TÜV NORD

TÜV NORD CERT
CARA Online Questionnaire
-User Guide-

Content

1 Foreword

IATF CARA is the IATF's new audit documentation tool. With CARA, a common platform for the documentation of the audit results by the IATF auditors is being created worldwide.

This IATF CARA application must be used in the IATF audit process and used by all IATF recognized certification bodies ("CB").

To support this process and to ease communication between Client, TUEV NORD and its auditors, TNCERT has created an Online-Questionnaire that allows our clients to enter information for Audit Readiness Review and Audit planning via an online too. This application will substitute the previous used WORD documents and supports increasing data security and integrity.

The Information given via this Online-Questionnaire is stored and secured on TUEV-NORD own Server and enables the auditors to import this information into their CARA via a json-file import.

Therefore, the Online Questionnaire will show advantages to both, the client and our Auditors.

- Once You have received an information E-Mail from with a related link from us, You can access and start the application. When the requested Information is entered in full for the first time, You as our client will have reduced the amount of work for future because for updating information within the surveillance audit cycle only those information have to be updated, that changed since the previous audit.

- For Auditors it will have the advantage that CARA related information could efficiently and effectively been imported into CARA without manual data input and the risk of typing errors etc.

The information you, as our valued customer, entered in the online questionnaire applies to all of the following audit types: and support

- • Letter of Conformance Audits (LoC audits, level 1 and 2 readiness assessment)
- • Initial audits (certification audit of level 1 and 22)
- • Surveillance audits
- • Recertification audits
- • Transfer audits
- • Special audit

2 Description of the tool

Besides introducing the online Questionnaire, this Guideline gives a quick overview on the application of the TUEV NORD CARA Online Questionnaire.

Additional description and information is inherent in the Questionnaire itself and supports you to get background information and understand each question while entering answers step-by-step.

The TUEV NORD CERT Online Questionnaire is an online questionnaire that does not need any installation, as it will be accessible via a web browser. Permanent internet connection is required to exchange data with the TUEV NORD server. Therefore, the tool is available as online version without offline capabilities.

The programme communicates with the server when entering data / information. There is no logging and communication of your data other as for the use in CARA for Audit preparation and Audit Reporting as well as for update of your specific SAP based master data handled by TUEV NORD acc. to the established an agreed data protection and confidentiality agreements.

TUEV NORD will only use the server-based data under the conditions agreed in the certification contract.

2.1 Data handling and preferred browsers

All Information entered in the Online Questionnaire is available for Your Organization and TNCERT only.

To use of tool, please take note that it supports most Internet Browsers (like e.g. EDGE, CHROME, FIREFOX, OPERA…) but not MS Internet Explorer and Apple's Safari.

The server-stored data will be automatically transformed into json-file format for import to Auditors CARA when you have completed the questionnaire.
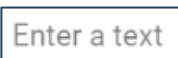
2.2 Offline availability and Updates

The Online-Questionnaire tool is only working in on-line mode, so INTERNET Connection is mandatory while usage.

All data is stored in real time, means that all entries are saved to TUEV NORD Server up to the point when any disruption of INTERNET connection may occur. After Connection is re-established, one can start over from the last entries made.

3 Functionalities, Buttons and Icons explained

Below we explain the general functionalities resp. different types of fields and buttons within the TÜV NORD Online Questionnaire.

Button / Icon	Action
1	Numbering of Chapter / Sub-chapter
i	Information / Explanation: By clicking this icon You will receive additional information / explanation of what is meant / required in the related cell
✏	indicates when information is still required / click to open sub list to enter information
Enter a text	Here You have to enter information in text format.
Select an answer	Here You are able to select an answer from Drop down menu

Button / Icon	Action
Choose a date	Here you can select a date from a Calendar or enter it in format mm/dd/yyyy
📅	Open Calendar to choose date
▼	Open list to choose from
Next	Go for the next Chapter resp. Sub-Chapter
Back	Go back to previous Chapter resp. Sub-Chapter
+	Add additional Column / Information (e.g. if You add additional processes, Customers etc.)
−	Remove Column / Information (e.g. if You want to delete e.g. processes, Customers etc.)
◯ Yes	Tick to enter answer "Yes"
◯ No	Tick to enter answer "No"
☐	Tick to choose, Multiple choices are possible here
1 resp. 2 …	Number of columns added by using the + -button

4 Explanations of the Process

When You have received the Email „*TUV NORD - Your Input for the oncoming IATF 16949 Audit is requested*" you are able to open the Questionnaire by clicking the link displayed in the email.

Please note:

> *The recipient can forward the email to other persons in the organisation (e.g. in different areas, sites etc.) that may support the recipient of the email in entering the requested information. No password is needed to open the Questionnaire*

When you have open the questionnaire, you will see the welcome page and from there you can start to enter the required information chapter by chapter, step by step.

5 Online-Questionnaire Structure and instruction

The application has a certain structure with different clauses numbered and named as show below:

Level 1 Information	Sub-Level / Sub Chapter information
1. Audit-Data	
	1.1. Audit-Data
2. Organization information	
	2.1. Organization Information
	2.2. Certificate Information
	2.3. Certificate Structure
	2.4. Language spoken on site
	2.5. Number of employees
	2.6. Dedicated to Automotive (if a separation of the location into automotive / non-automotive has been applied for and approved)
	2.7. Changes since the last audit
	2.8. Previous certification (will only displayed only in case of Initial resp. Transfer audit)
3. Customer information	
	3.1. Customer information (enter customer number 1 to n by pressing +-Button)
	3.2. All automotive customers: here the IATF-OEM customers and other customers are to be listed again (if you have several customers, please add via "+" button)
4. Extended manufacturing sites (if applicable)	
	4.1. Address (enter Manufacturing Site 1 to n by pressing +-Button)
5. Processes	
	5.1. Process data (enter Process number 1 to n by pressing "+"-Button))
	5.2. Process performance data
	5.3. Process reference list (to be filled per process) for all Audit Types
6. Support received from other site(s) or remote location(s) (if applicable)	
	6.1. Address (if you have several Sites / RL, please add via "+" button)
	6.2. Activities (Please fill in for each supporting location, assign the activities to the associated process of your location, add these to several activities by pressing the "+" buttons)
7. Support provided to other site(s) (if applicable)	
	7.1. Address (if your location supports several other locations, add them by pressing the "+" buttons)
	7.2. Activities (please fill in for each supported location, add them to several activities by pressing the "+" buttons)
8. Stage 1 planning - required for Initial or LoC (Letter of Conformity) Audit only	
	1.1. Stage 1 planning

Level 1 Information	Sub-Level / Sub Chapter information
9. Stage 1 documented requirements - required for Initial or LoC (Letter of Conformity) Audit only	
	1.2. Stage 1 documented requirements

Please work through the chapters step-by-step. When one Chapter is finished, please click „next"-button to get to the next chapter.

After all mandatory information is entered in all chapters and any additional information (e.g. on various processes, customers, remote locations and extended manufacturing locations, if applicable) has been added, press the "Complete" button.

IMPORTANT:

> *Please ensure that all information (text, click boxes, etc.) contains information. You have to work through all fields completely. Otherwise, the "Complete" button will not be displayed and you will not be able to complete the questionnaire. If the "Complete" button is not displayed at the end of the question list, please check your entries for completeness by checking all fields again for complete processing.*

As soon as this is done, the tool automatically forwards an email with this status update and an attached json-formatted file for review to the appointed TÜV NORD auditor. He can then load the data into his CARA application.

If the TÜV NORD auditor needs additional information or identifies problems that need to be updated / revised, they will inform you (e.g. by telephone or email) of detailed requirements and reopen the questionnaire so that you can enter and revise information accordingly.

You then have to start again with Chapter 1 and continue step by step using the "Next" button and enter the revised information requested by the auditor in the corresponding cell.

As soon as you are finished, you have to press the "Complete" button again and the auditor will be automatically informed of the changed status again as described above.

NOTE:

> *This process can be repeated until all information is sufficiently given.*

As soon as the auditor is satisfied with the information provided, he will "Complete" the questionnaire and import the information into CARA. The audit is then carried out in accordance with the agreed audit plan.

6   Languages

You can choose the questionnaire in either English or German. Other possible languages will follow in the future. The language is automatically adopted based on your browser setting. This means that if you use the browser language setting "English", the English language is automatically offered for the questionnaire.

Please only use Latin fonts for data entry.

7 Patches, Updates and Browser Settings

7.1 Patches and Updates

The tool is continually improved. TUEV NORD IT are initiates and controls Patches that will be provided automatically on every start of the application. Due to the online availability of the tool, updates are immediately available when you use the Tool.

The application is downward compatible to old data structures. If changes to the data structure occur, previous files can still be opened with the new version. They will be automatically transformed into the updated data structure. This will happen for data in the Server Storage and for data loaded from previous json-files.

7.2 Specific Browser settings

Not applicable as information is entered only via the TÜV NORD controlled application by using the preferred browser as shown above.

8 Support with questions / problems

Please note that the CARA online questionnaire was programmed exclusively for IATF 16949. To support you in the event of technical difficulties, please contact your TÜV NORD auditor.

Programming-related topics or serious problems are passed on to TÜV NORD IT via the feedback to our auditors.