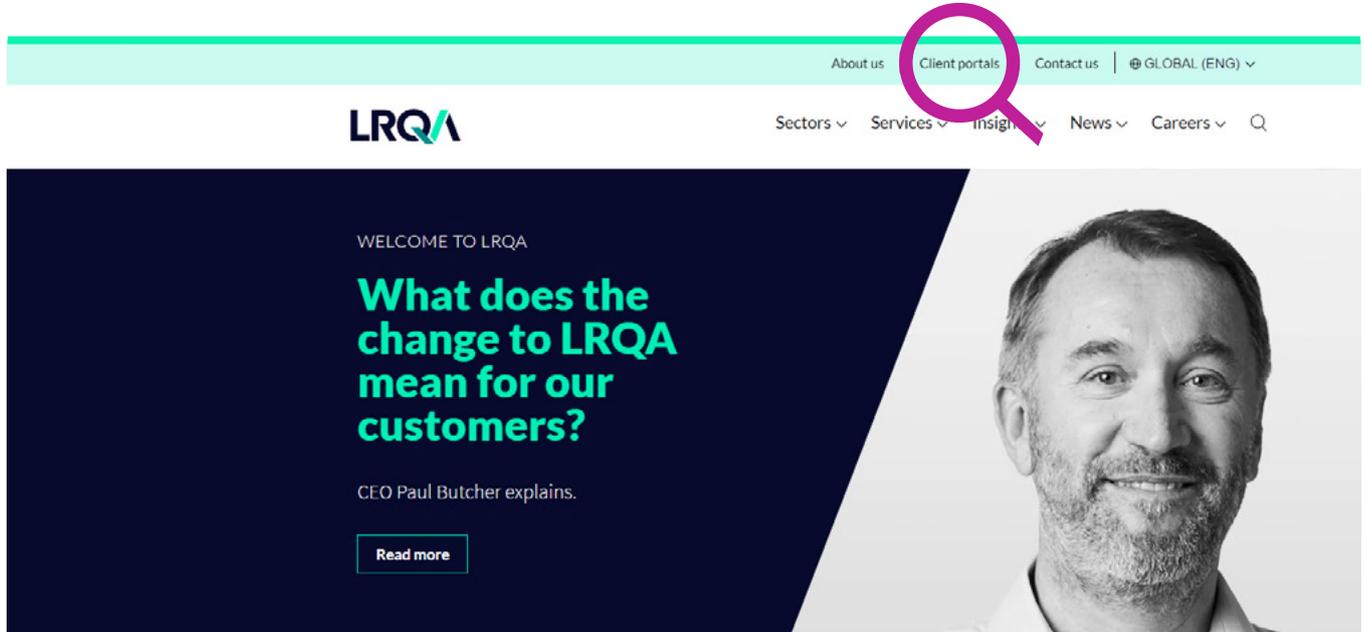




Welcome to the LRQA Client Portal



We are delighted to welcome you to the LRQA Client Portal which provides an easy-to-use on-line platform for you to manage your LRQA certification programme across your organisation.



Key Features

- View your schedule of planned and completed visits
- Confirm proposed visits direct to LRQA Client Services
- Download your latest Certificates, Reports and Approval Marks
- View, reply and track the status and detail of audit findings
- View Analytics on your approval data
- Contact us directly through the Portal



Using the LRQA Client Portal

Access to the portal is via our homepage www.lrqa.com or through a dedicated URL which will be emailed to you along with your username and password. Please add this email address to your contacts list.

When accessing the portal for the first time, you will be prompted to change your password.

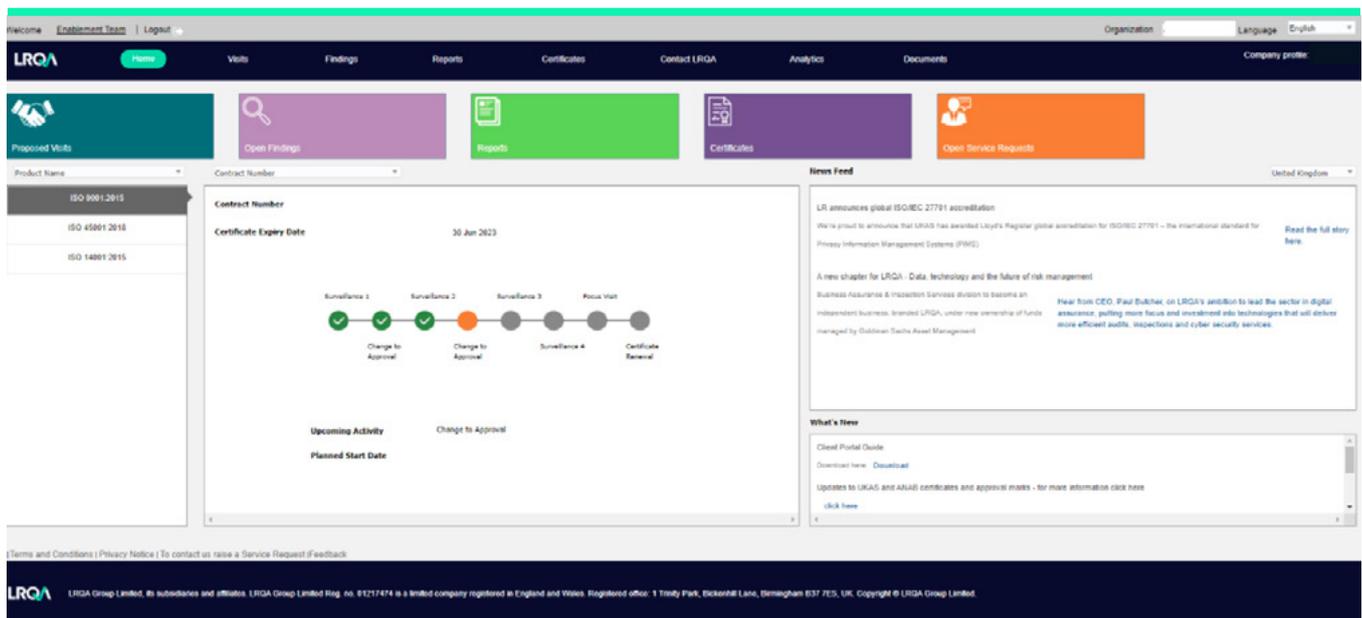
Simply follow the on-screen instructions, remembering to check and agree to the Terms & Conditions. Once complete, you will have full access to the portal along with a range of options to enable you to quickly manage your certification programme online.

Don't worry if you ever forget your password, you can easily reset it at the login page.

Key Features

Now you have logged in, let's show you around your dedicated homepage. From here, you can:

- **Easily navigate** to your Visits, Findings, Reports, Certificates and Requests.
- **Quickly see notifications** on new actions uploaded from LRQA including Proposed Visits, new Open Findings, recent Reports, recent Certificates and any Open Service Requests.
- **Customise** the language you view.
- **View** your User and Company Profile.
- **Switch** between the Organisations you are viewing, if you have access to more than one company profile.
- **View your past**, current and future visits across your entire certification programme
- **Track your progress** by accessing the Client Portal Analytics enabling you to deliver real-time reporting to your own stakeholders.



Online visit scheduling

LRQA Reference	Visit Type	Address	Delivery Method	City	Country	Postcode / Zip	Standard(s)	Status	Visit Start Date	Visit End Date	Assessment Duration	Details	Confirm Visit
LRQ000001/12345	Surveillance 3	Multiple	Remote - Offsite	Sheffield	United Kingdom	Multiple	ISO 14001:2015	Proposed	03-Oct-2022	04-Oct-2022	2.0 DAYS	Show Details	<input type="checkbox"/>
LRQ000001/12345	Surveillance 2	82 St Omers Road, Hiscott, EX31 6SZ, United Kingdom	Onsite	Sheffield	United Kingdom	S4 7UQ	ISO 14001:2015	Proposed	04-Apr-2022	04-Apr-2022	1.0 DAY	Show Details	<input type="checkbox"/>
LRQ000001/12345	Surveillance 1	82 St Omers Road, Hiscott, EX31 6SZ, United Kingdom	Onsite	Sheffield	United Kingdom	S4 7ER	ISO 14001:2015	Confirmed	08-Nov-2021	08-Nov-2021	1.0 DAY	Show Details	<input type="checkbox"/>
LRQ000001/12345	Surveillance 2	82 St Omers Road, Hiscott, EX31 6SZ, United Kingdom	Onsite	Sheffield	United Kingdom	S4 7UQ	ISO 9001:2015	Complete	12-Jul-2021	13-Jul-2021	2.0 DAYS	Show Details	<input type="checkbox"/>

Here you can easily manage any upcoming audit dates in relation to your certification programme across your organisation.

This section shows your sites, your certification programme, the status of the visit and your assessor details.

At LRQA, we understand the need to work collaboratively with our clients to ensure that audits are timed to work for you.

Now you can see at a glance when visits are:

- **Proposed** - a suggested audit date from us awaiting your confirmation or request for change through the **'Show Details'** icon or confirm multiple visits using **Confirm Visit**.
- **Confirmed** - you have accepted the visit and it will be delivered on the agreed date.
- **Complete/Closed** - the audit has been completed.

Once your meeting is confirmed, simply click on **Add to Calendar** to receive an Outlook meeting invite to digitally record your next visit date(s). Dates not suitable? Don't worry, simply click on **Propose another visit date(s)** to request another time.

Address	Delivery Method	City	Country	Standards	Visit Type	Assessor	Assessor Role	Status	Visit Start Date	Visit End Date	Assessment Duration
82 St Omers Road, Hiscott, EX31 6SZ, United Kingdom	Onsite	Hiscott	United Kingdom	ISO 14001:2015	Surveillance 2	Mr John Smith	Team Leader	Proposed	04-Apr-2022	04-Apr-2022	1.0

If there are any additional details about your visit, these can be accessed through the **Show Notes** icon. This will be greyed out if no notes are required.

Audit Findings

The screenshot shows the LRQA Findings dashboard. At the top, there are navigation tabs: Home, Visits, Findings (active), Reports, Certificates, Contact LRQA, Analytics, and Documents. Below the tabs are various filters: Contract Number (All), Standards (All), Country (United Kingdom), City (All), Grade (All), Finding Status (New; Open; Responded), and Date Range (All or From dd-mm-yyyy To dd-mm-yyyy). There are buttons for Export and Analytics. The main table has columns: LRQA Reference, Reference Number, Address, Standard(s), Grade, Activity Type, Findings Status, Issue Date, and Actions. Two findings are listed, both with a 'View/Respond' link in the Actions column, which is highlighted with a red box and an arrow.

LRQA Reference	Reference Number	Address	Standard(s)	Grade	Activity Type	Findings Status	Issue Date	Actions
LRQ000001/12345	3768948_COVSBV01	82 St Omers Road, Hiscott, EX31 6SZ, United Kingdom	ISO 9001:2015	Minor NC	Surveillance 2	RESPONDED	13-Jul-2021	View/Respond
LRQ000001/12345	3829318_COVSGX02	82 St Omers Road, Hiscott, EX31 6SZ, United Kingdom	ISO 14001:2015	Minor NC	Certificate Renewal	RESPONDED	09-Apr-2021	View/Respond

Here, you can quickly see and respond to any findings that have been raised during an audit.

To respond to a finding before your next audit, select the **View/Respond** option against the relevant finding.

These are categorised as follows:

New:
A new finding raised at the last audit.

Open:
An open finding that was raised at a previous audit.

Responded:
A response has been submitted by the client for this finding.

100% Resolved:
This finding has now been addressed. (Please note this is only for certain products such as IATF).

Closed:
The finding has been closed.

The screenshot shows the 'Findings Details' page. It contains a table with the following information:

Reference Number	2544302_UAT_USER0302	Activity Type	Stage 2
Product(s)	ISO 9001:2015 ISO 14001:2015	Clause	8.2 8.2
Finding Status	New	Grade	Minor NC
Process/Aspect	Training		

Below the table are sections for 'Statement of Non Conformity', 'Statement', and 'Proposed Correction: Corrective Action and Timescale'. The 'Respond to Findings' section includes a table with columns: Username, Date of Response, and View Details. Below this is a text area for the response and a file upload section with a 'Choose Files' button and a 'No file chosen' message. There are 'Submit' and 'Cancel' buttons at the bottom.

Here, a response can be added along with uploading any attachments required. Any responses will be reviewed by an Assessor at your next on or off-site Audit.

Audit Reports

Your Audit Reports will be displayed in the Reports tab. Once these have been uploaded by the Assessor, and reviewed by LRQA if required, you will be able to download the documents at any time.

Contract Number: LRQ0002686 Standards: All Country: United Kingdom City: All Date Range: [] Filter

Export

LR reference	Address	City	Country	Postcode/Zip	Standard(s)	Visit Start Date	Visit End Date	Actions
LRQ0002686/2544302	20 Park Way	London	United Kingdom	WC13 3VA	ISO 14001:2015, ISO 9001:2015	11.04.2019	11.04.2019	Download

Purchase Order (PO) management

Now you have logged in, let's show you around your dedicated homepage. From here, you can:

Your Visit(s) have been Confirmed

We have registered that your invoice will require a Purchase Order Number. We kindly ask you to provide us with a Purchase Order Number

Submit PO Number

Close

For those clients that need a PO to be raised for visits, this can be entered when you confirm your date(s) for your audit(s).

Simply click on **Submit PO Number** to view your quotation for the Visit and to enter and submit your PO number.

You can also indicate if **PO Number Not Required** for a visit or choose to **Cancel / Enter PO Later** which you can do in the Show Details section of the Visits tab.

If we have on record that you do not require a PO Number, then you will not be asked to submit one. You can however choose to do so if required.

QUOTATION

London
WC13 3VA
United Kingdom

Activity	Product	Quantity	Net Price	Tax Rate	Net Value
Focus Visit	ISO 14001:2015	0.5 wday	995 GBP / 1 Working day(s)	0%	497.5 GBP
Focus Visit	ISO 14001:2015	0.5 wday	995 GBP / 1 Working day(s)	0%	497.5 GBP
Focus Visit	ISO 9001:2015	0.5 wday	995 GBP / 1 Working day(s)	0%	497.5 GBP
Focus Visit	ISO 9001:2015	0.5 wday	995 GBP / 1 Working day(s)	0%	497.5 GBP

Travel costs and time will be charged according to Contract

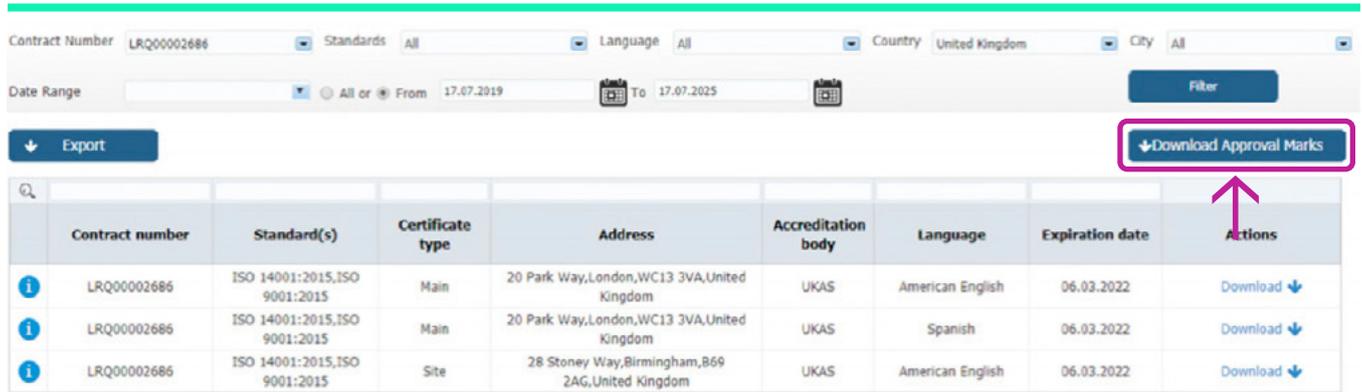
Enter PO Number: [] Submit

Enter PO Number PO Number not Required Cancel/Enter PO Later

Certificates

Here, you can download your valid LRQA Certificate(s) along with any of your associated Approval Marks.

Please ensure you have checked our **Client Information Notes** on how and when you can use your **Approval Marks**.



The screenshot shows a search and filter interface at the top with fields for Contract Number (LRQ00002686), Standards (All), Language (All), Country (United Kingdom), and City (All). A date range is set from 17.07.2019 to 17.07.2025. Below the filters is an 'Export' button and a 'Download Approval Marks' button highlighted with a red box. The main table lists three certificates:

	Contract number	Standard(s)	Certificate type	Address	Accreditation body	Language	Expiration date	Actions
1	LRQ00002686	ISO 14001:2015, ISO 9001:2015	Main	20 Park Way, London, WC13 3VA, United Kingdom	UKAS	American English	06.03.2022	Download ↓
1	LRQ00002686	ISO 14001:2015, ISO 9001:2015	Main	20 Park Way, London, WC13 3VA, United Kingdom	UKAS	Spanish	06.03.2022	Download ↓
1	LRQ00002686	ISO 14001:2015, ISO 9001:2015	Site	28 Stoney Way, Birmingham, B69 2AG, United Kingdom	UKAS	American English	06.03.2022	Download ↓

Review Certificate Information

At the time of confirming your Stage 2, Transfer of Approval, change to approval and Certificate Renewal audit, you will be asked if you would like to **View Certificate Data**.

You will be shown a draft version of your Certificate(s) from the information we currently have stored. If the information is correct, simply click **Approve Certificate Information**.

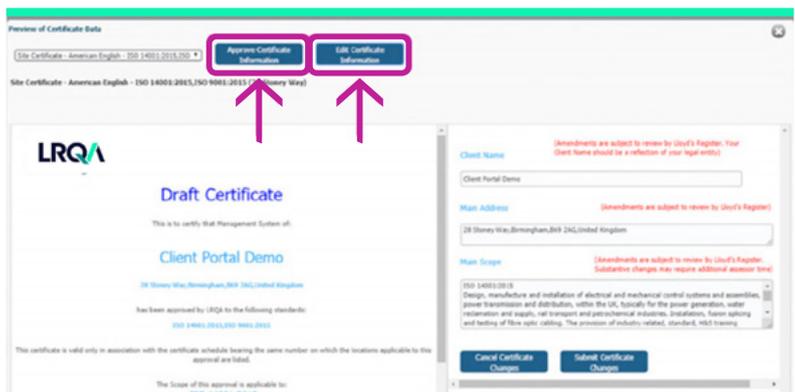
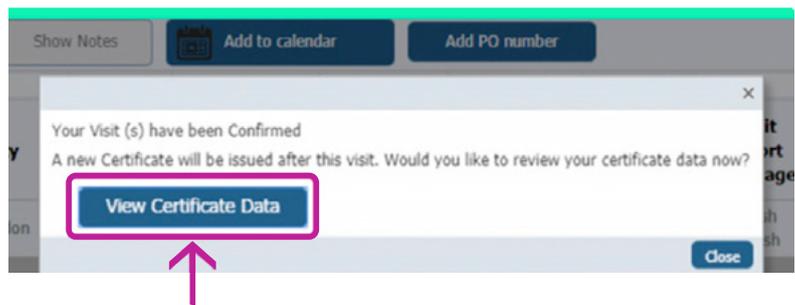
Want to request some changes?

Simply click **Edit Certificate Information**. It's important to note that any changes made are subject to our review and further information may be required.

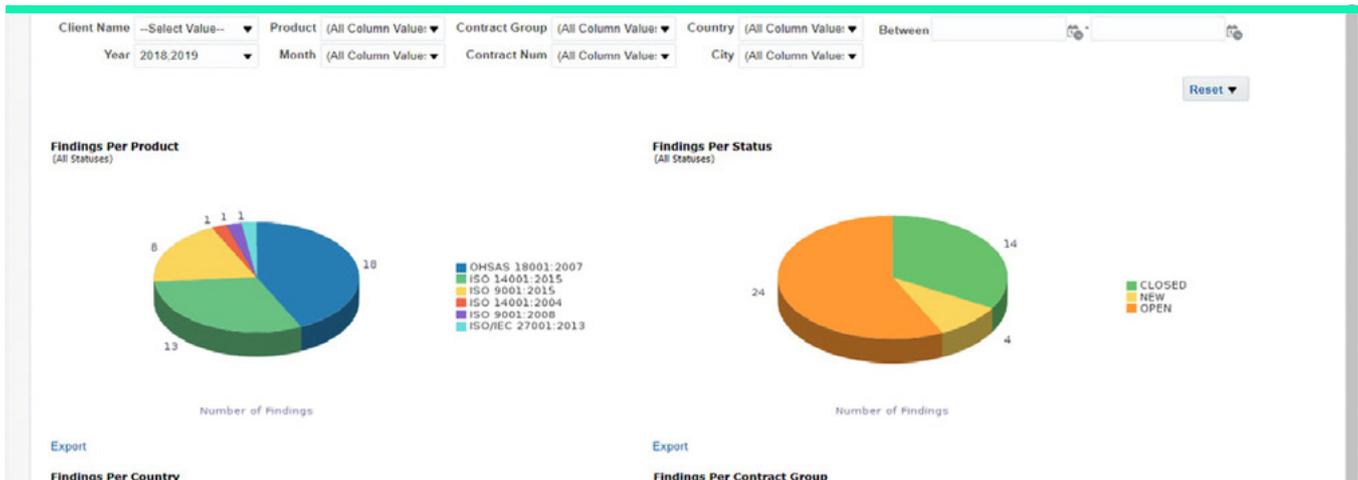
Within Edit Certificate Information you can request changes to your Company Name, Main Site Address and Scope, as well as your Site Addresses and Scopes.

For Company Name changes requests you will be asked to attach documentation of proof of your new legal entity name.

Once you submit your changes, these will be sent your local Client Service team for review before your next Certificate is issued.



Analysis



The Analytics function contains detailed real-time analysis and reporting on your certification programme including:

Summary: An overview of the status of your approval.

Visit Summary: Visuals of your visit data with LRQA.

Visit Details: A detailed record of all your visit data that is shown in Visit Summary.

Finding Summary: Visuals of your finding data with LRQA.

Finding Details: A detailed record of all your visit data that is shown in Finding Summary.

Each tab allows you to filter what information you would like to view at any time to meet your own stakeholder and reporting needs. Please note that data is refreshed every 24 hours.

Company Profile

The Company Profile can be accessed from the top right of any LRQA Client Portal page and for complex clients will show:

- All sites that are currently present within your organisation
- All users that have access to the LRQA Client Portal within your organisation.

User Profile

Here in My Profile you can access the current user information LRQA has stored along with your Notification Settings where you can customise how you receive information from the portal and in what language.

As most notifications will come via the portal, only switch this function off if you are sure you won't be missing any important information.

General Enquiry

Remember, you can raise a General Enquiry within the Contact LRQA tab if you need to update us with any change(s).

Contact LRQA

You can quickly and easily get in touch with your local LRQA Client Services team through the portal by selecting the category that reflects your enquiry. Once you are happy that your enquiry has been fully resolved, we will close it, but it can still be reviewed at any later point, or a new request can be raised.

Get in touch

Visit www.lrqa.com for more information



LRQA