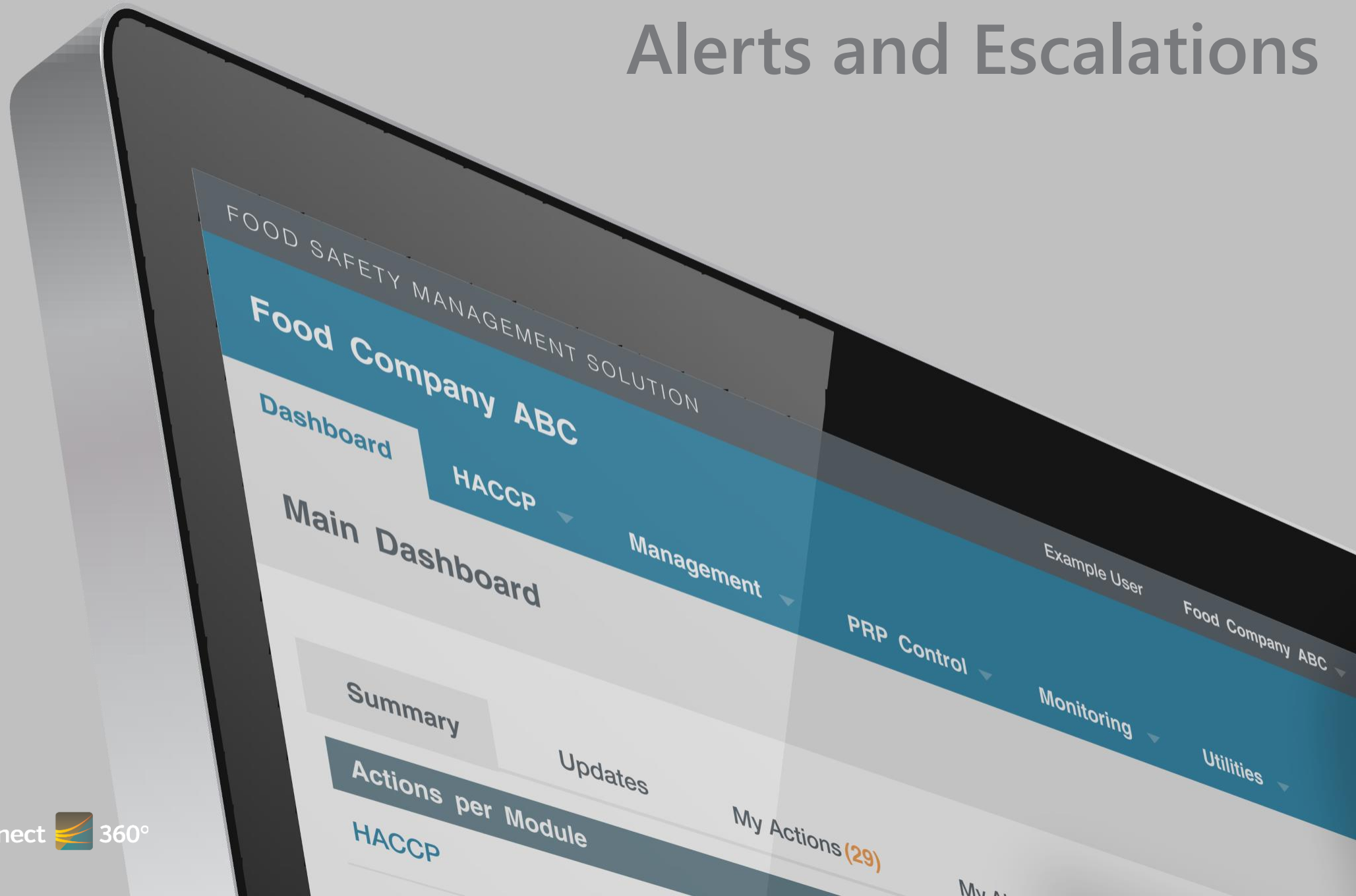


Alerts and Escalations



Safefood
360°

connect



360°

Session Overview

Purpose:

- To understand Alerts and Escalations.
- How to build effective Alerts and Escalations to manage work.

Session Leader:

- Braden Snapp, Technical Support Manager, Safefood 360

Timing:

- 45 Minutes

Agenda:

- Purpose of Alerts and Escalations (5 minutes)
- Alert Scenarios (5 minutes)
- Alerts and Escalation overview in Safefood 360 (10 min)
- Practical Exercise 1 (10 minutes)
- Practical Exercise 2 (5 minutes)
- Tips and Tricks (2 minutes)
- Questions (5 minutes)

Purpose of Alerts: Alerts are used to ensure specific actions, events or conditions are brought to the attention of Users where relevant and at the appropriate time.

The main purpose of Alerts is:

- To make sure that actions within Safefood 360 are accomplished in a timely manner

The other purpose of Alerts is:

- To make relevant people aware when a record needs their attention

Tasks like:

- Issuing Work Orders
- Incident Alerting
- Reminders



Some Interesting Alert Facts!

2,260

Number of possible Alert combinations

70

The highest number of Alerts being used for a single customer

In Safefood 360 there are two types of Alerts

Alert:

- An Alert is a notification to a User that:
 - A specific task or action is due
 - An event has occurred
- Alerts are used to ensure the normal operation of the system and that the system, records, and actions are being kept up to date
- Alerts can also be used to remind a User that a specific action is overdue
- An Alert will only fire ONCE when the condition is first met.

Escalation (an alert on an alert):

- An Escalation is similar to an Alert, but is used when a specific task or action is significantly overdue or a specific condition has been met
 - Escalations are typically based on the risk of the action or condition
 - Escalations normally involve the alerting of an event up the management chain above the Employee directly responsible for the actions or activity
- Escalations are always time based

Your company may wish to have alerts under various scenarios in different modules of Safefood 360

Scenario: A Supplier has finished uploading all of their documents to Safefood 360.

Description: In Safefood 360 there is an Assessment program set up for the supplier. She has logged in through the portal and finished uploading all of the relevant documents for the assessment through the Assessment record.



Your company may wish to have alerts under various scenarios in different modules of Safefood 360

Scenario: Fail result during a metal detection.

Description: A monitoring program is set up with a metal detection test. When a processor enters a fail result for the metal detection, an Alert is fired to a supervisor warning of detected metal.



Your company may wish to have alerts under various scenarios in different modules of Safefood 360

Escalation Scenario: a manager is overdue in completing a task.

Description: A yearly audit program to check BRC compliance is weeks overdue. After the first alert when the record was created, an escalation is sent 2 weeks later to a manager of the overdue audit.



Your company may wish to have alerts under various scenarios in different modules of Safefood 360

Potential Alert Scenarios

- When a supervisor needs to know that a record has to be verified and closed
- When a high risk Nonconformance record has been opened
- Or simply, when a record has been opened in a particular module

Potential Escalation Scenarios

- When a supplier has failed to complete a task (corrective action or document upload)
- When an employee has not completed a task within X days
- When a QA specialist has not acted upon an alert within a specified period of time

Not all events and actions in SF360 need to be alerted: Using Risk

**Alerts must add value:
What is value in an
Alert?**

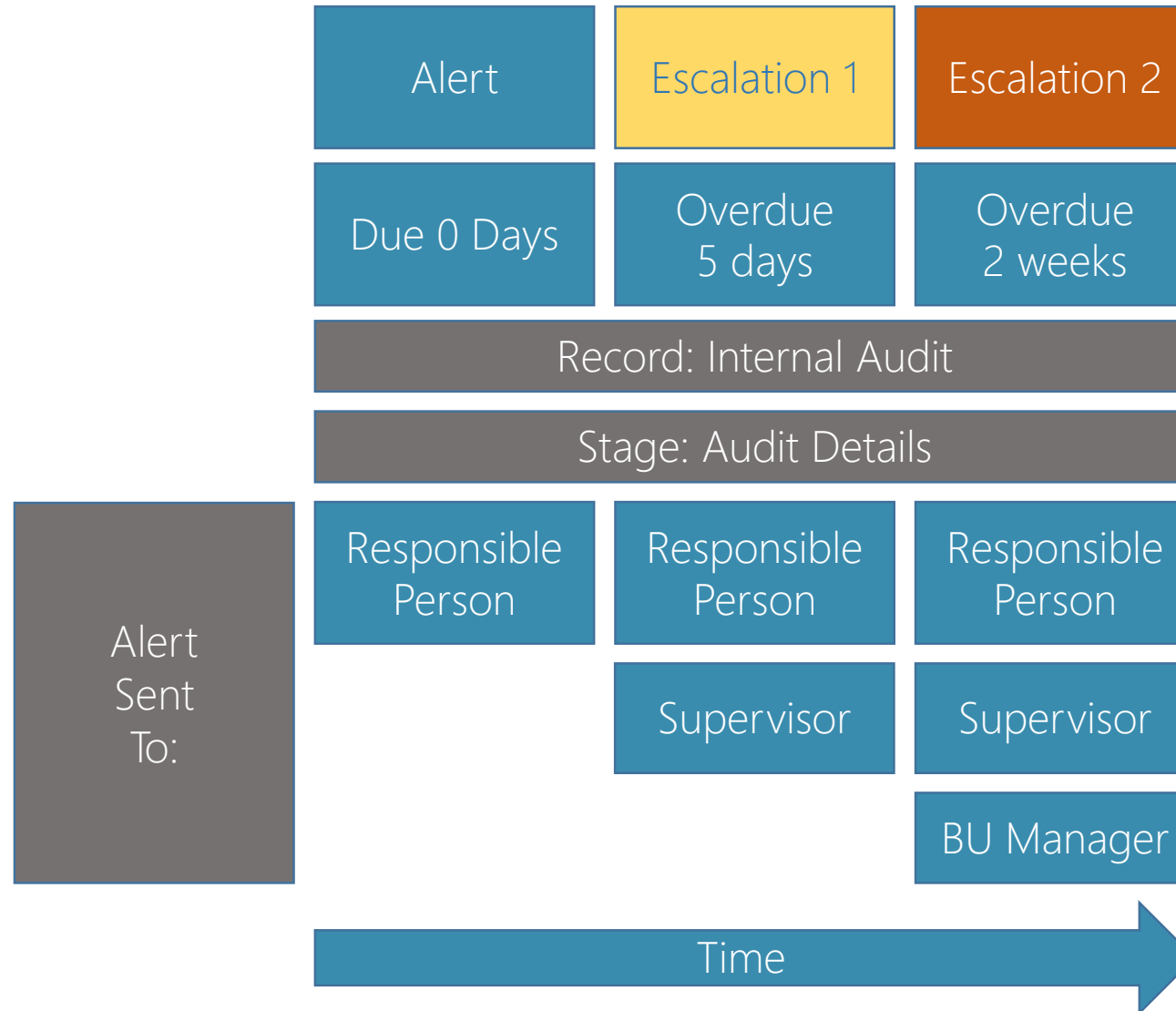
- An alert must in some way either prevent, mitigate, or reduce the likelihood of an adverse business or food safety impact occurring. In food safety terms, this value can be expressed in the form of risk.

**Risk is the likelihood that a
hazard will cause some
adverse impact**

- In SF360 it is possible to assign risk to suppliers, materials, programs and entities
- It is this feature that gives value to alerts

**Risk can be rated as
high/medium/low/none**

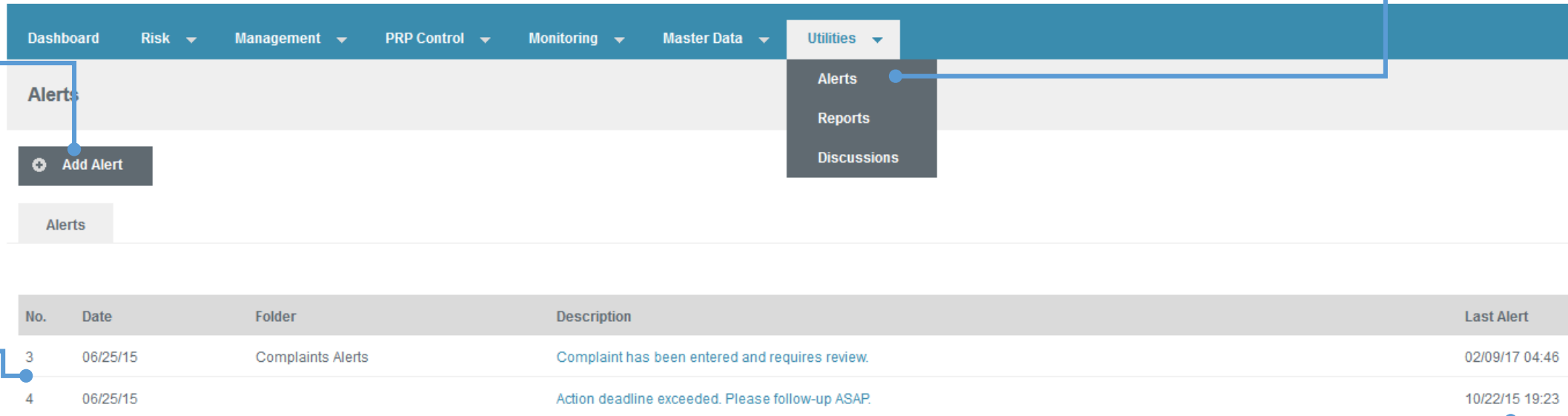
Model for Alerts:



Where to find Alerts in Safefood 360: Utilities > Alerts

Add a New Alert by clicking here

Alerts are located Under Utilities



Dashboard Risk Management PRP Control Monitoring Master Data Utilities

Alerts

+ Add Alert

Alerts

Alerts

Reports

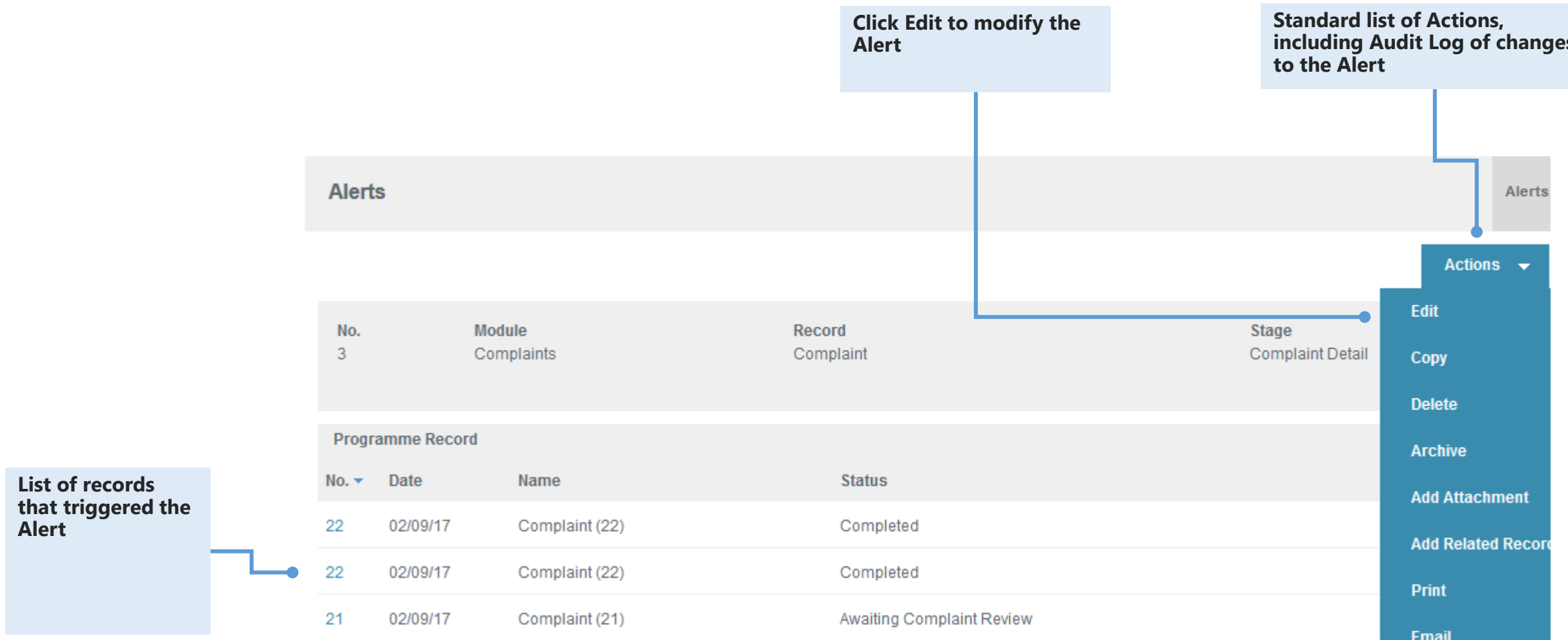
Discussions

No.	Date	Folder	Description	Last Alert
3	06/25/15	Complaints Alerts	Complaint has been entered and requires review.	02/09/17 04:46
4	06/25/15		Action deadline exceeded. Please follow-up ASAP.	10/22/15 19:23

Existing Alerts are displayed here. Note: The description is the main identifier

The most recently sent alert date is shown here

Alert Program View: After Clicking on an existing Alert



The screenshot displays the 'Alerts' section of the Safefood 360° interface. A callout box labeled 'Click Edit to modify the Alert' points to the 'Edit' option in the 'Actions' dropdown menu. Another callout box labeled 'Standard list of Actions, including Audit Log of changes to the Alert' points to the 'Actions' dropdown menu itself. A third callout box labeled 'List of records that triggered the Alert' points to the 'Programme Record' table below the alert details.

Alerts

No.	Module	Record	Stage
3	Complaints	Complaint	Complaint Detail

Programme Record

No. ▾	Date	Name	Status
22	02/09/17	Complaint (22)	Completed
22	02/09/17	Complaint (22)	Completed
21	02/09/17	Complaint (21)	Awaiting Complaint Review

Actions ▾

- Edit
- Copy
- Delete
- Archive
- Add Attachment
- Add Related Record
- Print
- Email

Alert Criteria

Folder

Folders for Alerts

Module for which the
Alert should be active

Record type within the
above selected module

The level of risk that the
Alert should be triggered

The stage of the record

Status of the record

Various Conditions can
be applied here

Module

Record


Risk



Stage

Status

With Condition 1

Condition Value 1

 Alerts

-  Complaints Alerts
-  Supplier Alerts

New FolderRenameDelete

Corrective Action

Corrective Action

Any

Action Details

Open

3

Days

Action Deadline Exceeded (Days)

Remove condition and value

10

+ Add Condition

Alert Details

Describe the Alert (will
be in email). Include
Time!

Alert Description

List Users to Send Alert

Send To

Action deadline exceeded. Please follow-up ASAP.

Contact

Dashboard

Email

Joe Smith



Adding a Condition to an Alert restricts it to only certain scenarios

Action Deadline Exceeded

How many days past an Action Deadline will the Alert be triggered

- Corrective Actions
- Management Review
- Business Process

Program Name Contains

Restrict the Alert to only programs with a certain name

- Nearly all modules in Safefood 360

Result or CCP Result

Send an Alert when a certain result is present or a CCP occurs

- Calibration
- Cleaning
- Maintenance
- Monitoring
- Receiving

Other Conditions:

Nonconformance, Action Status, Type, Decision

All Conditions in the Alerts are AND conditions

“Dayton threatens tax cut bill veto over one (big) little word”

“The problem wasn’t in the tax break itself, which would let the state’s handful of nonprofit bingo halls pay a 9 percent tax instead of 36 percent. It was in a single word in the definition of a bingo hall: an “or” instead of an “and” that opened the door for bingo outfits around the state to get the tax break intended for those just dedicated bingo halls.” – Pioneer Press



With Condition 1

Nonconformance



Remove condition and value

Condition Value 1

Critical



With Condition 2

Program name contains keyword




Remove condition and value

Condition Value 2

Yearly Site Audit

Nearly all programs in Safefood 360 have a scheduler feature. This allows the user to send an email when a record is created from that program, for a number of days prior to when it is due.




Utilities ▾

- Alerts
- Reports
- Discussions

☒ **Enable Scheduler**

Start Date


02/19/2017



Repeat Every


1

Years



Action Notice


0


 Days

☒ **Send Email Notification**

User

Braden Snapp



 **Add Line**

Activity: Notifying a User that an Action is Due

Scenario: Supervisor to Review and Close Final Stage of a Record

Description: In this case, all records completed in Monitoring for the Production Line must be verified and released by a supervisor. Line workers complete the first part, then the supervisor must know when the record is ready to be reviewed and signed off.



Monitoring Record

Supervisor needs to know when the record is in this stage.

Monitoring record is in the Verification stage

The Monitoring record stage has been signed by the staff member.

Verification Stage

Monitoring Record

OPEN - Awaiting Verification

No.	Date	Programme Name	Scope
1	02/13/2017	Blueberry Muffin Line	

Monitoring Record

Date

02/13/2017

Record

Sample	Trace No.	Muffin Top Color
Blueberry Muffin	123	Golden brown

Report

Retest

Signed: Safefood 360 Support, 02/13/2017 01:53

Retest

Verification

Verification

Report

Decision

Requirements

Have samples passed all required test specification?

Release

Activity: Notifying a User that an Action is Due

Create an Alert to Notify an User of Action Due

Task

Add an Alert to notify a supervisor when a record is in a certain stage.

10 minutes

Instructions

- Click on Go To and Select User Conference Site
- Go to Utilities > Alerts
- Click on Add Alert

DashboardRiskManagementPRP ControlMonitoringMaster DataUtilities

Alerts

ReportsDiscussions

Add Alert

Alerts

No.	Date	Folder	Description	Last Alert
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Activity 1 Cont.

Instructions

- Select the top level folder “Alerts” (Click once)
- Select “Monitoring” under Module
- Select the Record Type under Record; in this case, only one, “Monitoring”
- Make this Alert for any Risk level.
- Select the stage BEFORE the stage one you would like to be notified of in Stage. “Monitoring Record”
- In Status, select that you would like to see when that stage is completed. Select “Closed” and “0” days.
- Make the Alert Description specific to the module and action. Add your name for this session.
- Select the Responsible person and your name in “Send To”. Click on “Email”. Notice, it is also possible to select the person responsible for the record.

Alert Criteria

Folder

 Alerts

New Folder

Rename

Delete

Module

Monitoring

Record

Monitoring

Risk

Any

Stage

Monitoring Record

Status

Closed



0

Days

 Add Condition

Alert Details

Alert Description

A monitoring record has been completed and needs to be verified and closed. Joe Smith

Send To

Contact

Dashboard

Email

Responsible (Record)



Johnson, Mr. Fred (Quality Manager)

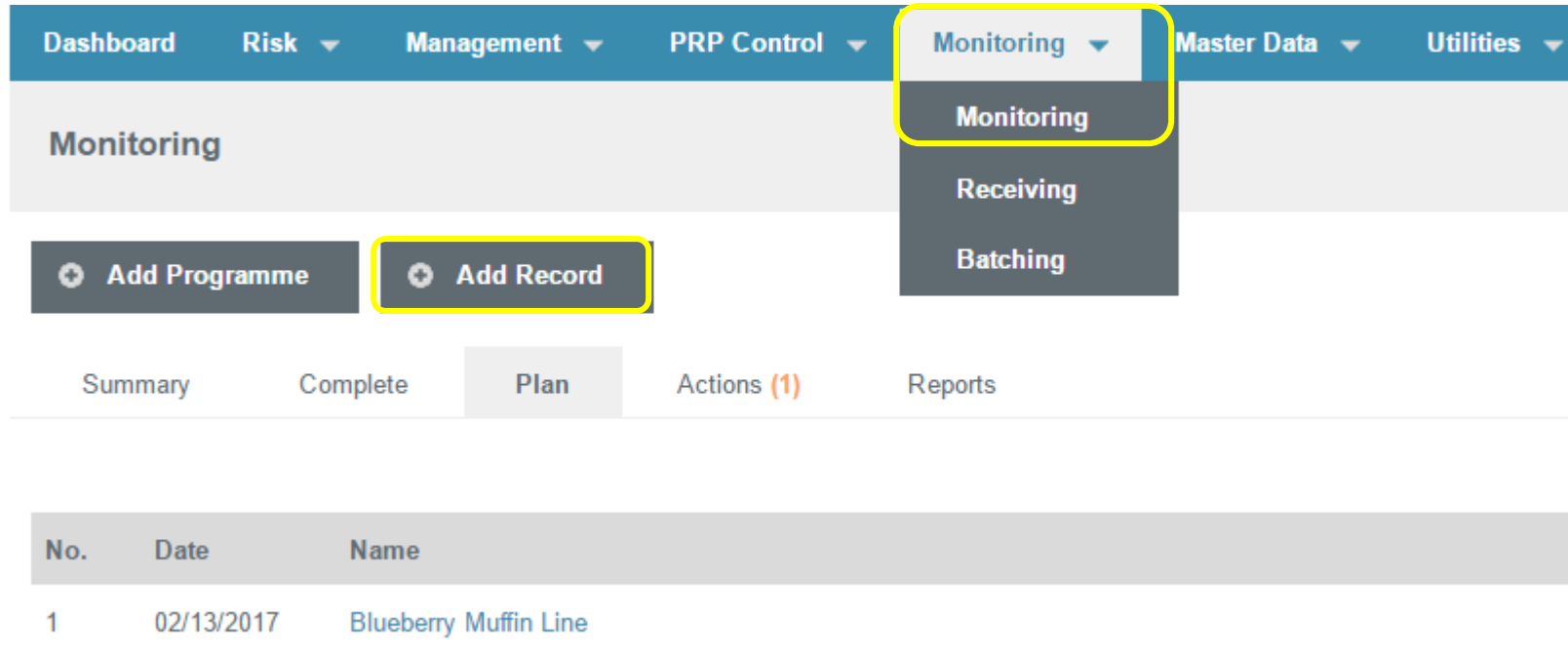


Activity: Notifying a User that an Action is Due

Set up the Monitoring record to meet the Alert Conditions

Presenter to:

- Go To Monitoring > Monitoring and click.
- Click on “Add Record” in Monitoring
- Select “Blueberry Muffin Line” from the list of programs.
- Finish the first stage of the record.



Monitoring

Monitoring

Receiving

Batching

➕ Add Programme

➕ Add Record

Summary Complete **Plan** Actions (1) Reports

No.	Date	Name
1	02/13/2017	Blueberry Muffin Line

Activity Review: Building an Alert to Notify a User of an Action Due



Plan Alert

In what situation should the Alert Trigger

- Reviewed the Monitoring Records for which we wanted the review
- Who the review should be sent to
- When – At what time should it be sent



Build Alert

Utilities > Alerts

- Built Alert in Utilities
- Gave the Alert a useful Name
- Set it up with the conditions above



Test Alerts

Complete a Record/Stage to Verify Alert

- Generate a record with the conditions desired to make sure it works
- Check Junk folders (Maybe it got Spammed!)

Activity: Escalating an Overdue Action

Scenario: The QA Manager needs to be notified if a corrective action has not been completed in a timely manner.

Description: A corrective action has been created and the person responsible for the action has already been notified by an initial Alert. However, the CA remains open and unworked for 3 days.



Activity Continued – Escalating a Corrective Action Record

The Corrective Action is Awaiting Action Details.

The Deadline for both Actions was set to Feb. 20th.

But no Action has been taken or completed.

 OPEN - Awaiting Action Details

No. 4	Date 02/13/2017	Name Corrective Action (4)	Source Corrective Action Module				Risk None
Nonconformance / Issue Details							
Investigation / Root Cause Analysis							
Action Details							
Action Required		Type	Responsible	Deadline	Action Taken	Completed By	
Check the indicator on the labeling machine and reconfigure		Corrective	Mary Smith	02/20/2017			
Add labeling machine to pre-op checklist		Preventive	Mary Smith	02/20/2017			

 Add Line

Save

Save &

Create an Alert to Notify a Manager of an Overdue Action

Task

Create an Alert for Corrective Actions that lets a Manager know when it is overdue for longer than 3 days.

10 minutes

Instructions

- Click on Go To and Select User Conference Site
- Go to Utilities > Alerts
- Click on Add Alert

DashboardRiskManagementPRP ControlMonitoringMaster DataUtilities

Alerts

Alerts

Reports

Discussions

Add Alert

Alerts

No.	Date	Folder	Description	Last Alert
3	06/25/15	Complaints Alerts	Complaint has been entered and requires review.	02/09/17 04:46
4	06/25/15		Action deadline exceeded. Please follow-up ASAP.	10/22/15 19:23

Activity 2 Cont.

Instructions

- Fill out the first sections similarly to the Monitoring alert, but select “Corrective Action” as the module.
- Select the “Action Details” Stage of the CA record.
- Set the Status for Open for 0 days.
- AND click on Add Condition to set a condition for how long the ACTION has exceeded the deadline.
- Give the Alert Description a meaningful name, like “Escalation” and the details about when it was triggered.
- Select the person responsible for the Action, and that person’s manager.

Alert Criteria

Folder

Alerts

New Folder

Rename

Delete

Module

Corrective Action

Record

Corrective Action

Risk

Any

Stage

Action Details

Status

Open



0

Days

With Condition 1

Action Deadline Exceeded (Days)



Remove condition and value

Condition Value 1

3



Add Condition

Alert Details

Alert Description

[Your Name] Escalation: An action in a Corrective Action is overdue by 3 days.

Send To

Contact

Dashboard

Email

Responsible (Action)



Johnson, Fred (Quality Manager)



Activity Review: Escalating an Overdue Action



Plan Alert

In what situation should the Escalation Trigger

- How many levels of escalation
- Who the escalation should be sent to
- When – At what time should it be sent



Build Alert

Utilities > Alerts

- Built Alert in Utilities
- Check that the conditions meet the timelines for the escalation
- The Send To column should include the higher level manager in successive Alerts



Test Alerts

Run Alerts

- When each date and module condition is met, a new alert will fire
- Check Junk folders (Maybe it got Spammed!)

Tips & Tricks

Seven additional tips & tricks for building an effective Alerts and Escalations.



For most modules it is possible to restrict your Alert to only fire for certain programs using the program name in Conditions.



Instead of assigning a person in the Send To column, consider assigning it to the responsible person



Use the Risk setting to let your quality team know when a higher risk occurrence has happened.



Use a clear and descriptive Alert Description so everyone knows which Alert at which time fired.



For non-Safefood 360 users, use the Attach PDF option to send only the PDF of the record in question.



Use Conditions to narrow in on specific actions or names within a module to make Alerts more appropriate.



For Modules with “Fail” results (Cleaning, Monitoring, and Receiving) use the Result condition to Alert people of a failed test.