

Instructions for M&S Supplying Sites – Corrective Action Management via Audit Hub

This guide is only for the M&S Supplying sites as audited by a member of the FSIG team.

Completing your corrective action management request

1. When logging in for the first time please complete the self-registration as detailed below:
2. Click the “register” button
3. Enter your Email Address into the “Email” field, and then click the “Request registration” button.
4. After a minute or two an email will be delivered to your email mailbox similar to the example shown below:

AuditHub: Registration Request

Inbox x

noreply@audit-hub.com via sendgrid.me
to me ▾

There has been a request to register your account with the email andy@thecodeclinic.co.uk

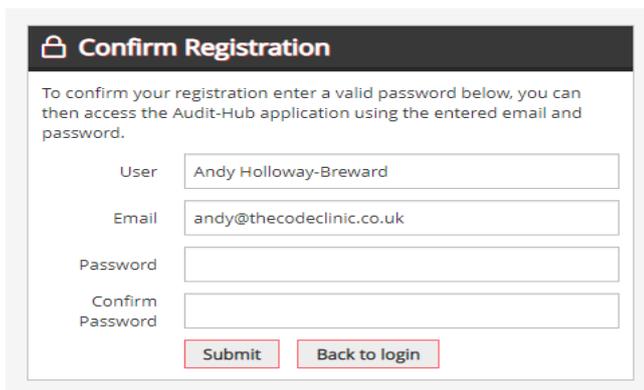
To confirm your registration attempt, use the following link:

<https://test-auth.audit-hub.com/RegistrationConfirm.aspx?r=r&i=3&t=fJpM1ngBh1swnu5FHU17nlpn1illsxF0>

This link will be valid for the next 24 hours, and can only be used once. If you have not confirmed your registration within 24 hours, you will need to start the process again.

If you no longer wish to confirm your registration, please delete this email.

5. Please click the link contained within the email and you will be taken to a screen as shown below:



The screenshot shows a web form titled "Confirm Registration" with a lock icon. The form contains the following text and fields:

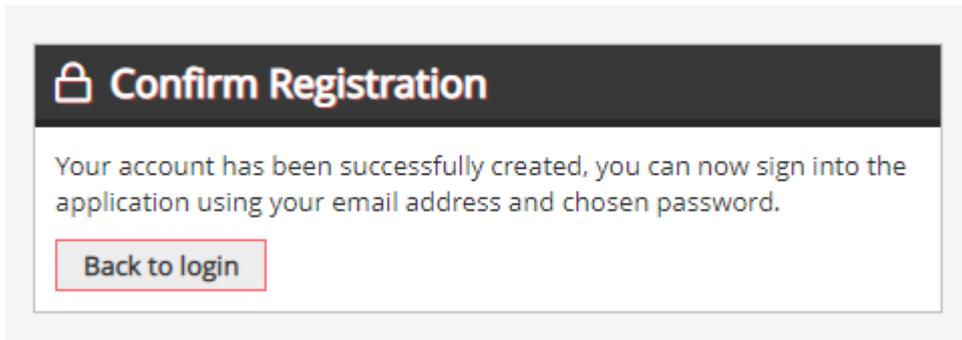
To confirm your registration enter a valid password below, you can then access the Audit-Hub application using the entered email and password.

User	<input type="text" value="Andy Holloway-Breward"/>
Email	<input type="text" value="andy@thecodeclinic.co.uk"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>

At the bottom of the form are two buttons: "Submit" and "Back to login".

6. Simply type a desired password into the “Password” field (minimum 7 characters) and then confirm the same password in the “Confirm Password” field and click the “Submit” button.

- If the Password rules have been adhered to then you will be shown the screen as shown below at which point your account is now available for use.



- Log in using your user name and password
- You will enter a screen which will outline any major findings as per below

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Activity Reference M&S-FSMS-
Reviewer

Completed Time 14/3/2019 15:03
Respond By 31/5/2019 18:00

Each question must have a response before you can submit your responses to the reviewer. Please provide relevant information for each outstanding question.

Action	Section	Reference	Question	Status
Respond	Section 1: All Manufacturing Sites Including Packhouse and A-list →			Outstanding

- Select the “respond” button in red and this will take you into the detail for you to respond. Example as per below:

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Section Section 1: All Manufacturing Sites Including Packhouse and A-list (1.0.0) >

Question The site risk assessment must be fully documented and auditable.

Response Major

Findings

Actions Site will review all processes.

Reviewer Resolver

Response Action Outstanding Respond

- Select the “respond” button at the base of the screen and this will open a new area. Example as per below:

Section	Section 1: All Manufacturing Sites Including Packhouse and A-list (1.0.0) >
Question	The site risk assessment must be fully documented and auditable.
Response	Major
Findings	
Actions	Site will review all processes.

Reviewer
Resolver

Response Action Outstanding Respond

Message to Reviewer

Root Cause / Preventative Action

Attachments

◀ Previous

12. In the box stating “message to reviewer” please add your corrective action management response outlining very clearly how you will resolve this finding
13. In the “root cause” box underneath, please outline the reason for this finding and how you will ensure it does not reoccur.
14. Where relevant, please upload any attachments as documented evidence by clicking the upload button marked in red. The screen below will appear.

Create Attachment

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Description

0/100

Browse...

Attached files must be less than approximately undefined bytes in size

15. Please add a description of the attachment and then use the browse button to select the relevant attachment. Examples of documentary evidence could be policies, procedures, copies of internal audits, certificates of analysis etc.
16. You can upload more than one attachment by using the next upload button which will appear each time you add an attachment

At the base of this screen press “save” and then next. Once you have completed all your finding responses press “submit”

You will then receive the following message – press OK

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Activity Reference M&S-FSMS-
 Completed Time 14/3/2019 15:03

✓ All outstanding questions have been responded to.

OK

17. You may then enter another screen which is your minor findings as per example below;

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Activity Reference M&S-FSMS-
 Completed Time 14/3/2019 15:03

🔔 Questions awaiting response are grouped by due date. Please select a group of questions to respond to.



Total Questions: 5
 Respond By: 10/7/2019 17:00
 Reviewer: [redacted]

18. Click on this box and this opens another screen similar to before listing your minor findings. Please follow the same approach by clicking on the “red” respond button and then following steps 4-9 above.

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Activity Reference M&S-FSMS-
 Reviewer
 Completed Time 14/3/2019 15:03
 Respond By 10/7/2019 18:00

🔔 Each question must have a response before you can submit your responses to the reviewer. Please provide relevant information for each outstanding question.

Action	Section	Reference	Question	Status
Respond	Section 1: All Manufacturing Sites Including Packhouse and A-list →			Outstanding
Respond	Section 1: All Manufacturing Sites Including Packhouse and A-list →			Outstanding
Respond	Section 1: All Manufacturing Sites Including Packhouse and A-list →			Outstanding

Submit

19. Once you have completed all the findings please press submit and you will receive the following message below. Press OK and this is now completed.

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Activity Reference M&S-FSMS-
Completed Time 14/3/2019 15:03

✓ All outstanding questions have been responded to.

OK

20. Our FSIG reviewer will review all your responses and be in touch if any further information is required via Audit Hub. If this is the case you will receive another email explaining the further information needed to close out the respective finding(s).
21. Any problems please email the M&S Account Director – Jackie Kerr jkerr@fssint.com