



# LRQA Client Portal: Guide to managing findings



The LRQA online Client Portal gives you access to all your business assurance information to enable you to manage your compliance quickly and easily from anywhere in the world, whenever you want.

You can see your schedule of audit visits and the status of audit findings – including any non-conformities – and access comprehensive data reports to share with your stakeholders.

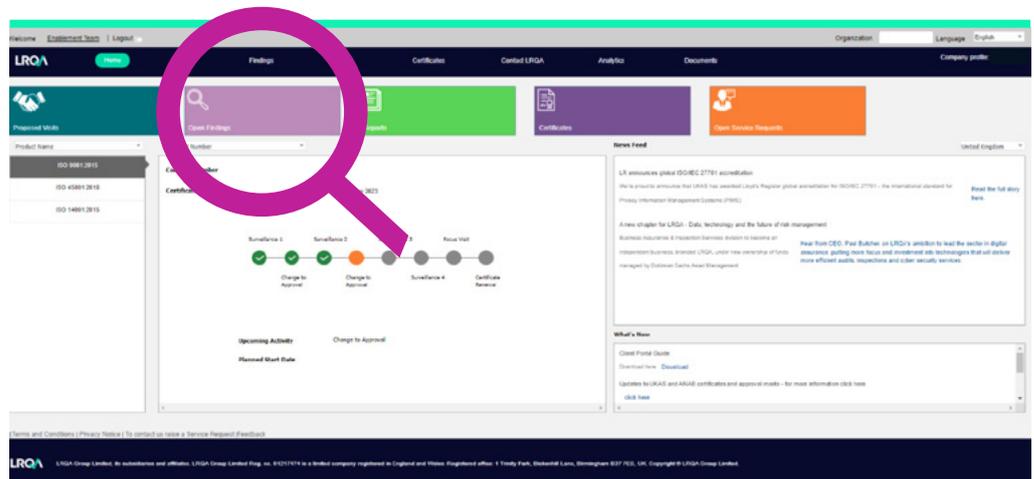
If you need to get in touch to schedule audit visits, change dates, ask questions or reply to your audit findings, you can easily contact us through the Client Portal to get in touch with our customer service team.

## Let's get started on managing your findings

### Accessing Findings from the homepage

Simply click on the **Magnifying Glass** icon on the **Open Findings** tab on the homepage.

Here, you will see any Findings that have been raised during an audit and which are still open and require an action to be taken.

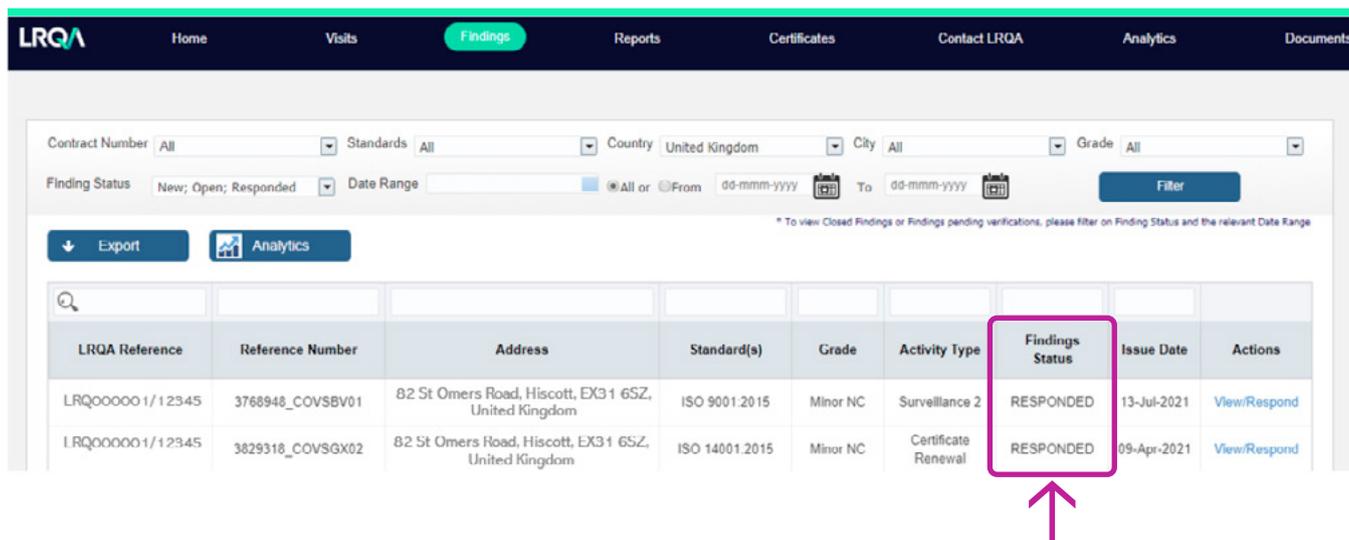


# Findings status

You will see that our **Findings** fall into five clear categories, which are always allocated by LRQA as part of our audit process.

This means that you won't be able to alter the status of Findings via a drop-down menu, but you can easily respond to them.

- **New:** a new Finding raised at the last audit.
- **Open:** an open Finding raised at a previous audit.
- **Responded:** a response has been submitted by the client.
- **100% Resolved:** this finding has now been addressed. (Please note this is only for certain products such as IATF).
- **Closed:** Finding has been closed by LRQA.



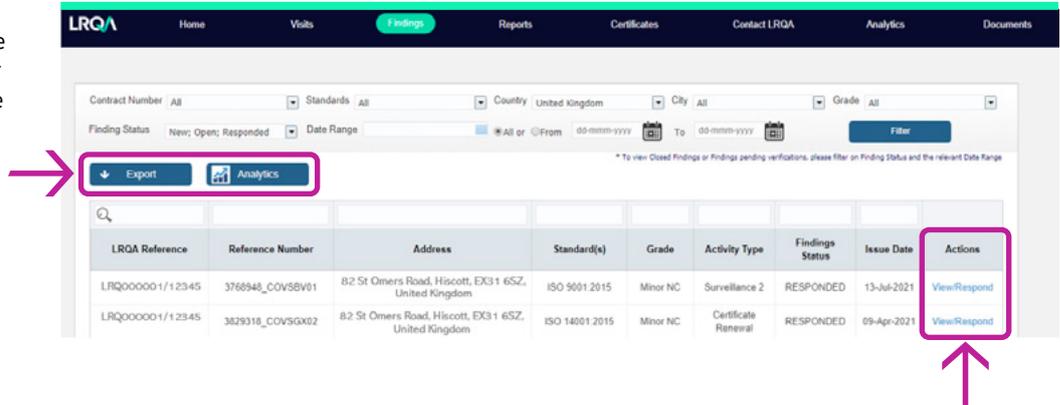
| LRQA Reference  | Reference Number | Address   | Standard(s)    | Grade    | Activity Type       | Findings Status | Issue Date  | Actions                      |
|-----------------|------------------|---|----------------|----------|---------------------|-----------------|-------------|------------------------------|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

- Remember, the **100% Resolved** category always precedes the **Closed** category. It provides an audit trail to show that the Finding has been 100% Resolved to our satisfaction. Once that happens, the Finding is Closed by LRQA and your report is issued. (Please note this is only for certain products such as IATF).
- Can't see any data under Findings Status? Don't worry, that means you passed your most recent audit with no Findings.
- The Open Findings option will help you see only open ones, whilst using the Findings tab will take you to all Findings.
- Remember, you can see at a glance the status of all your findings for multiple sites.

# Not sure how to respond to a finding before your next audit?

**It's simple.** The easy to use drop-down menus will enable you to filter according to your needs to include the date, the location and the name of the standard to which you are certified.

Simply click the **View/Respond** option against the relevant Finding.



However, before you do, take a moment to explore some of the additional features designed with you in mind.

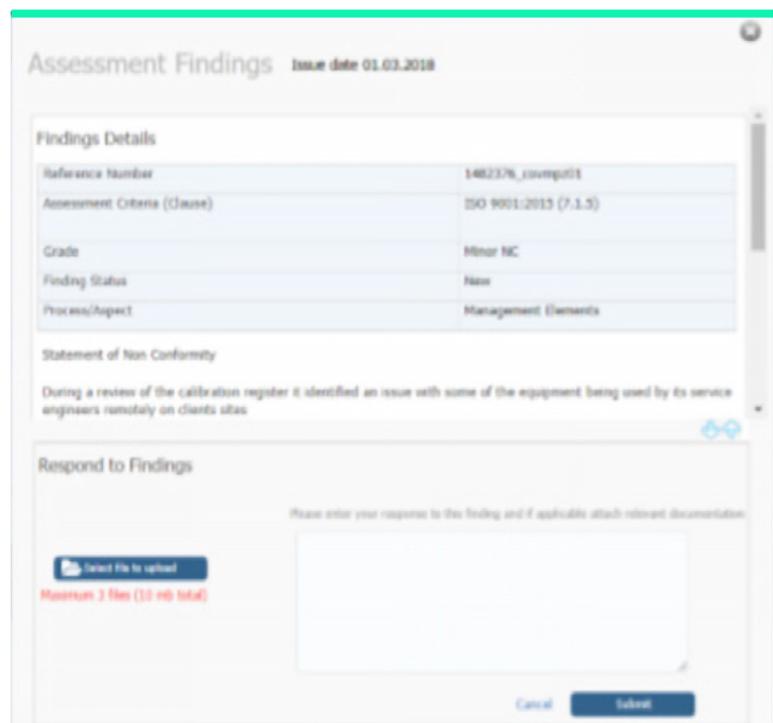
- You can **Export** the real-time data at any time to an easy-to-view file. It includes information on root cause analysis and corrective actions.
- Why not try out our new **Analytics** Powered by OracleTM? Analytics gives you a graphical overview on your performance. It provides in-depth analysis on Visits and Findings.

Once you click on **View/Respond**, you will arrive at this screen.

Here, we will show you the full details of the Finding and a response can be added along with any attachments required.

Any responses will be reviewed by an Assessor at your next on or off-site Audit.

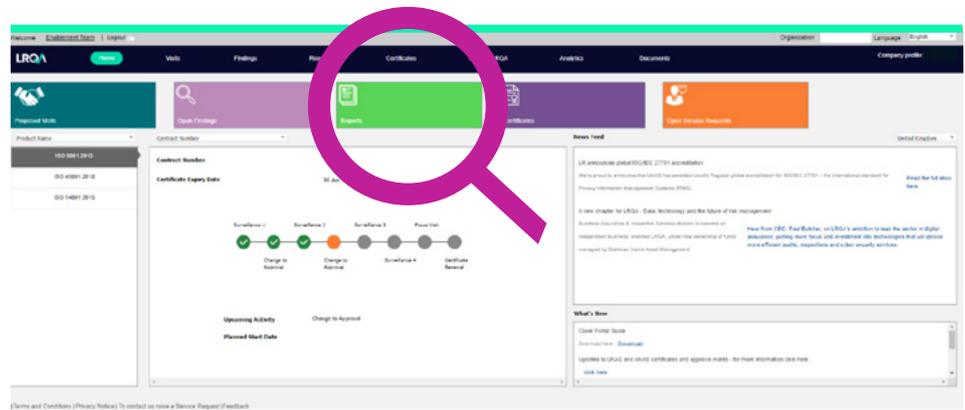
**Remember, you can upload up to three files when responding to any Findings.**



# All your findings are closed, but not sure how to get your final report?

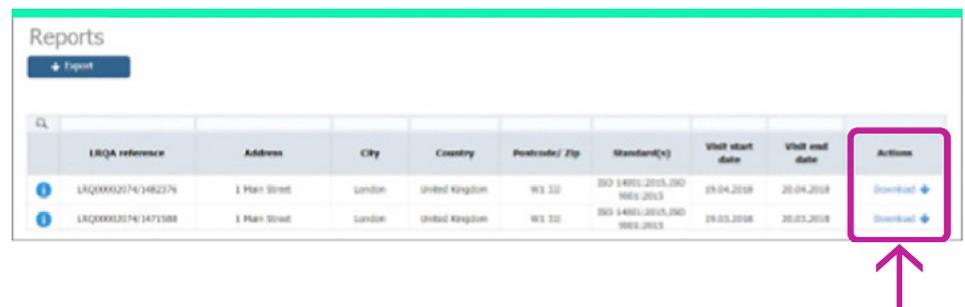
Simply navigate back to the **Home** page and select **Reports** from the main menu using the light green reports icon button.

Alternatively, simply navigate from your current position in **Findings** to **Reports** using the ribbon menu at the top of the page.



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 can **download** them.



Logon to the portal either through your own bookmarked link or via [www.lrqa.com](http://www.lrqa.com)

Don't worry if you ever forget your password; simply click the 'forgot password' button and we will send you an email.

## Get in touch

Visit [www.lrqa.com](http://www.lrqa.com) for more information



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