Managing Corrective Actions: A User’s Guide

This guide describes how to manage and respond to corrective actions in the Assessment & Inspection Management System (AIMS). Other topics described include user designations, email notifications and viewing Inspection reports.
Inspection reports and corrective actions can be accessed and managed at any time by registered users by clicking **Corrective Actions** under the **Findings & Reports** section of left side menu.

Your **User Designation** can be found at top, right corner of your login homepage, next to your name.

- **General User** can only access and manage those corrective actions assigned directly to them in result of an inspection.
- **Area Managers** can view and manage all corrective actions that have been assigned to anyone within their “areas” designated by their user permissions. An “area” can be designated as a group, school, department, or facility. To modify Area Manager permissions, contact [lab_safety@harvard.edu](mailto:lab_safety@harvard.edu).
- **Inspectors** conduct inspections and can view and manage all corrective actions as an Area Manager.
Upon inspection, inspector will assign a responsible person within each required role category (EHS, Facilities, or Lab/Core).

If a corrective action results from an inspection, the responsible person for the assigned category will receive an automatic inspection notification email. This email will contain one link to **Inspection Reports** and another link to view/respond to **Corrective Actions**.

Individuals who have been designated to receive automatic inspection notifications, but have not been assigned responsibility for corrective actions, will only be provided with a link to inspection reports.
Corrective Actions homepage is located under the Findings & Reports section on the left side menu.

- Select **Show: Mine** to display corrective actions assigned to you.
- Select **Show: All** to display all corrective actions in the area (option not available to general users).
- To generate an Excel report of all correction actions, select **Export Action Report** button.
- To generate an Excel report of all correction actions displayed on screen, select **Excel** button.

Managers can view “All” data for all their groups.

Provides Excel Spreadsheet of filtered data on the screen.

Provides Excel Spreadsheet of all data.

Number of Open Actions.
To Respond to or Manage Corrective Actions

1. Go to Findings & Reports > Corrective Actions > Select orange “Manage” icon next to listed Corrective Action

2. At pop-up window, review details and select an action button to respond to your Corrective Action

Available are the following 5 response/action buttons:

- **Comment** – to leave any comments
- **Photo** – to post any photos relevant to the corrective action
- **Reassign** – to reassign corrective action to another responsible party
- **Extend** – to request a deadline extension
- **Complete** – To certify/complete

AIMS Helpdesk: lab_safety@Harvard.edu
To View Short Inspection Reports

1. Go to Findings & Reports > Corrective Actions > Select “Report” icon

2. To view full report, select “View Full” action button
3. To export report into a PDF, select “Export” action button

Short Report Features:
1. Access to view previous reports
2. Toggle to view full report
3. Ability to generate report in a PDF
4. View lab roster and personnel role assignments
5. View Inspector notes
6. View corrective action assignments, notes
7. View corrective action due and completion dates
To View Full Inspection Reports

Full Report Features:
(for each finding)
1. Each finding (set of question, response and corrective actions) is separated by alternating background colors.
2. Inspector notes (if applicable).
3. Assigned role and corrective action statement (if applicable).
4. Assigned person and due date for corrective action.
5. Person who completed action, completion date, and any related notes.
6. Any files uploaded by inspector (e.g. photos).
7. Additional Question Resources, if applicable.

Items Provided and general Files attached to report appear at end of Full Inspection Report.
To View Summary Reports

When all corrective actions are finalized, the inspection is closed and its report saved under the **Summary Reports** section.

**TO ACCESS A REPORT**
1. Go to **Findings & Reports > Summary Reports**
2. View details, select magnifying glass next to appropriate inspection date.

**NOTE:** Take remaining steps to filter list of reports if necessary

3. **Group by Facility.** Report list will automatically sort by facility in alphabetical order.
4. Filter reports by **Template** (e.g. filter by General Lab, etc.).
5. Select facility name from dropdown menu
6. Look under Actions column for number of total corrective actions.