Using Alerts and Notifications to Drive Action & Improvement

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Agenda

- Alerts & notifications – what's the difference?
- Quick overview of the Alerts module
- Crafting successful alert messages
- Best practices

Alerts & notifications – what's the difference?

Notifications

- Triggered by programs
- Configured together with the program
- Is only sent out when the record is created
- Only email

Alerts

- Can be triggered at any stage of the record
- Can be filtered based on conditions
- Can contain PDF copy of the source record
- Email, dashboard, SMS and push notification

FOOD SAFETY MANAGEMENT SOLUTION | Lassi Eronen SF360 | Safefood 360° Internal | Settings | Help | Logout | Safefood 360°

Safefood 360° Internal

Dashboard | HACCP | Management | PRP Control | Monitoring | Master Data | Utilities

Alerts

Add Alert

Alerts

No.	Date	Folder	Description
1	09/07/2015		There's a new cleaning record 7 days overdue.
2	09/07/2015		There's a new cleaning record open in Safefood 360º Internal.
3	24/07/2015		Hey there! You have been assigned a new task in Safefood 360 Internal CAPA module
4	25/08/2015		A new monthly Marketing Report is now available. See attached PDF.

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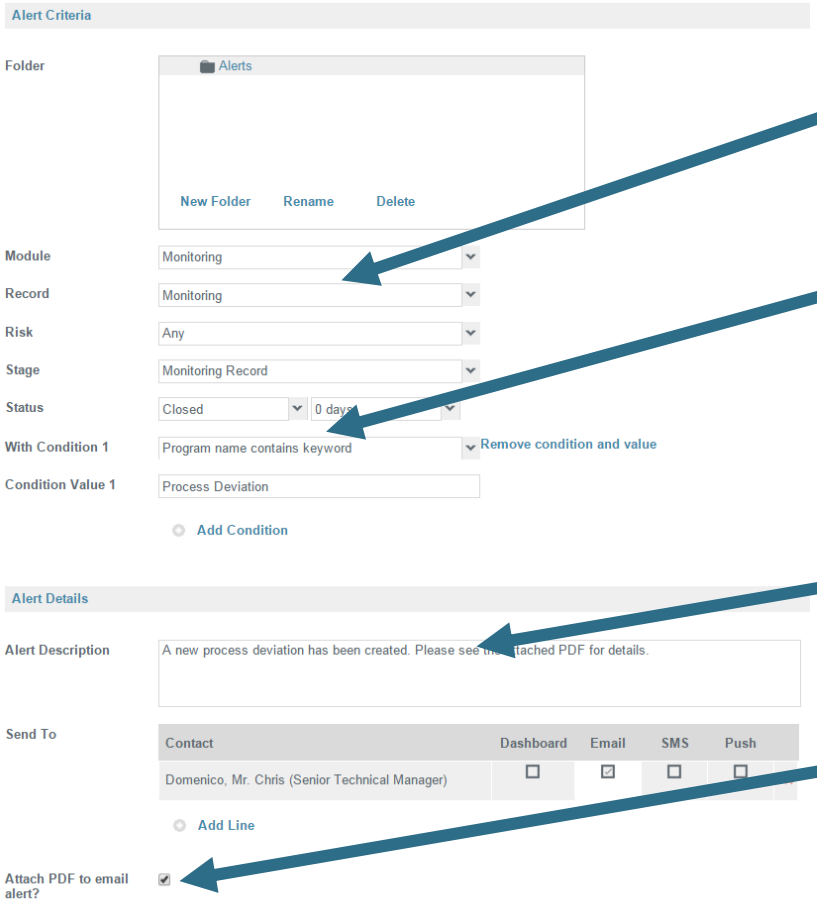


What record is the source?

Conditions and Filters

Message

PDF Attachment feature

Crafting successful messages

Poorly formulated alert message

- ”A new corrective action is open.”

Good alert messages

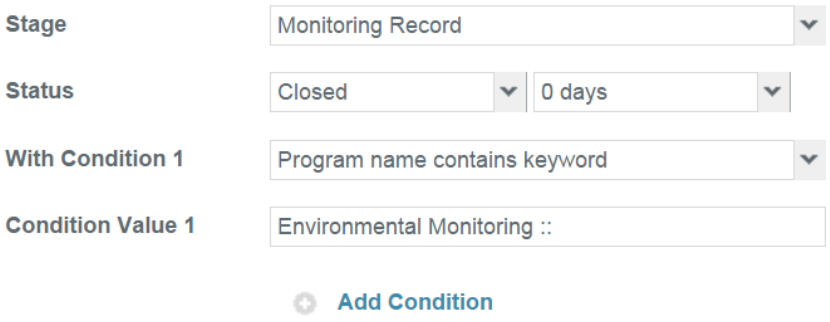
- **Contain details:** ”A new high risk corrective action has been created in Factory 12.”
- **Contain instructions:** ”Please see the attached PDF for details, and if necessary follow the link and conduct root cause analysis and assign tasks to the correct individuals.”
- **Uses the right channel**

Best practices

- Filtering based on keywords
- Chaining and escalating
- Attaching a PDF copy of the record

Best practice: Filtering based on keywords

- You have the following monitoring programs
  - Environmental Monitoring :: Municipal Water
  - Environmental Monitoring :: Surfaces Microbial
  - Environmental Monitoring :: Air Quality
  - Environmental Monitoring :: Waste Water



Best practice: Chaining and escalation

Due Date

- **To Responsible:** A corrective action is due today. Please login to Safefood 360° and close the task OR provide your action plan for closure.

+7 Days

- **To Responsible:** Your corrective action is awaiting closure. Please see attached PDF.
- **To QA:** A corrective action is overdue by 7 days.

+30 Days

- **To QA:** Please contact responsible person of the attached corrective action. The due date has been exceeded by 30 days.

+90 Days

- **To QA:** Please consider removing or archiving this record as it appears to have become stale.

Best practice: Attaching PDFs

Send To

Contact	Dashboard	Email	SMS	Push	
Domenico, Mr. Chris (Senior Technical Manager)	☐	☑	☐	☐	×

Add Line

Attach PDF to email alert? ☑

- No need to login to Safefood 360°
- You don't have to be a user to receive these records

Driving improvement

- Creating a culture of doing things on time
- Grooming the system

Creating a culture of doing things on time

- Lower the threshold of taking action
- Don’t let things slip out of control
- People are aware of the automatic escalation

Grooming the system

Q&A

Thanks for listening! It’s time for your questions.