WissIntra NG

User Manual

Audit Manager

You cannot simplify complex facts at will. However, the way to find the required information must be as simple as possible.

Arne Klein, Head of Software Engineering

User Manual Audit Manager WissIntra® NG

For further information and manuals, simply scan the QR code or click the following link:

https://www.kuk-is.de/kundenzentrum.html

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1 About this manual

This manual contains important hints that will help you to work with WissIntra NG and will support you to reach your goal faster. It is an essential aid for safe operation.

If you still have questions not answered in this manual, please refer to our service desk. You find the details at the end of this manual. For further questions or suggestions, please do not hesitate to contact us.

Gender-specific terms

Since using gender-specific differentiation of female and male terms makes texts hard to read, we will continue without it. By using the generic masculine, we refer to both genders. Therefore, all of these terms should be regarded as gender-neutral in the sense of the Equal Treatment Act.

Intended use

This manual is valid for the software version mentioned here and is not subject to the manufacturer's modification service. It only describes the specific module. For further information, which is necessary for the use of the different modules of WissIntra NG, you will receive the corresponding manuals for the respective modules.

This manual does not claim to provide a full description. Any use other than described herein is considered improper. The manufacturer shall not be liable for damages caused by incorrect usage of the software, insufficient knowledge of the provided documentation, reasonably foreseeable misuse or other inappropriate actions.

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Instructions for use

This manual contains numerous tips, suggestions and instructions. These text elements are represented as follows:

- **Bold**: Prompts and important information are highlighted in **colour and bold**.
- UPPERCASE LETTERS: Uppercase letters (e.g., CTRL + S) indicate shortcuts.
- Bullet-Point: A bullet point • represents instructions and input prompts.

Note: Useful information is marked with a frame and the word Note. This provides helpful information and tips.

Caution: Warnings are marked with a grey background and the word Caution. This identifies possible risks.

Definition: Technical terms are marked with a frame and the word Definition. This indicates the explanation of terms.

2 Getting Started

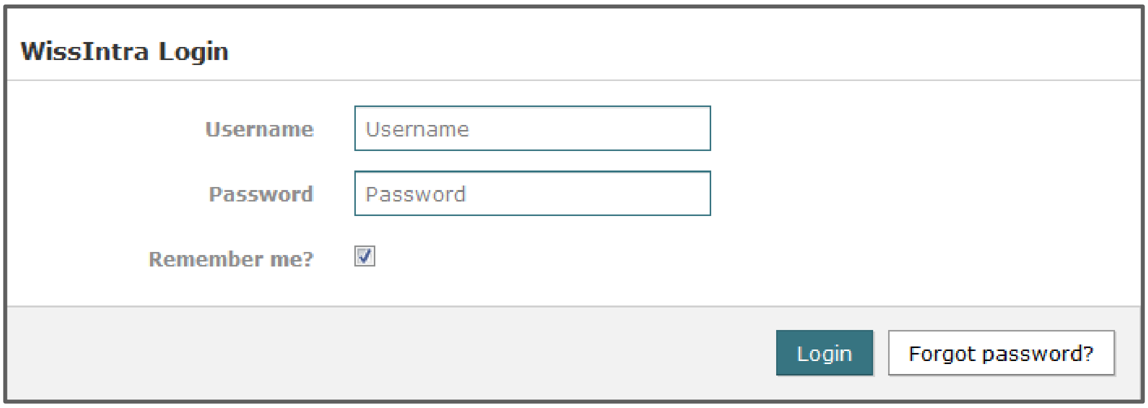
This chapter provides information about the following topics:

- Login to WissIntra NG
- Structure of the operating concept of WissIntra NG
- Handling of the cockpit of WissIntra NG
- Options for the profile settings
- Using the lexicon
- Permission concept

2.1 Login

- Open WissIntra NG in a web browser, such as: the latest Google Chrome, Mozilla Firefox, or Microsoft Chromium Edge.

The following WissIntra NG login opens:



- Enter your **Username** and **Password** and click **Login**.

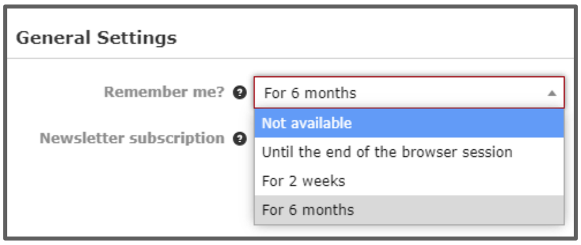
Note: If your user was created via the LDAP interface, please us your Windows password.

Remember me?

- By selecting this check box, you will be logged in automatically the next time you open WissIntra NG.
- The permanent login time can be set up to a maximum of 6 months.

Note: When you delete your browser cookies, you cancel the **Remember me?** in WissIntra NG. You have to login again with the correct data.

- As administrator you can select the duration of the **Remember me?** option. To do this, navigate via the **User** in the navigation bar to the **Settings** and click on **User Settings / Functions**. In the **General settings**, you can select the duration.



Note: After a user has been inactive in WissIntra NG for 20 minutes, a session timeout occurs and the user is temporarily logged out. This will make the previously used licence available for the next user.
The same happens when you log off from your browser by clicking on . The licence will be blocked by the user for additional 20 minutes. You can avoid this by logging out from WissIntra NG.

Forgot password?

If you have forgotten your password, you can request a new password:

- Click on **Forgot password?**
- The following dialog box appears:

- Enter your e-mail address and click on **Send**.
- The new password is sent by e-mail when you are registered as an active user. If your user is inactive, WissIntra NG also informs you about this and refers to your system administrator.

Note: This does not apply to LDAP users and group users.

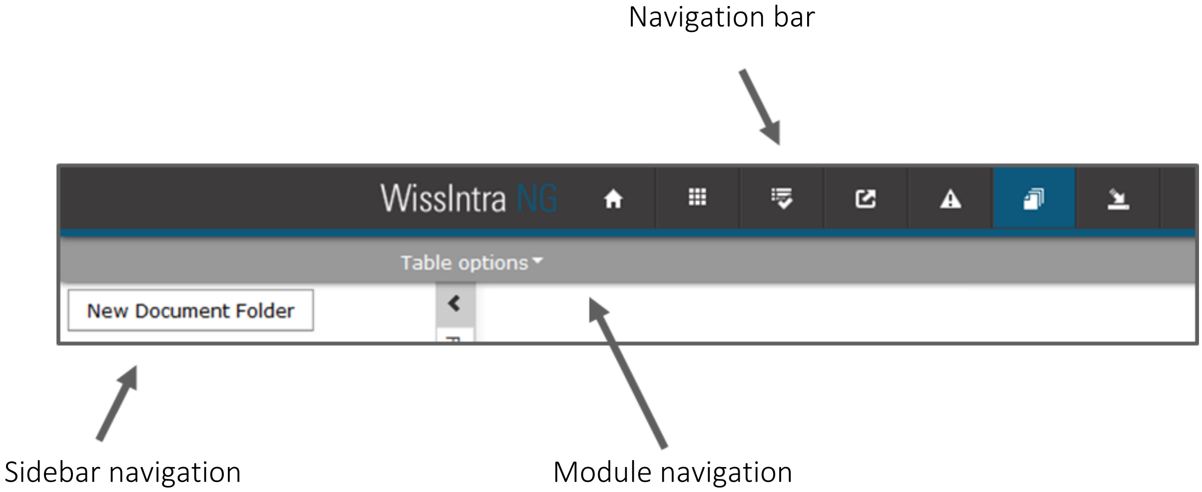
2.2 Operating concept

WissIntra NG has a new, consistent and user-friendly operating concept, which also allows inexperienced users to work quickly and securely with the software.

Since WissIntra NG opens directly in a web browser, no separate installation is required for individual users. The software works as intuitively as you are used to by surfing the web.

In WissIntra NG information is displayed in different navigation levels.

1.	Navigation bar	This is where the user navigates between the modules (top level).
2.	Module navigation	Here the user navigates within the respective module and selects between different views.
3.	Sidebar navigation / Explorer	Here the user navigates within a tree view structure between different lists and tables.

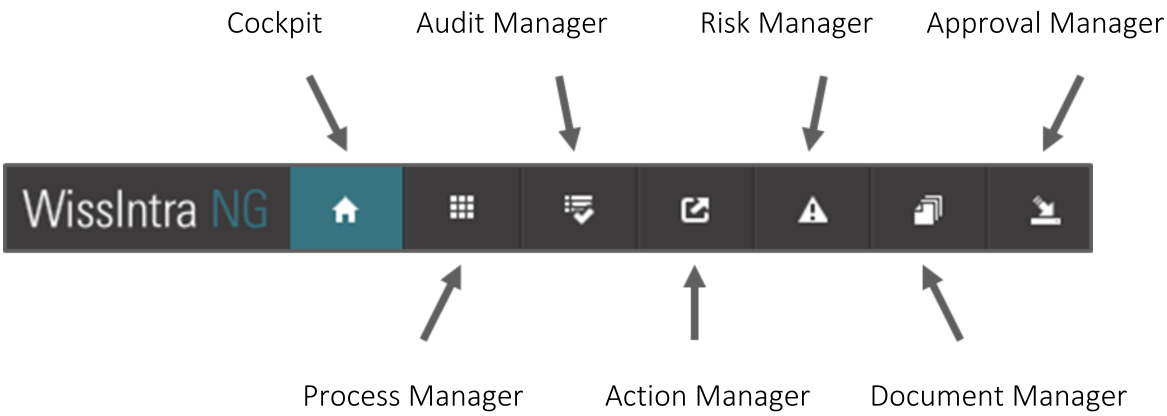


Modules

The various software applications, such as the Process Manager or the Audit Manager, are called modules.

You can access the modules directly in the navigation bar. The appearance may vary depending on which modules you have purchased. The basic module, the Document Manager and the Approval Manager are always included.

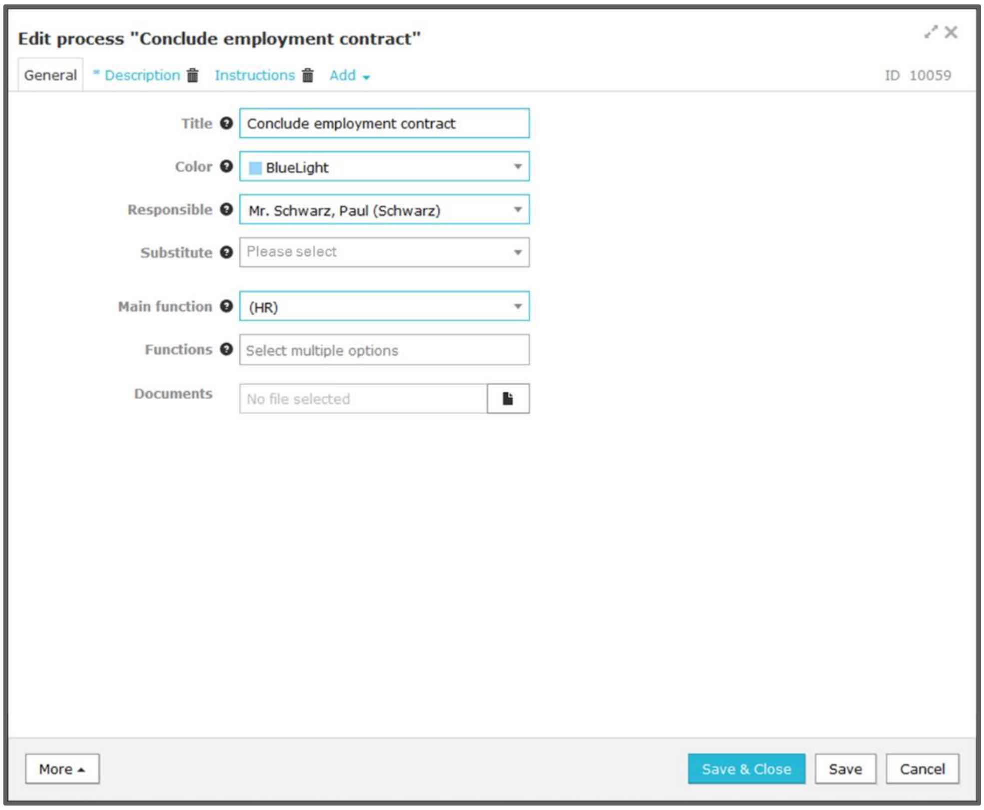
The graphic below shows the Cockpit, the Process Manager, the Audit Manager, the Action Manager, the Document Manager and the Approval Manager from left to right.



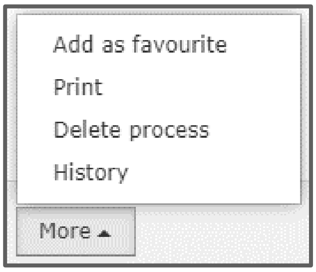
By clicking the respective symbol, the corresponding module opens. You can also click on the name of the module in the drop-down that appears on mouse-over.

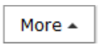
Modals

Dialog windows, which block the background, are called modals. They are usually split into different tabs which can be added for further input.



Note: If changes in a modal have not been saved, the corresponding tabs are marked with a "*". Validation errors are marked by underlining the tab name in red.
When uploading documents that are subject to an approval workflow, the tab name is underlined in purple, and the document itself is displayed in purple, as long as the approval has not been given.



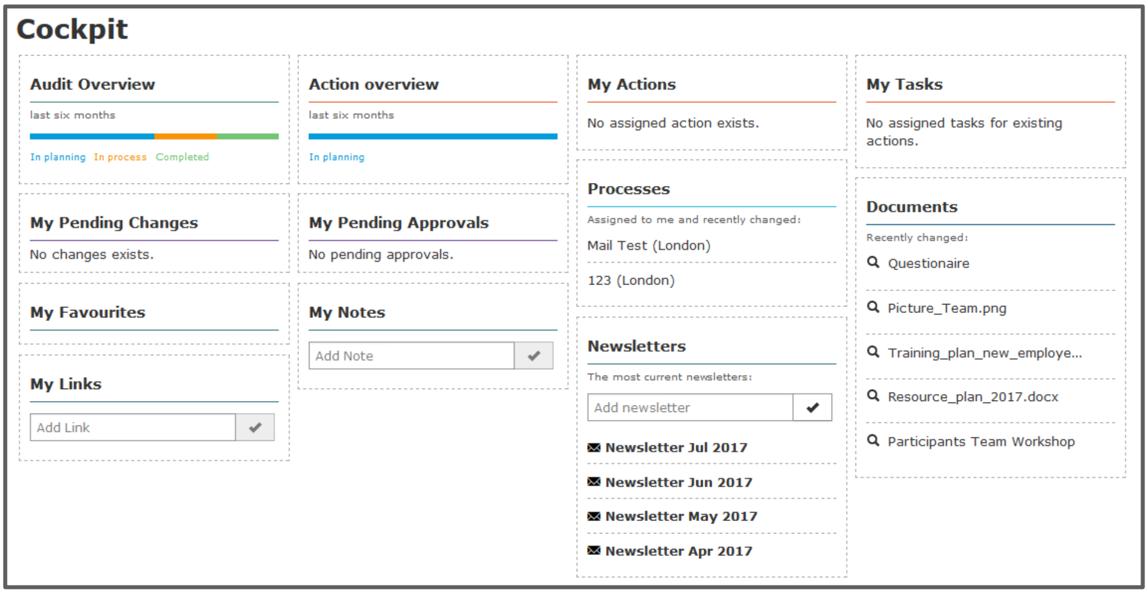
Most modals have the button 

at the bottom left. Here you can find additional functions that you can use in the current context.

2.3 Cockpit

The cockpit is the start page of WissIntra NG, which opens after login.

The cockpit represents the control centre with quick access options that you can assemble and adapt yourself. By clicking on the corresponding links, you can directly access the desired object or process.



Note: The display of the boxes can vary depending on the modules you purchased. The **Documents**, **My Notes**, **My Pending Changes**, **My Pending Approvals** and **My Favourites** are shown all the time.

Navigation bar and cockpit offer the following functions:

Symbol	Name	Explanation
	Process Manager	You can use the Process Manager module to organize your processes. For more information, please refer to the WissIntra NG Process Manager manual.
	Audit Manager	You can use the Audit Manager module to organize your audits. For more information, please refer to the WissIntra NG Audit Manager manual.
	Action Manager	You can use the Action Manager module to organize your activities. For more information, please refer to the WissIntra NG Action Manager manual.
	Risk Manager	You can use the Risk Manager module to organize your risks. For more information, please refer to the WissIntra NG Risk Manager manual.
	Document Manager	You can use the Document Manager module to organize your documents. For more information, please refer to the WissIntra NG Document Manager manual.
	Approval Manager	You can use the Approval Manager to manage changesets that need to be approved.
	Profile settings	Use this icon to access your user profile. There you can set your password, the colour theme, the default folder and default location. You can also see your assigned roles and functions.
	Language	This icon will take you to the selection where of the interface and content language. This is only possible if other languages have been purchased.
	Location	Use this icon to select the location within the drop-down menu. This is only possible if your system has different locations.
	Help	This icon gives you access to the WissIntra NG manuals and information about the program version and Release Notes.
Search	**Search**	Using the search mask, you can search for terms in all modules.

	Processes	Here you can see all modified processes assigned to you. With one click, you can access these processes directly.
	Documents	Here the last five documents that have recently been modified are shown. Clicking on it, you can download these documents. A click on the magnifying glass opens the modal with the details for the document.
	Audit Overview	Here all the audits of the last six months are shown unfiltered in their respective statuses. With one click, you can access this overview directly.
	Action Overview	Here, all the actions of the last six months are shown in their respective statuses. With one click, you can access this overview directly.
	My Actions	Here all the actions of the last six months that have been assigned to you are shown. With one click, you can access this overview directly.
	My Tasks	Here all the tasks assigned to you for existing actions are shown. With one click, you can access the tasks directly.
	My Pending Changes	All the user’s change packages are listed here.
	My Pending Approvals	Here all the approvals that are waiting for your decision are shown.
	My Notes	Here you can enter personal notes by using the text field. These notes are only visible for you.
	My Links	Here you can enter personal links by using the text field. These links are only visible for you.
	My Favourites	Here you can see all the favourites you have created. With one click you can access your favourites directly.
	Newsletters	Company-internal information, such as newsletters, can be stored here by the administrator and are visible for each user.

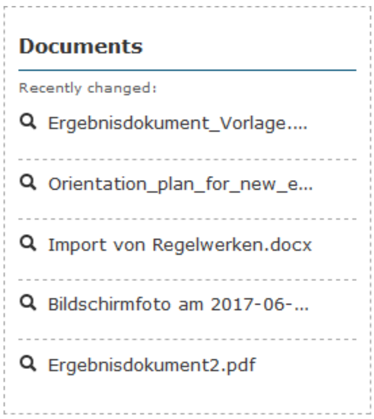
2.3.1 Cockpit boxes

Processes

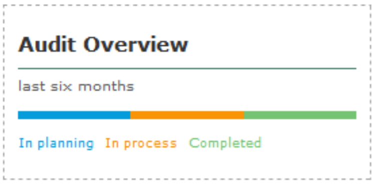
The **Processes** box displays your 5 last modified processes. This means the 5 processes that have recently been changed and to which you are assigned to as process responsible or substitute.

Documents

The box **Documents** shows a list of all recently changed documents for which the user has the appropriate permission. It displays the last five effective changes.



Audit Overview



In the box **Audit Overview** you can see all audits for the current location with their corresponding statuses in a colour bar. You can see all audits that have been completed in the last six months. Audits in planning or in process are shown without any time restriction.

- In planning (blue)
- In process (orange)
- Completed (light green)

Action Overview

This **Action Overview** shows all actions for the appropriate location with their corresponding statuses. You can see all actions that have been checked for effectiveness from the past 6 months. Actions from a different status are shown no matter, which start date they have. For a better overview, they are displayed in a colour bar.

WissIntra NG differentiates the following statuses:

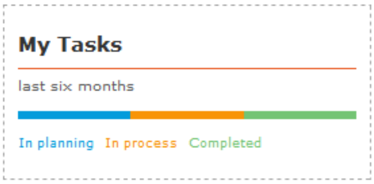
- In planning (blue)
- In process (orange)
- Completed (light green)
- Checked for effectiveness (dark green)

My Actions

In the box **My Actions**, all actions related to the user are listed. This allows a quick and uncomplicated overview of upcoming actions. In addition, here the colour bar also appears for an easier overview:

- In planning (blue)
- In process (orange)
- Completed (light green)
- Checked for effectiveness (dark green)

My Tasks



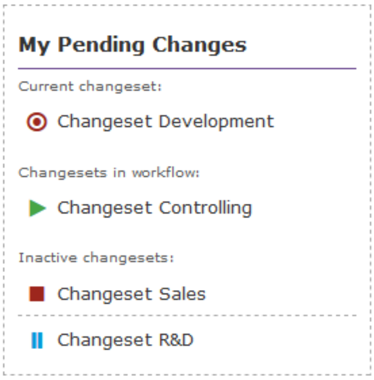
The **My Tasks** box gives you an easy overview about your tasks from the last 6 months as well as future tasks. A colour bar indicates the progress of the tasks:

- In planning (blue)
- In process (orange)
- Completed (light green)

My Pending Changes

The Box **My Pending Changes** shows all of the user's changesets, divided in:

- Current changeset
- Changeset in workflow
- Inactive changeset



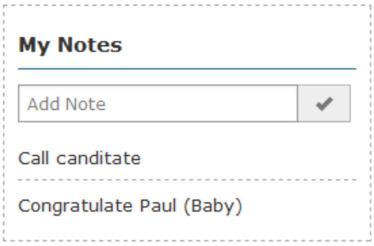
My Pending Approvals

In the Box **My Pending Approvals**, all changesets are listed that still await a decision by the user whether the approval is granted or not.

My Notes

In the box **My Notes**, you can save personal notes.

- Enter your note in the text field.
- Click the checkmark. The note appears under the text field.
- Repeat the procedure to save additional notes.
- Click the pencil icon to edit the note.
- Click on the recycle bin icon to delete the notes.

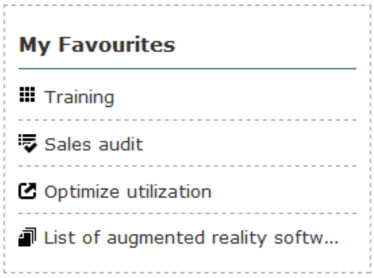


My Links

You can add personal links using the text field **Add Link**.

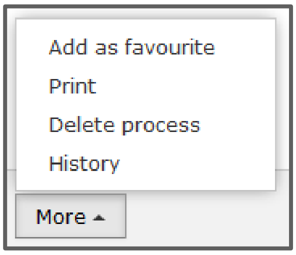
- Enter the link in the text field.
- Click the checkmark. The link appears under the text field.
- Repeat the procedure to save additional links.
- Click the pencil icon to edit the link.
- Click on the recycle bin icon to delete the link.

My Favourites



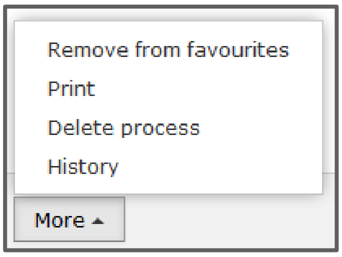
The **My Favourites** box allows you to place links out of processes, audits, actions, risks and documents for direct access.

Add as favourite



- Open the process, audit, action, risk or document modal which you want to save as favourite.
- Clicking on the button More opens additional functions.
- Click on **Add as favourite**. A short message confirms that a new favourite has been successfully added to your favourites list in the cockpit.
-

Remove from favourites



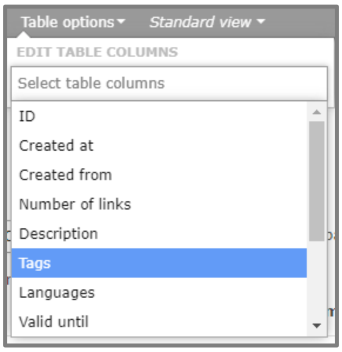
- Open the detailed view of the object and navigate to More.
- Click **Remove from favourites**.
- Alternatively, you can also remove the saved favourites directly in the cockpit by clicking on the recycle bin icon .

Newsletters

In the box **Newsletters**, company-wide information such as newsletters can be added. This box, if filled, is visible to all WissIntra NG users and is managed by the administrators. The maximum number of entries displayed is limited to five.

2.4 Table options, filters and views

Table options

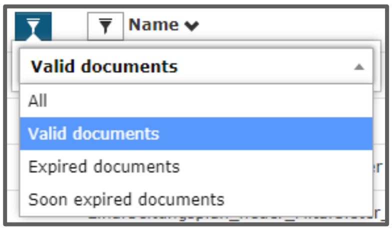


Within the different WissIntra NG modules, where there are table overview pages, you have the possibility to adjust all columns of the tables.

- In the module navigation (submenu), click on **Table options** and select the columns to be displayed. Furthermore, you can deselect all columns that are irrelevant for you.
- using drag and drop, you can arrange the columns within the table.

On the right you see the example of the selection for the table columns in the Document Manager.

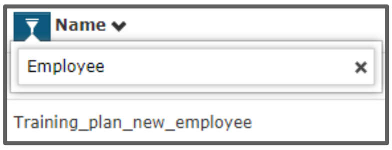
Filter



Each column in a table view can be filtered.

Columns with fixed values:

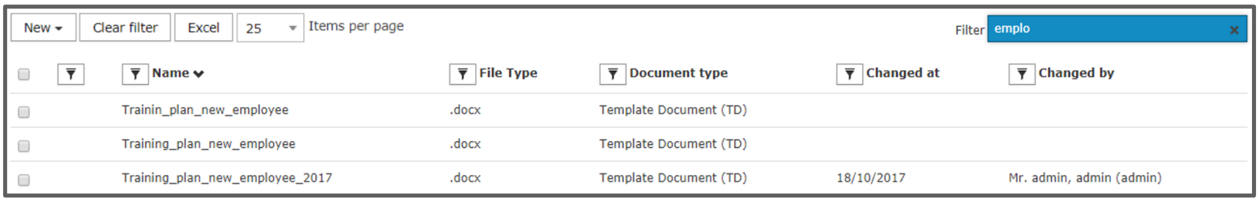
- Click on the filter icon and select a value from the drop-down list.
-



Columns with free content:

- Click on the filter icon and enter the term, number or date by which you want to filter in the free text field.

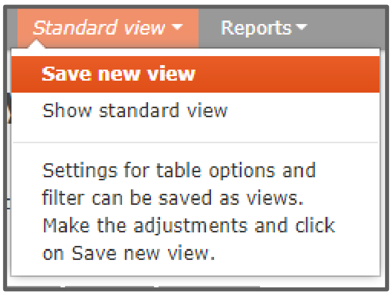
You can also filter across all columns using the general free text field on the right above the table.



Views

The table columns and filters you have set are automatically saved by WissIntra NG for similar table views, so that, for example, when you switch between different document folders, the same columns are always displayed.

If you have not made any adjustments to the table columns or filters, you see the table in the **Standard view**.



Show standard view

- Move the mouse in the submenu to **Standard view** and click on **Show standard view** to reset all additionally selected table columns and filters.

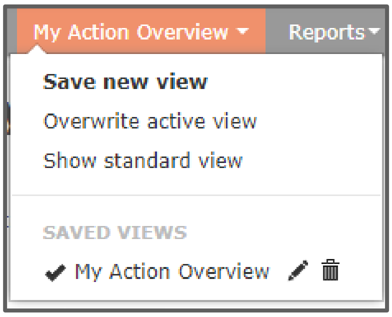
Save new view

You can also save your own views for similar tables.

- To do this, select the columns that you want to display in a table and/or filter for one or more values.
- Go to ***Standard view*** and click on **Save new view**.
- Enter a name and **Save** the view.

The view you have saved is immediately active and accessible via the submenu.

You can rename the view using the pencil icon and delete it with the recycle bin icon .



Overwrite active view

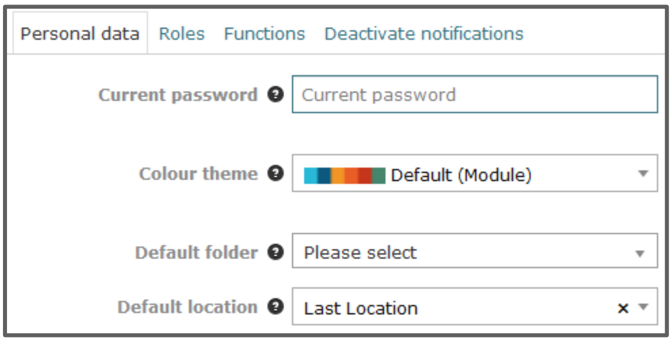
If you want to change a view that has already been saved, you can overwrite the view.

- Activate the saved view and make the desired changes to the table columns and filters.
- Click on **Overwrite active view**.
- If necessary, rename the view and click on **Save**.

2.5 Profile settings

Use the icon to access the profile settings.

- By clicking on **Profile settings** the following modal opens.



In this modal, you will find three or four tabs.

In the first tab **Personal data** you can make the settings for **Password**, **Colour theme**, **Default folder** and **Default location**.

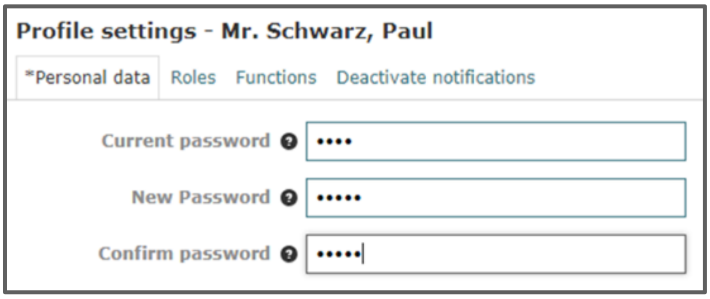
In the tabs **Roles** and **Functions**, the user can see which roles or functions are assigned to him within the respective locations.

In the tab **Deactivate notifications**, you have the option to deactivate the e-mail notifications sent out by WissIntra NG. You can see this tab only if your administrator has activated this feature. You can do this setting for each module separately by selecting the check box of the module from which you do not want to receive any notifications any more.

Note: If the tab **Deactivate notifications** is not available, contact your administrator.

Change password

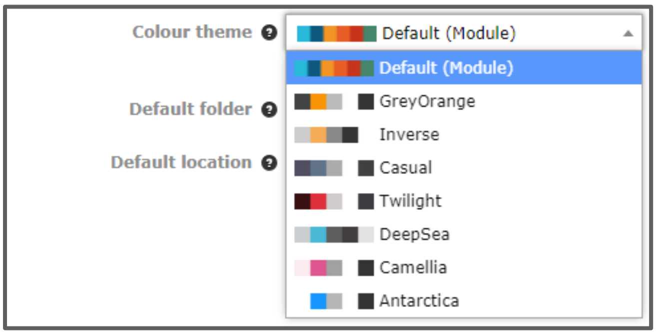
- By clicking on **Current password** two new fields appear: **New password** and **Confirm password**.
- Fill out the fields with the current password and a new password.
- Save your change.



Note: This does not apply to LDAP users since they use the Windows password to login. This also does not apply to group users, since this password is always assigned by the administrator.

Set the colour theme

WissIntra NG offers you a selection of different colour themes. By using the colour theme, each user can customize his own interface.



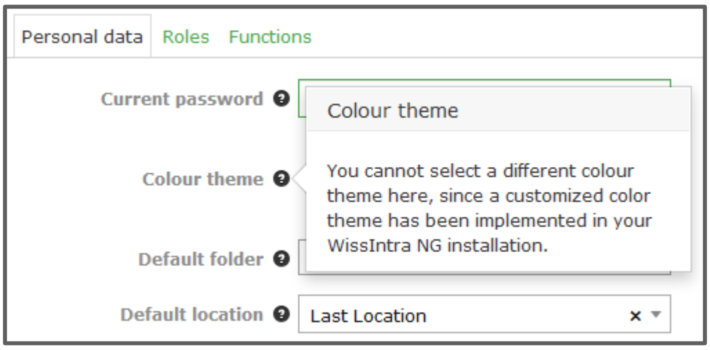
- Select the desired colour theme in the drop-down menu.
- **Save** your choice.

Note: The **Default (Module)** is selected from the beginning. Here each module has its own colour.

Customizing the WissIntra NG user interface

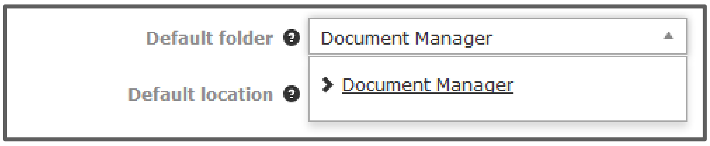
We offer you the possibility to customize the WissIntra NG user interface according to your wishes. You can find the information in the corresponding PDF in our Customer Centre.

Once you use your own customized colour theme, users of your system will no longer be able to select another colour theme.



Select Default folder

You have the option to change the default folder "Document Manager" which is set by WissIntra. This folder always opens the folder you have selected, both when starting the Document Manager and when selecting or uploading documents. This will help you navigate faster within the document manager.



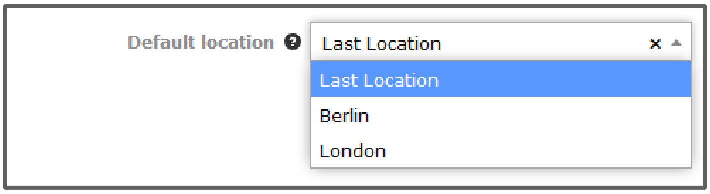
- Open the drop-down menu and navigate with ❯ to the desired folder.
- **Save** your selection.

Note: For group users, the default folder can only be set by the administrator. If you are working with a group user in WissIntra NG, you can see in the profile settings which folder was chosen by your administrator.

Note: Once the selected default folder is deleted, the root folder **Document Manager** is automatically set as the default folder.

Note: The ability to select a different folder as the default folder is only available if you have sufficient permissions in the document manager.

Select the default location

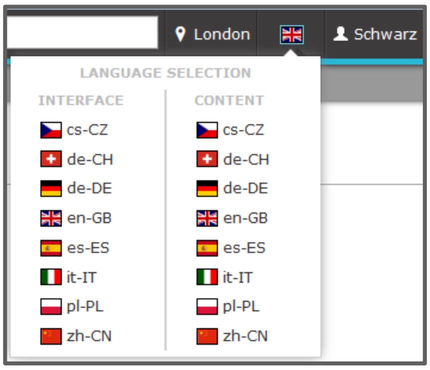


If you are able to access multiple locations in your system, you have the option to select a default location that will be opened each time you log in. Alternatively, you can choose that WissIntra NG always opens the location that was used at last.

- Select the desired location from the drop-down menu.
- **Save** your selection.

Note: If a default location is deleted, the option **Last Location** is automatically set here.

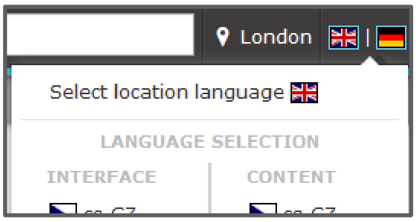
2.6 Language



Use the flag icon to access the language selection.

You have the option to select both, the language for the interface and the content.

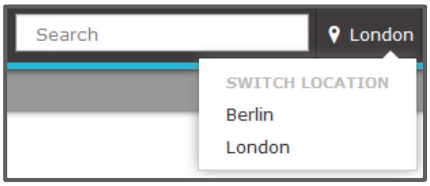
This option is useful if, for example, a company has one location in Germany and one in England. Thus, an employee of the German location can display the content of the English location but continue working in the German interface language.



As soon as you have made such a selection, the option **Select location language** is displayed. This option changes both, interface and content to the language assigned to the specific location.

Note: The languages displayed here depend on your purchased licence.

2.7 Location



When you move the mouse over the current location, a drop-down menu appears. You can **switch location** if you have multiple ones and if you have the permission to see them.

- Click on the desired location.

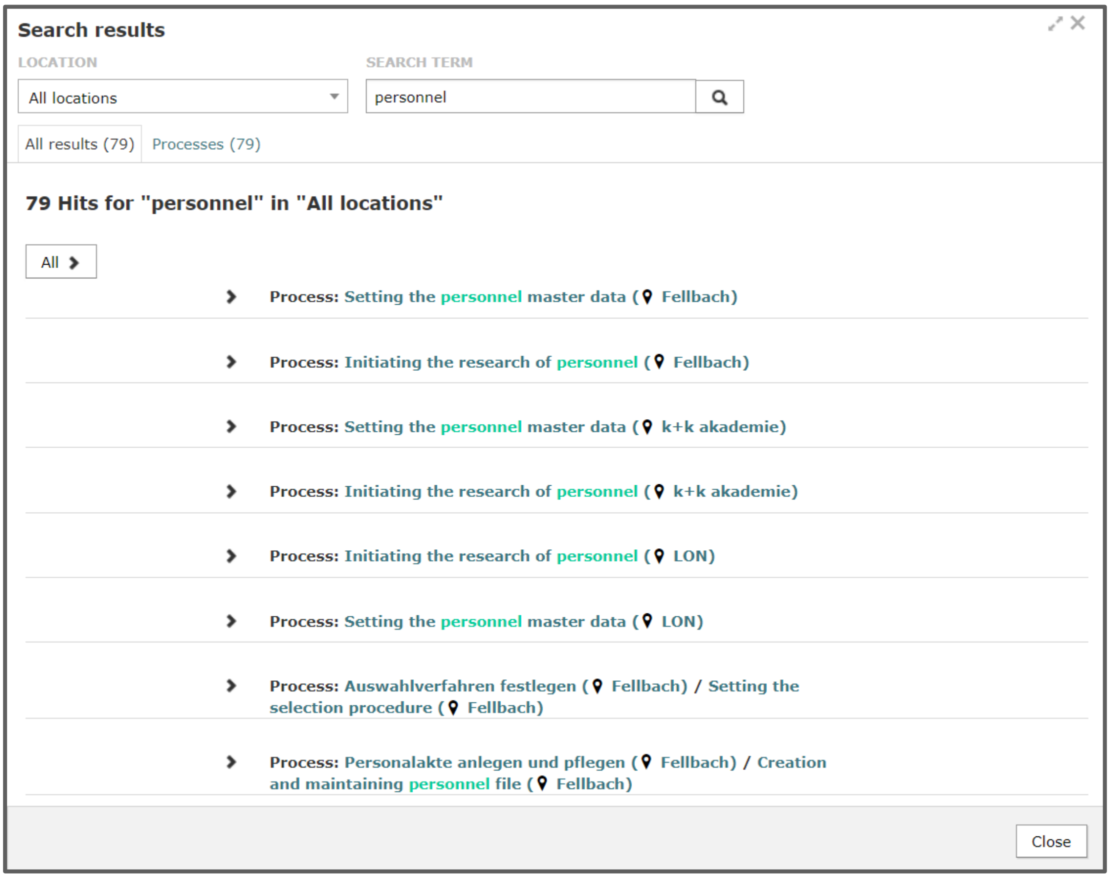
Note: Changing location is only available if you have several locations. This depends on your purchased licence. The administrator sets the parameters for the location.

2.8 Search

The **Search** in the navigation bar allows you to search for terms across all modules and locations in which you have the permission to work.

- Enter the desired term in the search field.
- Confirm by pressing **Enter**.

A modal opens where the search results are displayed and the term you searched for is highlighted in green. You can use the tabs to select whether you want to see **All results** or only those for one of the modules.
Here, e.g. the modal with the results for the search term "personnel".



Note: The search term must contain at a minimum 3 characters.

The search can be further refined. You can choose between the following three options:

1. Wildcard search

The wildcard search uses placeholders for single or multiple characters within the terms.

- Single character search with “?”:
  Here the “?” is used as a placeholder. For example, if you search for the terms “test”, “text” or “tester”, use the search term “te?t”
- Multiple character search with “*”:
  Here the “*” is used as a placeholder when you search for one or more characters. For example, if you search for “process*” you will get terms like “process”, “process description” or “process step”; if you search for “*process” you will also get “process” as well as terms like “main process”.
  When you use the placeholder before and after the search term, e.g. “*process*”, you will find all composite terms no matter if the additive term is before or after the search term.

2. Fuzzy search

The fuzzy search is based on the Levenshtein algorithm. To use this search, use “~” at the end of a single word.

Note: Press ALT GR + */+/~ to generate the tilde symbol (~).

- If you search for example for a term that sounds like „teacher“, you can use the Fuzzy search with “teacher~”. The search result contains terms like “teacher”, “teaching”, etc. The desired similarity can be specified with a value between 0 and 1. The closer the value is to 1, the more similar the terms will be.
  If nothing is specified, the default setting is 0.5.

3. Booster search

When searching for several words, a term can be boosted. The booster search allows you to control the relevance of a word. The higher the boost, the more relevant the search term is.

To boost a term, use the “^” symbol and a boost factor at the end of the term.

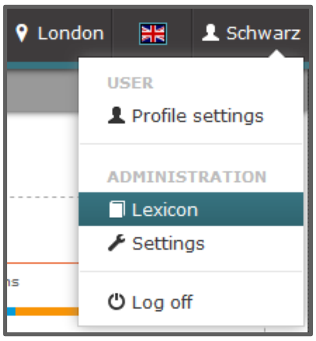
- For example, you search for “satisfied customer” and you want to increase the relevance of the term “satisfied”, you can boost it with the “^” symbol and a boost factor, e.g. “satisfied^4”. Thus, “satisfied” is 4 times more relevant for the search than “customer”. The boost factor has to be always positive (>0).

Note: As of October 2021, the default search behaviour in WissIntra NG changed in a way that the system does not open a modal dialog directly when there is only one search result found. Only when that result exactly matches the ID of e.g. a process, the process modal will be opened immediately. In all other cases, the system displays the usual search results page.

Note: If your search yields no results, you can try to change location and retry.

Note: Search terms with special characters like "-", "+" or "_" can be found in the search now. WissIntra is able to search for the complete word combination (e.g., “kick-off”) and display the correct search result. Working with two special characters, for example "task-*", is also possible.

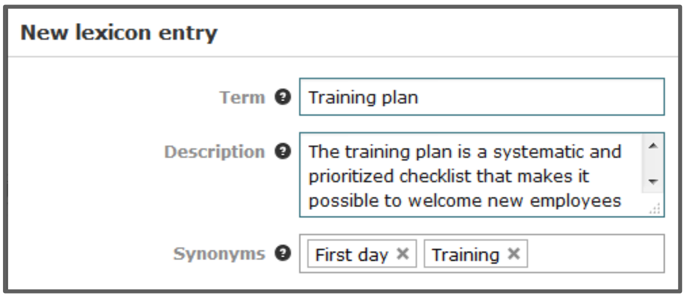
2.9 Lexicon



In WissIntra NG, all users with a Power User licence can create terms in the lexicon. Users with Read User licence can only read the lexicon. Terms that are inserted in the lexicon appear in dotted underline in free text fields. If you move your mouse over the term, the description appears.

There are two ways of creating a lexicon term:

- Navigate to the user  and open the lexicon.
- You will see an overview of all existing terms in WissIntra NG.
- Use the button Excel to export all terms into an Excel list.
- Use the button New to create a new term.
- Enter the term or an abbreviation, such as e.g. “CIP“ in the field **Term**. In the **Description**, insert the text you want to appear on mouse-over. In the field **Synonyms**, you can enter terms which have the same meaning or similar use. The same description will be shown on mouse-over as well for these terms.



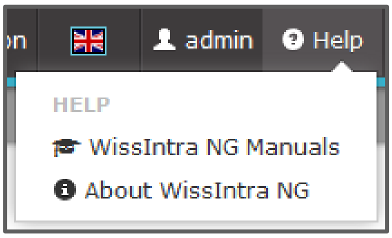
Alternatively, a lexicon entry can be made directly via each free text field:

- In the toolbar of free text fields, you can directly insert a termby clicking on the left icon shown here. By clicking on the right icon, you access the lexicon where you can proceed as described above.

Note: Please note that the lexicon is language-specific. The terms have to be maintained separately for each content language.

2.10 Help

The **Help** button in the navigation bar gives you direct access to the WissIntra NG manuals as well as to information about your version and the latest version of the program.

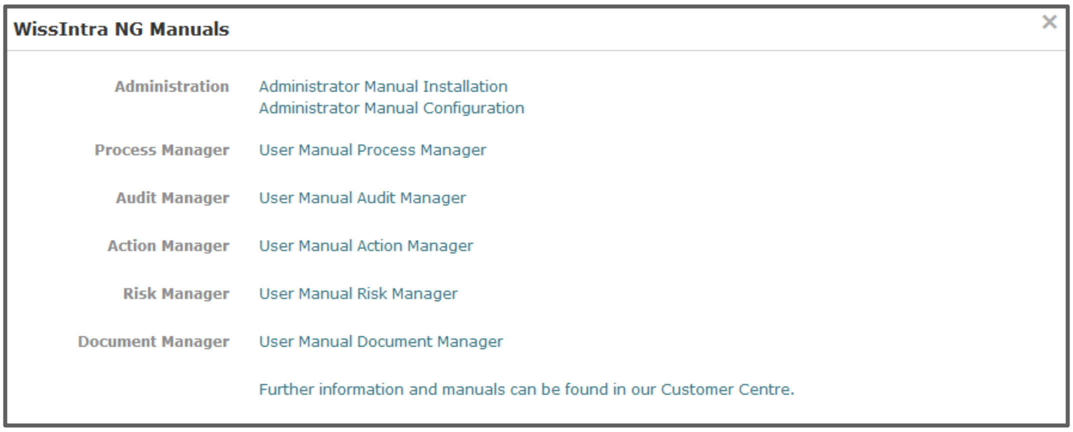


WissIntra NG Manuals

- Navigate to **Help** and click on **WissIntra NG Manuals**.

A modal opens in which you will find all manuals for the WissIntra NG modules and for administrators.

You can find further information if you follow the link to our Customer Centre.

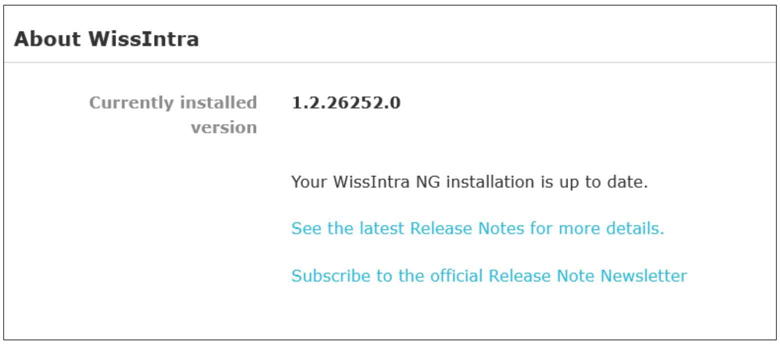


About WissIntra NG

- Navigate to **Help** and click on **About WissIntra NG**.

A modal opens with information about the currently installed version and whether newer versions of WissIntra NG are available.

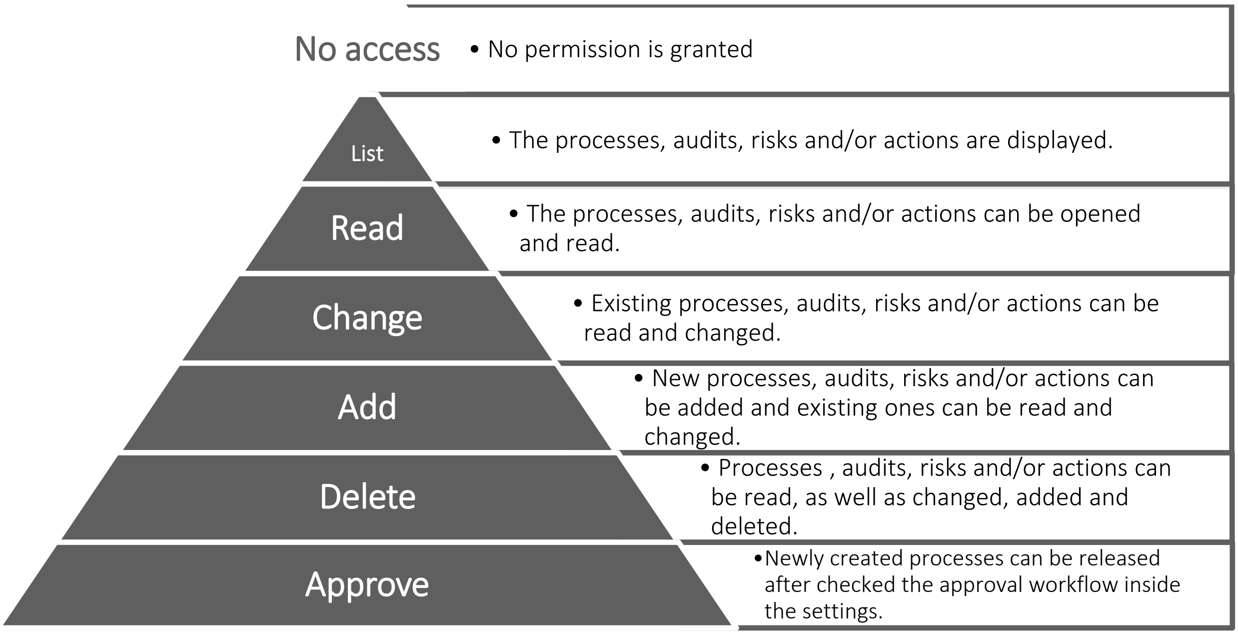
In addition, a link will take you directly to the current Release Notes. If your administrator activated the **Newsletter Subscription** option in **User Settings**, a link is shown that enables every user to subscribe to the official Release Notes Newsletter.



Note: If you cannot see the link enabling subscription to the official Release Notes Newsletter, please contact your administrator.

2.11 Permission concept

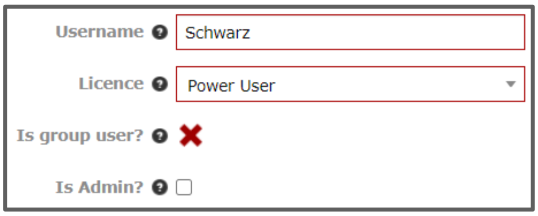
Access to WissIntra is given via permissions. There are six independent module permissions. The pyramid describes the increasing permissions from top to bottom:



Note: Permissions are assigned independently. Consider that the permission **Delete** requires at least the permission **List** and **Read**.

WissIntra NG distinguishes between Read User and Power User licence. They allow different access to the modules. As an administrator you can select the corresponding licence in the user administration and control the assignment:

If you select the **Read User**, the user is given access to WissIntra NG with a Read User licence. By selecting **Power User** he will log in with a Power User licence.



In the user administration, the user is granted a global permission without restriction by clicking the check box **Is Admin?**. The prerequisite for this is the access via Power User licence.

The following graphic gives an overview of the possible accesses:

With a read user license, the user with appropriate authorization sees the objects listed in the process manager, risk manager and the audit manager in the standard setting, and can open them.

With a Power User licence, the user can initially get all permissions.

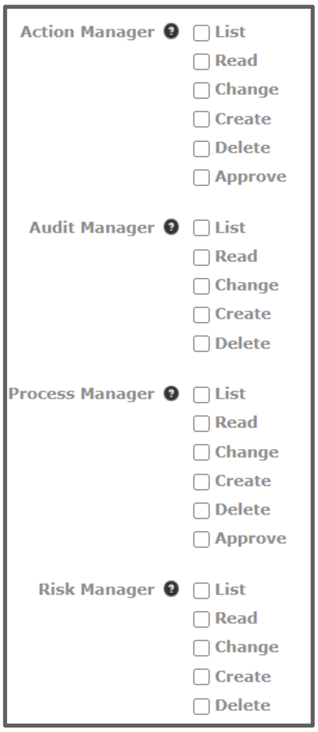
Therefore, you should develop an individual permission concept, which meets your company-specific requirements.

Note: Permissions are given by assigning users to specific roles.

By defining roles, you control the access to the modules and the locations.

To grant permissions, you first need to create a role that you can name freely. Subsequently, the required permissions are granted to this role for each module. The permissions are not ordered hierarchically and are independent from each other.

This role can be assigned to users at one or more locations. It is always assigned individually. This also applies to group and LDAP users.



Note: The permissions are granted by the administrator.

You can see two examples here for clarification:

- The role „viewer“ with permission to read within the Process Manager can for example be given to all users that have a Read User licence access to WissIntra NG and only need to read processes.
- Another role could be the „action planner“ who can create actions but cannot further edit them.

Note: If a user is responsible for a process in WissIntra NG, he can edit and delete it or create new processes in a deeper level. This is possible if the user has a Power User licence but has only received a read permission for this module.

- If you create a role „process keeper” with the permission to list, read and change within the Process Manager, the user assigned to this role can access the Process Manager and change processes. For further modules, this role has no other permission. Thus, the user has no access to other modules.
  Here the process responsible has a special permission. He can also create underlying levels and has all permissions for the child processes.
- While creating roles, please consider that not every combination of access rights is useful, like e.g. a role named “delete” with the permission to delete but without permission to read.

Note: Before migrating / installing WissIntra NG, please develop an individual permission concept that meets your requirements. If you have any questions, please do not hesitate to contact us.

Note: In the following manual, it is assumed that the respective user has the appropriate permission.

3 Short introduction Audit Manager

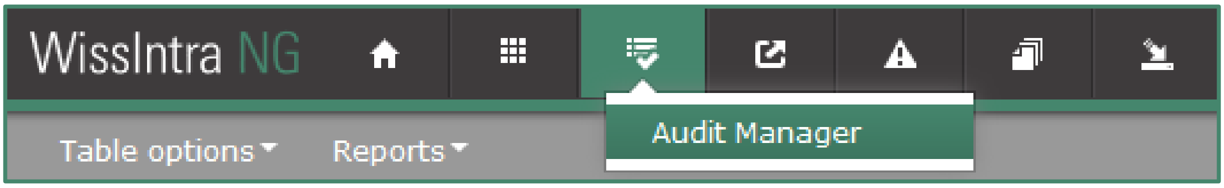
In this chapter, you will find in brief:

- How to start the Audit Manager
- How the Audit Manager works in WissIntra NG
- What settings are available for administrators

3.1 How to start the Audit Manager

- Click on the Audit Manager icon in the navigation bar, or click on the drop-down with the module name which appears on mouse-over.

The Audit Manager will be started and you can work with it.



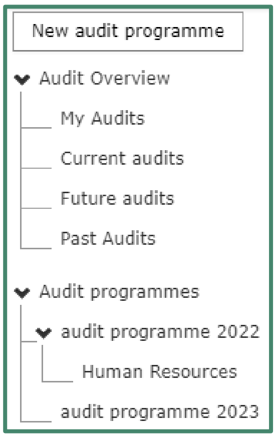
3.2 Functionality and structure of the Audit Manager

In the WissIntra NG Audit Manager you can plan, carry out and evaluate your audits.

In accordance with the requirements of the standard DIN EN ISO 19011, an audit programme is first created in which the programme manager, the concrete objectives, the period and the scope of the audits are defined and described.

The individual audits and the associated audit plans are then created within the audit programme.

The basis for the audits are the guidelines that contain the audit criteria lists with the corresponding audit questions.



In the sidebar on the left you will find a list of the audits and audit programmes.

By clicking on **Audit Overview**, all previously created audits are listed in the table on the right. Underneath the audits are sorted in different sections:

My Audits: current user is part of the team

Current audits: Start date in the past, End date unknown or current date

Future audits: Planned date and end date in the future

Past Audits: End date in the past

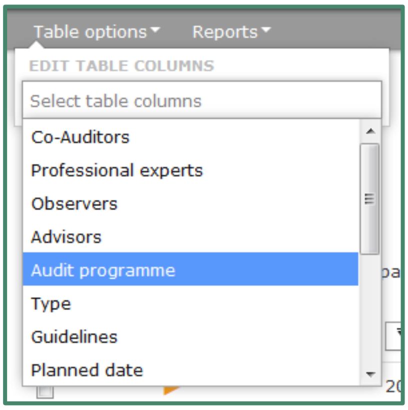
The audit programmes are structured hierarchically in a tree structure, depending on how they have been created.

By clicking on one of the audit programmes, the assigned audits are displayed in the table on the right.

When the Audit Manager is started, the audits assigned to the current user are always displayed, that means **My Audits**.

You can use the Table options to display numerous other columns in the table.

Also, the usual filter and Excel export functions are available.



3.3 Administrator Settings

Notifications

You can have WissIntra NG send you e-mail notifications for the following events:

- Creation of an audit
- Changes of an audit
- Deletion of an audit
- Prior to start of an audit (selectable between 0-100 days)
- Status Changes of an audit
- Changes of an Attached Document

The notifications can be sent to the roles Programme manager, Lead-Auditor, Co-auditor, Professional experts, Observers or Advisors, as well as to individual users or external e-mail addresses.

Note: If you activate the settings for scheduled notifications during operation of WissIntra NG, e-mails are sent for which associated action can be up to 2 weeks ago. Older actions are not considered.
In the Audit Manager this applies to the notifications prior to start of an audit.

Guidelines

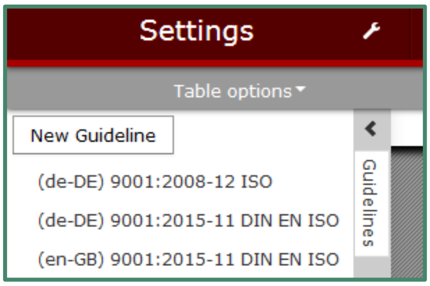
In WissIntra NG guidelines are stored in the form of audit criteria lists or audit questions. As an administrator, you can either create them yourself or import them.

The handling of guidelines in WissIntra NG is described in detail in **chapter 4 Guidelines**.

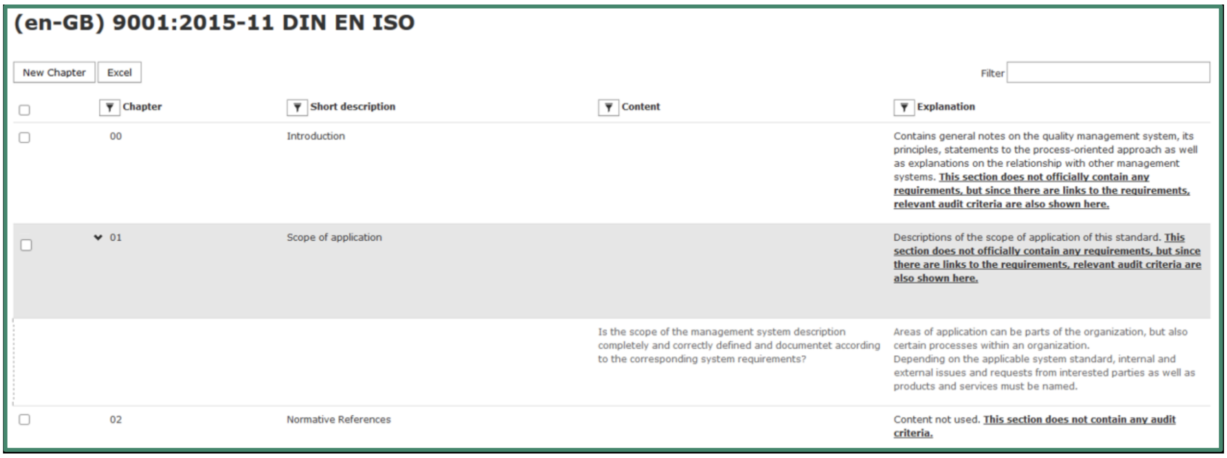
Note: In order to be able to create and edit rule sets in the settings as a user, the "Is administrator?" checkbox must be set in the user settings. With the assignment of the user setting "Is administrator?", a power user license is claimed.

4 Guidelines

In the **Settings**, navigate to the **Audit Manager** section and click on **Guidelines** to see already existing guidelines.

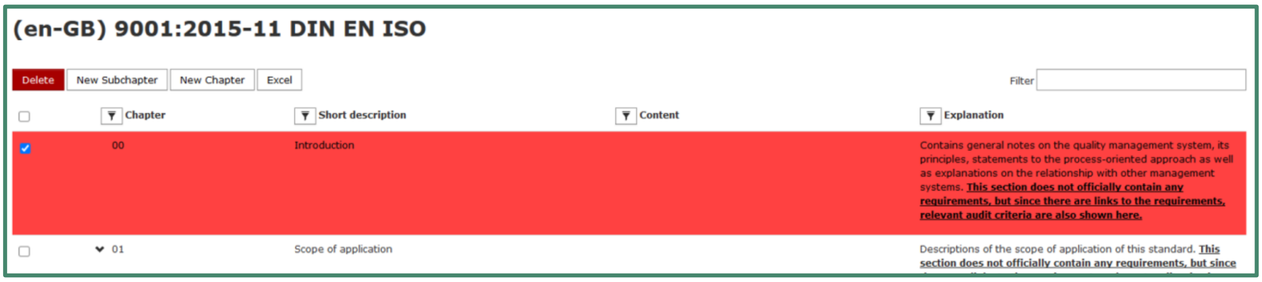


By clicking on a guideline, a table appears in which the guideline and the individual chapters are displayed. Click on ❯ to open the chapters and you can see the subchapters and criteria below.



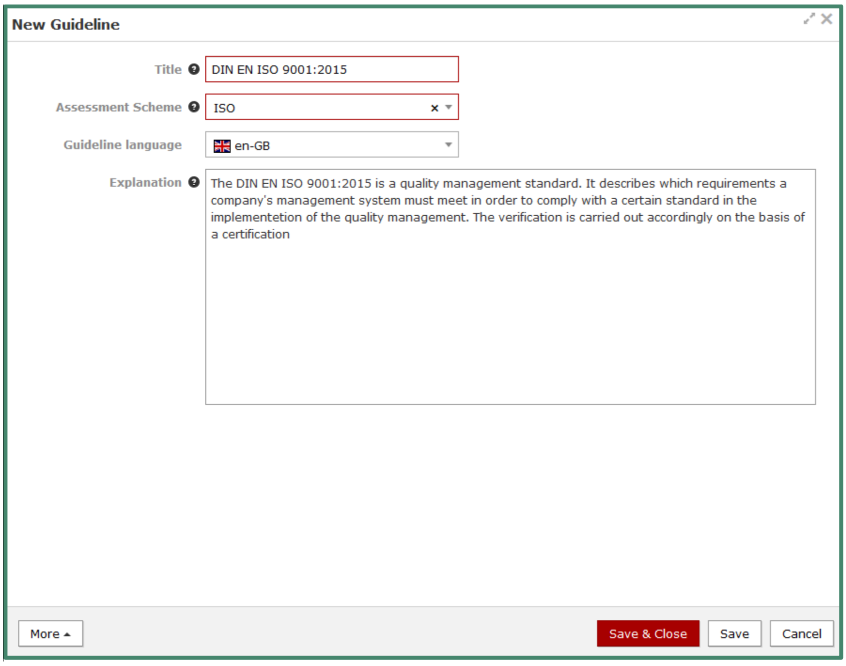
With the button Excel you have the possibility to export the chapters into an Excel file. The Button New Chapter allows you to create a new chapter (see chapter 4.2 Create a new chapter).

If you select the checkbox in front of a chapter, you can also delete it or create a new subchapter.



4.1 Create a new guideline

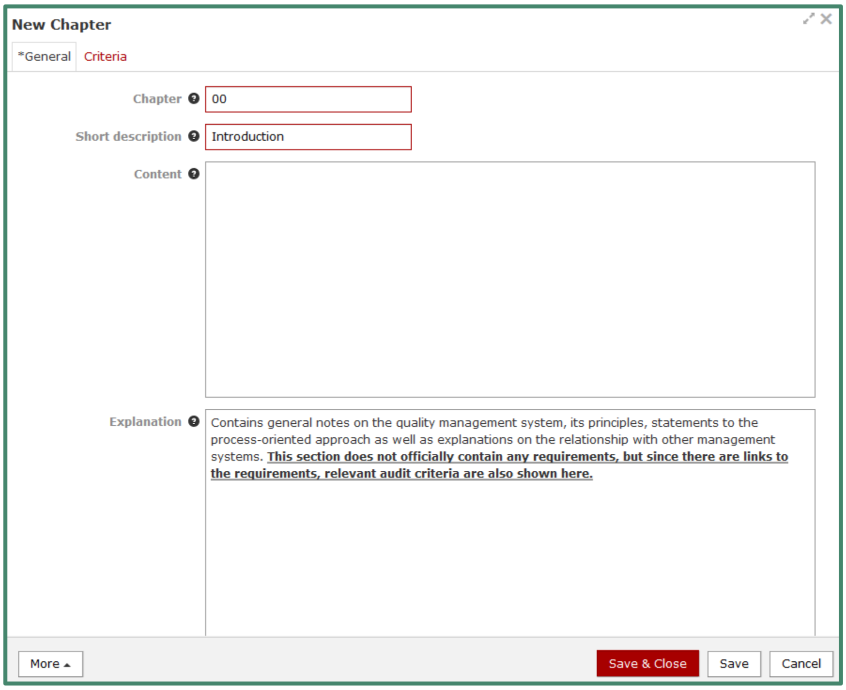
- Click on New Guideline in the sidebar to create a new guideline.



- Enter the **Title** of the guideline which you want to insert in WissIntra NG.
- Select between ISO and VDA in the field **Assessment Scheme**.
- You must also select the **Guideline language** in which the content are created and maintained.
- In the field **Explanation** you can for example provide a reference to the content of the guideline.

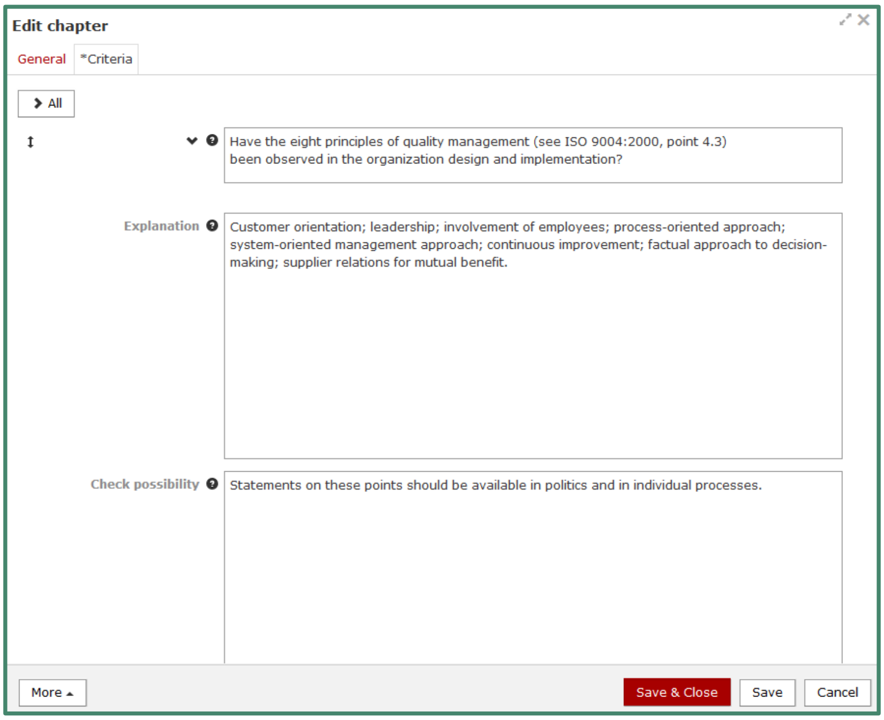
4.2 Create a new chapter

- Click on New Chapter in the overview table to create a new chapter.



- In the field **Chapter**, enter the number of the chapter within the guideline.
- Enter the title of the chapter in the field **Short description**.
- You can also add the **Content** of the chapter and a more detailed **Explanation**.
- Click on **Save**.

Now you can create the desired audit criteria in the tab **Criteria**.

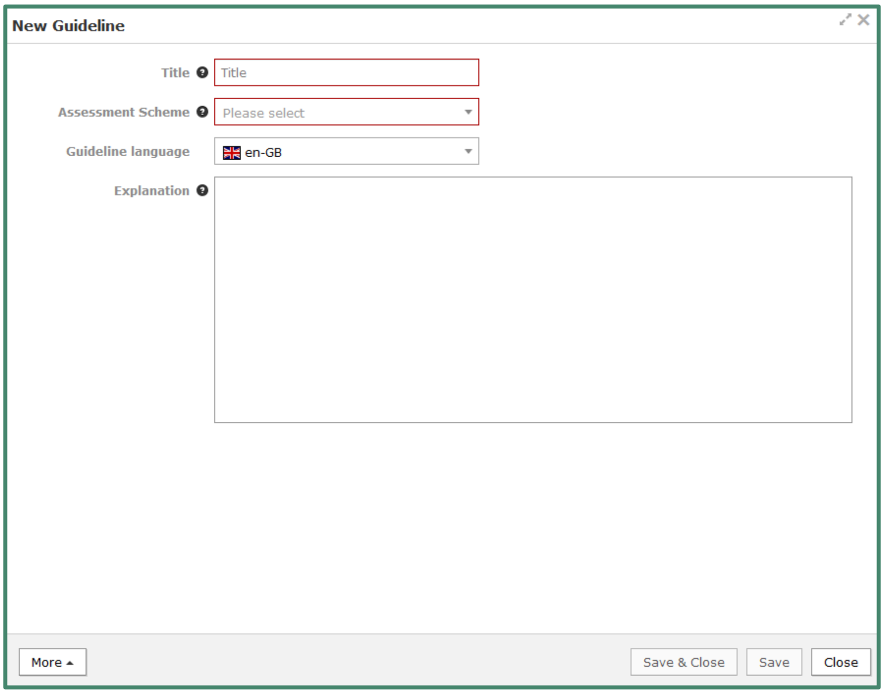


- Enter the audit criterion or the audit question in the first field.
- In the field **Explanation** you can add further relevant information.
- The field **Check possibility** is used to define how the criterion can be evaluated.

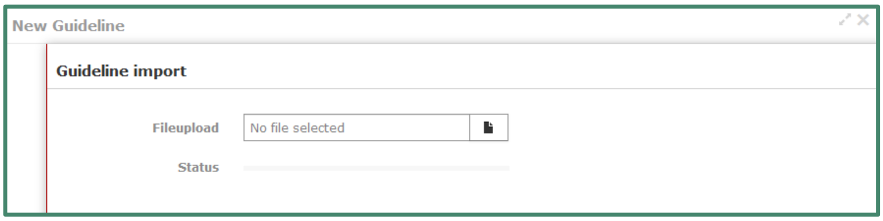
4.3 Import a guideline

- Click on the button New Guideline on the sidebar.

Caution: Do not fill in any of the fields, they will be filled automatically by the import.



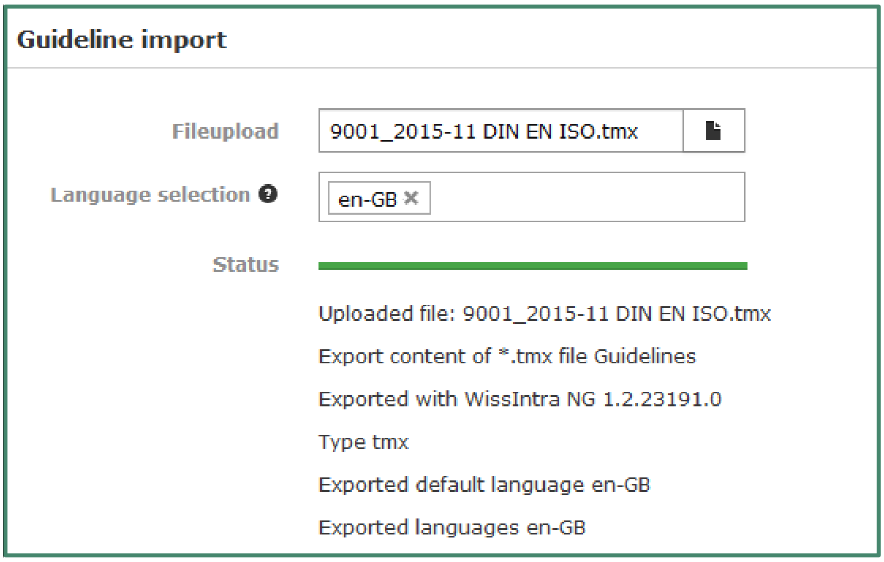
- Navigate to More and click on **Import Guideline**.



Note: If you purchase a WissIntra NG guideline in form of an audit criteria list, it will be sent to you as a .tmx-file.

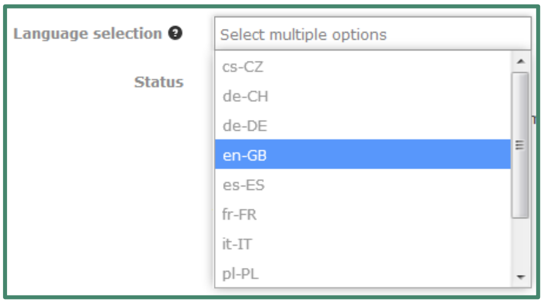
- Click on and select the appropriate .tmx-file to upload it.

Note: Once you have selected a file, the import check starts. The status is indicated by a status bar.



As soon as the status bar is completely green, all relevant data of the file are displayed.

- In the field **Language selection** you have to choose the language of the guideline to be imported. If several languages have been created in the .tmx-file, you can select them here if necessary.



Note: Make sure that the file you uploaded has the appropriate content for the selected language.

- Click on Import .

Note: After a successful import, both modals are closed and you get back to the overview.

The imported guideline now appears in the list of all guidelines in the sidebar and can be used.

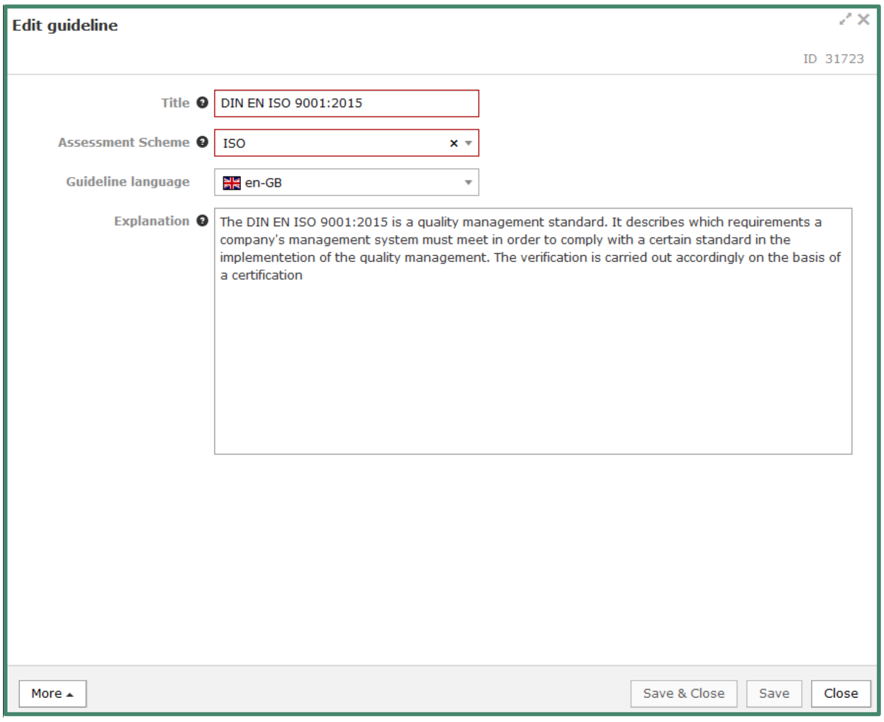
4.4 Edit a guideline

You can edit both, the details of the guideline itself and the content of the guideline.

Edit the guideline details

- In the sidebar, move the mouse over the guideline to be edited and click on the pen that appears on mouse-over.

The detail view of the guideline opens in edit mode, where you can make your changes directly.



Edit the chapters

There are two options for editing the chapters of a guideline:

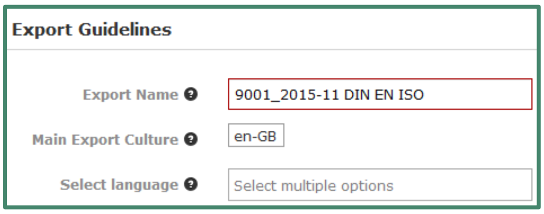
Internal editing

- Click on the guideline in the sidebar and on the chapter to be changed in the table.
- In the opening modal, you can make your changes directly in the tabs **General** and **Criteria**.

External editing

This may be useful if you want to make several changes at the same time.

- Open the detail view of a guideline by clicking on ✎ in the sidebar.
- Click on More ▴ and on **Export of Guideline**.
- If you want the guideline to be translated, you have to select the desired target languages in the field **Select language**.
- Click on Download export .
- You can now edit the exported .tmx-file.



> **Note:** There are several tools available for editing .tmx-files. Thanks for your understanding that no recommendation can be made at this point.

- To update the guideline, open the guideline modal via ✎ and click on More ▴ and **Import Guideline**. Follow the instructions in chapter Import a guideline.

> **Note:** Please note that WissIntra NG only recognizes an edited guideline as an update if the guideline was previously exported directly from WissIntra NG. Make sure you do not edit and reimport an older version of the .tmx-file, as importing older versions is not possible.

Delete a guideline

- Open the detail view of a guideline by clicking on ✎ in the sidebar.
- Navigate to More ▴ and click on **Delete**.
- Confirm the security prompt to delete the guideline including all chapters and criteria.

Delete a chapter

- Click on the chapter to be deleted.
- Navigate in the detail view to More ▴ and click on **Delete**.
- Confirm the security prompt to delete the chapter including all criteria.

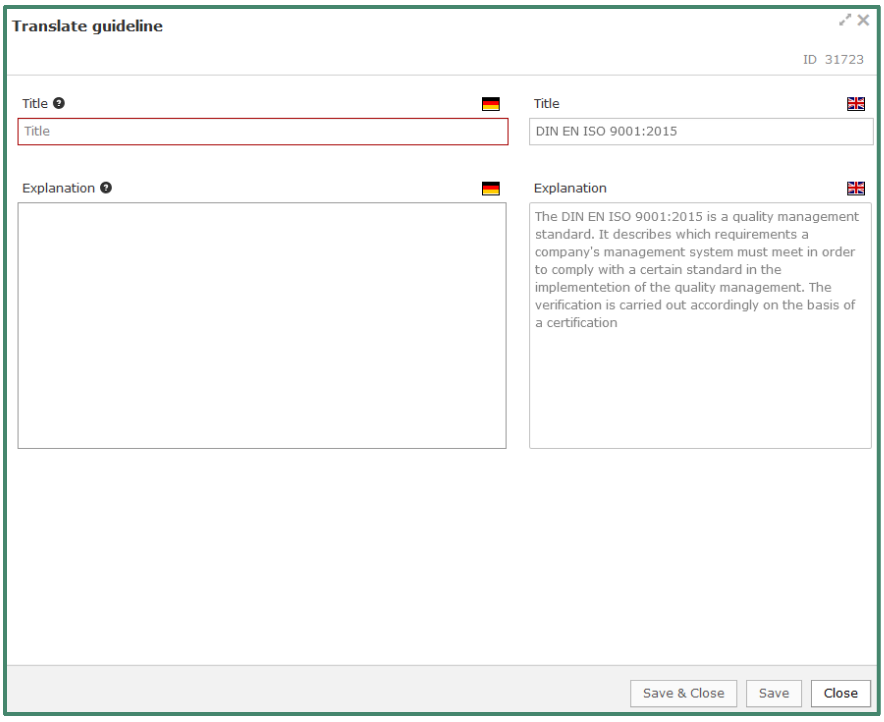
Alternatively, you can also delete one or more chapters in the table.

- Select the checkbox in front of the corresponding chapters.
- Click on Delete and confirm the security prompt to delete the chapters.

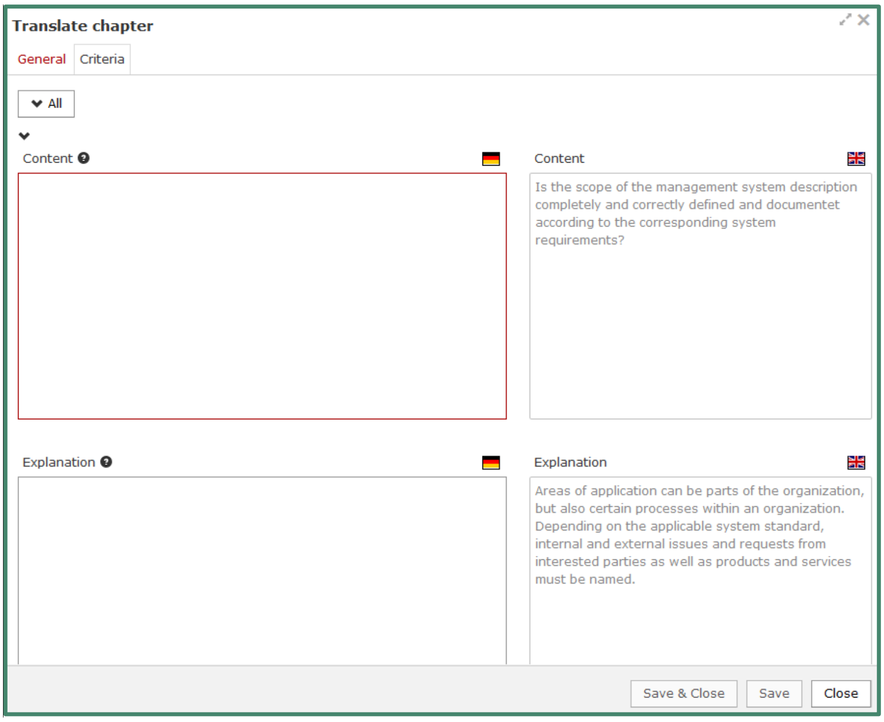
4.5 Translate a guideline

You can either export a guideline as described above, translate it externally and import it again or you can translate it directly within the WissIntra NG interface.

- First, change to the corresponding content language in the flag menu.
- By clicking on ✎ in the sidebar next to the guideline in the sidebar you can translate the **Title** and the **Explanation** of the guideline itself.



- By clicking on the individual chapters you can also translate the chapters and criteria.



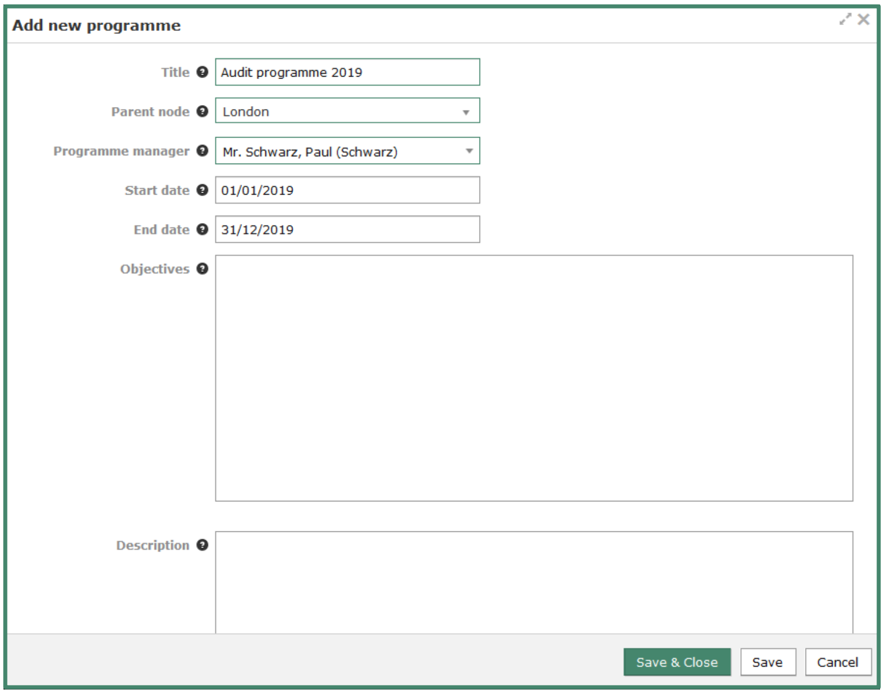
5 Audit programme

The structure of the WissIntra NG Audit Manager follows the DIN EN ISO 19011 (reference to DIN EN ISO 17021).

It thus supports the management of an audit programme. In this the audit programme is far more than just an annual audit plan.

5.1 Create an audit programme

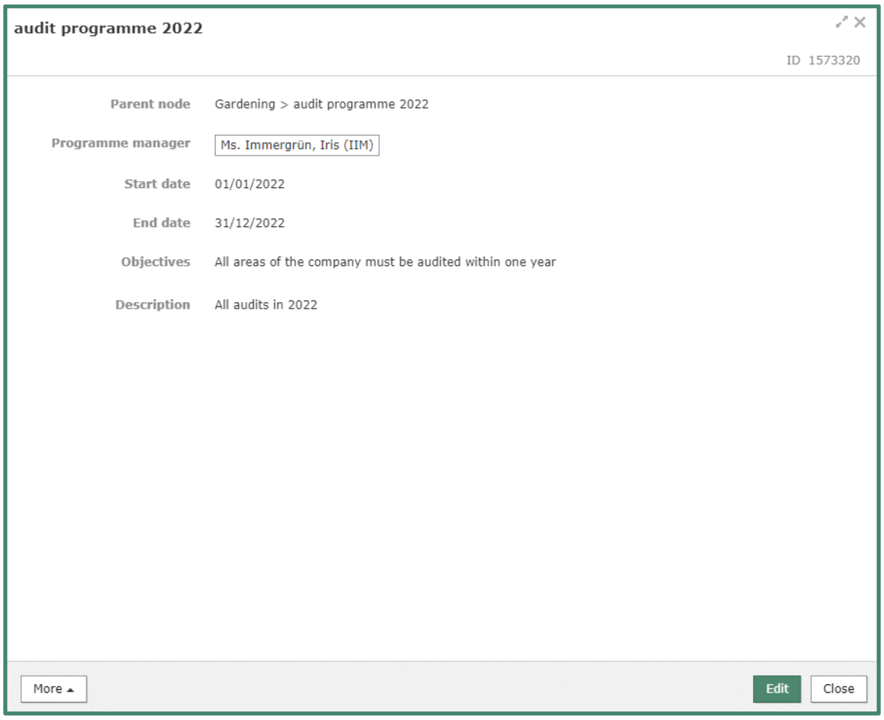
- Start the WissIntra NG Audit Manager
- In the sidebar, click on the button New audit programme .



- Give the audit programme a **Title**.
- Determine a **Parent node**, i.e. either a location or a parent audit programme. By selecting an existing audit programme, you can create a hierarchical structure of subprogrammes.
- Define the **Programme manager** who coordinates and manages the audits and the resulting actions.
- By selecting **Start date** and **End date** you can set the time period for which the audit programme is valid.
- Define the **Objectives** of the audit programme. These can be commercial or operational objectives, process characteristics, products and projects, legal and contractual requirements, requests of interested parties (customers, suppliers), risks or results of previous audits, etc.
- You can use the field **Description** to store additional information about the audit programme.

5.2 Edit an audit programme

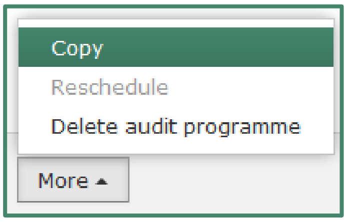
- Move the mouse over the audit programme to be changed and click on the magnifying glass that appears on mouse-over.



- Clicking on **Edit** takes you to the edit mode and you can make the desired changes.

5.3 Copy an audit programme

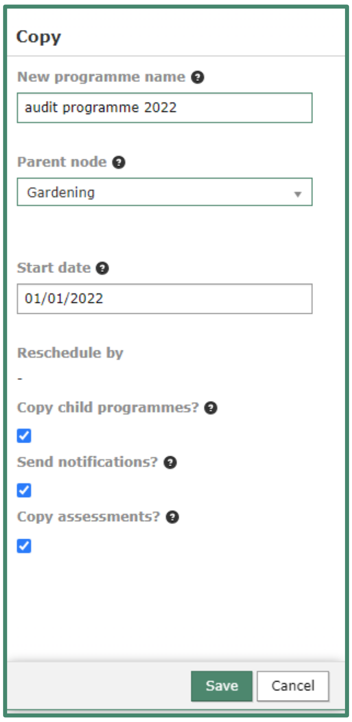
You can copy existing audit programmes, including the audit created below.



- Open the audit programme to be copied with the magnifying glass .
- Navigate to More and select **Copy**.

A submodal opens, in which the details for the new audit programme are determined.

- Give a **New programme name**.
- Determine the **Parent node** for the new audit programme.
- Define a new **Start date**.
  Under **Reschedule by** you can see the period by which the copied audit programme is rescheduled.



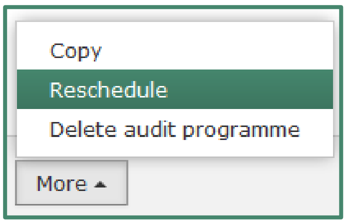
- Select whether you want to **Copy child programmes** that may have been created.
- If you select the checkbox **Send notifications?**, e-mail notifications are sent for all audits created under this audit programme according to the settings for **Creating audits**.
- Click on the checkbox if you want to **Copy assessments**.
- Click on **Save** to create the new audit programme

The new audit programme opens in edit mode. All information from the copied audit programme is copied, except for those that have changed during the copy process.

- Click on **Close** if you do not want to make any more changes.
- Or, if necessary, make further changes and click on **Save**.

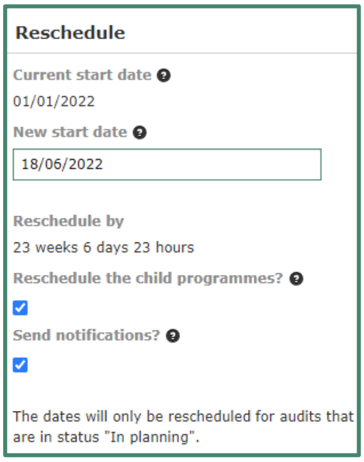
5.4 Reschedule an audit programme

You can reschedule the dates of an existing audit programme and the assigned audits.



- Open the detail view of the audit programme with the magnifying glass .
- Switch to the **Edit** mode.
- Navigate to More and select **Reschedule**.

A submodal opens in which the details for the shift are defined.

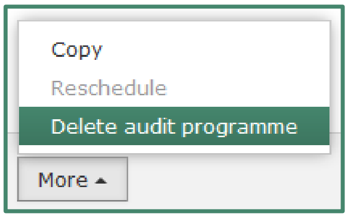


- Select a **New start date**.
  Under **Reschedule by** you can see the period by which the copied audit programme is rescheduled.
- Select whether you want to **Reschedule the child programmes** that may have been created.
- If you select the checkbox **Send notifications?**, e-mail notifications are sent for all audits created under this audit programme according to the settings for **Changing audits**.
- Click on **Save** to get back to the edit mode of the audit programme.

Note: Please note that only dates will be rescheduled for audits that are in status „In planning“.

5.5 Delete an audit programme

- Open the corresponding audit programme with the magnifying glass .
- Navigate to More and select **Delete audit programme**.
- Confirm the security prompt to complete the process.



Note: You can only delete an audit programme if there is no audit assigned to it. When deleting audit programmes with subprogrammes, they also may not have any audits assigned.

Caution: As soon as you delete an audit programme, all audit programmes created underneath it are also deleted.

6 The audit

After you have created one or more audit programmes, you can create different types of audits with individual audit plans.

Audit types

The WissIntra NG Audit Manager offers 5 different audit types:

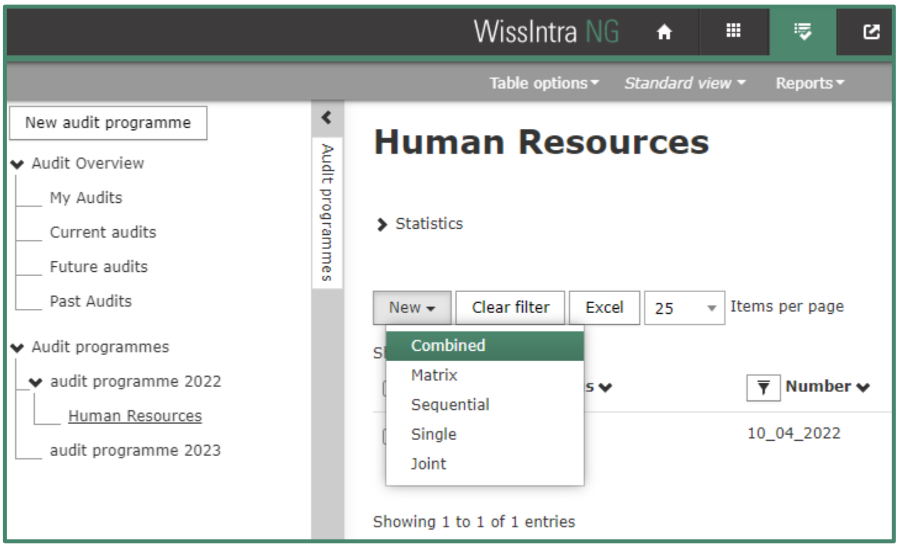
- Combined: can be evaluated according to several guidelines
- Matrix: Evaluation of branch offices with identical processes
  (please contact us if you have any questions.)
- Sequential: Evaluation of parts of a company
  (please contact us if you have any questions.)
- Single: Individual audit
- Joint: can be evaluated across several teams

	Guideline	Team	Plan	Evaluation	Report
Combined	1+x	1	1	1+x (1 Team / Guideline)	1+x (1 Team / Guideline)
Matrix	1	1	1	1	1
Sequential	1	1	1	1	1
Single	1	1	1	1	1
Joint	1+x	1+x (1 Team / Guideline)	1	1+x (1 Team / Guideline)	1+x (1 Team / Guideline)

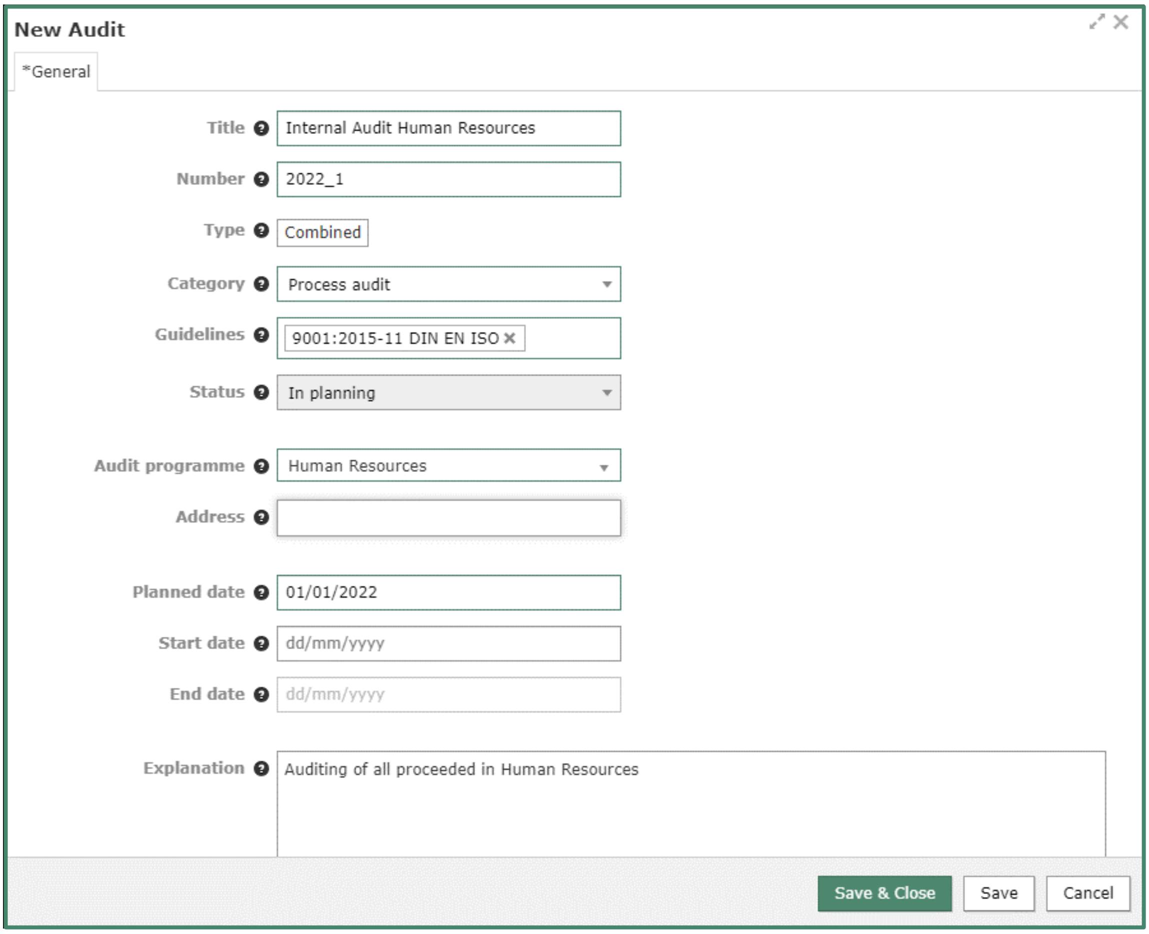
Caution: The audit types are stored in the system and cannot be configured. Once you have selected an audit type, it cannot be changed. You have to delete the audit and create it again.

6.1 Create an audit

- In the sidebar on the left, select the audit programme for which you want to create the audit.
- Click on New and select the desired audit type from the drop-down.



The audit opens in edit mode and shows the tab **General**.



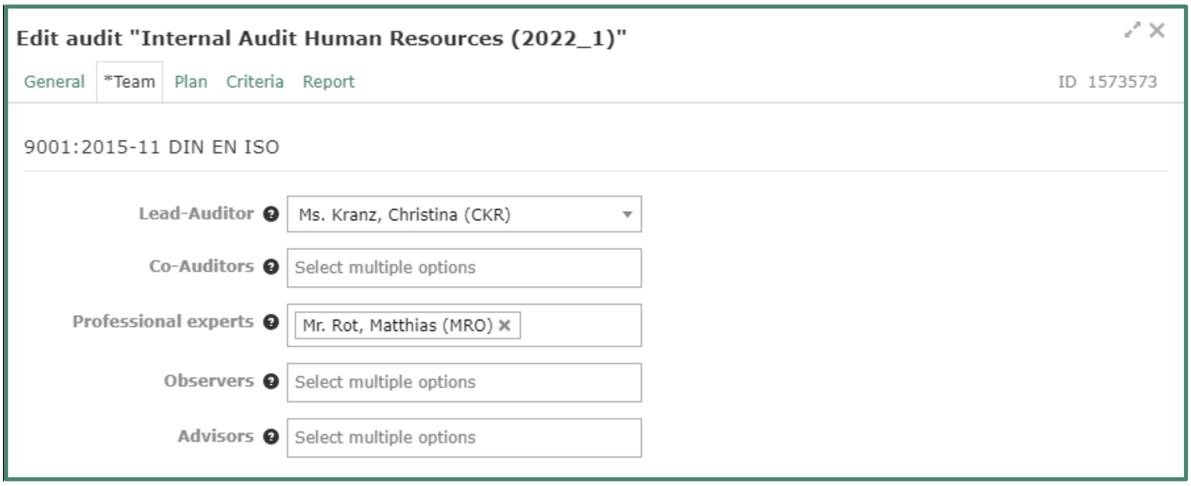
6.1.1 General

- Enter a **Title** for the audit.
- Give the audit a **Number**, e.g. 2018_1, Q1 2018.
- For your information, the previously selected **Type** of audit is displayed.
  The selection of the audit type affects the composition of the audit team and the number of guidelines.
- Select a **Category** for the audit.
- Select the desired **Guidelines** according to which the audit will be carried out. This selection affects the criteria that can be assigned.
- When creating the audit, the **Status** is displayed as „In planning“ and is greyed out. This can only be changed after saving the audit.
- In the field **Audit programme**, the audit programme to which this audit belongs is shown. You can change in here if necessary.
- In the field **Address** you can enter the location where the audit is to be carried out.
- Select the **Planned date** on which the audit should start.
- As soon as the audit has the status „In process“, the current date is displayed in the field **Start date**.
- If you already know the **End date**, you can enter it in the next field. This field is automatically filled with the current date as soon as the status of the audit is changed to “Completed” and saved.
- In the field **Explanation** you can, for example, describe the scope of the audit.

- You can also define the **Objective** of the audit more precisely.
- The checkbox **Document examination?** shows later whether a document check was carried out before the criteria were audited.
- Finally, you can attach **Documents** to the audit, but only as long as the audit is „In planning“ or „In process“.
- Click on **Save** to fill in additional tabs.

6.1.2 Team

The WissIntra NG Audit Manager enables you to define the members of an audit team in the tab **Team** in accordance with DIN EN ISO 19011.



- The **Lead-Auditor** leads the audit team and is the first point of contact.
- The Co-Auditor or the **Co-Auditors** support the Lead-Auditor in carrying out the audit.
- The **Professional experts** contribute their specialist knowledge, which relates to the organisation, the process or the activity to be audited. They do not act as auditors.
- **Observers** may not influence the audit or interfere with the execution of the audit.
- The **Advisors** support the audit team and are named by the organization, which is audited.
- Click on **Save** to store your changes.

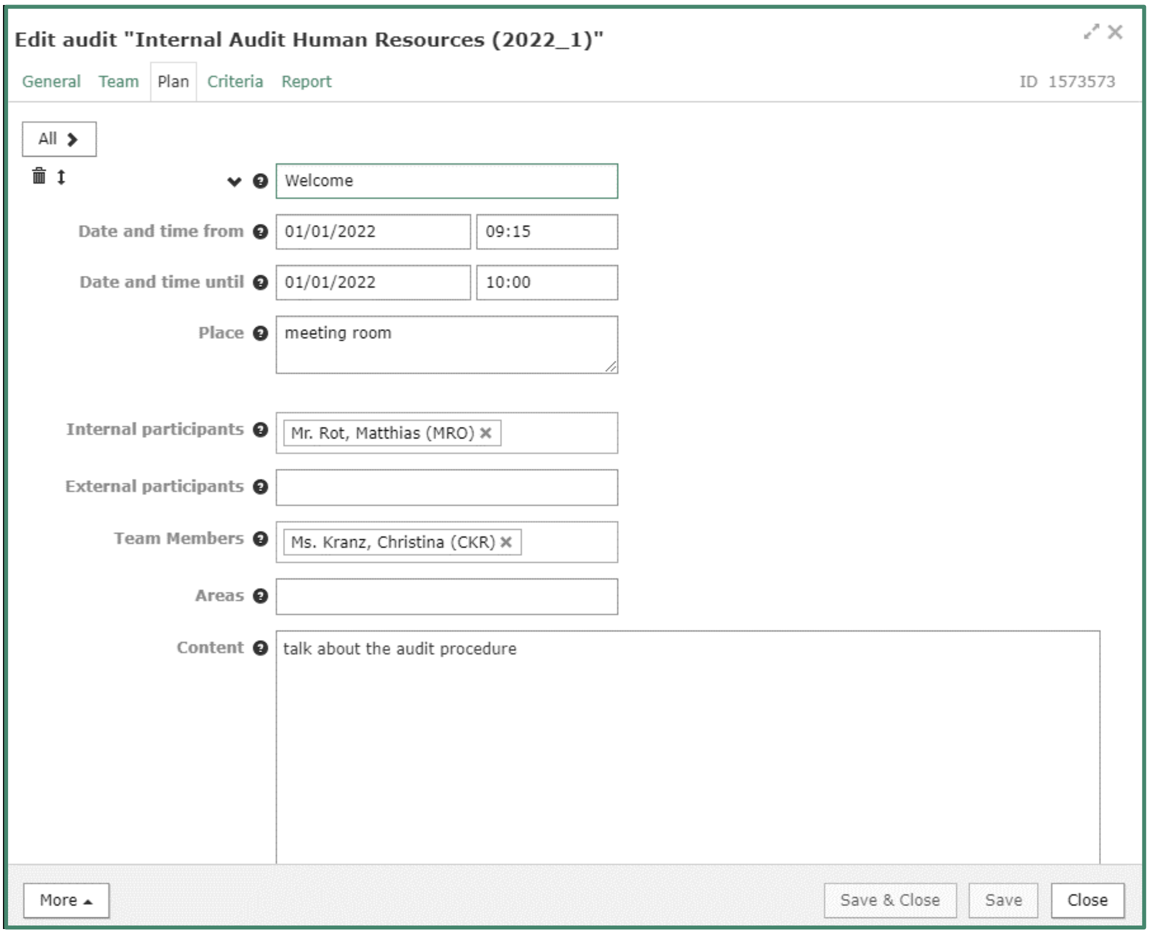
Special permissions for the individual team members.

Special permissions are automatically assigned to the team members described above. These permissions also apply if the corresponding user is not assigned to a role with permission for the Audit Manager.

- The **Lead-Auditor** can edit the audit, reschedule dates, print reports and delete the audit. This is provided, if he is working with a Power User licence. If the user has a Read User licence, he can only read the audit and print reports.
- **Co-Auditors** can edit the audit, reschedule dates and print reports. This is provided, if they are working with a Power User licence. If the users have a Read User licence, they can only read the audit and print reports.
- The **Professional experts** can edit the audit. This is provided, if they are working with a Power User licence. If the users have a Read User licence, they can only read the audit and print reports.
- **Observers** and **Advisors** can only read the audit.

6.1.3 Plan

To create a new audit plan with different dates, proceed as follows:



- Enter the **Title** of the appointment.
- Select the **Date and time from** and **until** when the appointment takes place.
- Determine the **Place** where the appointment takes place.
- You can also define **Internal** and **External participants**.
- In the field **Team Members**, you can select the users which were previously selected in the tab **Team**.
- The field **Areas** can be used to name functional or organizational units that are audited in the appointment. These entries are stored as tags.
- Finally, you can specify the **Content** of the appointment.
- After you **Save** the changes, you can also attach **Documents** and add further appointments.

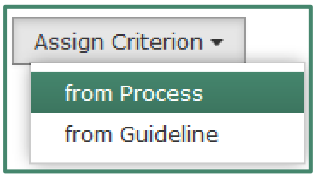
6.1.4 Criteria

In the WissIntra NG Audit Manager, criteria are selected directly from the assigned guideline or from a process to which criteria were previously assigned.

Assign criteria from process

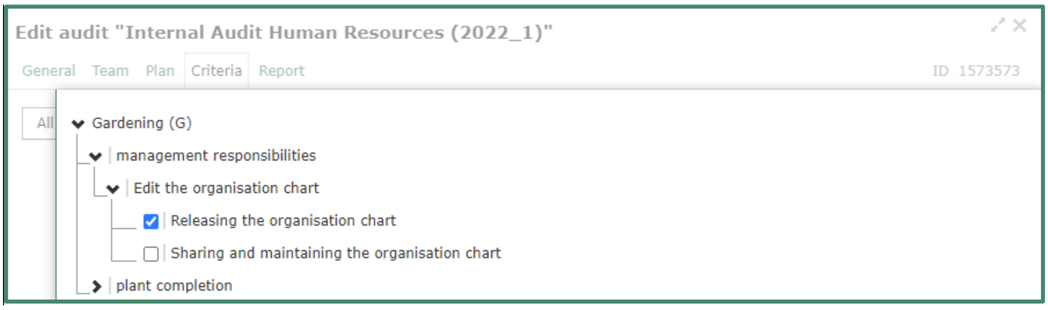
Note: In order to work with criteria from processes, you need a licence for both the Audit Manager and the Process Manager.

- Click on **Assign Criterion** and select **from Process**.



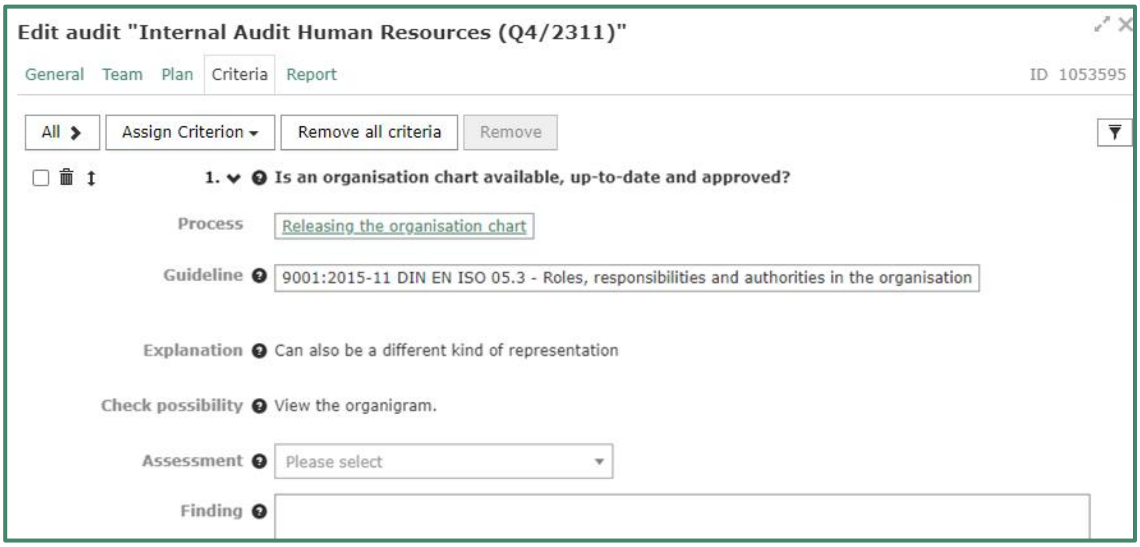
In the opened submodal all processes are listed that contain criteria from the guideline defined in the tab **General**.

- Use the arrows to navigate through the tree structure and select the checkbox in front of one or more processes and click **Save** to assign the associated criteria to the audit.

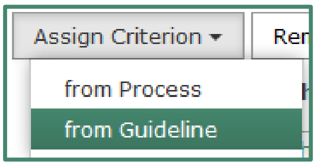


The assigned criteria are then listed together with information about the **Process**, the **Guideline** and the **Chapter**. The process from which the criterion was selected is displayed as a link which you can use to switch directly to the Process Manager.

- If you expand the individual criteria with , you will see the **Explanation** and the **Check possibility**.
- In the field **Comment** you can enter further information on each criterion within this audit.
- The other fields are described in detail in the chapter <u>Evaluate an audit</u>.



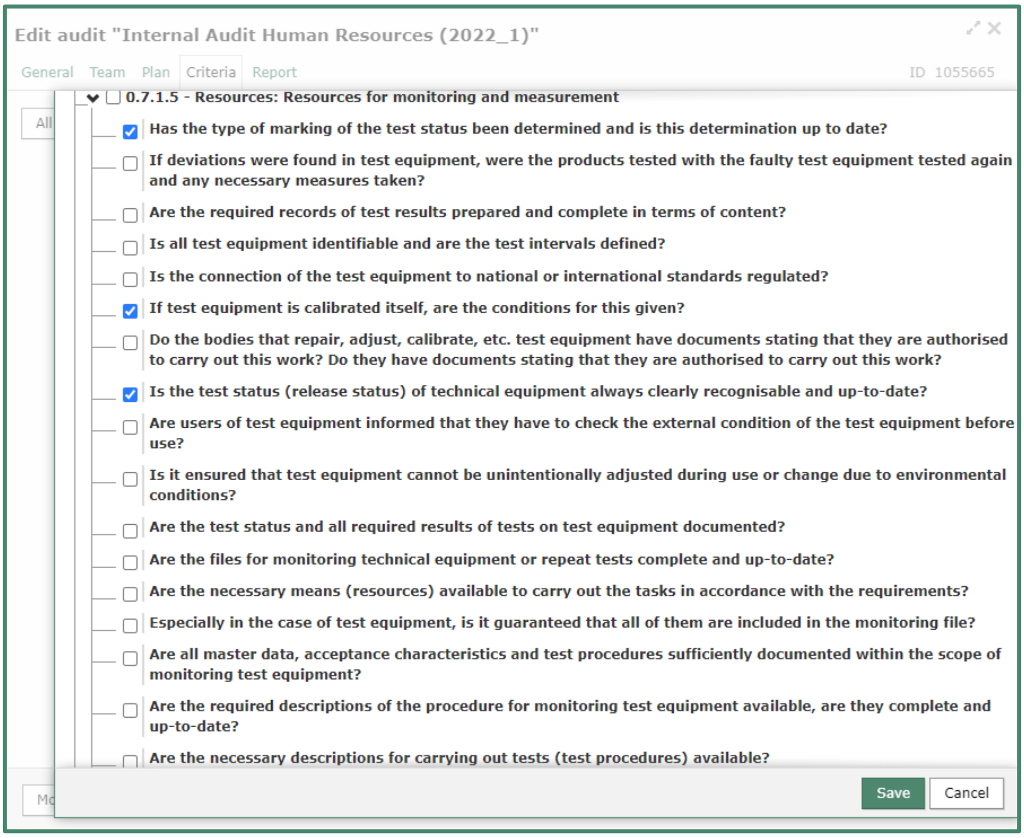
Assign criteria from guideline



- Click on **Assign Criterion** and select **from Guideline**.

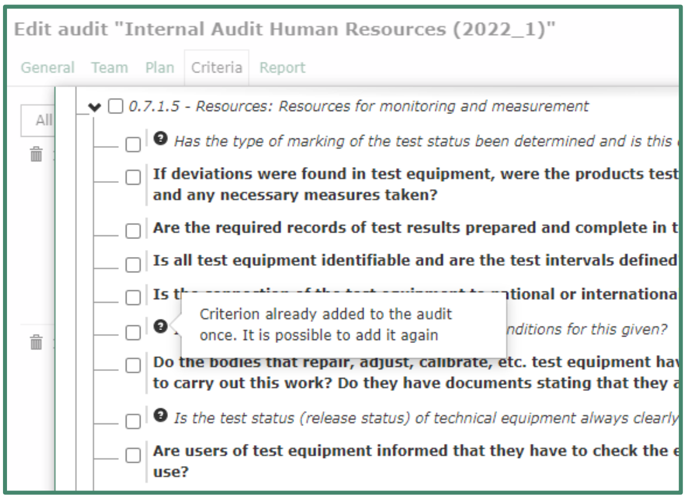
In the opened submodal the guideline assigned to the audit is listed.

- Select one or more checkboxes in front of one or more chapters, subchapters or individual audit questions and click on **Save** to assign them to the audit.

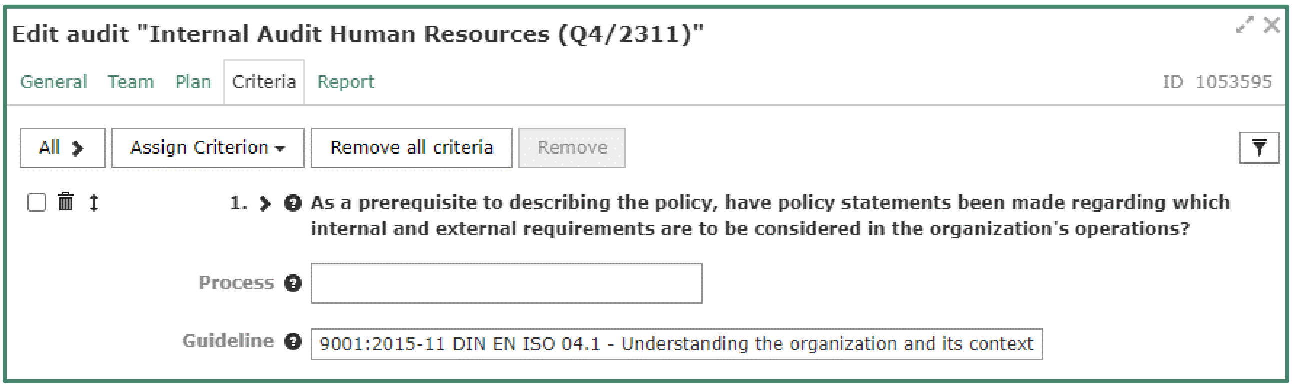


If you would like to assign further audit criteria from a guideline to the audit, you can proceed as follows:

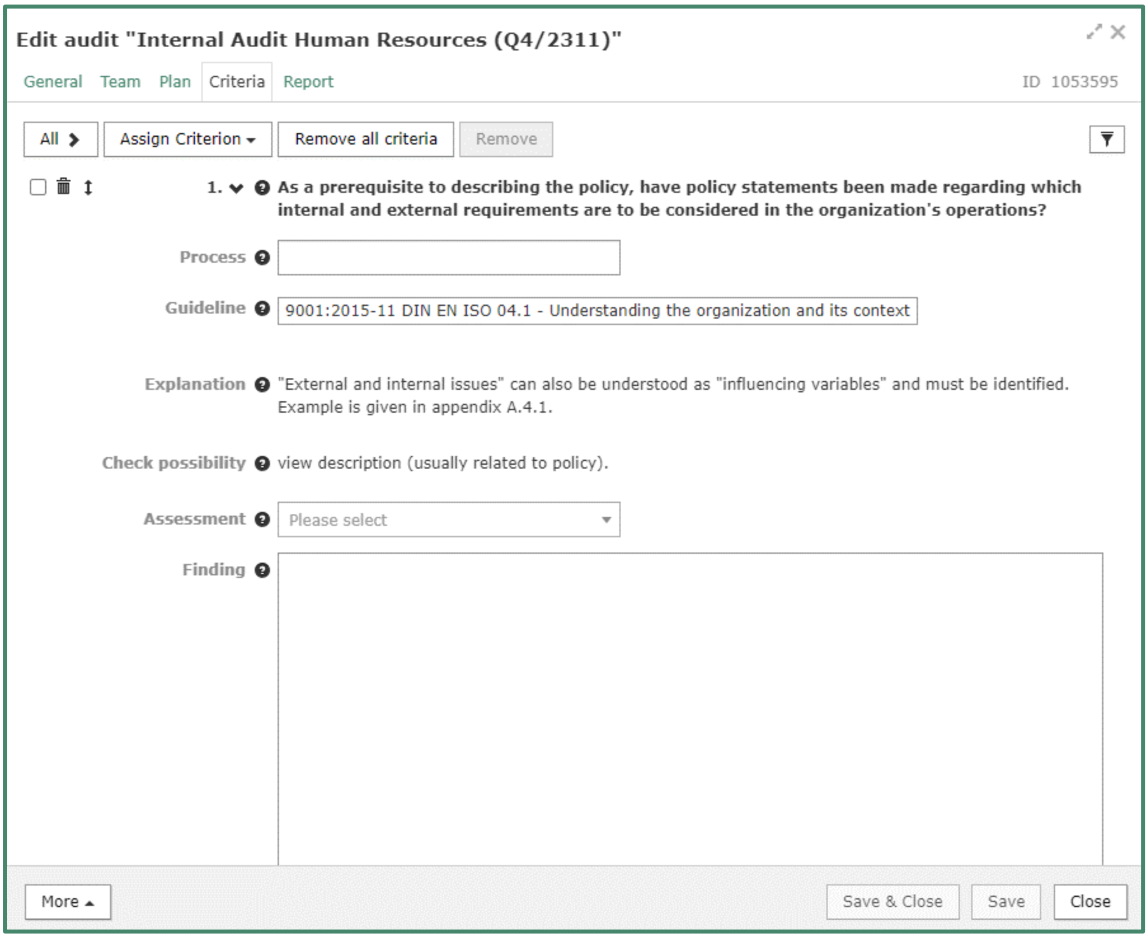
- Click on **Assign Criterion** and select **from Guideline**.
- All already selected audit criteria are displayed in italics and are indicated by a tooltip with a hint, now.
- Select one or more checkboxes in front of one or more chapters, subchapters or individual audit questions and click on **Save** to assign them to the audit.



The assigned criteria are then listed together with information about the **Process**, the **Guideline** and the **Chapter**. If required, you can enter the name of the relevant process in the field Process.

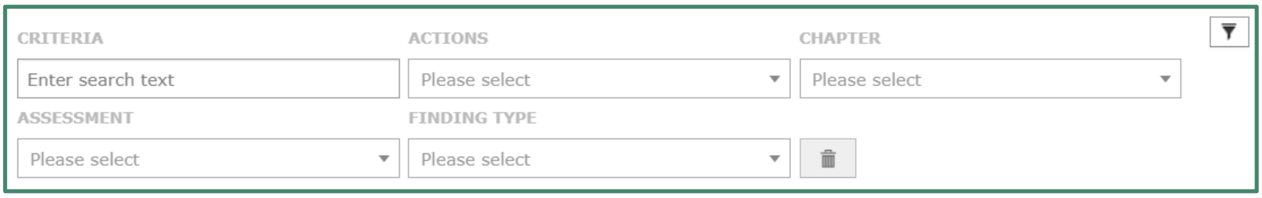


- If you expand the individual criteria with ❯ , you will see the **Explanation** and the **Check possibility**.
- In the field **Comment** you can enter further information on each criterion within this audit.
- The other fields are described in detail in the chapter Evaluate an audit.

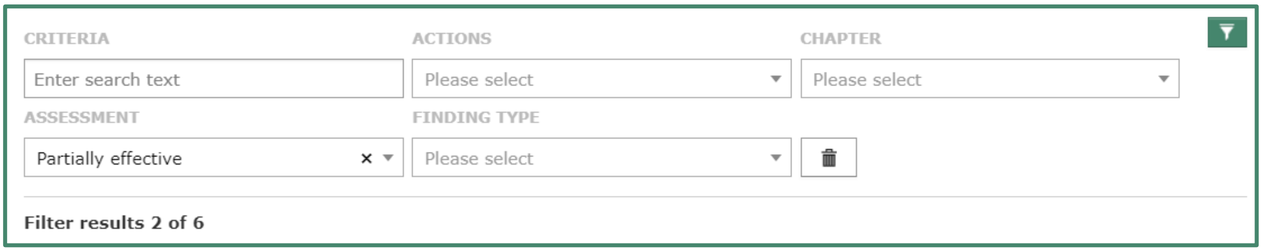

Edit audit "Internal Audit Human Resources (Q4/2311)"
General
Team
Plan
Criteria
Report
ID 1053595
All
Assign Criterion
Remove all criteria
Remove
1.
As a prerequisite to describing the policy, have policy statements been made regarding which internal and external requirements are to be considered in the organization's operations?
Process
Guideline
9001:2015-11 DIN EN ISO 04.1 - Understanding the organization and its context
Explanation
"External and internal issues" can also be understood as "influencing variables" and must be identified. Example is given in appendix A.4.1.
Check possibility
view description (usually related to policy).
Assessment
Please select
Finding
More
Save & Close
Save
Close

Filter criteria

Within the tab **Criteria**, you can filter the list of criteria by clicking on in the top right corner.



You can search for a keyword within the criteria or use the drop-downs to filter for triggered and untriggered actions as well as for chapters.



- To remove single filter values, click on the “x” next to the value. To remove the entire filter, click on .

Delete criteria

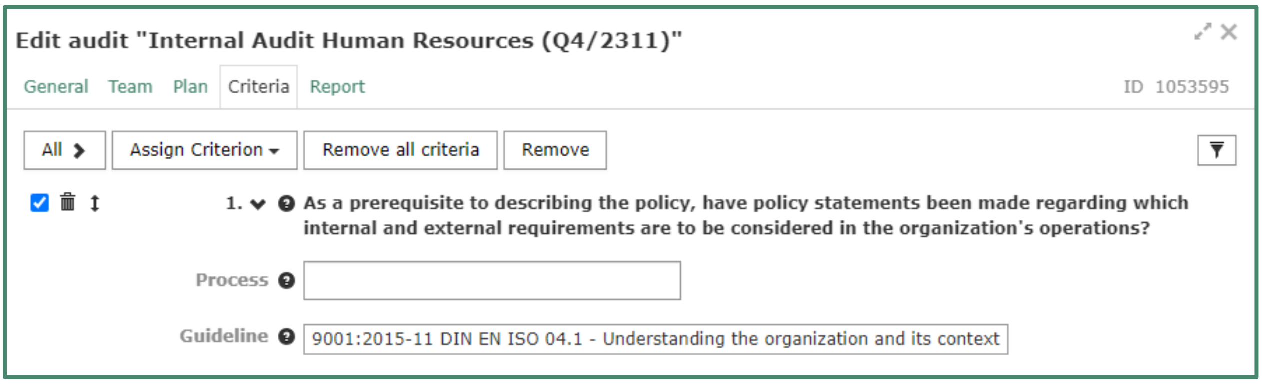
You can delete either a single criterion, or all criteria.

Delete single criteria

- Click on the recycle bin on the left to delete a single criterion and confirm the security prompt.

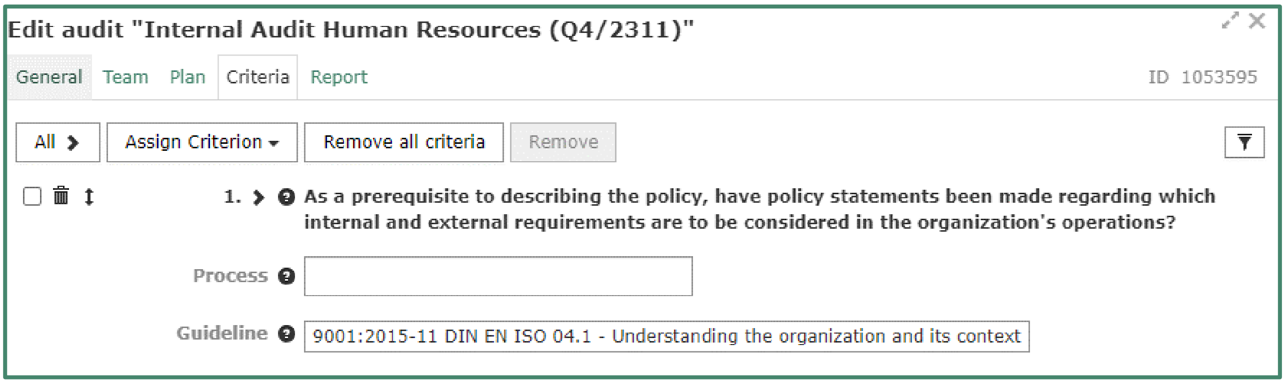
Delete several selected criteria

- Use the checkboxes next to the recycle bin on the left to select as many audit criteria as you wish.
- Click the button Remove to remove the selected criteria from the tab.



Delete all criteria

- Click on Remove all criteria to remove all criteria.



6.1.5 Report (ISO & VDA)

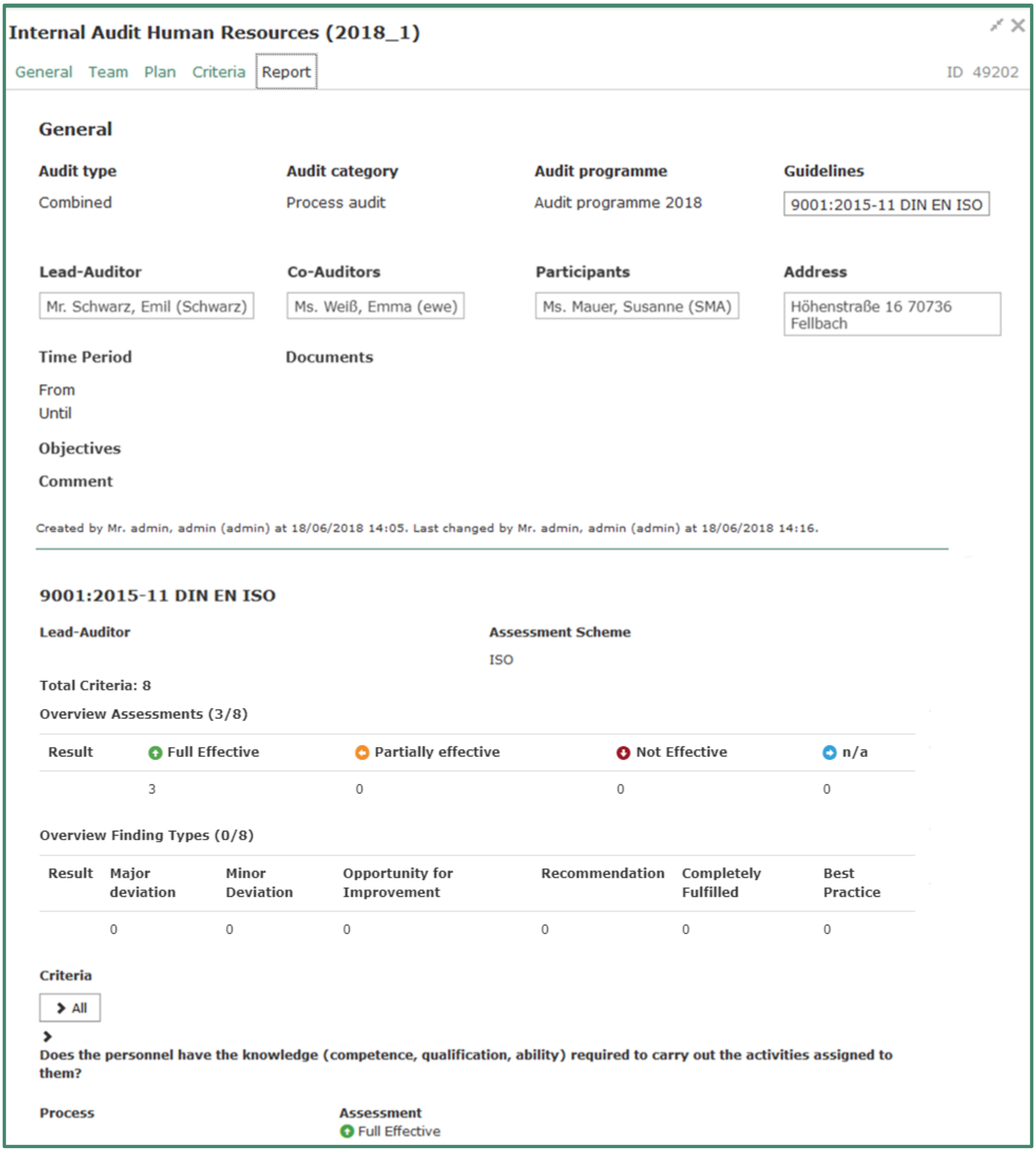
The evaluation of the criteria is displayed differently in the tab **Report** depending on the assigned assessment scheme.

In the ISO assessment scheme, the criteria are evaluated by categories, in VDA they are evaluated with percentages.

Depending on the assigned assessment scheme, different content is displayed in the tab **Report**.

Report ISO

The tab **Report** shows the following content for the ISO assessment scheme:

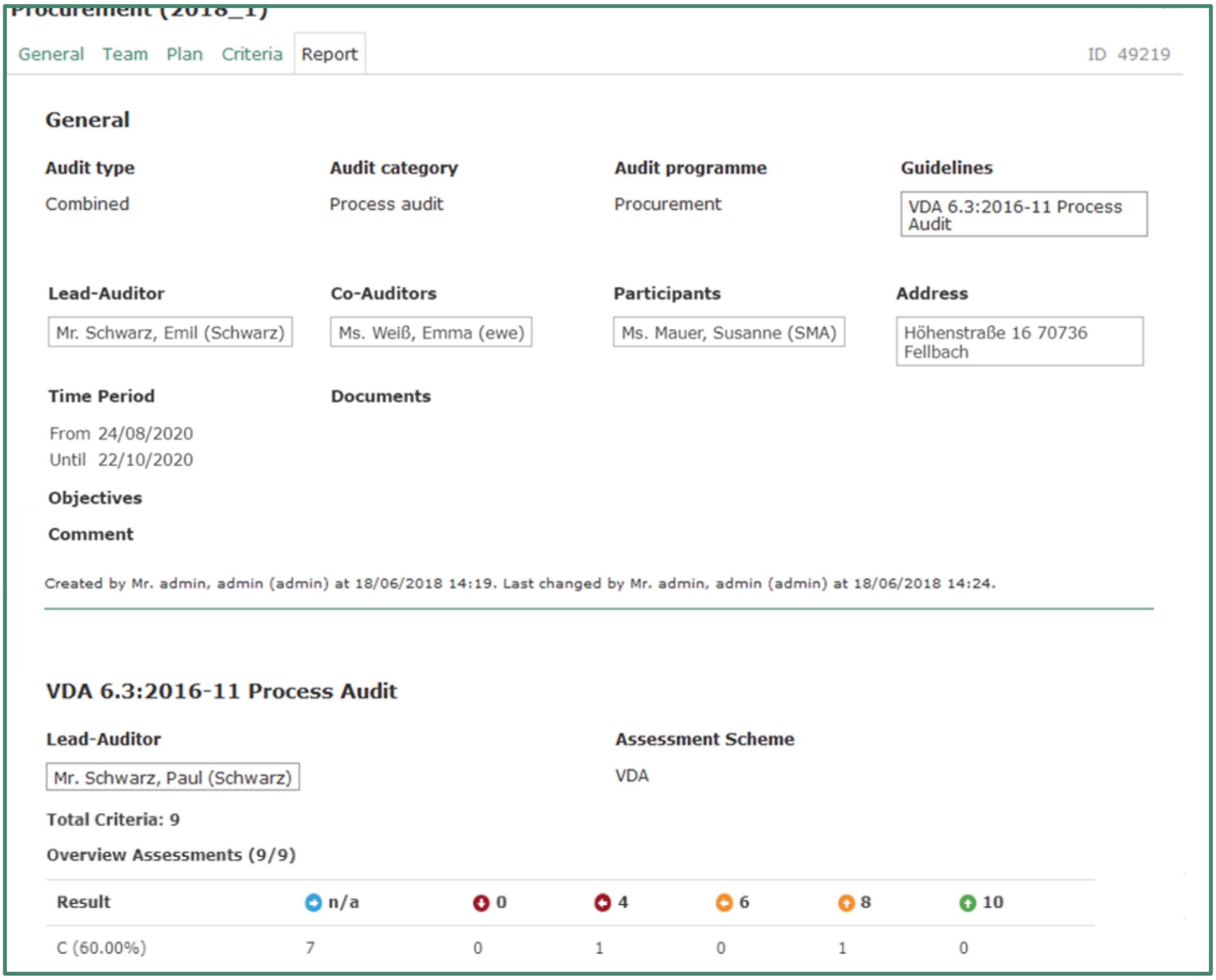


First, you will find a summary of the content of the tab **General**.

Below this, the information on the chosen guideline is listed, followed by an overview of the evaluations and a list of all criteria with all the details.

Report VDA

The tab **Report** shows the following content for the VDA assessment scheme:



- General: The content of the tab **General** are summarized here.
- Applicable guideline: Here you will find information about the Lead-Auditor, Co-Auditor and the underlying assessment scheme, followed by an overview of the evaluations and a listing of all criteria with all details.

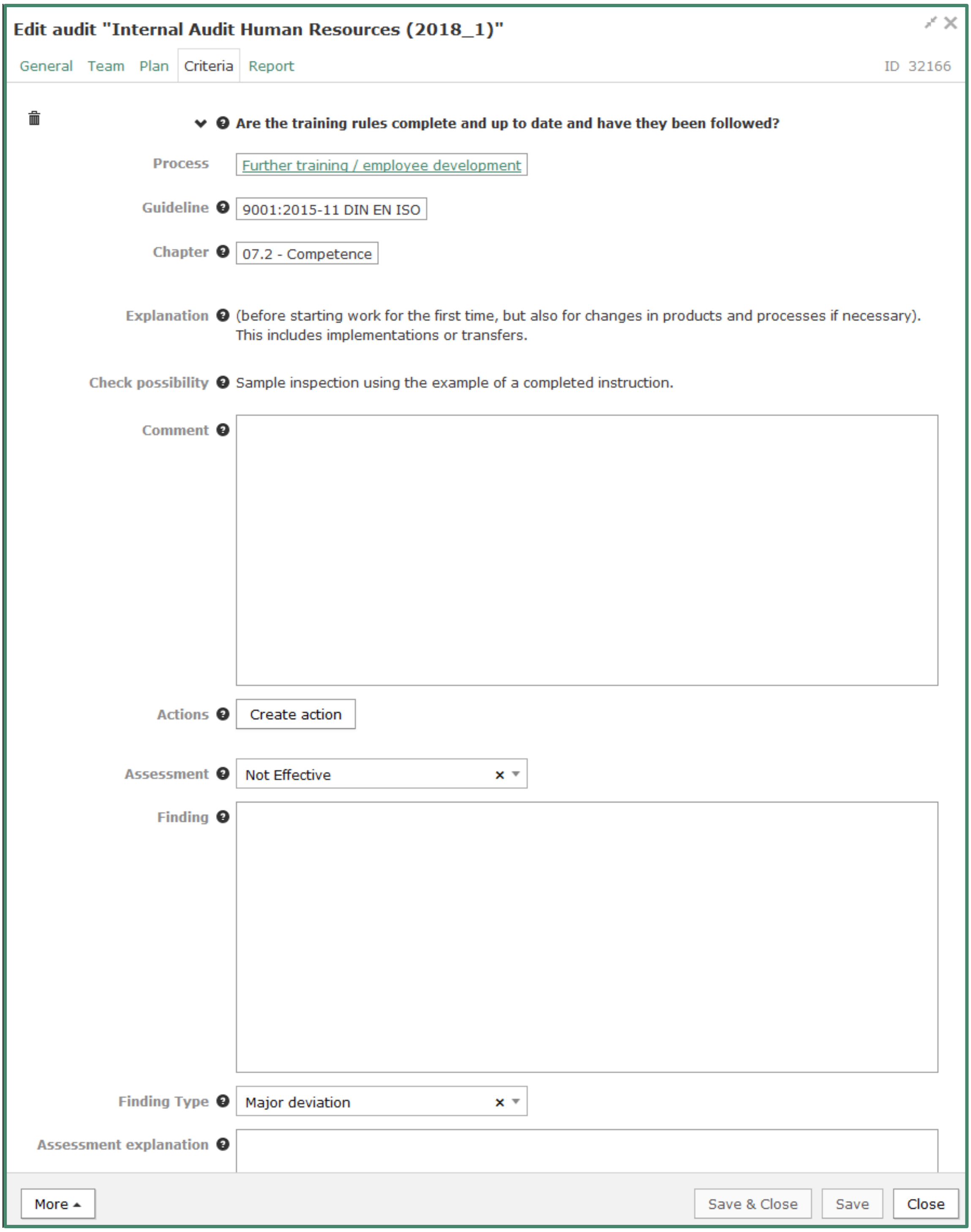
6.2 Evaluate an audit

- Select the corresponding audit and click on **Edit**.
- Change the **Status** to „In process“.
- If a document check has been carried out, select the checkbox **Document examination?**.
- Click on **Save**.

If the field **Start date** has been empty so far, the current date is automatically entered.

The evaluation of the audit can be done directly in the tab **Criteria**, where each audit question can be evaluated individually.

- Go to the tab **Criteria** and open the criterion you want to evaluate with .



Create action

If it is determined during the audit that an action is necessary, you can do this directly in the evaluation of the criterion.

> **Note:** You can only create actions from the audit if you have the appropriate licence and permission for the Action Manager.

- Click on Create action .

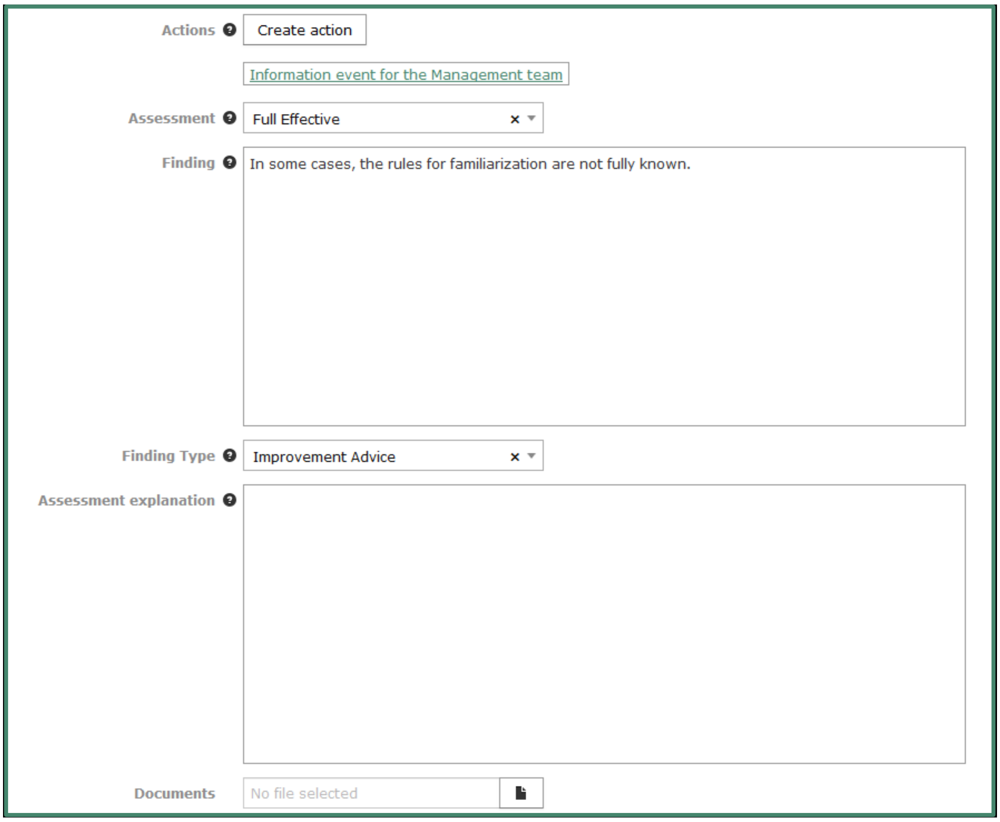
A new tab opens in which a new task can be created in the Action Manager.

> **Note:** For information about creating actions please refer to the „User Manual Action Manager“.

- Once you have created the action, it is displayed as a link in the tab **Criteria**.

Assessment / Finding

- The selection in the field **Assessment** varies depending on the defined assessment scheme.
- When using the ISO assessment scheme, you can enter a **Finding** for the criterion.
- The finding described before can be specified in the field **Finding Type**:
  Major deviation - Non-performance with the requirements for the management system
  Minor Deviation - Implementation of this requirement may have deficiencies or gaps
  Opportunity for Improvement - there is potential for improvement for this criteria
  Recommendation - a possible optimisation is indicated for this criteria
  Completely Fulfilled - the requirement for this criteria is 100 % fulfilled
  Best Practice (only for ISO) - this criteria is so good that it is communicated to other sectors that may be able to implement it
- In the **Assessment explanation** you can give more detail about how you did the evaluation and the reasons for it.
- Finally, you can attach relevant **Documents** to each criterion.



Evaluation of a criterion according to the ISO assessment scheme

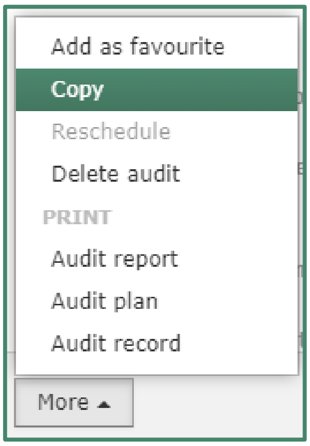
Evaluation of a criterion according to the VDA assessment scheme

6.3 Complete an audit

- Open the appropriate audit and click on **Edit**.
- Change the **Status** from "In Execution" to "Completed".
- Click on **Save**.

If the field End date has been empty so far, the current date is automatically entered.

6.4 Copy an audit



- Open the detail view of the audit to be copied.
- Click on More and select **Copy**.

You have the possibility to change the audit type when copying an audit. This allows you to add additional guidelines or teams to the new audit, if required (see Chapter Audit types).

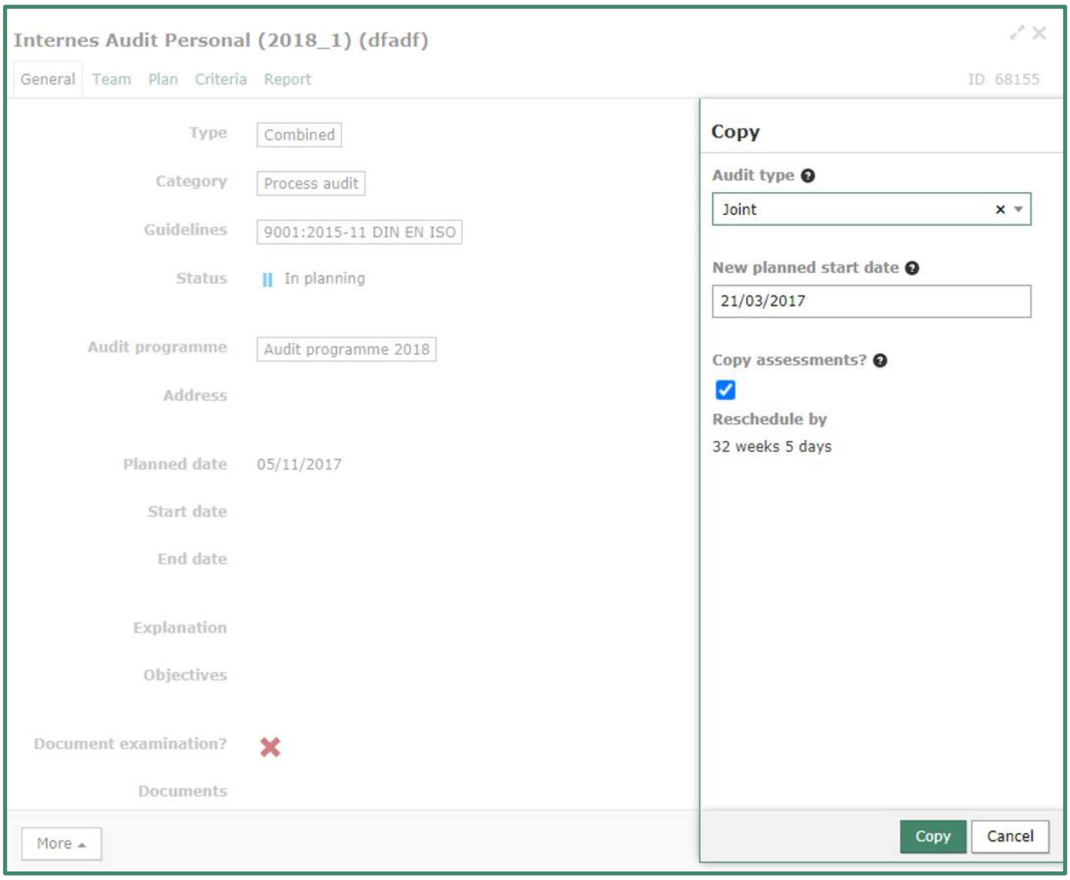
However, there are the following restrictions: the audit type “Combined” can only become “Combined” or “Joint” and the audit type “Joint” must remain “Joint”. All other audit types can be changed freely.

- Select the **Audit type** for the new audit.
- Select a **New planned start date** in the opening submodal.
- Click on the checkbox if you want to **Copy assessments**.
- Under **Reschedule by** you can see the time period by which the copied audit is rescheduled.
- Click on **Copy** to complete the operation.

The new audit opens in edit mode in the status “In planning”.

- Ideally, you should change the title and, if necessary, the audit programme of the audit directly.

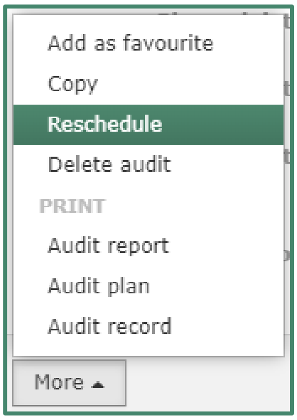
Note: Before copying, make sure that a suitable audit programme exists.



6.5 Reschedule an audit

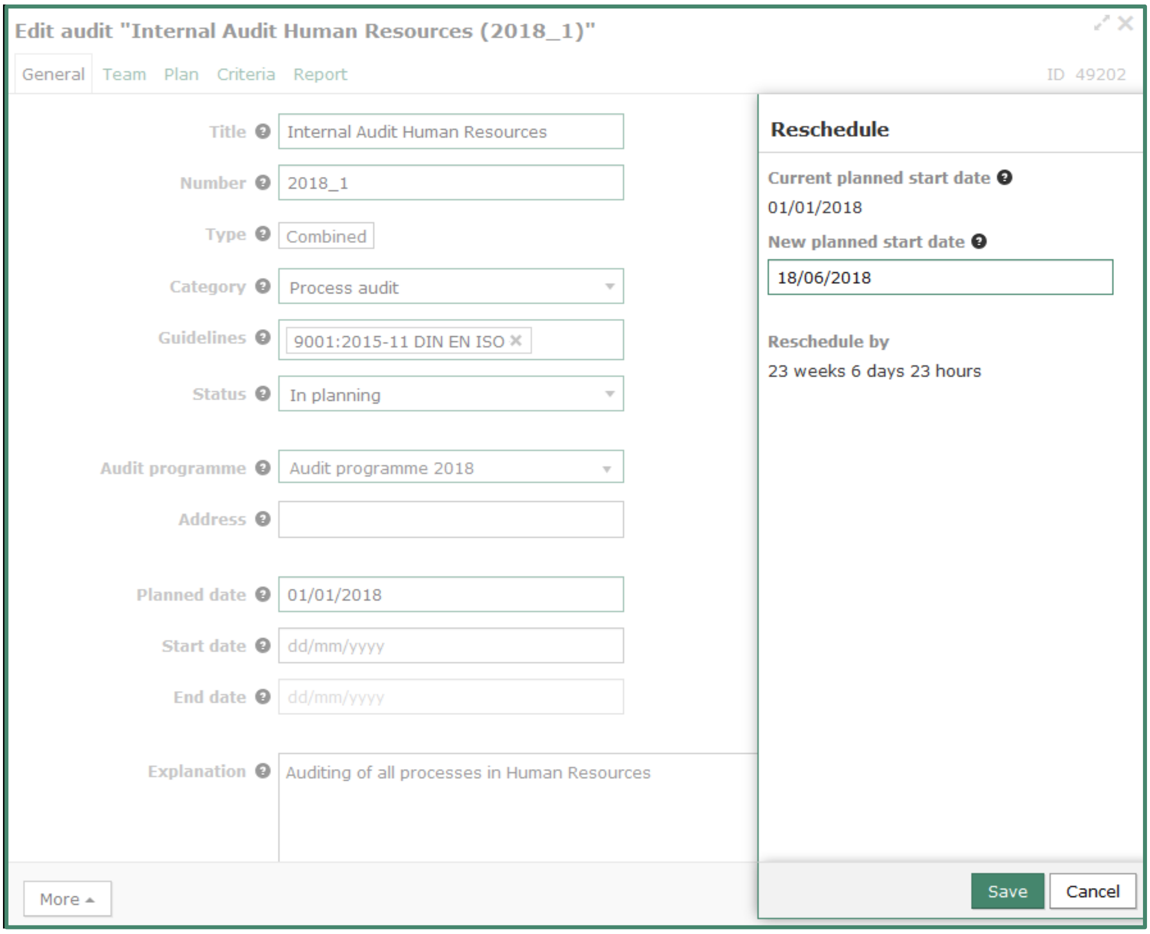
In the WissIntra NG Audit Manager, you have the possibility to reschedule the dates of an audit.

Note: You can only reschedule the dates of an audit while the audit is in status „In planning“.



- Select the corresponding audit and click on **Edit**.
- Navigate to More ▲ and click on **Reschedule**.
- Select a **New planned start date** in the opening submodal.
- Under **Reschedule by** you can see the time period by which the audit is postponed.
- Click on **Save** to complete the operation.

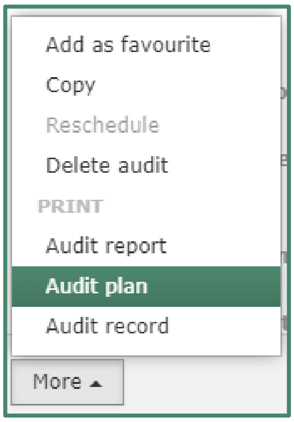
With this all appointments in the tab **Plan** are rescheduled by the time period displayed above.



6.6 Print an audit

6.6.1 Print the Audit plan

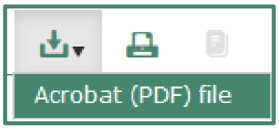
- Open the corresponding audit.
- Navigate to More and click on **Audit plan**.

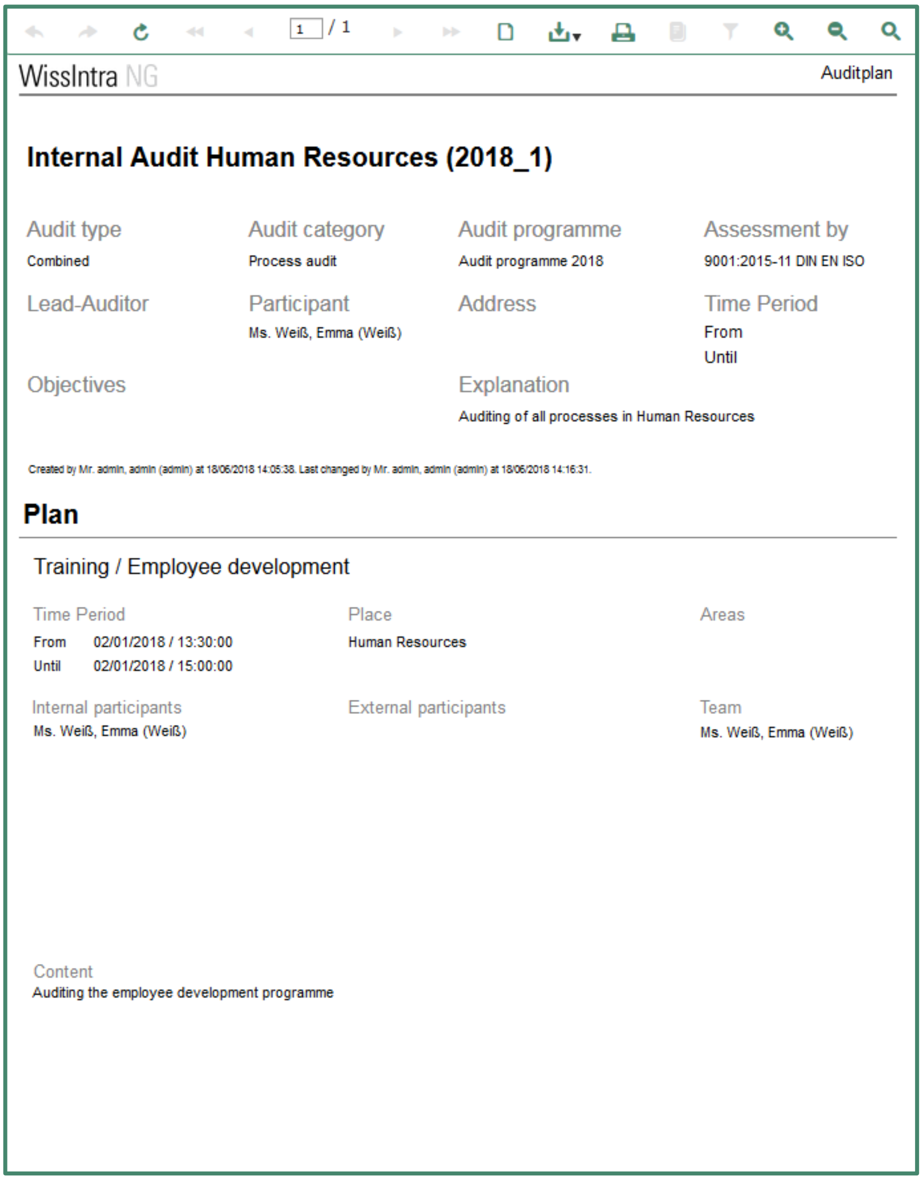


A new tab opens in which the Audit plan is loaded.

This contains a graphical summary of the content of the tab **Plan**.

- Click on one of the following two buttons to create a PDF.



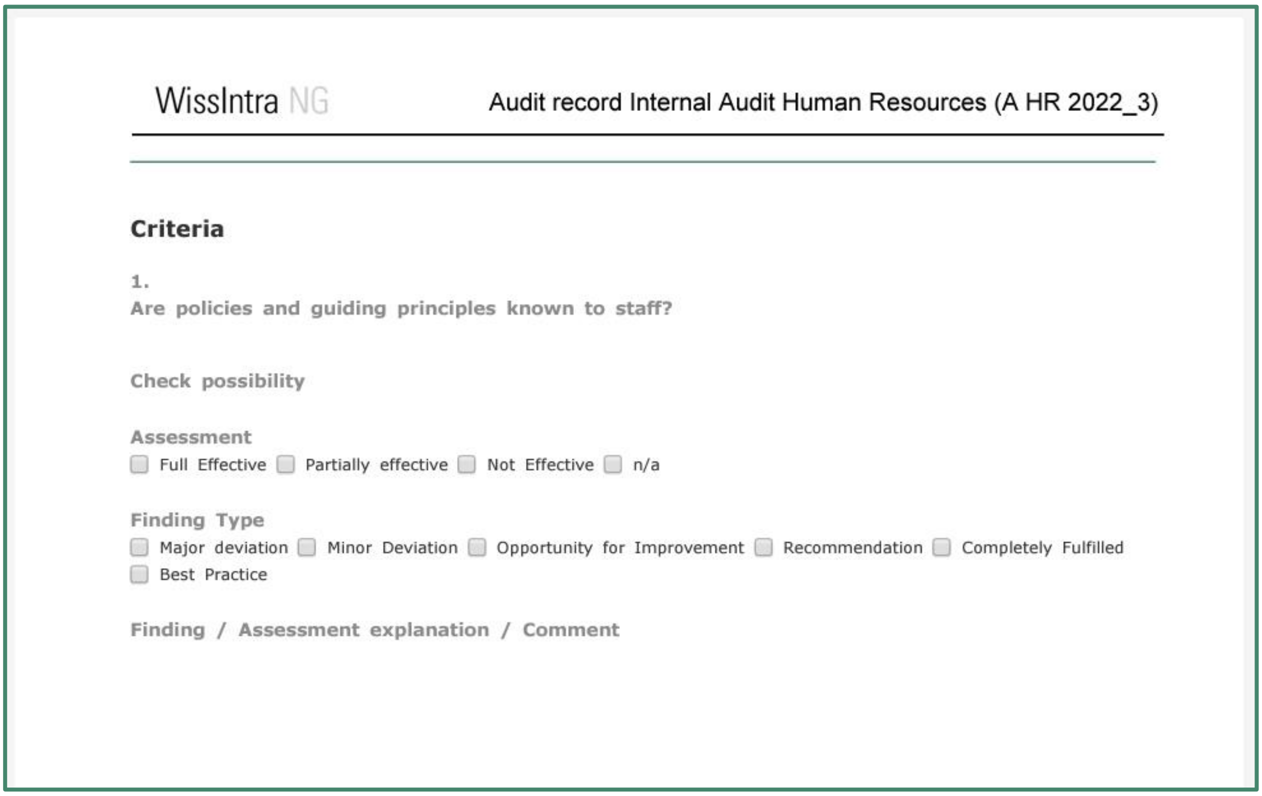


6.6.2 Print the Audit record

- Open the corresponding audit.
- Navigate to More ▴ and click on **Audit record**.

A new tab opens in which the Audit record is loaded.

This contains a printable form for manually processing of audit criteria.


WissIntra NG Audit record Internal Audit Human Resources (A HR 2022_3)

Criteria

1.
Are policies and guiding principles known to staff?

Check possibility

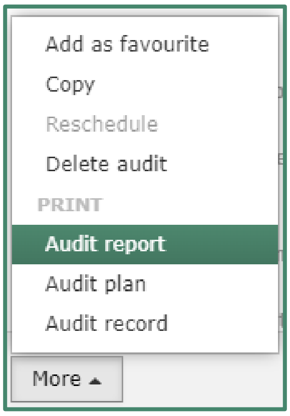
Assessment
☐ Full Effective ☐ Partially effective ☐ Not Effective ☐ n/a

Finding Type
☐ Major deviation ☐ Minor Deviation ☐ Opportunity for Improvement ☐ Recommendation ☐ Completely Fulfilled
☐ Best Practice

Finding / Assessment explanation / Comment

6.6.3 Print the Audit report

- Open the corresponding audit.
- Navigate to More ▴ and click on **Audit report**.



A new tab opens in which the Audit report is loaded.

This contains a graphical summary of the content of the tab **Report**.

WissIntra NG — Internal Audit Human Resources

Audit report Internal Audit Human Resources (A HR 2022_3)

Audit type	Audit category	Audit programme	Guidelines
Combined	Process audit	Quartal 3	9001:2015-11 DIN EN ISO

Lead-Auditor	Co-Auditors	Participants	Address

Time Period
From 05/09/2022
Until 08/09/2022

Documents

Objectives

Comment

Created by Ms. Schmelzer, Annika (ash) at 30/09/2022 10:22. Last changed by Ms. Schmelzer, Annika (ash) at 30/09/2022 10:24.

9001:2015-11 DIN EN ISO

Lead-Auditor

Assessment Scheme
ISO

Total Criteria: 22

Overview Assessments (5/22)

Result	Full Effective	Partially effective	Not Effective	n/a
	1	2	2	0

Overview Finding Types (0/22)

Result	Major deviation	Minor Deviation	Opportunity for Improvement	Recommendation	Completely Fulfilled	Best Practice
	0	0	0	0	0	0

Comment to "9001:2015-11 DIN EN ISO"

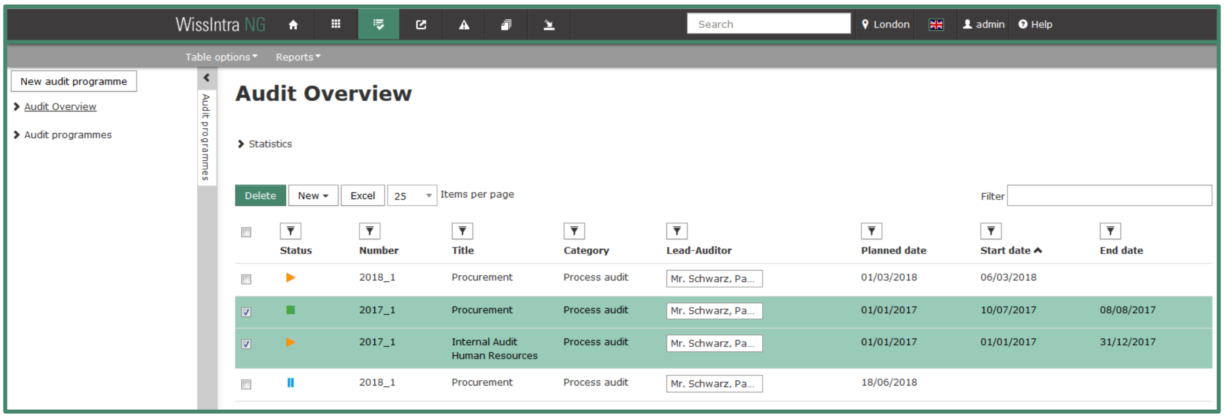
30/09/2022 10:27 Uncontrolled Document 1 / 3

6.7 Delete an audit

You can delete an audit in two ways.

Delete an audit via the table view

- In the sidebar on the left, click on the appropriate **Audit programme** or on **Audit Overview** to see all audits.
- Select the checkbox in front of the audit(s) to be deleted.
- Click on Delete and confirm the security prompt.



Delete an audit via the modal

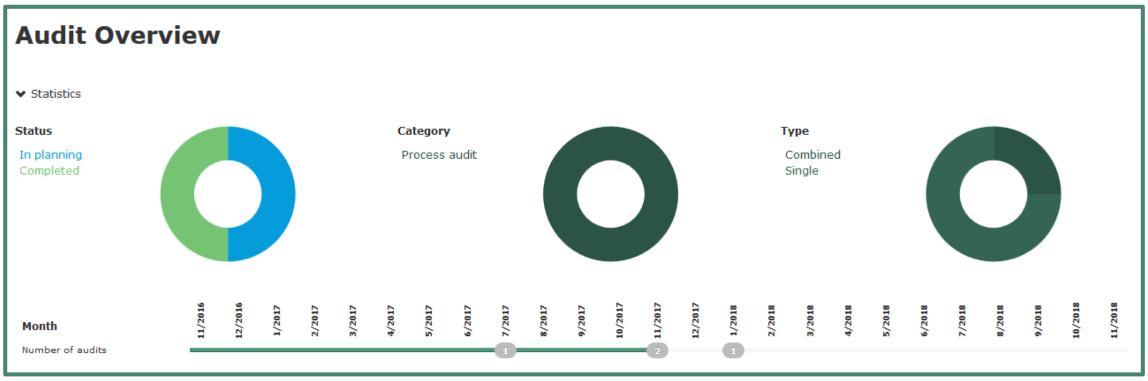
- Open the audit you want to delete.
- Click on More , select **Delete** and confirm the security prompt.

7 Reports

For the WissIntra NG Audit Manager, a number of different statistics and reports are available.

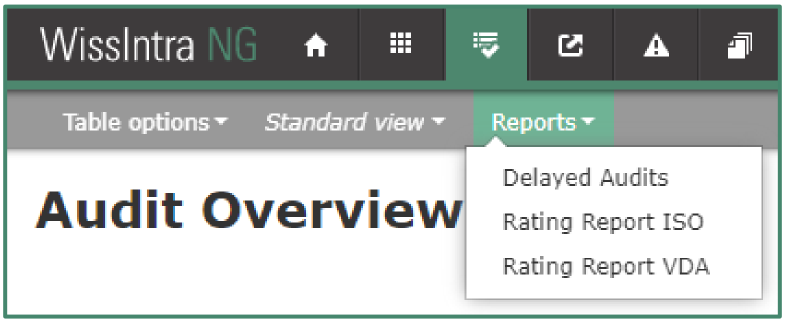
7.1 Statistics

- Switch to the **Audit Overview** or to an **Audit programme** to see the button **Statistics**.
- Clicking on **Statistics** displays various charts showing the distribution of audits by **Status**, **Category** and **Type**.
- You can also see a timeline, which gives a chronological overview of the audits created for the previous and following 12 months.



7.2 Reports

The WissIntra NG Audit Manager offers two types of reports: **Delayed Audits** and **Rating Report ISO**.

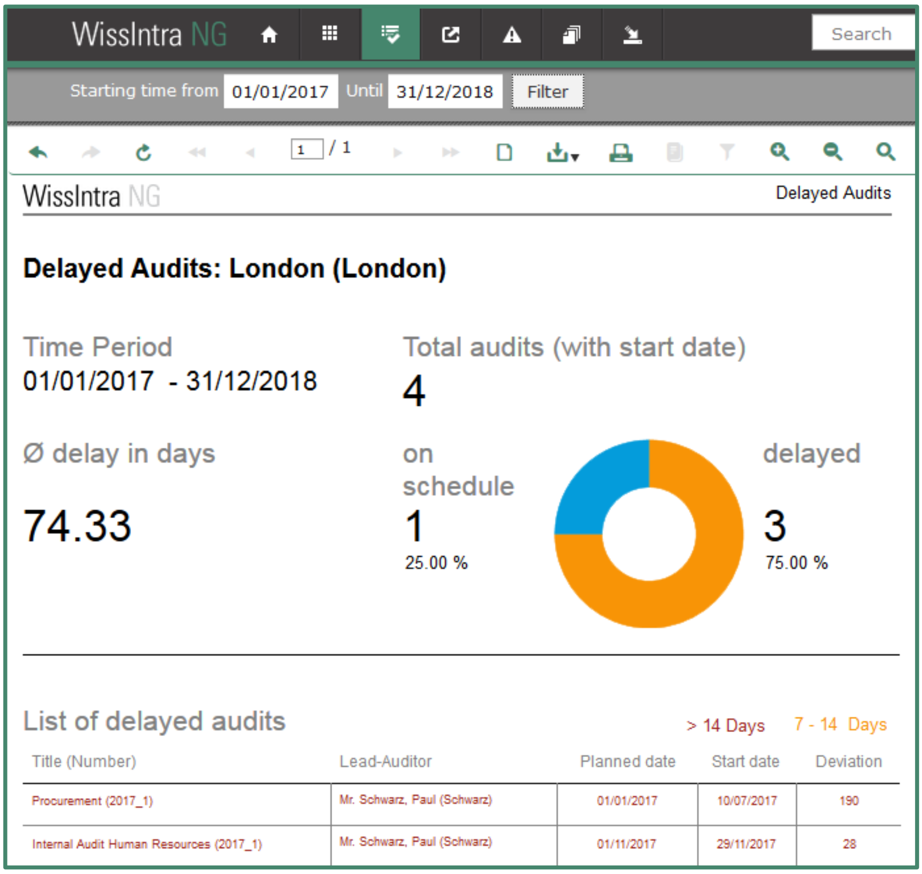


7.2.1 Delayed Audits

The **Delayed Audits** report displays the audits for which the **Start Date** is after the **Planned date**.

- Click on **Reports** and select **Delayed Audits**.

A new tab opens in which the report is loaded.



You can change the period to be considered for the report.

- Select a new **Starting time from** and **Until** and click on **Filter**.

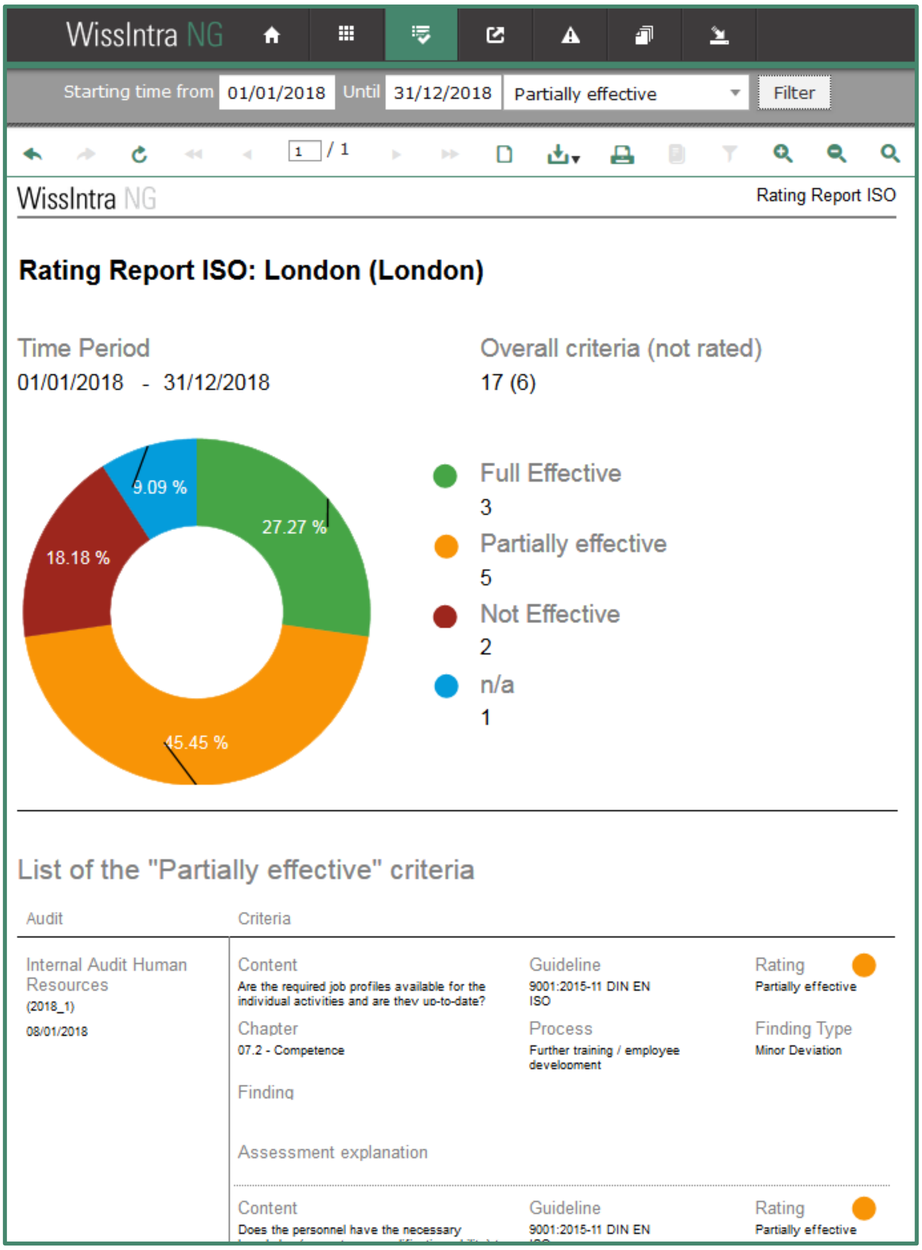
7.2.2 Rating Report ISO

The **Rating Report ISO** displays all evaluations of the audits that were evaluated according to the ISO assessment scheme in the selected period. The distribution of the evaluations of the criteria is shown in a pie chart.

- Click on **Reports** and select **Rating Report ISO**.

You can change the period to be considered for the report.

- Select a new **Starting time from** and **Until** and click on **Filter**.



You can also filter by the rating of the criteria.

- Select the desired rating in the drop-down and click on **Filter**.

This will list all criteria below the pie chart that have been rated as specified in the filter.

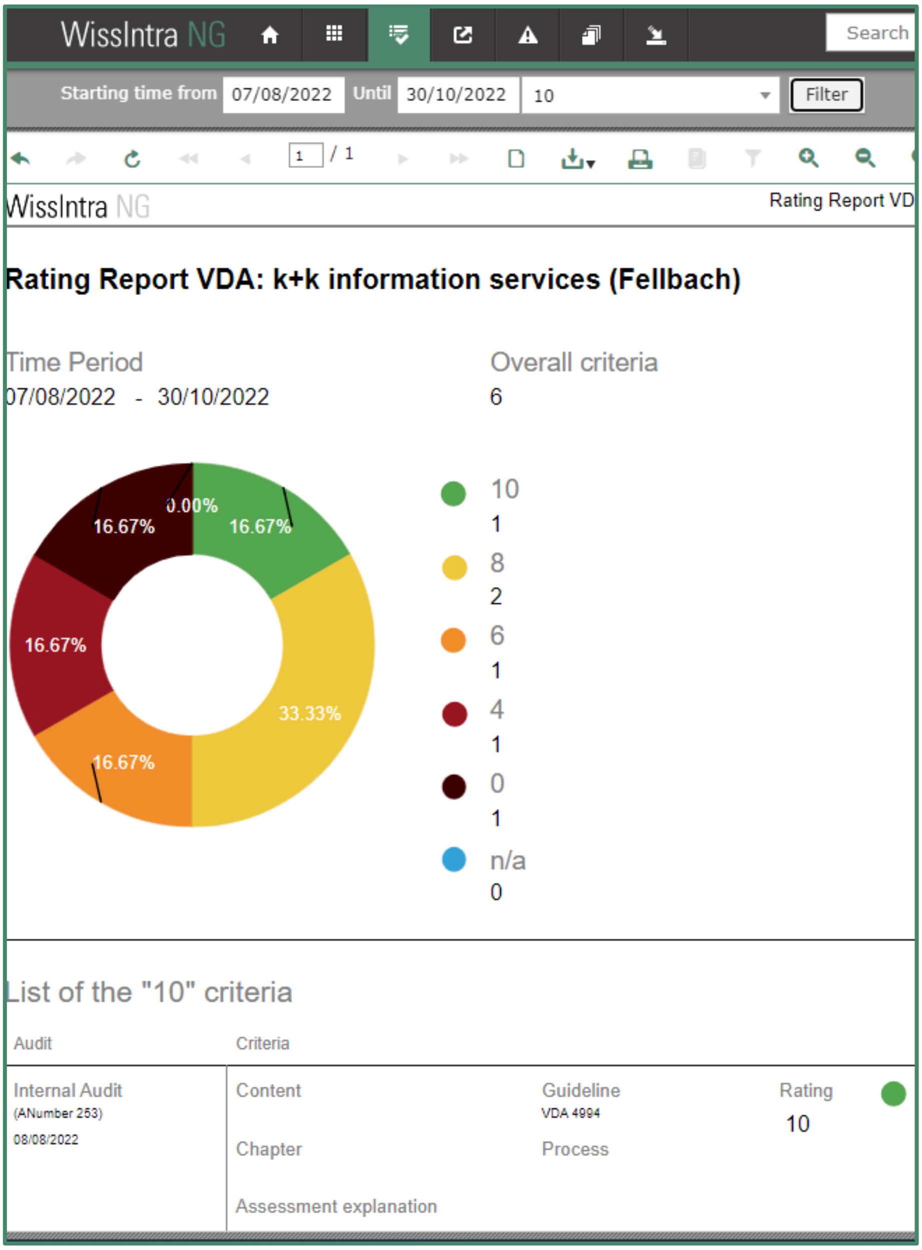
7.2.3 Rating Report VDA

The **Rating Report VDA** displays all evaluations of the audits that were evaluated according to the VDA assessment scheme in the selected period. The distribution of the evaluations of the criteria is shown in a pie chart.

- Click on **Reports** and select **Rating Report VDA**.

You can change the period to be considered for the report.

- Select a new **Starting time from** and **Until** and click on **Filter**.



You can also filter by the rating of the criteria.

- Select the desired rating in the drop-down and click on **Filter**.

This will list all criteria below the pie chart that have been rated as specified in the filter.

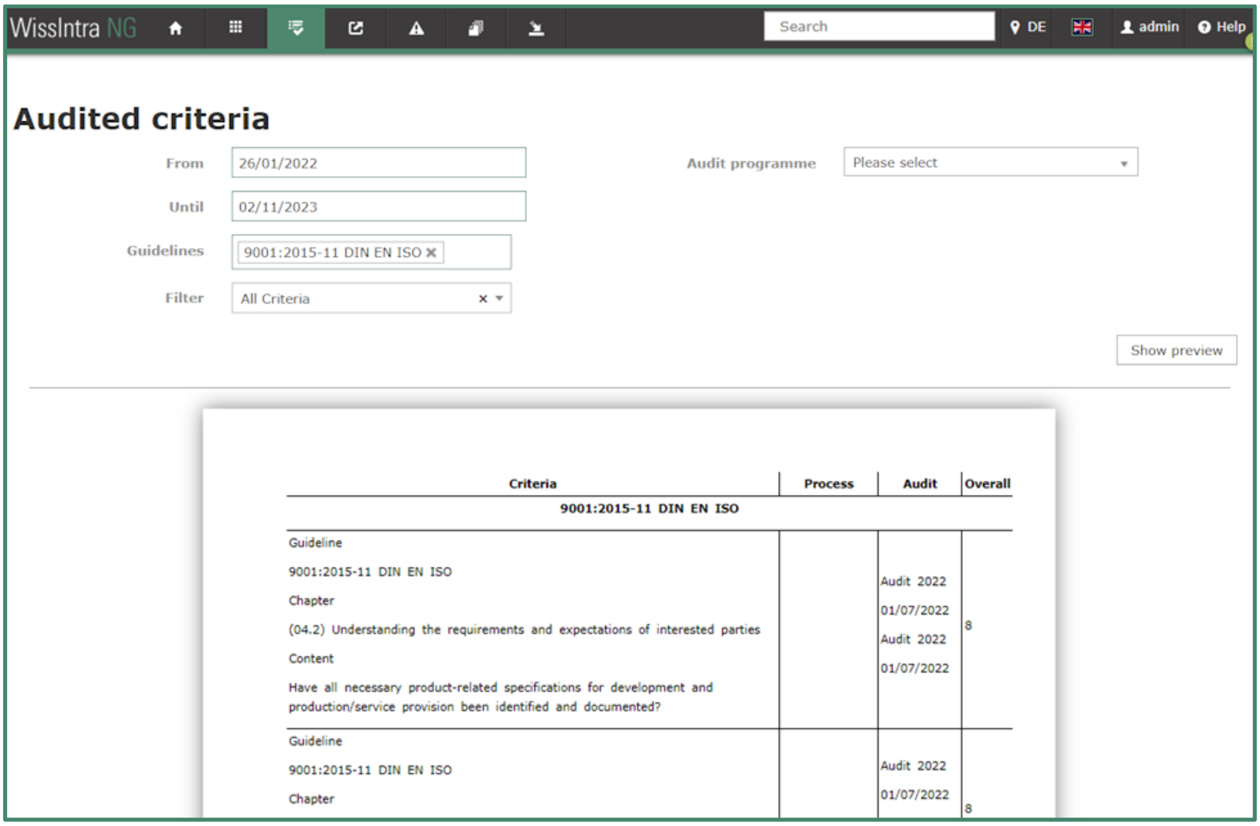
7.2.4 Audited criteria ISO

In the **Audited criteria ISO** report, all criteria of one or several selected guideline are displayed in a desired time period. The auditor gets a quick overview of the criteria and can see if these are already assigned to a process and an audit (in the desired period) or whether there is still a need for action.

- Click on **Reports** and select **Audited Criteria ISO**.

A new tab opens in which the report is loaded.

- Select a new **Starting time from** and **Until,** as well as the desired **guideline** and click on **Show preview**.



The desired criteria are finally displayed in the report, sorted by chapter number.

You can also filter by criteria that are not linked to a process.

- Select **Not linked to process** in the drop-down and click on **Show preview**.

In addition, you have the option to filter by criteria that have not been assigned to an audit in the selected period.

- Select **Not Audited** in the drop-down and click on **Show preview**.

Note: The column **Overall** shows all links of a criterion. This number is independent of the selected time period. Therefore, links can be displayed in the table for a criterion, although no processes or audits are listed in a certain period.

8 Keyboard Shortcuts

General	
CTRL + SHIFT + UP	Navigates to the main navigation
CTRL + SHIFT + DOWN	Navigates to the breadcrumbs (mini-view of the process card)
CTRL + SHIFT + LEFT	Navigates to the first navigation sidebar entry
CTRL + SHIFT + RIGHT	Navigates to the main content (first process card or first table entry)

Modal	
CTRL + E	Opens Modal
CTRL + S	Saves the date in the modal
ESC	Closes the Edit / Detail modal
CTRL + ALT + 1	Opens the first tab
CTRL + ALT + 2	Opens the second tab
And so on.	

Depending on what has been activated, the navigation buttons have a different function:

Main navigation	
LEFT	Previous Module
RIGHT	Next Module
ENTER	Enters the module

Table	
UP	Cursor jumps back one line
DOWN	Cursor jumps to the next line
LEFT	Navigates to previous page
RIGHT	Navigates to next page
ENTER	Opens the modal
SPACE BAR	Opens the checkbox
ESC	Deactivates all checkboxes

Matrix/Function lane (matrix itself)	
UP	Navigates to the overlying process card
DOWN	Navigates to the underlying process card
LEFT	Navigates to the previous process card
RIGHT	Navigates to the next process card
ENTER	Opens the process card / navigates one level downwards
ESC	Undo the move

Matrix/Function lane (Breadcrumbs)	
LEFT	Navigates to the previous process card
RIGHT	Navigates to the next process card
ENTER	Opens the process card / navigates one level upwards

Treeview	
UP	Cursor jumps one element higher
DOWN	Cursor jumps one element lower
LEFT	Folds a branch

RIGHT	Unfolds a branch
ENTER	Opens or select the entry (modal opens)

9 FAQ – Frequently Asked Questions

In this chapter you will find answers to frequently asked question when working with WissIntra NG:

Why do some hyperlinks from MS Office documents not work correctly?

This problem may occur if the name of the page from which you want to create a hyperlink contains a hash character (#).

When you right-click a hyperlink in a Word document and use the Insert Hyperlink option, the hash sign is displayed incorrectly and the inserted link cannot be opened correctly.

Note: The hash sign (#) is a valid character when using file names, but is not accepted for hyperlinks in MS Office documents.

To avoid this problem, use on of the following methods:

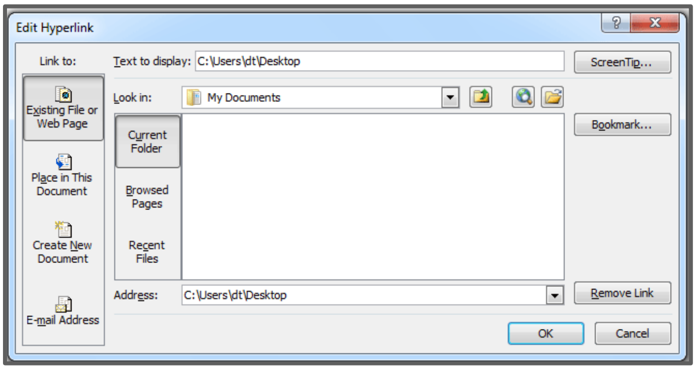
- Use CTRL + C to copy the address of the hyperlink and insert it into the Office document.
- Press **Enter** to automatically generate a link.

Or

- Right-click the corrupt link in the Office document.
- Click on **Edit Hyperlink**.

The following window will open:

- Insert the correct address of the hyperlink and click OK.



Note: For more information about this MS Office issue, visit Microsoft Support at: https://support.microsoft.com/de-de/kb/202261

The same problem can appear when creating a PDF with the integrated PDF tool in Office (PDF / XPS document). Again, the hyperlink may be displayed incorrectly and cannot be opened correctly.

To avoid this problem, we recommend using an alternative external tool for creating PDFs. For further questions about this issue, please contact Microsoft Support.

When opening a document, a login window appears. How can I avoid that?

If you are using a version of Microsoft Office 2010 or older and open WissIntra NG with the Internet Explorer, it may happen that a login window appears when you open Office documents in the Document Manager or within a modal, prompting you to log in with your Windows user data.

To solve this problem, please contact your administrator. **Chapter 4.3** in the **Administrator Manual Configuration** describes how to bypass this behaviour.

What is the difference between modules and modals?

The various software applications, such as the Process Manager or the Audit Manager are called modules.

The dialog windows are called modals where you can navigate in tabs and insert input.

10 Customer Support and Service Desk

Follow the instruction in this manual to make the best preparations for working with WissIntra NG. Should you still have any questions and you need support from our service team, please contact us under consideration of your service level.

We would be pleased to receive your feedback and suggestions.

We wish you a lot of success and pleasure working with WissIntra NG!

Customer Support

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Service Desk

E-Mail: **Servicedesk@WissIntra.de**

Tel: +49 711 578813 -13

Monday to Friday from 9am – 12am and 1pm – 5pm (CET)

Note: Before you contact the Service Desk, please contact your internal WissIntra NG contact person to learn more about your service level and the resulting contract terms.

Note: Please let us know your current program version with each contact. You will find this on each WissIntra NG page at the lower right corner.

WissIntra Online Support via pcvisit:

With pcvisit, we switch directly to your screen.

This is how it works:

- Make an online support appointment.
- Download the guest module for pcvisit.
- Follow the step by step instructions.

For detailed instructions, please visit:

https://www.kuk-is.de/files/kuk-is/userfiles/Kundenzentrum/Support/kk_information_services_Anleitung_pc_visit.pdf

Our service staff will be available at any time to answer your questions.

.

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