CORRECTIVE ACTIONS USER GUIDE FOR SUPPLIERS

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Step One: Logging Into Repositrak

After gaining access to the ReposiTrak website, click the link to log into the ReposiTrak SQF Assessment Database. You will then be presented with the screen below. You will be prompted to enter your username and password. In the database, your username will be your email address. If you do not know your password, click the “Reset Password” link located above the password option. Then enter your email address into the field on the following page and click “Submit”.

Next, click on "Audits for My Standards" next to the SQF Logo. You will then be brought to the home page of ReposiTrak.
**Step Two: Finding the Audit**

Once you log into the database, you will be dropped into the Compliance Center. Click the tab across the top of the database labelled “Audit Compliance” as shown below.

![Image of Compliance Center Tab](image1)

You will be taken to the Compliance Center, where you will then need to select the option “Audit Requests”

![Image of Audit Requests](image2)
Once you reach the “Audit Requests” page, you have the option to search for the audit you want to **complete a corrective action** on using the search fields. You can search by Request Number, Facility ID, or Status. You can also simply click the “FIND” button and a full list of all audit requests under your company. No results will appear if you do not click the red “FIND” button.

Once you have clicked the “FIND” button, a list of audit requests will appear. Then you click on the audit you want to enter a corrective action for.
If your facility is not in the “Corrective Action Pending” stage, you will not be able to enter corrective actions for that audit. If your audit is not yet in the Corrective Action Pending stage, reach out to your certification body so that they can advance the audit to that stage.
Step Three: Entering Corrective Actions

Click on update audit for SQFI as shown below:

You can enter corrective actions directly into the database using the “Corrective Action” and “Root Cause Analysis” boxes, shown on the next page. Each Corrective Action and Root Cause Analysis can be filled in by clicking the red “Action Button”.

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When you click the red “ACTION” button, a dropdown list with three options will appear.

3.1 - Click the “UPDATE” option to open up a window where Corrective Actions, Evidence, and Completion date can be entered. Make sure to click the red “Save” button.

3.2 – To enter supporting documents, click the “Supporting Documents” option. This will bring you to a page where you can add or delete files. Click the red “Add Document” button to select and upload files.
3.3 – To upload photos as evidence, click the option in the dropdown menu labelled “Photo Proof”. You will be presented with a page with a red “Upload Image” to select and upload files.

![Image](image1)

Next, you will need to enter root cause analysis. Click the red “UPDATE” button in the Root Cause Analysis box to enter a root cause analysis for each section that requires it.

![Image](image2)

In the window that appears, enter in the Root Cause, Evidence, and save.

![Image](image3)
At this point, the audit can be advanced by clicking the “Submit for Action Closeout”.

When all of the corrective actions and root cause analysis have been entered, the overall progress bar at the bottom of the Audit Result Report have the Corrective Action Status listed as **100%** and the Overall Status should be listed as *less than 100%*.