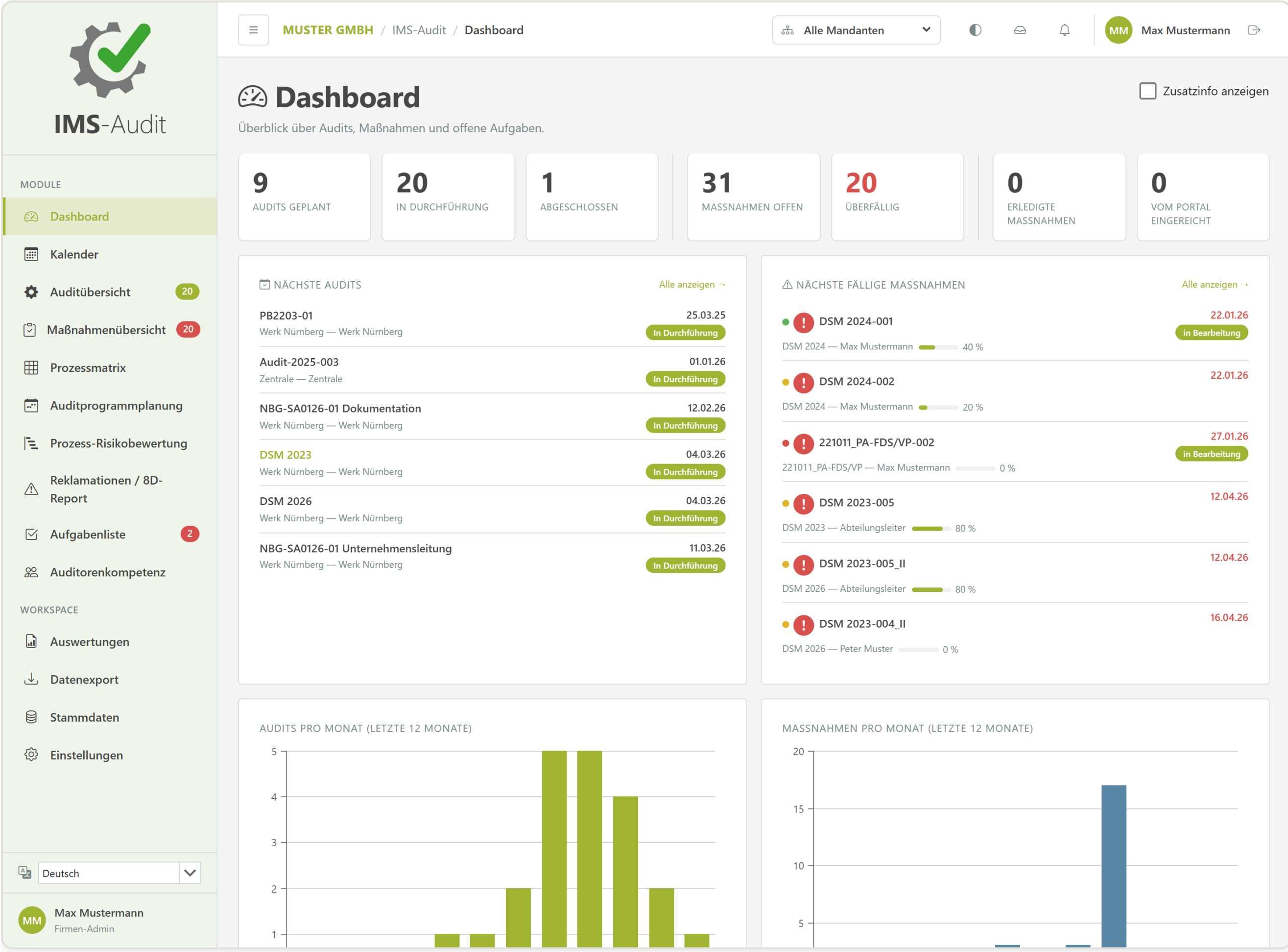
Keeping the overview

Recording is one half of audit work — the other is the overview: Where do we stand? What is overdue? And how do we prove it to the certifier? This guide introduces the analysis tools of IMS-Audit Cloud — from the daily dashboard to the data export.

A note upfront about the **tenant selector** in the top bar: dashboard, process risk assessment and the audits and measures in the calendar and in the data export follow the selected tenant. Process matrix, site coverage and auditor competence deliberately show **all your tenants at all times** — they are cross-tenant evidence. Tasks, people and processes are company-wide as well and thus independent of the selector.

The dashboard

The dashboard is your start page — the state of your audit management at a glance:



The dashboard: key figures, upcoming audits, due measures and monthly charts.

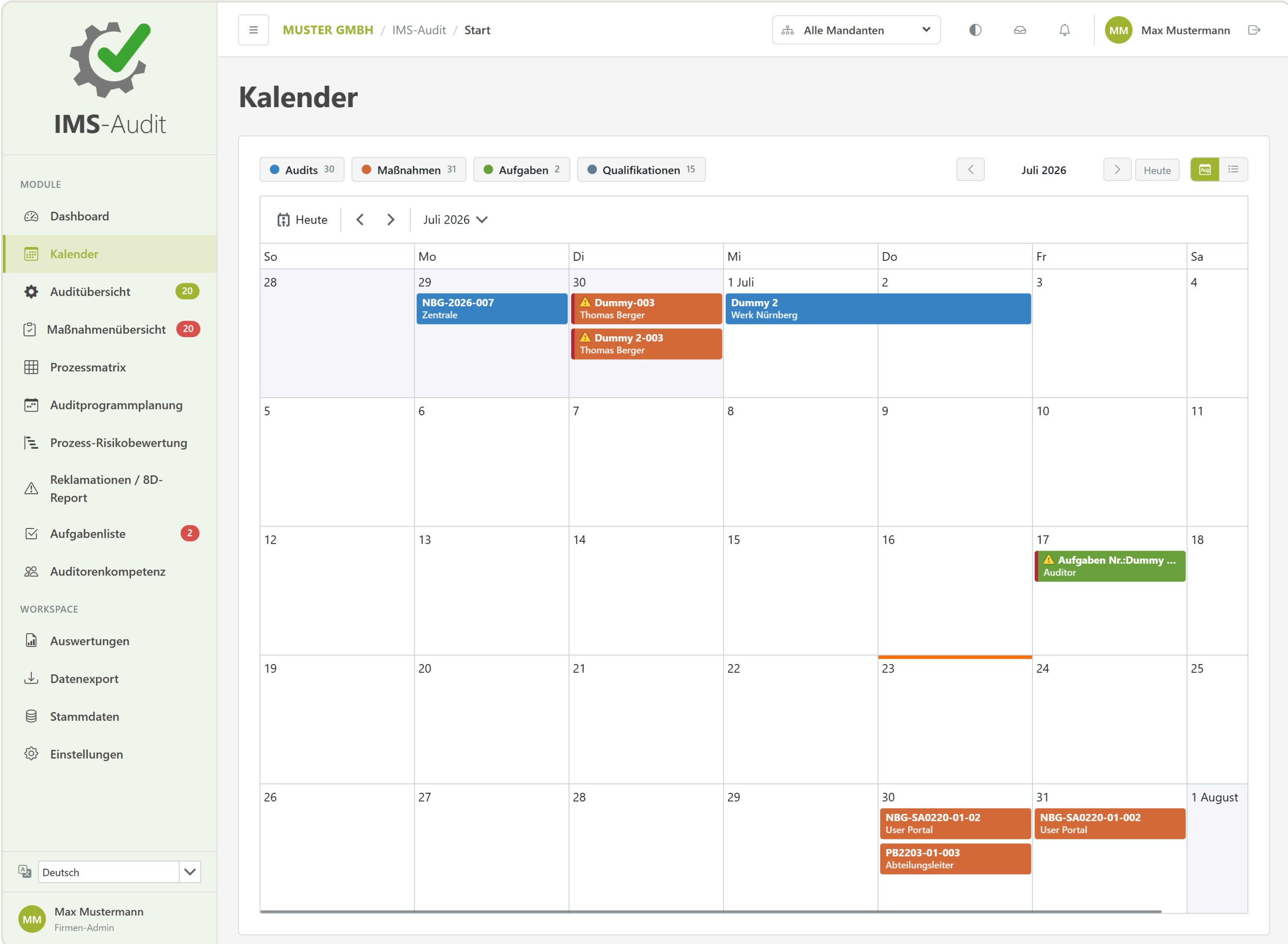
- **Key figure tiles** on top: **Audits planned**, **In progress**, **Completed**, **Measures open** (open and in progress), **Overdue** (red as soon as something is pending), **Resolved measures** (awaiting auditor completion) and **Submitted from portal**. Each tile is clickable and leads to the matching overview; the portal tile opens it pre-filtered.
- **Next audits** and **Next due measures**: the six most urgent entries each — overdue measures marked red. If your login is linked to a person, the audit list personally shows **your** audits (the ones whose team you belong to). A click on a measure opens the edit dialog directly; each row shows the priority dot and the progress in percent.
- **Resolved measures**: the third card lists the measures most recently reported "resolved" — your acceptance queue as an auditor.
- **Charts:** audits and measures per month (last 12 months, counted by start date) and the distribution of measures by status.
- **Show details** at the top right enables detail tooltips — for instance which audit numbers are behind a bar, and a quick preview with deviation, cause and planned measure when hovering over a measure. The application remembers the setting per user.

> 💡 **First steps:** Freshly set-up companies additionally see the **First steps** card on top — a checklist with four items (tenants, people, question catalog, first audit) that ticks itself off and disappears once everything is done. Only company administrators see it; **Don't show again** hides it company-wide.

> 💡 Archived audits deliberately do not count in the audit key figures — this is about current business; their measures, however, remain in the measure key figures until resolved. For long-term evidence there is site coverage.

The calendar

The calendar bundles the appointments of **all modules** in one view:



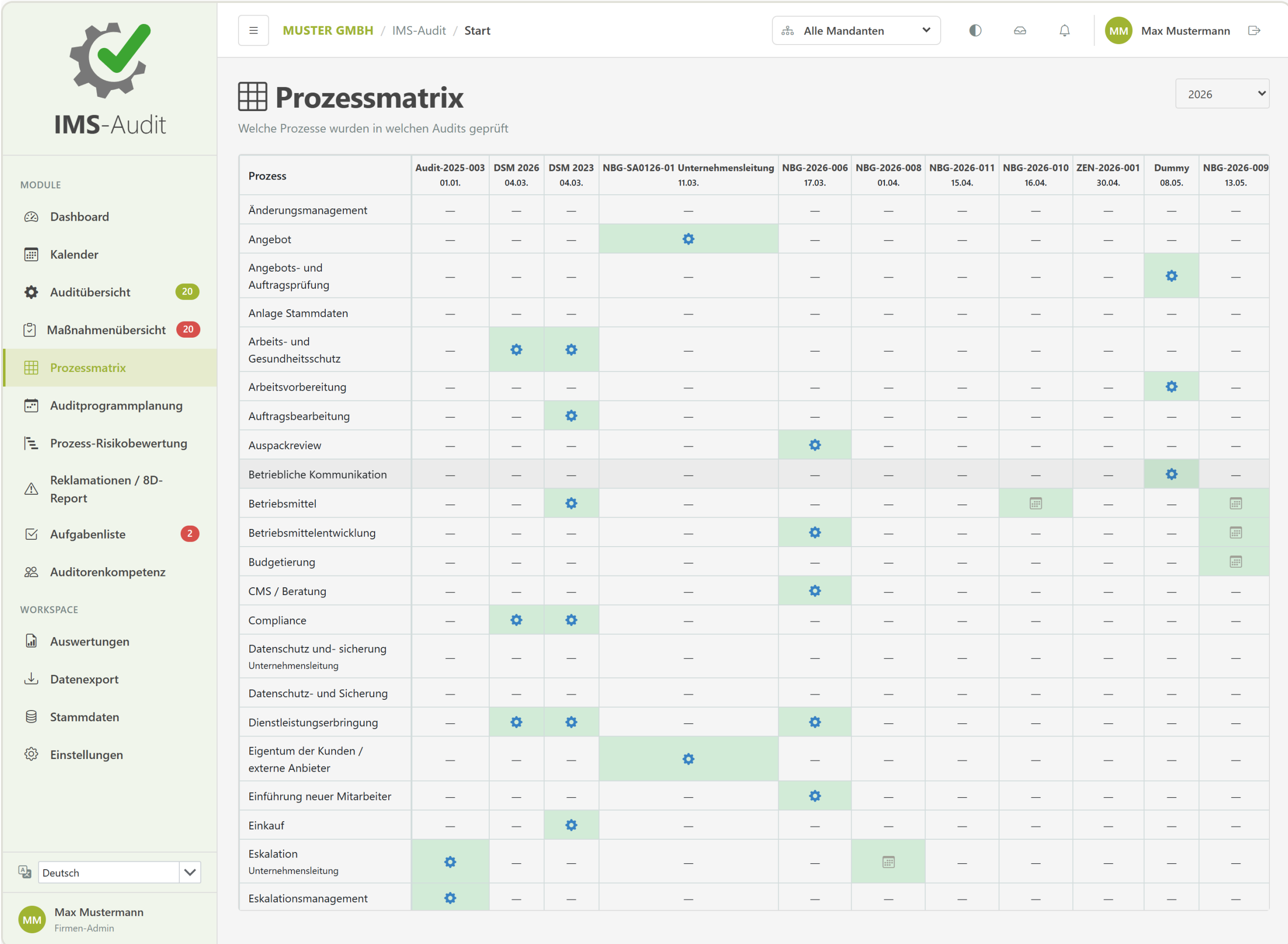
The calendar: audits, measures, tasks and qualification expiries in one view.

- **Categories as chips: Audits** (period), **Measures** (planned end), **Tasks** (due date) and **Qualifications** (expiry date of auditor records) — each with a counter. A click on the chip shows or hides the category. Shown is what is open: resolved measures and completed tasks no longer appear. Audits and measures follow the tenant selector, tasks and qualifications are company-wide.
- **Two views: Month** (the calendar grid) and **List** (the chronological agenda from today onwards plus everything overdue, with relative phrases like "in 3 days").
- **Handling:** With ◀ ▶, **Today** or the **mouse wheel** you page through the months in the month view; **double-click** opens the appointment in its module (measures and tasks directly in the edit dialog), in the list a single click suffices; the tooltip shows the key facts without a click.
- **Moving with the mouse:** Audits can be moved and extended — the new date is saved immediately. Measures and tasks have a single date: moving yes, extending no. Completed audits and qualification expiry dates are locked against moving; the respective edit permission is required, too. If the administrator has set up a reason requirement for the planned end of

measures, moving measures in the calendar is deliberately locked — the reason belongs in the dialog.

The process matrix

The process matrix answers the classic certifier question: **Which processes were checked in which audits?**



The process matrix: processes × audits of a year, with measures heatmap.

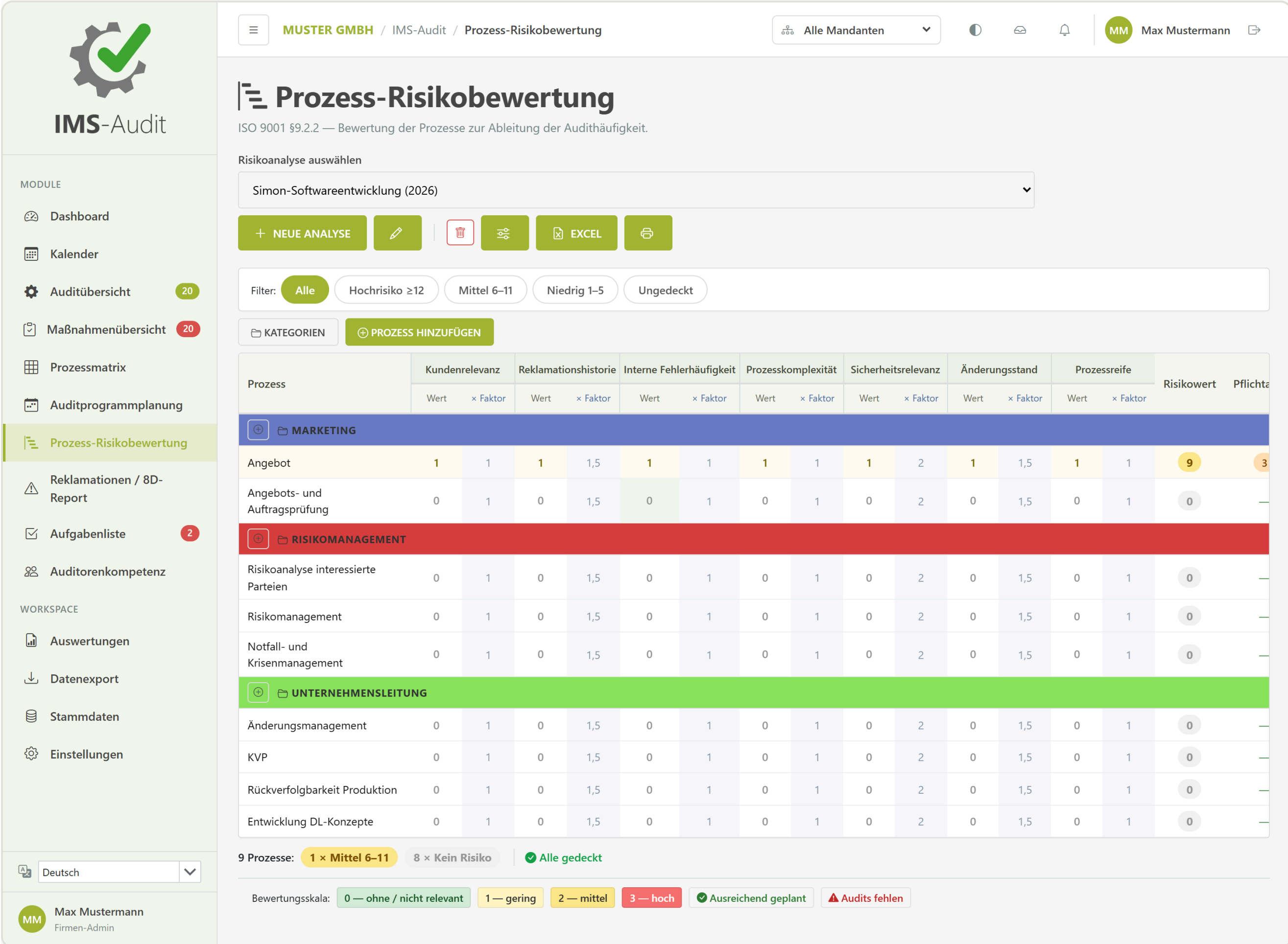
You choose the **year**, the table shows as rows the processes assigned to an audit in that year and as columns the (non-archived) audits of the year. The cells speak for themselves:

- **Status icon:** The process is assigned to this audit without any measures — the icon and its colour show the audit status (planned, in progress, completed).
- **Number with colour gradient:** This many measures arose for this process in this audit — from light yellow (one) to red (five and more), regardless of whether they have since been resolved. Clusters catch the eye immediately.
- **—:** no reference.

The basis is the process assignment in the audit master data (see Training Guide 4) — well-maintained audit processes pay off here directly.

The process risk assessment

ISO 9001 requires aligning audit frequency with the **importance and risk of the processes** (§ 9.2.2). The process risk assessment maps exactly that — traceable and as a planning basis:



The risk analysis: score criteria, read off risk value and mandatory audits, plan audits directly.

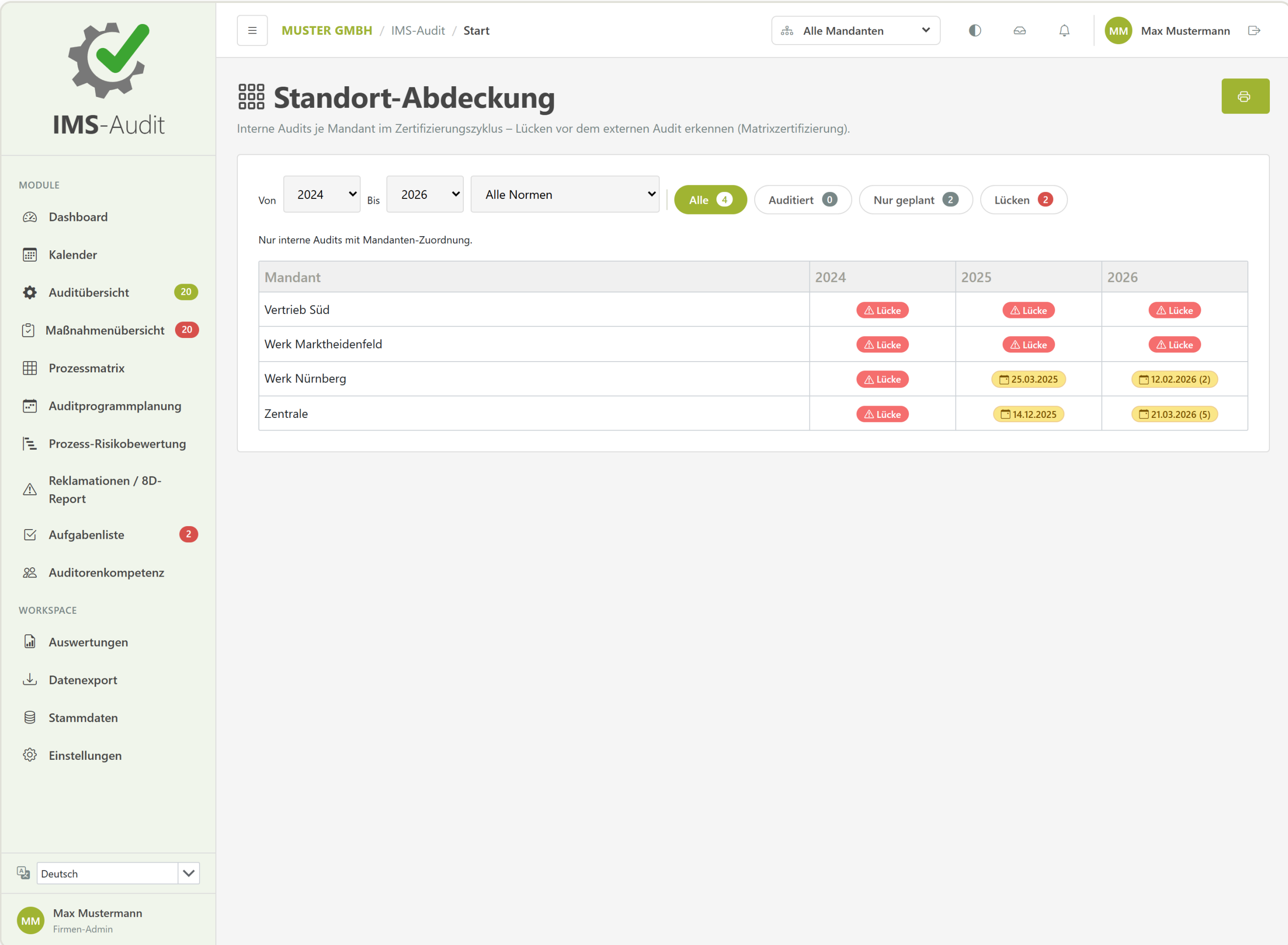
How it works:

1. **Create an analysis: New analysis** with name, planning year and **assessment scheme** — **ISO 9001 § 9.2.2** (5 criteria) or **IATF 16949 / VDA** (7 criteria incl. safety relevance and complaint history). An analysis applies company-wide or to one tenant. The scheme determines how the mandatory audits are derived from the risk value; the criteria catalog itself is company-wide and maintained by the administrator in the Settings (resettable there as an ISO or VDA set).
2. **Add processes:** Via **Add processes** you bring the processes to be assessed into the analysis — with search, category preselection and multi-select; the row cross removes a process again. Categories are managed right next to it.
3. **Score the processes:** Per process and criterion you assign a point value (by default 0 = not relevant to 3 = high) — directly in the table, saved automatically. The **risk value** is the weighted sum (points × factor per criterion); the factor can be overridden per process in the table.
4. **Read off mandatory audits:** From the risk value the application derives the audit target **for the shown 3-year period** — via adjustable score bands in ISO mode, via the risk classes **A**, **B** and **C** in VDA mode (default target 3 / 2 / 1 audits, adjustable by the administrator).
5. **Plan audits:** The quarter grid on the right shows three years. A click on an empty quarter creates the audit directly (with the processes of the analysis preset); an icon in the quarter opens the linked audit. The coverage icon per row compares actual and target across the three years and reports **Sufficiently planned** or **Audits missing**.

The **quick filters** (**High risk ≥12**, **Medium 6–11**, **Low 1–5**, **Uncovered**) lead you straight to the processes that need attention. Criteria, weightings and thresholds are configured by the administrator in the Settings (see Training Guide 7); **Excel** export and **Print** provide the evidence for the audit.

Site coverage

For matrix certifications you must prove that **every site was audited internally within the cycle** (IAF MD 1). Site coverage delivers exactly this matrix:



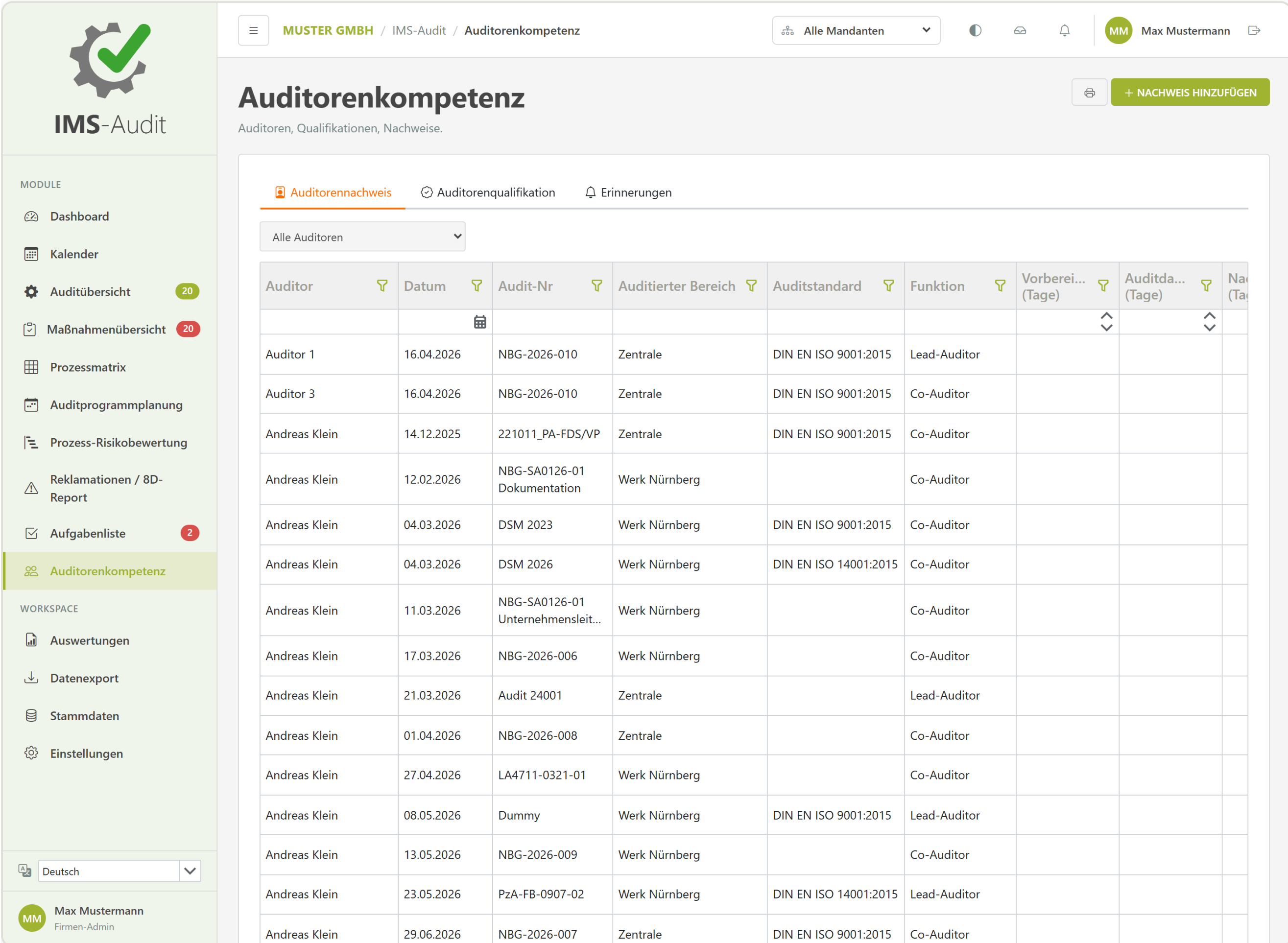
The coverage matrix: tenants × years with traffic-light status and drill-down.

- **Rows** are your active tenants, **columns** the years of the chosen cycle (**From**/**To** — fits annual as well as 3-year cycles). Optionally filter to one **standard**.
- **Traffic light per cell: Audited** (green — at least one completed internal audit, with date), **Planned only** (calendar icon) or **Gap** (warning icon). The chips on top (**Audited**, **Planned only**, **Gaps**) filter the rows and show the key figures.
- **Drill-down:** A click on a cell lists the internal audits of that tenant and year below — a double-click takes you into the audit.
- **Print:** The printer button produces the matrix as a report with language choice — the document for the certification audit.

> 💡 Counted are **internal audits with a tenant assignment** — and **archived audits count too**: an audit from two years ago remains the proof, even if it has long been archived. Conversely this means: an internal audit **without** a tenant assignment does not appear here — the most frequent cause of an unexpected "gap" is a missing tenant on the audit.

Auditor competence

The competence of your auditors requires evidence — qualifications expire, practice records accumulate. The **Auditor Competence** module keeps both together in three registers:



The auditor record: conducted audits with times spent, totals below.

- **Auditor record:** One entry per audit assignment with function (lead/co) and the times spent — preparation, audit duration and follow-up in days, travel in hours. The footer sums automatically across the current (filtered) view — the finished practice record per auditor, printable as a report. Entries originate from the audits but can also be added and corrected by hand here.
- **Auditor qualification:** Qualification measures with standard, qualification provider, requalification flag, **certificate as file attachment** and **Valid until**. The traffic light shows the state: **Valid** (green),

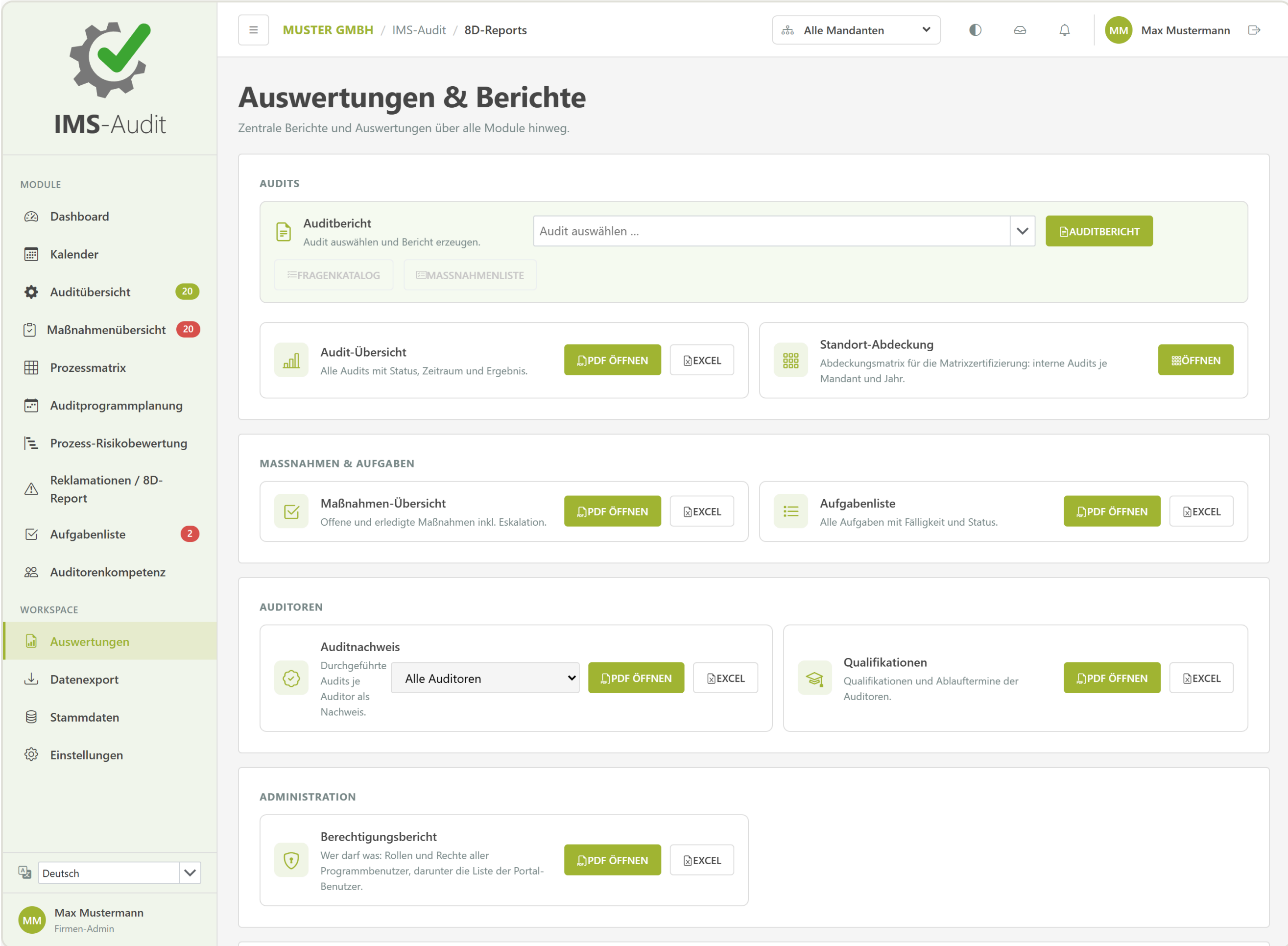
Expiring soon** (yellow, 60 days ahead), **Expired** (red). Expiry dates additionally appear in the calendar; this register has its own print button as well.

- **Reminders** (administrator): Automatic e-mails with a freely chosen interval before, on or after the expiry date — with a selectable template, independent of the 60-day traffic light. Never again an expired certificate in the certification audit.

The loop back to planning: in the audit master data the application can, on request, propose **only qualified auditors** — qualification maintenance and audit planning interlock.

Reports

Under **Reports** you find all reports centrally — as cards, grouped by module:



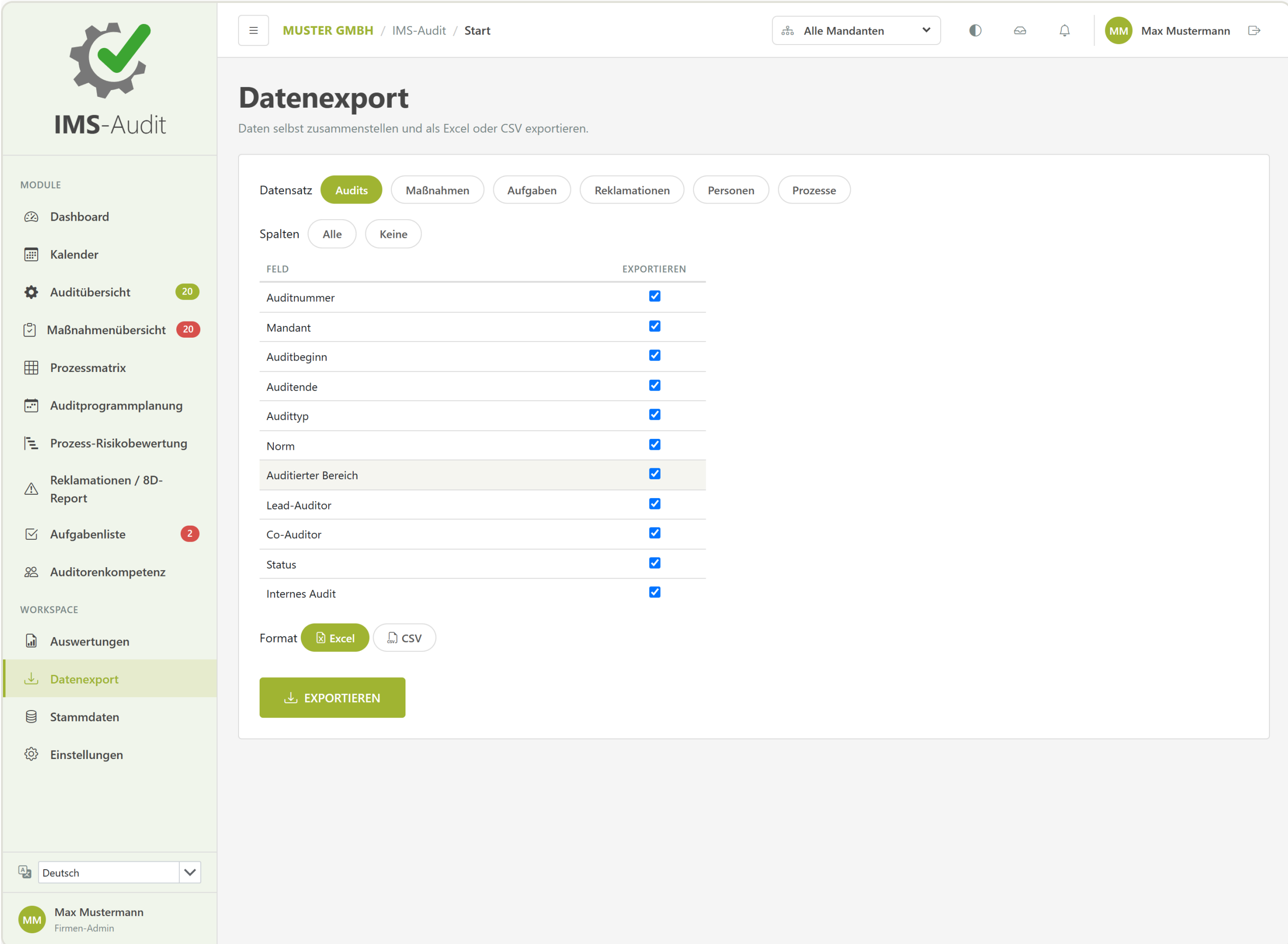
The reports area: all prints and Excel exports in one place.

- **Audit report:** Choose the audit, then **Audit report** (with the print options dialog from Training Guide 4), **Question catalog** or **Measures list**.
- **Cards per module:** audit overview, site coverage, measures overview, task list, auditor record (with an auditor selection for administrators) and qualifications, audit program (with year selection) — and for administrators the **permissions report** (who may do what, including portal users).
- The overview cards offer **Open PDF** (report preview with **language choice** — handy for sites abroad) and **Excel**; auditor record, qualifications and audit program deliver their PDF directly, site coverage opens its own analysis page with a print function.

Which cards you see depends on your enabled modules and rights.

The data export

Sometimes you don't need a finished report but **the data itself** — for a management review, your own Excel analysis or the KPI system. That is what the **data export** is for:



The data export: choose the record set, tick the columns, download as Excel or CSV.

1. Choose the **record set**: audits, measures, tasks, complaints, people or processes — only what you have access to is offered.
2. Assemble the **columns** — **All**/**None** does it in one click.
3. Choose the **format** (**Excel** or **CSV**) and **Export**.

The export respects your permissions — only what you would be allowed to see on screen leaves the application. Audits, measures and complaints follow the selected tenant (the audit export omits archived audits); tasks, people and processes are company-wide.

Frequently asked questions

Why does the process matrix show different numbers than site coverage?
The two analyses deliberately count differently: the process matrix looks at the running (non-archived) audits of one year, site coverage at the whole cycle **including archived audits** — as long-term evidence.

Can I print the dashboard for management?
The dashboard itself is a screen overview. For printouts use the cards under **Reports** (always the full data set) — or print directly from the audit or measures overview: there the print takes over the currently set filtering.

An auditor sees only themselves in the Auditor Competence module — why?
That is intended: without administrator rights every auditor sees only their own records and qualifications. Administrators choose "All auditors" at the top. The prerequisite is that the login's e-mail address matches a person in the master data — otherwise the application cannot identify the auditor.

How do I get a report in another language?
Every report preview has a language switch — the report is regenerated in the chosen language, independent of your interface language. This way you print the same measures plan in German for filing and in English for the site abroad.

Can I define my own reports?
No — the reports are deliberately standardised so they look the same everywhere. For individual analyses export the raw data via the **data export** and analyse in Excel.

TRAINING GUIDE 7

Administration

Settings, licence, storage and company configuration — the company administrator's toolkit

The role of the company administrator

As the company administrator you configure IMS-Audit Cloud for your organisation: from the evaluation scheme via escalation deadlines to the licence. This guide walks through all administrative areas. Two of them have their own guides:

- **Users, roles and permissions** are maintained in the people master data — described in detail in **Training Guide 2**.
- The **training environment** has its own guide: **Training Guide 7.1**.

You find the administrative functions in two places: under **Settings** (sidebar, gear icon) and in the **Master Data** area (there **File management** and **Move audits** — both visible to administrators only).

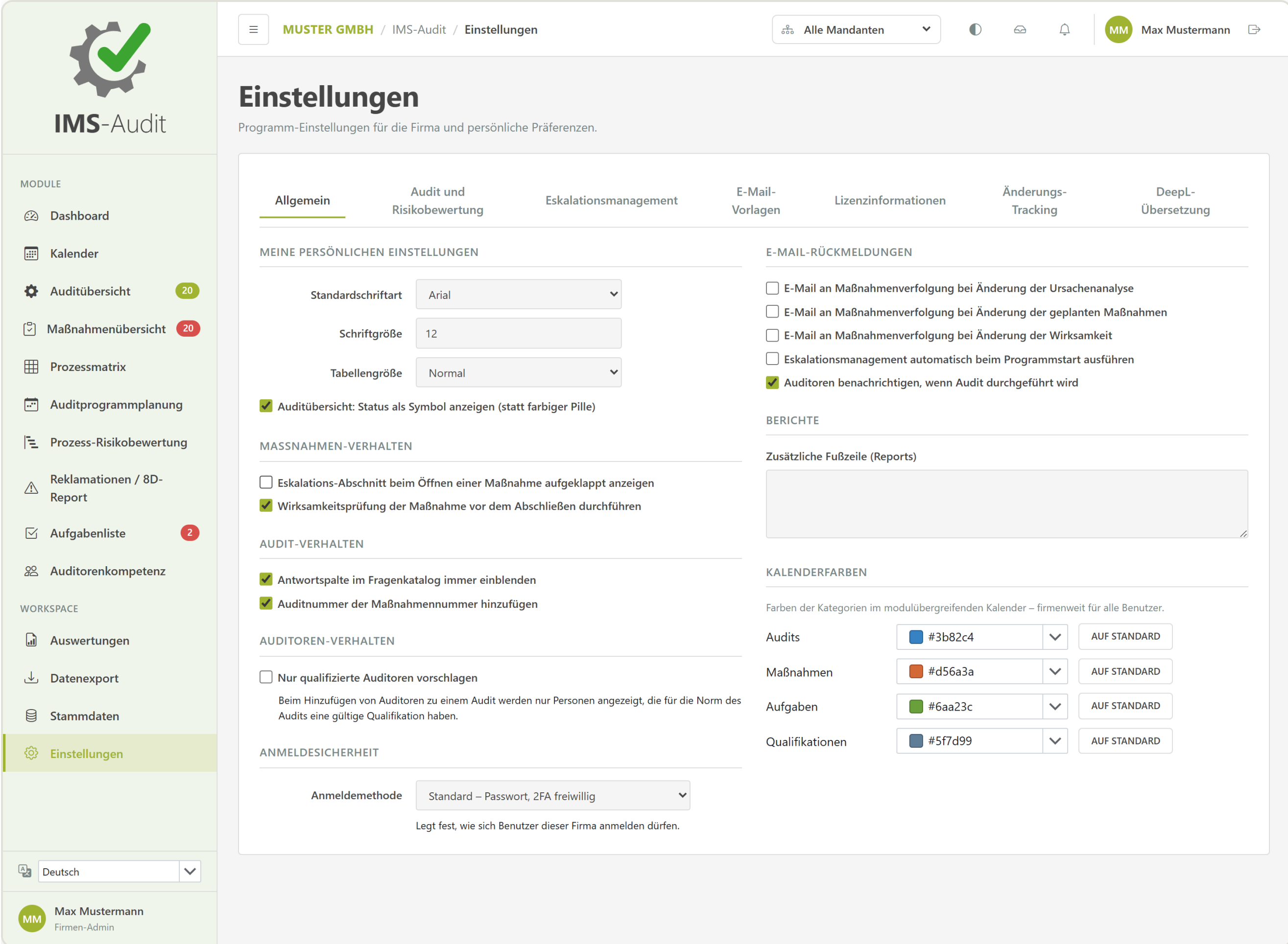
> 💡 **For the start: the onboarding checklist.** In a freshly set-up company the dashboard greets administrators with the **Getting started** card: create tenants, create and invite people, provide a question catalog, plan the first audit. The checkmarks set themselves as soon as the data exists, every open step links directly to the right page — and the card disappears by itself once everything is done (or any time via "Don't show again").

The Settings at a glance

The **Settings** page bundles the configuration in tabs: **General**, **Audit and risk assessment**, **Escalation management**, **E-mail templates** — and for administrators only **Licence information**, **Change tracking**, **DeepL translation** and (after activation) **Training environment**.

The settings save automatically: Every change is stored by itself after a short moment — on the right of the tab bar you see the progress as **Saving... / Saved.** A save button is no longer needed.

General tab: personal and company-wide



The General tab: personal preferences on top, company-wide rules below.

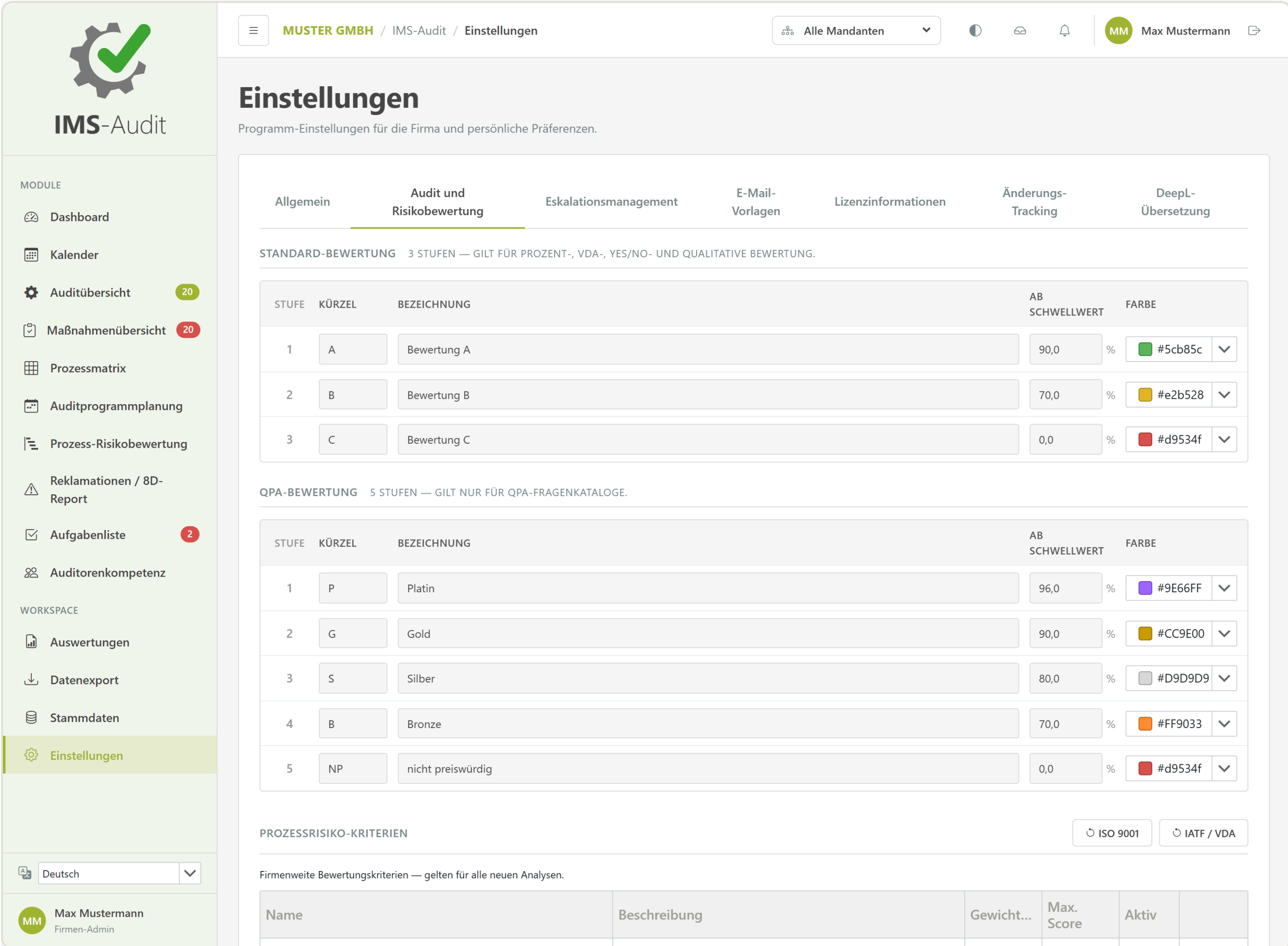
The most important distinction on this tab: **My personal settings** (font, font size, table size, status display) apply only to the signed-in user — everyone may choose them for themselves. Everything else applies **company-wide** and is reserved for administrators:

- **Measure behaviour:** whether the **effectiveness check before completion** is mandatory (see Training Guide 5).
- **Audit behaviour:** always show the answer column in the question catalog; prefix the measure number with the audit number.
- **Auditor behaviour: Propose qualified auditors only** — when assembling the audit team, only people with a valid qualification for the standard are offered.
- **Sign-in security:** your company's sign-in method — **Standard** (password, 2FA optional), **2FA mandatory** or **OAuth only** (Microsoft/Google, if set up). In addition you decide whether the **one-time code by e-mail** is offered as a 2FA method — the alternative to the authenticator app for users without a smartphone. If you switch the option off, this also applies to users who have already set it up; with 2FA mandatory they set up the authenticator app instead.
- **Integrations:** whether the **Outlook calendar connection (Microsoft 365)** is offered. If active, users can voluntarily connect their Microsoft account in their profile — audit days then land

automatically in their Outlook calendar, and invitations or measure e-mails go directly from their own mailbox (see training booklet 4). Switching it off hides the offer company-wide.

- **E-mail notifications:** automatic notifications to the measure tracker on content changes and to auditors during execution.
- **Reports:** an additional footer for all printed reports.
- **Calendar colours:** the colours of the four calendar categories — uniform company-wide.

Audit and risk assessment tab



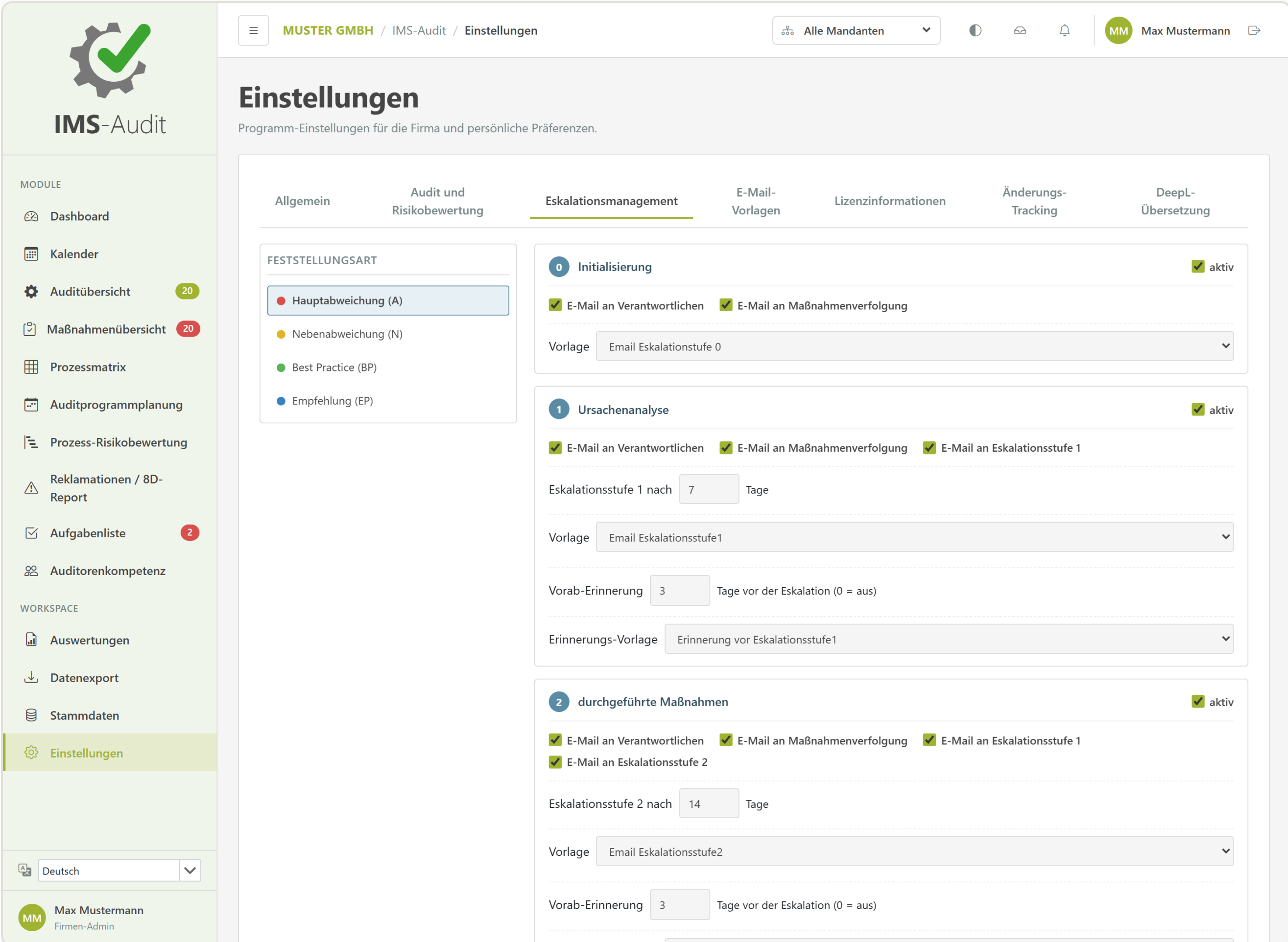
Evaluation grades and process risk criteria — your company's calculation rules.

Here you define the evaluation logic:

- **Standard evaluation** (3 grades) and **QPA evaluation** (5 grades): per grade a code, name, threshold and colour — the basis for fulfilment level and traffic lights in the question catalog (see Training Guide 3).
- **Process risk criteria:** the company-wide criteria with weighting and maximum points for new risk analyses — resettable at the push of a button to **ISO 9001** or **IATF / VDA**.
- **Mandatory audits:** the score limits from which the process risk assessment derives the required audit frequency — as bands for the ISO scheme, via the risk classes A/B/C for VDA (see Training Guide 6).

Escalation management tab

This is where you arm the automatic measure tracking: the application checks all open measures every morning and sends due reminders and escalations on its own — following the rules you define on this tab. The rules apply **per finding type**: on the left you choose the type (e.g. major deviation, minor deviation, recommendation), on the right its four level cards appear. A major deviation escalates tightly while a recommendation deliberately runs relaxed.



Four level cards per finding type: recipients, deadlines, templates and advance reminder.

The four levels in detail:

- **Level 0 — initialisation:** The start information. It is sent as soon as a measure of this finding type is created — without a deadline. The responsible person knows from day one that a measure awaits them: what to do, by when, from which audit. Typical recipients are the **responsible person** and the **measure tracking**.
- **Level 1 — root cause analysis:** The first escalation. It applies when the measure is still open after the configured deadline ("escalation level 1 after x days", counted from creation) — by then the root cause analysis should exist. In addition to the responsible person and tracking, **escalation level 1** can now be informed — the first management level, e.g. the department head.
- **Level 2 — implemented measures:** The second escalation after the next deadline. Expectation: the corrective actions are implemented and documented. The recipient circle can grow by

escalation level 2 — the next higher level, e.g. the division management.

- **Level 3 — measure completed:** The final escalation. If the measure is still not done after this deadline, the notice goes up to **escalation level 3** — usually the executive management. At the latest now, the overdue measure is a matter for the boss.

Per level card you configure:

- **active** — the checkbox switches the level on or off for this finding type. Not every type needs all levels.
- **Recipients** — via checkboxes: **e-mail to responsible person**, **e-mail to measure tracking**, from level 1 additionally **e-mail to escalation level 1** (levels 2 and 3 correspondingly higher).
- **Deadline** — "escalation level n after **x** days": after how many days from creation of the measure the level applies.
- **Template** — which e-mail template is sent (maintained in the e-mail templates tab). The level 1 reminder can sound different from the level 3 escalation to management.
- **Advance reminder** — "**x** days before the escalation (0 = off)" with its own **reminder template**: a few days before escalation would occur, only the responsible person and tracking receive a friendly reminder — the chance to avoid the escalation to the superior entirely.

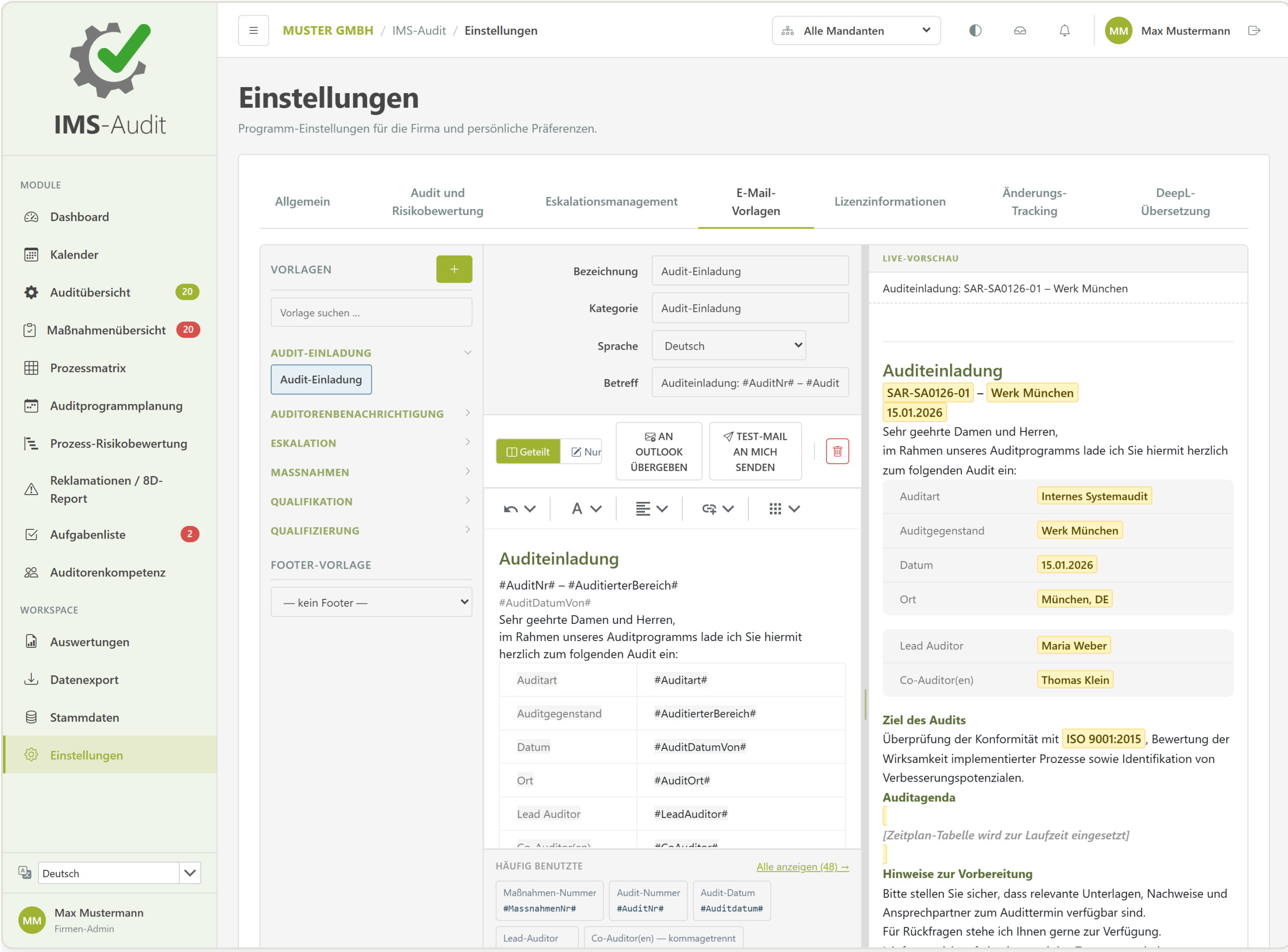
Setting up an escalation chain:

1. Open **Settings** → **Escalation management** and choose the **finding type** on the left (e.g. major deviation).
2. Activate **level 0** and tick the recipients — every new measure then starts with an info mail. Choose the template.
3. Activate the **levels 1 to 3** you want to use: set the deadline in days per level (e.g. 7 / 14 / 28), tick recipients, choose the template.
4. If desired, set the **advance reminder** per level (e.g. 3 days before) and choose the reminder template.
5. Done — the settings save automatically. Repeat the steps for the remaining finding types.

Who exactly is "escalation level 1–3"? On this tab you define *that* and *when* these levels are informed — *which people* they are is stored on the individual measure: in the measure dialog, section **Escalation**, you assign the people per level (e.g. department head → level 1, executive management → level 3) and can override the day deadlines for this one measure there. If the days on the measure remain empty, the company-wide default configured here applies.

> 💡 The escalation stops automatically as soon as the responsible person reports the measure **resolved** or it is completed or discarded — and each level is sent only once per recipient. How the daily dispatch works in detail and how to inspect the dispatch log per measure is described in Training Guide 5.

E-mail templates tab

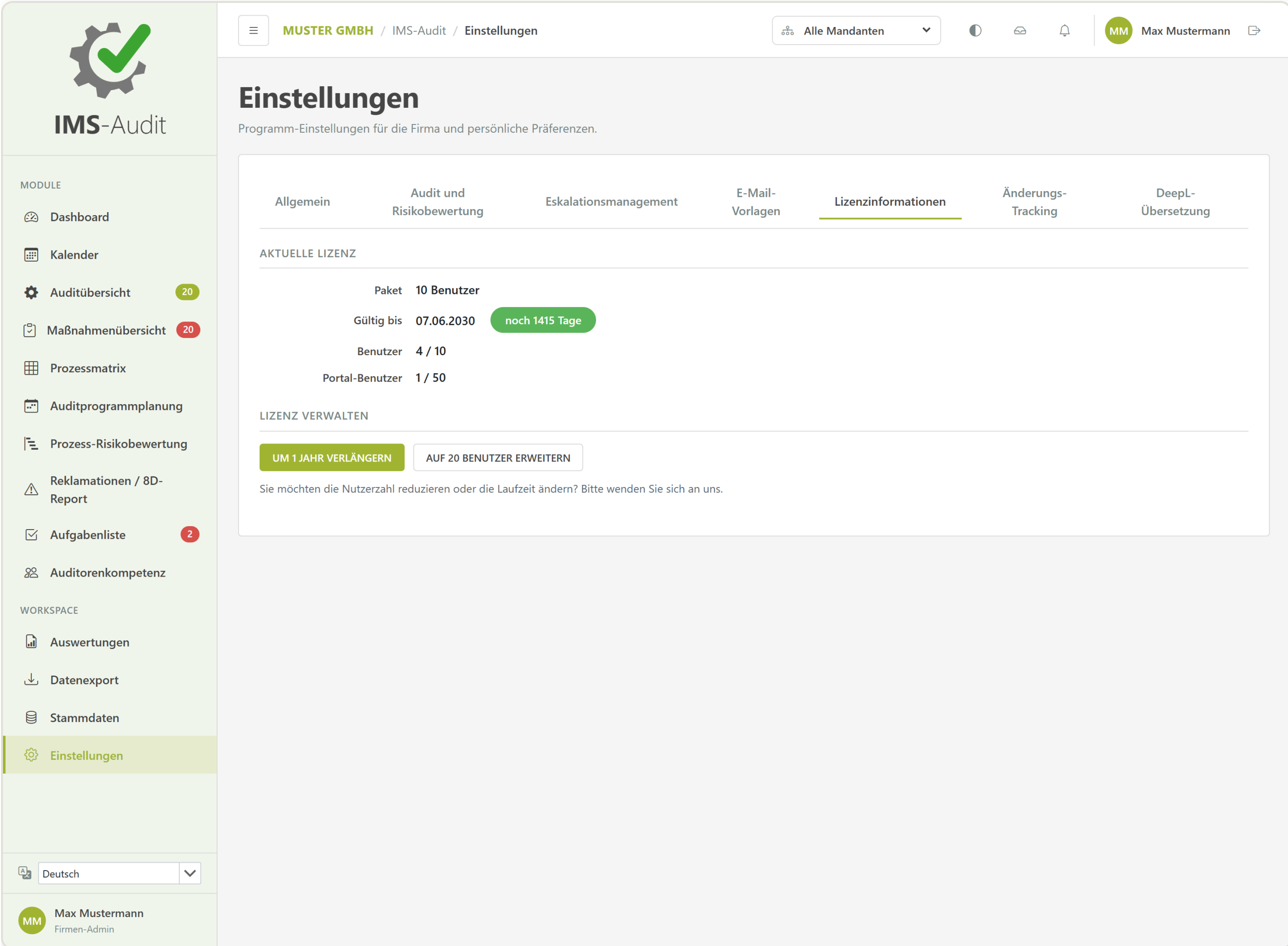


Template list, editor and live preview side by side.

All automatic and manual e-mails of the application use templates you maintain here:

- **Layout:** the templates on the left (grouped by category), the editor in the middle (name, category, **language**, subject, formatted text), the **live preview** with sample values on the right. The view can be switched (**Split**, **Editor only**, **Preview only**).
- **Placeholders:** The chips below the editor insert fields like `#AuditNr#`, `#Verantwortlicher#` or `#Zeitplan#` — on dispatch the application replaces them with the real values.
- **Footer template:** A template chosen as footer is automatically appended to every mail — the right place for signature and mandatory statements.
- **Testing: Send test mail to me** checks the result in your own inbox; **Hand over to Outlook** creates a draft for personal finishing.
- **Multilingual:** Language versions can exist per template — recipients receive the mail in their e-mail language (see people master data, Training Guide 2).

Licence information tab



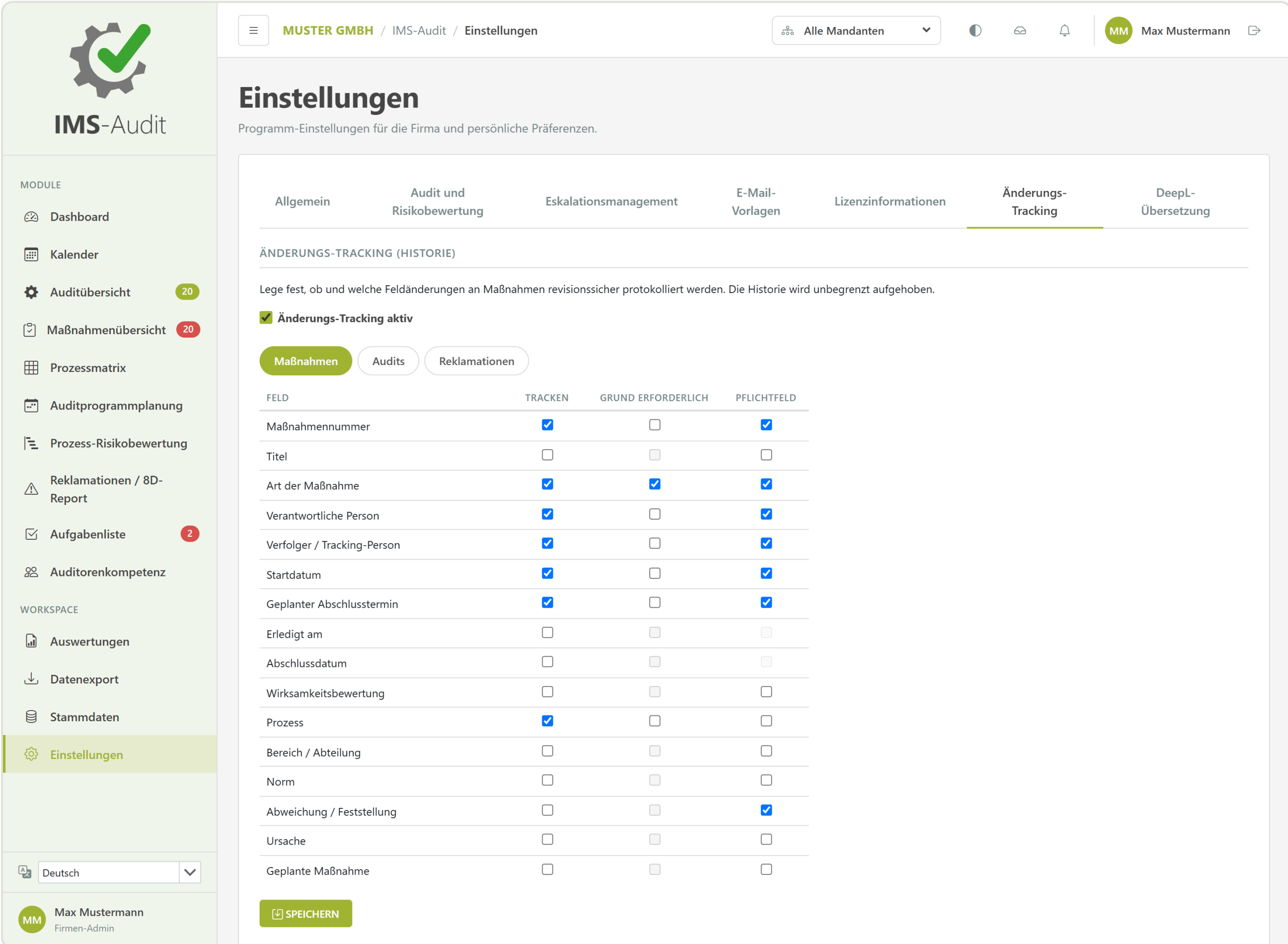
The current licence with usage — and self-service for renewal and extension.

- **Current licence:** your **package**, **valid until** (with remaining days), the usage **users** (active program users / limit) and — if booked — **portal users**. Program and portal users count separately.
- **Manage licence: Extend by 1 year** and **Extend to n users** take effect immediately after confirmation — the invoice follows automatically. For reductions or term changes, contact us.
- If the licence expires in less than 30 days, a banner on the dashboard reminds you additionally.

> 💡 When the user limit is reached, no further program user can be activated — the application reports it on creation. Deactivate employees who have left to free up seats, or extend the package.

Change tracking tab

Who changed which field when — and why? Change tracking keeps an audit-proof, **field-level history** of measures, audits and complaints. In certification audits this is strong evidence: date shifts, changed responsibilities or retroactively adjusted effectiveness assessments are seamlessly demonstrable. On this tab you determine how strictly the tracking works.



Configurable per field: what is logged, what needs a reason, what is mandatory.

The layout of the tab:

- **Change tracking active** — the master switch. Only with it set is anything logged; without it all dialogs behave as usual.
- **Module switch** — the field lists exist separately for **measures**, **audits** and **complaints**. Each module brings its own trackable fields: for measures e.g. measure number, responsible person, dates, effectiveness assessment, deviation and cause; for complaints also the 8D content such as problem description and root cause analysis.
- **The table** — three checkboxes per field, building on each other.

The three checkboxes per field in detail:

- **Track:** Every change of this field is recorded — with date, user and old and new value ("field: old value → new value"). Creating and deleting a record also appears in the history.

- **Reason required:** The change is not only logged but must be **justified**. If someone changes such a field, the application shows the section **Reason for change required** on saving — only with a reason entered is the save carried out. The reason then appears in the history. Typical use: the planned end of a measure — date shifts then always need a documented reason.
- **Mandatory field:** The field must be filled on saving — the red mandatory star appears in the dialog. This is how you enforce company-wide that e.g. no measure is saved without a root cause analysis.

Setting up the tracking:

1. Open **Settings** → **Change tracking** and set the **Change tracking active** checkbox.
2. Choose the module (**measures**, **audits** or **complaints**).
3. Tick per field what you need: **Track** for the evidence, additionally **Reason required** for sensitive fields (dates, responsibilities, effectiveness), **Mandatory field** for content that must never be missing.
4. Repeat steps 2–3 for the remaining modules and click **Save** — the confirmation "Tracking settings saved." appears, the rules apply immediately for all users.

Where you see the history: In the measure via the **Change history** button at the bottom of the dialog (see Training Guide 5), in the audit via the history button at the top right of the master data (Training Guide 4) — complaints accordingly in their detail view. The table shows date, user and the change with old and new value; creation and deletion appear as their own markers, entered reasons right beside them.

> 💡 The history is **kept indefinitely** and cannot be edited — exactly that makes it valuable as evidence. Note: the tracking takes effect from the moment of activation; there are no retroactive entries for changes before. Best activate it right at onboarding.

DeepL translation and training environment

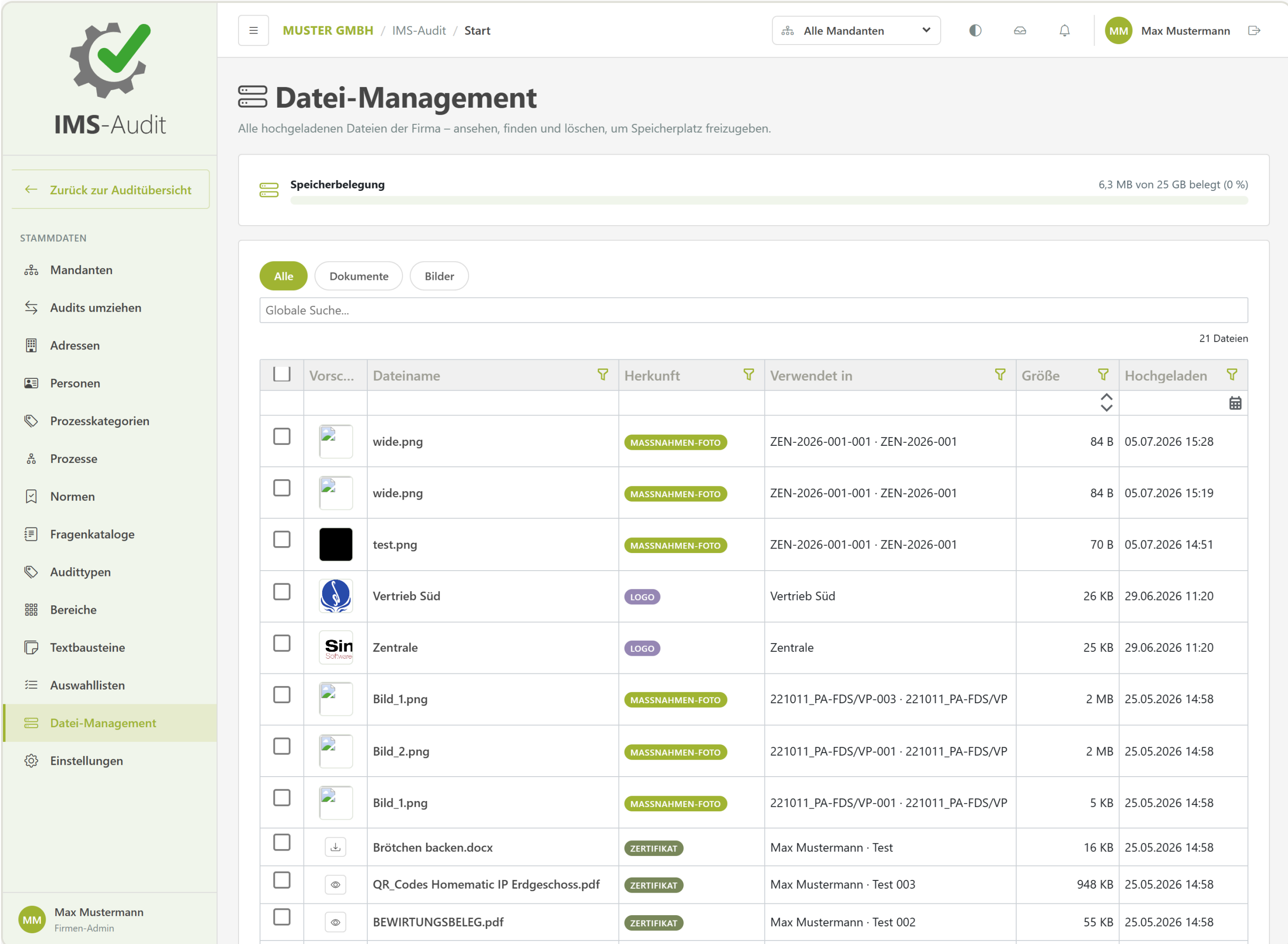
- **DeepL translation:** Store your DeepL API key here (saved encrypted) and the application translates question catalogs at the push of a button (see Training Guide 3). **Check quota** shows the usage.
- **Training environment:** After activation by the operator you create the isolated practice environment for your company here — completely described in **Training Guide 7.1**.

Company data, logo and report colours

You maintain your appearance on reports in the master data: in the **Lite edition** under **Company data**, from the Standard edition on **per tenant** in the tenant dialog (see Training Guide 2). Besides address and contact, this includes the **logo** (PNG, JPG or SVG) and the **report colours (CI)** — accent colour, secondary colour and font colour. Every printed report then automatically carries the look of the respective tenant.

File management

Over time, documents, photos and certificates accumulate. **File management** (master data area, administrators only) shows all uploaded files of the company in one place:

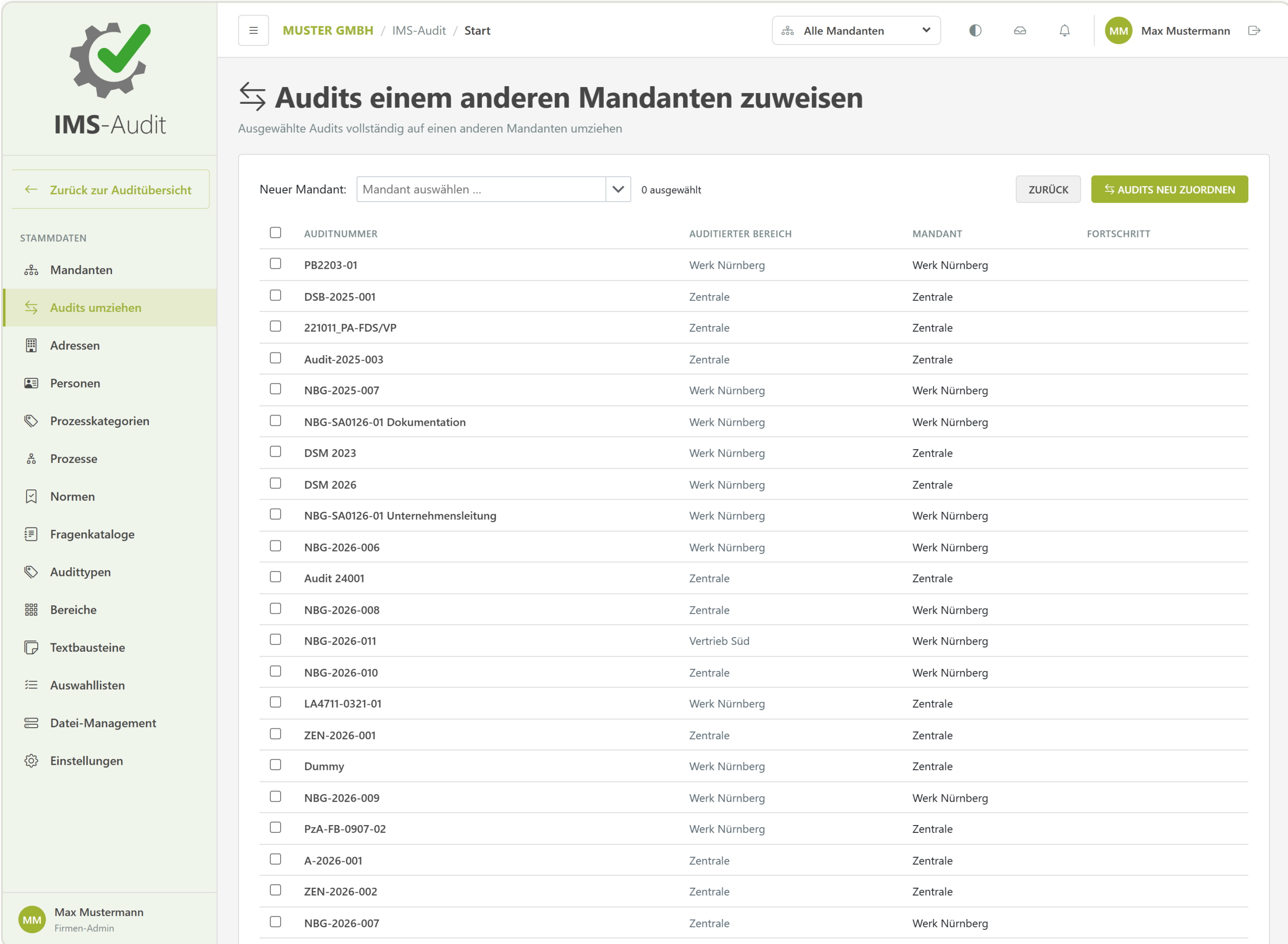


The storage usage and all files of the company — with origin and usage.

- **Storage usage:** The bar on top shows the state of your quota — from 80 % the display warns, at 100 % new uploads are blocked until space is freed.
- **File list:** Every file with preview, **origin** (audit document, measure photo, 8D document, certificate, person photo, logo ...) and **used in** — you always see what a file belongs to before acting.
- **Deleting:** Select several files, **Delete selected** — after a clear warning the files are removed for good, including from the linked audit or measure. This cannot be undone.

Moving audits

If an audit was accidentally created under the wrong tenant, nobody has to re-enter it: **Master Data → Move audits** reassigns audits completely to another tenant — including measures, schedule, catalog and documents:



Select audits, choose target tenant, move — with live progress per row.

Choose the **new tenant** on top, tick the affected audits, **Reassign audits** — every row reports **Done** or an error. The move takes effect immediately.

Frequently asked questions

Which settings apply to me, which to everyone?
Only the block **My personal settings** on the General tab is individual. Everything else in the Settings applies company-wide — which is why non-administrators don't see the other areas at all or only read-only.

We want to make 2FA mandatory for everyone — where?
Set **Settings** → **General** → **Sign-in security** to **2FA mandatory**. Existing users are guided through the setup at their next sign-in (see Training Guide 1) — those without a (company) smartphone meet the requirement with the **one-time code by e-mail** as well. Portal users are exempt from the requirement.

Storage is full — what first?
In **File management**, sort by size and delete the largest files no longer needed — often old photos and superseded documents. If that is not enough, talk to us about a quota extension.

Can I safely change an e-mail template?
Yes. The live preview shows the result immediately, and with **Send test mail to me** you check the mail in your own inbox before it is used productively.

Who activates the training environment?
Activation is done by the operator (included with Enterprise, otherwise as a paid option). Afterwards the **Training environment** tab appears in the Settings — everything else in Training Guide 7.1.

TRAINING GUIDE 7.1

The Training Environment

Creating, managing and using it for trainings — a guide for company administrators

What is the training environment?

The training environment is a **completely separated practice copy of IMS-Audit Cloud** for your company. Your employees can try everything there without risk — create audits, evaluate question catalogs, track measures — without any of it appearing in your real system.

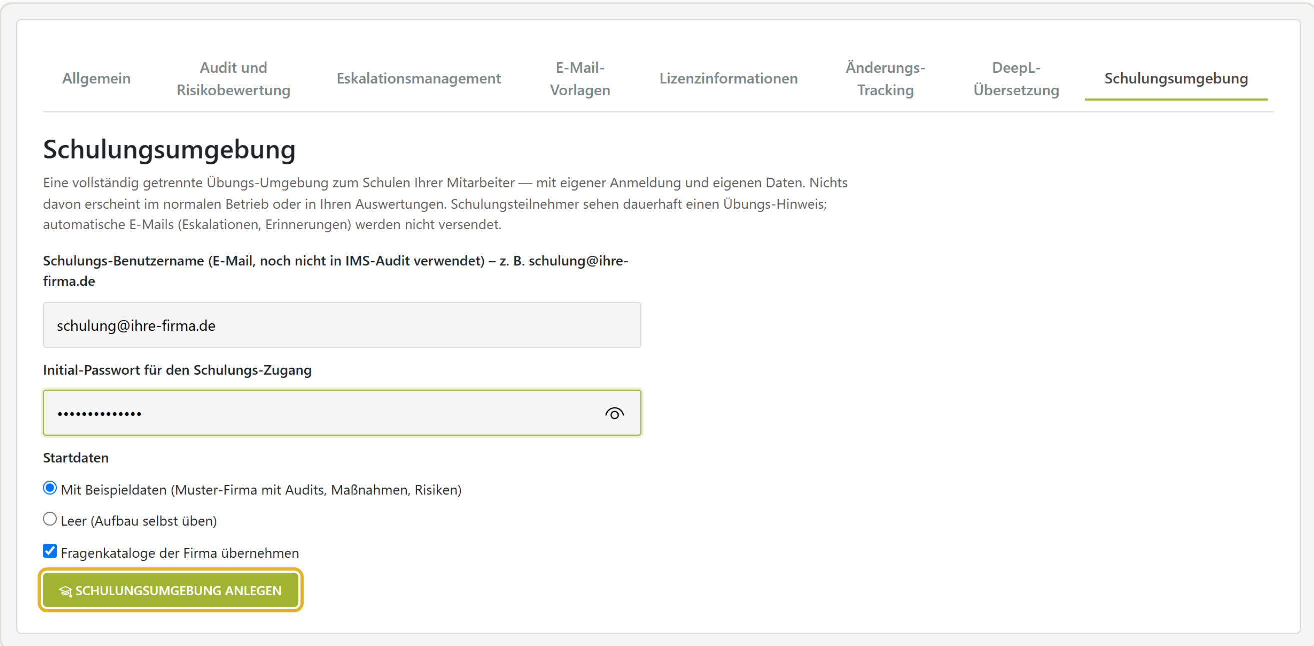
The key properties at a glance:

Property	Training environment
Data	Completely separate database — no contact with your production data
Sign-in	**One shared training login** for all participants
Marking	Permanent blue practice notice for all participants
Automatic e-mails	Disabled (no escalations or reminders to real addresses)
Exports and prints	Allowed — participants can practise all functions fully
Reset	Any time with one click — ideal before every new training

> 💡 The training environment is **included at no extra charge in the Enterprise edition (20 users)**. For the packages with **5 or 10 users** it is available as an add-on for **29 € per month**. In both cases activation happens on request — if you don't see the "Training environment" tab in the Settings, just talk to us.

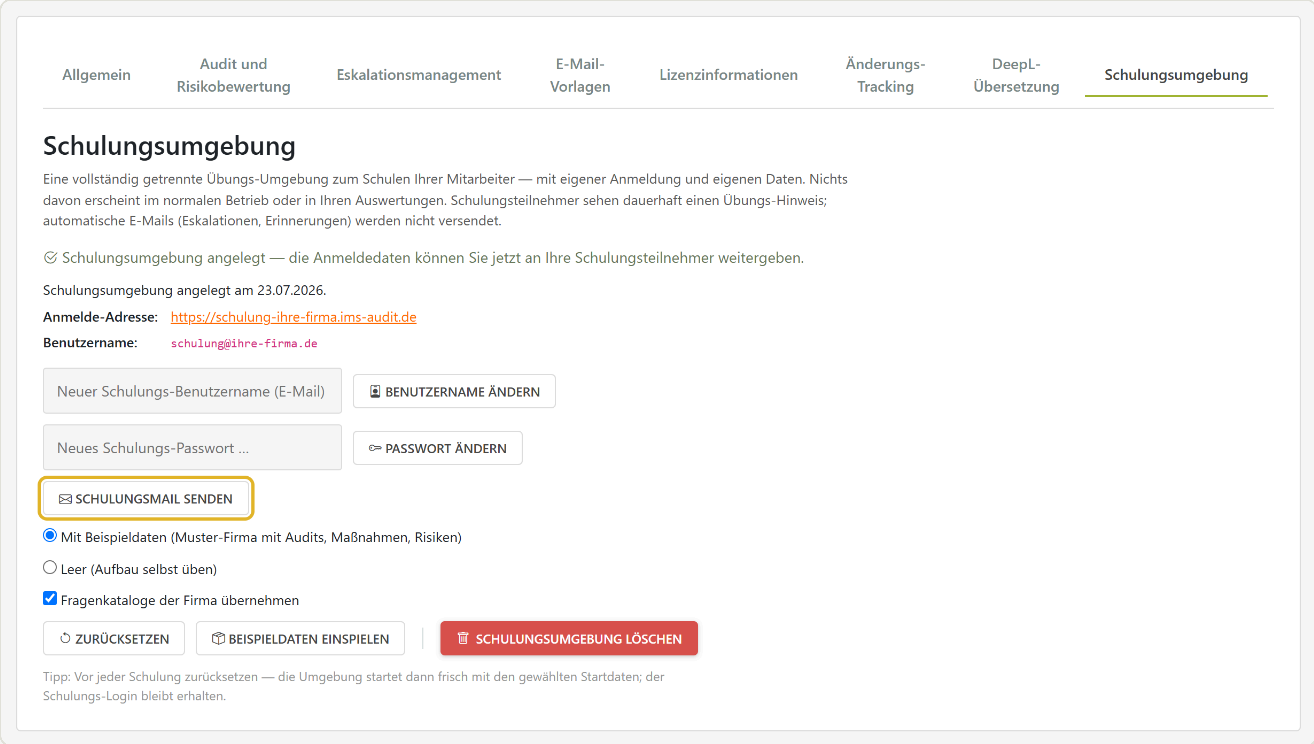
Creating the training environment

1. Open **Settings** and switch to the **Training environment** tab.
2. Assign the **training user name** — an e-mail address not yet used in IMS-Audit, e.g. `training@your-company.com`. With this one user name **all** participants will sign in later.
3. Assign the **initial password** for the training login.
4. Choose the **starting data**:
   - **With sample data** — a sample company with audits, measures and risks; participants find something to work with immediately.
   - **Empty** — participants practise building everything from scratch themselves.
5. If desired, tick **Adopt the company's question catalogs** — your own master question catalogs are then available in the practice environment as well.
6. Click **Create training environment**. Setup takes a short moment.



The creation form: set user name, password and starting data.

After creation the tab shows the **sign-in address** (as a clickable link) and the **user name** — exactly the details your participants need.



After creation: credentials and all management functions in one place.

Managing the credentials

Both can be changed at any time — right on the training environment tab:

- **New training user name:** Enter the new address and click **Change user name**. Participants currently signed in are signed out automatically.
- **New training password:** Enter the new password and click **Change password**. Signed-in participants are signed out here as well.

> 💡 Proven practice: assign a **fresh password before every training**. This keeps you in control of who has access — without managing individual participant accounts.

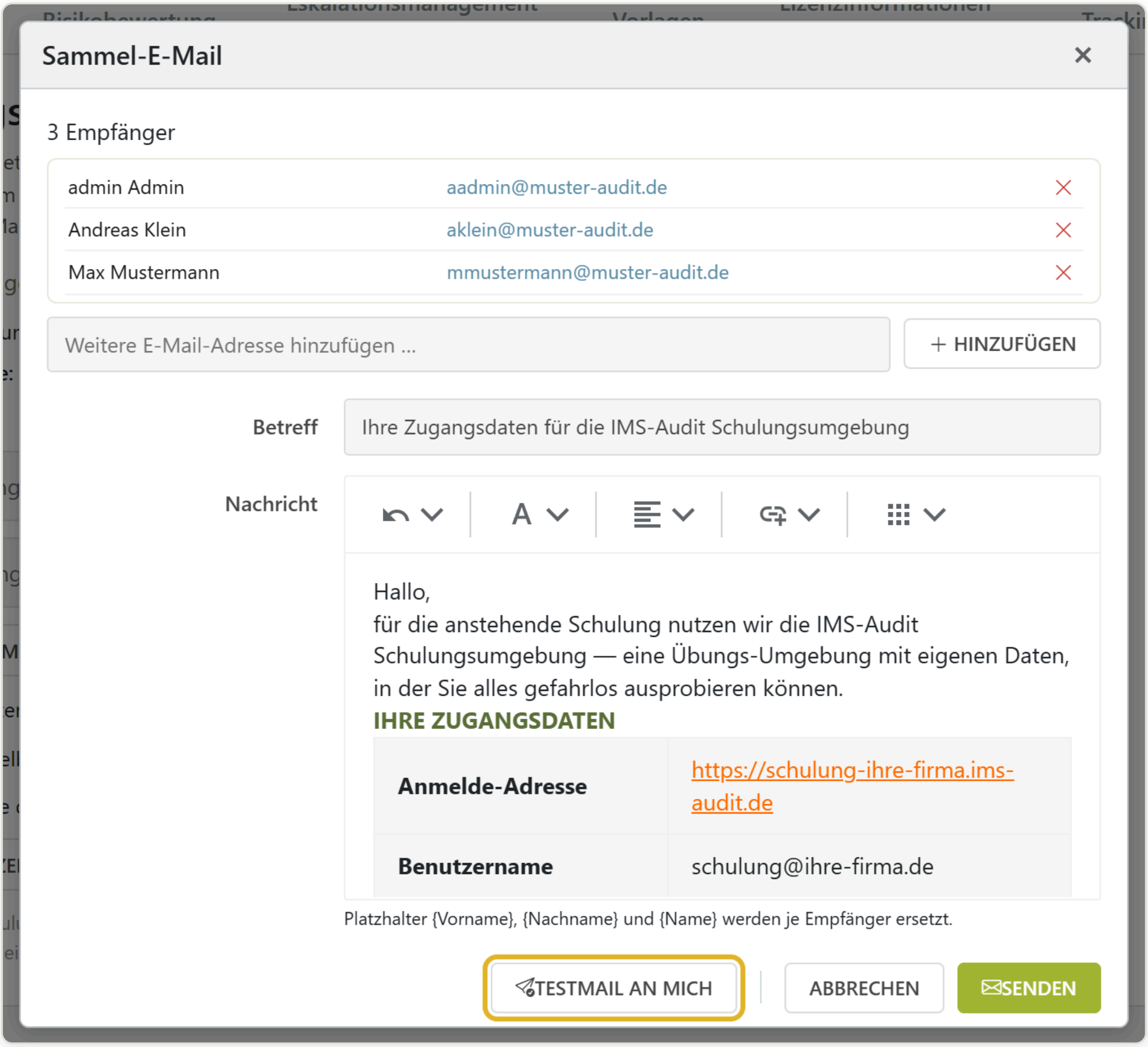
Adding sample data later

Created the environment **empty** and would like to start with sample data after all? Click **Load sample data** — the practice company with audits, measures and risks is added, and your participants can start right away.

> 💡 **Caution:** Loading afterwards only works in an **empty** environment. If work has already been done, use **Reset** with the "With sample data" option instead.

The training mail: credentials to the participants

The **Send training mail** button opens a prepared bulk e-mail with all credentials in the IMS design:



The training mail: credentials box with sign-in address, user name and password — recipient list freely adjustable.

How to work with the dialog:

1. **Check recipients:** Your program users are preselected. Remove individual recipients via the ×; add **any additional e-mail addresses** via the input field — e.g. external training participants.
2. **Check the content:** Sign-in address and user name are already inserted. If you assigned a training password in this session, it is already in the mail as well — otherwise replace the placeholder.
3. **Test mail to me:** Sends the finished e-mail to your own address only first — check content and appearance before it goes to everyone.
4. **Send** delivers the e-mail to all recipients in the list.

Before every training: reset

With **Reset** you bring the environment into a fresh starting state before every new training:

1. Choose the desired **starting data** (with sample data or empty) and whether the **question catalogs** should be adopted again.
2. Click **Reset**. All practice data of the last training is removed and the environment rebuilt.

> 💡 The training login **survives the reset** — user name and password remain valid. Only the data is renewed.

Deleting the training environment

If the environment is no longer needed, **Delete training environment** removes it completely — including all practice data and the training login. You can create a new one at any time later.

> 💡 **Caution:** Deletion cannot be undone. Participants' practice states are lost — which in a pure practice environment is usually exactly what you want.

Frequently asked questions

Can several participants sign in at the same time?
Yes. All participants use the same training login and can work in parallel without signing each other out.

Does our 2FA requirement apply to the training login?
No — deliberately not. The shared training login always signs in with user name and password only; two-factor authentication and Microsoft/Google sign-in are disabled for it. This way no participant can accidentally lock out the others.

Do participants see our real data?
No. The training environment is a completely separate environment with its own database. There is no connection whatsoever to your production data — not even read-only.

Are e-mails sent from the training environment?
Automatic e-mails (escalations, reminders) are disabled. Nobody accidentally receives practice mail.

How do participants recognise they are in the practice environment?
By the permanent blue practice notice at the top of the screen — confusing it with the real system is impossible.

Does the training environment cost extra?
It is included at no extra charge in the Enterprise edition (20 users). In the packages with 5 or 10 users it costs 29 € per month. Activation happens on request in both cases.