CATS TRAINING

Corrective Action Tracking System

The CATS System was developed to track issues and related actions provided by the various inspections, assessments and audits that Jefferson Lab is contractually required to perform. The Issues Management Procedure and the Corrective/Preventive Action Management Procedure define what issues must be included in the CATS, who will approve their closure, etc.

This handout will help you to input items, update their progress, close them and perform simple searches in the system.
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GETTING TO THE SYSTEM:

Go to www.jlab.org

Click on the “Search” tab.

Click on the C

Scroll down and click on • Corrective Actions Tracking System (CATS)

Input your User Name and Password. You will then get:

Information found on this page:

♦ A Lessons Learned which changes on a periodic basis.

♦ A scrolling NEWS screen (which may or may not be of interest depending on what your access privileges are).

♦ How many and of what types of items are currently open in the system.

If you click the More button you will be able to select the following graphs:

- Average Days to Close Inspection Issues
- Average Months Overdue for closed Inspection Issues
- Percentage of Issues by Department
- Percentage of Issues by EH&S Manual Chapter

(You may also request additional reports or graphs from ingapps@jlab.org)
What you can do from this page:

♦ Show All Items Assigned to Me. (If you have any open items, you will get a screen similar to the following.)

♦ See all inspection items for a particular area
For example, if you were to pick Building 5, a screen similar to this would appear:

- You can go to the Search page and search for a particular issue:
You can initiate the report function:

♦ You can **ADD** an event
ENTER EVENTS AND ISSUES INTO THE SYSTEM

EVENT:

From the Home Page, click: I would like to add an event.

Using the arrow key to indicate the type of event you would like to enter:

ASSESSMENT/AUDIT
INSPECTION

Enter event information for an Inspection record:

- **Inspection date:**
- **Inspection Type:**
- **Location:**
- **Safety Warden:**
- **Accompanied By:**

Add issues:

Solicit input:

Select who you would want to notify about these inspection results:

Fill in the blanks by using the pull-down menus, or typing in the requested information.

*Red line items must be filled in.*

OCCURRENCE (ACCIDENT/INCIDENT)

Enter event information for an Occurrence (Accident/Incident) record:

- **Event date:**
- **Response Owner:**
- **Title:**
- **Mature:**
- **Category:**
- **Location:**
- **Safety Warden:**

Event Description:

Report Implications:

Add issues:

Red Line Items:

Fill in the blanks by using the pull-down menus, or typing in the requested information.

*Red line items must be filled in.*
ISSUE:

Once all your information is filled in on the Event screen, click the “Add an Issue” button at the bottom of the page.

Use the pull down menus to enter the requested information.

If there is more than one issue for the event, click on the “Add Another Issue” button at the bottom. You will get another blank screen to fill out.

Repeat until all issues have been entered.

Click the “Finish” button.
Action:
Each issue must have at least one corrective or preventive action (action).

On completion of the information in the issue entry area, click on the “Add Actions” button.

Complete the required information detailing the action.

If there are multiple actions, click the “Add Another Action” button to continue.

When all actions have been entered, click the “Finish” button.

Note that additional actions may be added later as well. To do so, click the “Add Actions” button on the issue screen.

Also note that there is an optional space for entering a priority to each action. This is available for those who wish to use it. The priority values range from 0 to 4. For those who wish to use this feature, it is recommended that 0 be the lowest priority and 4 be the highest.
SEARCH FOR AN ISSUE

At the Home page, click on: Take me to the search page

Select the category you would like to search.

SHORTCUT: If you have any information regarding the issue (the number, the issue owner, the action owner, the area, etc.) try the “Quick Search” Box under the red box on the left.

EXAMPLE:

Search for an INSPECTION by clicking the “Inspection” button.
Fill out as much information as possible. The more you fill out, the fewer unwanted hits you will get and the less time you will spend on the search.

You will get a list of issues that fit the criteria you fill in:

Click on the Issue that you would like to review:
Click on the **Issue Number** to view the Status of the desired issue:
ENTER UPDATES

Follow the direction for “Search for an Issue” above.

Or, click “Show me all open items assigned to me.”

Go to the issue for which you would like to add a status update. Anyone may enter an update to any item.

Click on “Add a Status Update”
Fill in the box with the status update information. Choose the individuals you would like to receive this update. Click the “Add Update” button at the bottom of the page.
There is also a link to Jefferson Lab’s Facilities Management Work Request System.

*Click “Create Service Request”*

If you are assigned as an action owner, you will receive an e-mail notifying you. There will be a link within the e-mail which will take you to the appropriate issue.

If, after reading the “Issue Description” and “Corrective Action,” it is determined that a Work Request needs to be submitted to Facilities Management, you may click this button and go directly to their system.

After entering the Work Request, you can then close that screen and go directly back to the CATS page and enter your Status Update stating that you entered a Work Request.

Keep in mind that your action will not be closed until the work has been completed.
CLOSING ACTIONS AND ISSUES

ACTION:

An action is closed by the action owner.

When the described action has been completed, *click* the “Complete Action” button.

A new window will open.

![Complete Corrective Action window](image)

Fill in the requested information and *click* the “Complete Action” button to save.
ISSUE:

Once all of the associated actions for an issue have been completed, the issue is ready to be closed. (The Issue Owner determines that all of the actions are satisfactorily completed and closes the issue.) Click the “Approve Issue” button.

The following screen will open. Complete the requested information and click “Approve/Disapprove.”
From the Report Page:

Select the category to search within.

At the top and bottom of the page, you will see a check box to generate a report.

Select the items you would like to have in your report.

*(Make sure your Pop-Up menu is enabled for this site.)*
Click “Search”
A Pop-Up Box will appear which will display the items available for reporting. Check the items you would like to chart.

Click “Submit”
Click “OK”

Receive your report.

Depending on how savvy you are at Excel, you can provide graphs, charts or manipulate your data just like any spreadsheet.
KEY TERMS

Access Privilege – All lab employees can enter the system and make status updates. An administrator can grant higher levels of access privileges to individuals. Higher levels allow authorship rights (creation of events, issues and actions). Such higher level access requires classroom training in CATS use.

Action -  (Corrective) An activity that restores a service, item, component, or process to a state of acceptable compliance with specifications, procedures, or regulatory requirements. (Corrective Actions are designated in CATS within the “Issue Type” pull-down menu.)

(Preventive) An activity that prevents a service, item, component, or process from becoming out of compliance with specifications, procedures, or regulatory requirements. (Preventive Actions are designated in CATS within the “Issue Type” pull-down menu. They have a “Significance Level” 0 or, in rare cases, 1; and their “Primary Cause Code” is generally “continuous improvement” or “tracking only.”)

Administrator – A person who has access privileges to delete events and issues (with appropriate approvals) and grant Author access privileges to individuals.

Author – A person who enters the event and issues into the CATS System. (NOTE: requires classroom training in CATS use.)

CATS – Corrective Action Tracking System.

Event – A record of a reportable event, inspection, or assessment (formal audit, review survey, etc.), which generates one or more issues.

General User – Can enter events and issues into the system as an Author. (NOTE: requires classroom training in CATS use.)

Issue – A process deficiency, regulatory non-compliance, procedure inadequacy, material or equipment deficiency, identified during day-to-day work or by a formal review process. Examples include, but are not limited to, an item, service, part, component, or process that is not functioning correctly (out of compliance or not in accordance with applicable specifications), physical defects, test failures, incorrect or incomplete documentation, and deviations from prescribed instructions, procedures or drawings, etc.

Issue Owner - The person assigned by management to monitor completion of a set of actions designed to resolve an issue.

Response Owner - The person assigned by management to monitor resolution of a set of issues that resulted in a program or lab-wide deficiency.

Safety Warden – Can enter events and issues into the system as an author. (NOTE: requires classroom training in CATS use.)