



IATF Oversight

CARA NC Management Tool

Instructions for Client

1 Scope

The IATF CARA Application is intended to harmonize the audit report and NC Management processes. The CARA Nonconformity (NC) Management Tool is used to exchange the response between the Certification Body auditor and client to complete the relevant problem-solving steps related to the nonconformities issued during the closing meeting of the audit. It is mandatory for every IATF 16949 audit conducted by an IATF-recognized certification body.

IATF CARA NC Management Tool (<https://nc-cara.iatfglobaloversight.org>)

2. Work instruction

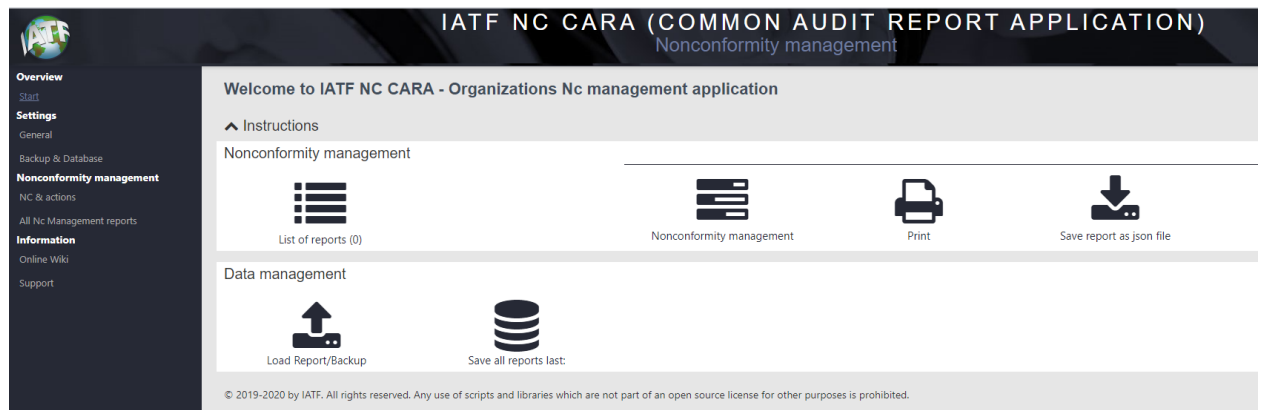
2.1 Following the closing meeting of the audit, you should have received a file by email (or cloud storage, etc.) containing the nonconformities along with this instruction. The data file format will be “json” or xml.

2.2 The data file must be saved in a folder created on your computer (such as “CARA INPUT”).

IMPORTANT! Do not change the name of the data file, as it could corrupt the file and make it unusable.

2.3 In your computer's browser (preferably Chrome, Edge or Firefox) enter the NC CARA tool link <https://nc-cara.iatfglobaloversight.org>. You will see the Home page screen, as shown on the next page.

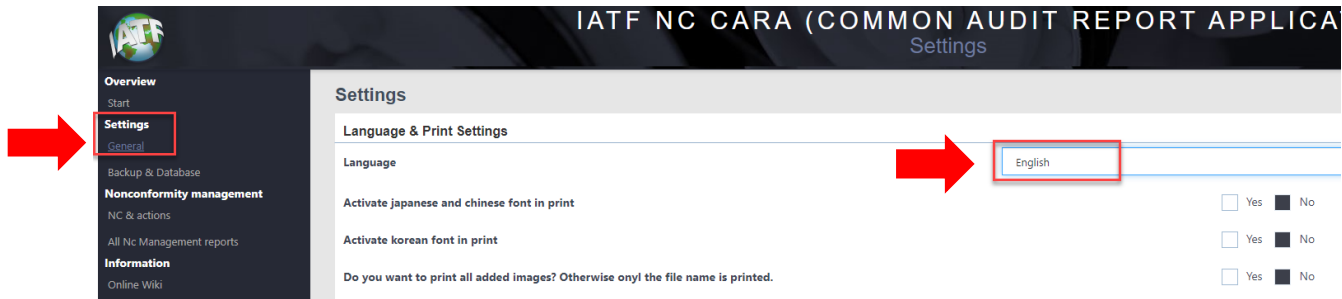
Note: Please bookmark this website for future reference. No username or password is required to access this website.



IMPORTANT! Do not use Internet Explorer (IE). The link will not work on Apple's IOS devices and Apple's Safari is not supported.

You need to import the "json" file into the CARA NC Management tool for entering your problem-solving response.

2.4 Verify the Language is correct. Default setting is aligned with the language of the Browser used. To change, go to "**Settings > General**" and select the "**Language**" from drop down menu.



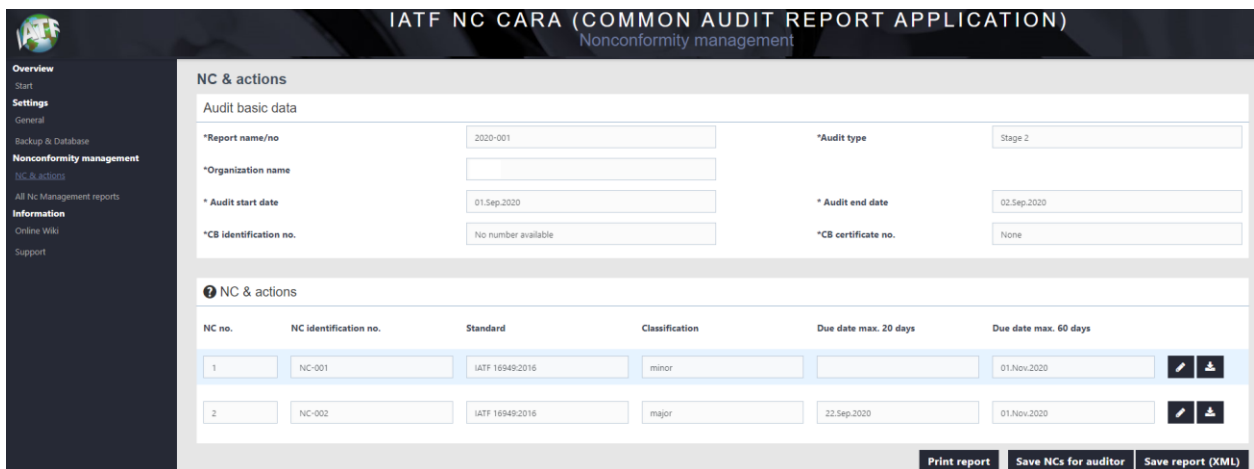
Note: Language choices are: Castilian Spanish, Chinese, Deutsch, English, French, Italian, Japanese, Korean, Polish, Portuguese, Russian, and Spanish

2.5 On the home page, click the "**Load Report/BackUp**" button to load the file into the tool which was saved in 'CARA INPUT' folder.



A separate window opens to allow you to select the file from the File Manager on your computer. Locate the file you saved in step 2. Click on the file, then click **“Open”**.

If you were successful, it will see this screen below, showing the NCs. Now the nonconformities are ready to be completed by you.



2.6 You can see the different nonconformities, their classification, and due dates in the **“NC & Actions”** table.





There are two buttons for each nonconformity to allow you to **“Edit”** and **“Save”** the any change you make.

NC & actions

Audit basic data

*Report name/no	2020-001	*Audit type	Stage 2
*Organization name	IACOB		
* Audit start date	01.Sep.2020	* Audit end date	02.Sep.2020
*CB identification no.	No number available	*CB certificate no.	None

NC & actions

NC no.	NC identification no.	Standard	Classification	Due date max. 20 days	Due date max. 60 days	
1	NC-001	IATF 16949:2016	minor			 
2	NC-002	IATF 16949:2016	major	22.Sep.2020	01.Nov.2020	 





Print report **Save NCs for auditor** **Save report (XML)**


NC & actions

Audit basic data

*Report name/no	2020-001	*Audit type	Stage 2
*Organization name	IACOB		
* Audit start date	01.Sep.2020	* Audit end date	02.Sep.2020
*CB identification no.	No number available	*CB certificate no.	None

NC & actions


NC no.	NC identification no.	Standard	Classification	Due date max. 20 days	Due date max. 60 days	
1	NC-001	IATF 16949:2016	minor			 
2	NC-002	IATF 16949:2016	major	22.Sep.2020	01.Nov.2020	 

2.7 Click on the **“Edit”** button  to open, enter or edit your response. You are responsible for the section labeled **“To be Completed by the Organization”**.

*Note: Mandatory fields are marked with an asterisk (*). The red border around each field indicates the information is missing or not entered correctly.*

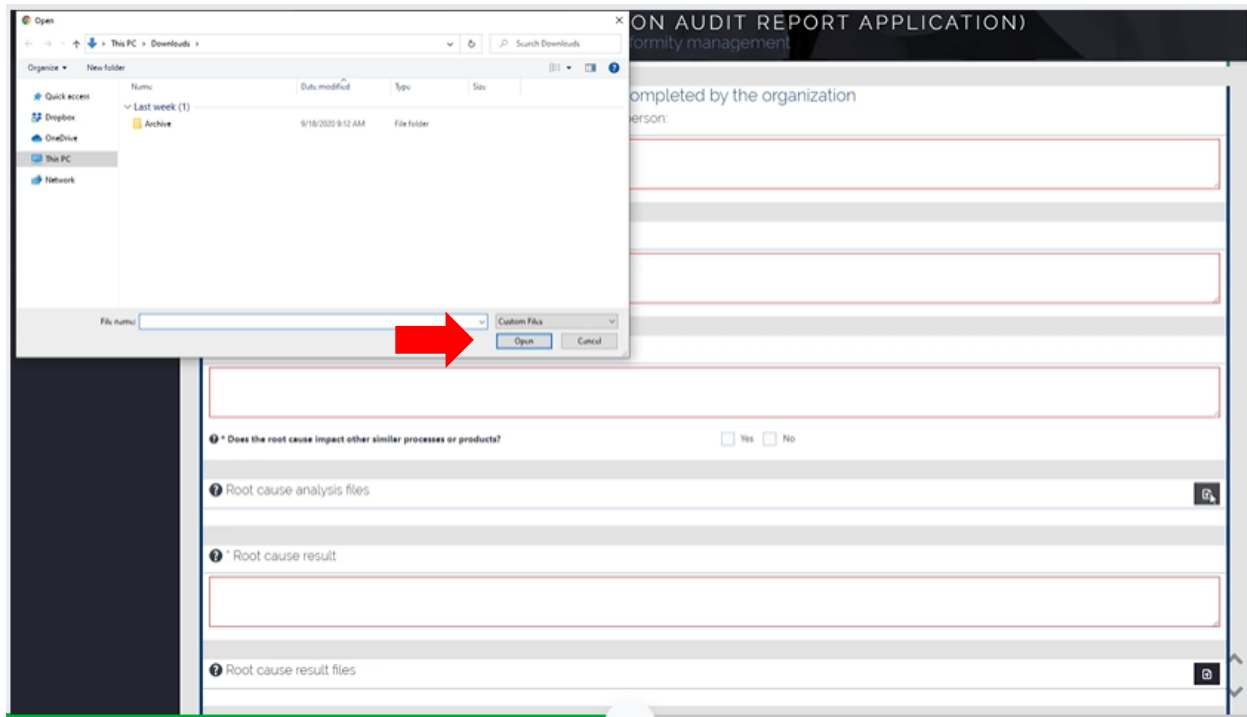
Editable fields for the client are:

- Correction Action (Containment) including timing and responsible person
- Evidence of implementation (CO)
- Analysis of the root cause
- Systemic Corrective Actions, including deadline and responsible person
- Evidence of implementation (AC)
- Action taken to verify the effective implementation of corrective actions
- Submission / Organization Representative / data

2.8 Click on the “**Add**” button  to upload evidence. You will see a separate window open to allow you to select the file from your computer. Locate the file, click “**OPEN**”.


Evidence fields allowed in:

- Root cause analysis files
- Root cause result files
- Systemic corrective action files
- Implementation evidence files
- Corrective action implementation verification files



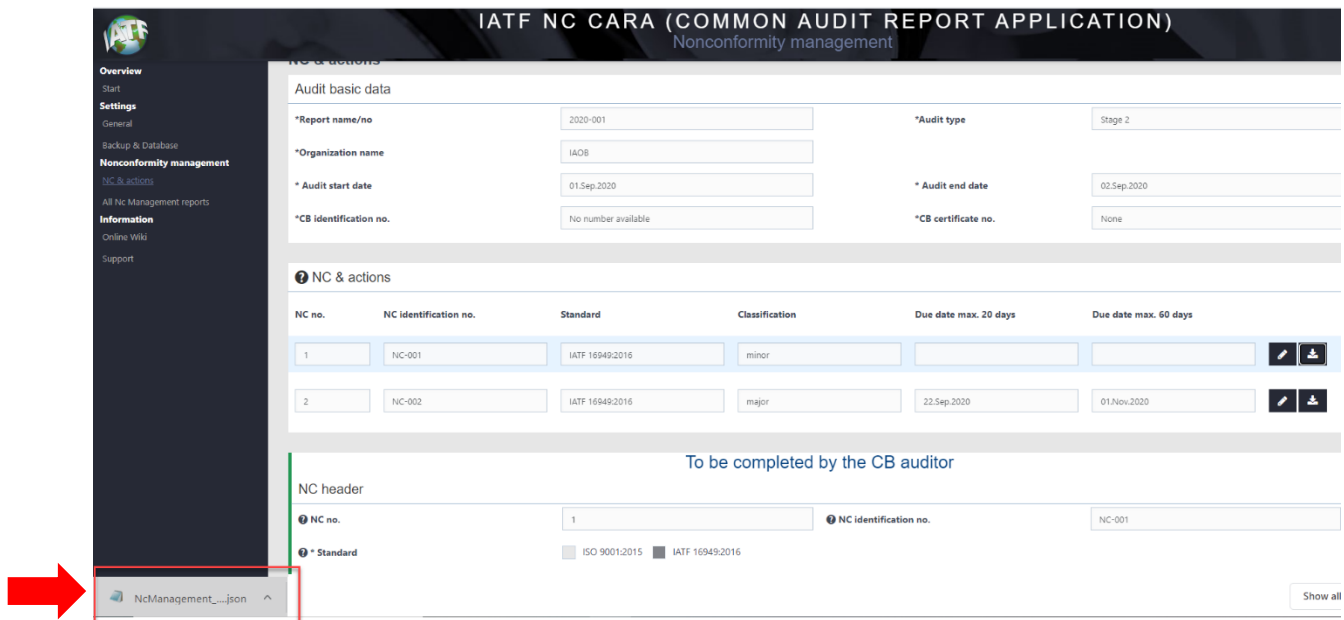
IMPORTANT! For security reasons, only evidence files with the extension ‘pdf’ and ‘jpeg’ can be uploaded in CARA tool.

2.9 When finished entering your response, always remember to save the NCs details. You don’t want to lose your work.

Click on “**Save**” button  at top of screen next to the NC you were working on. This action will generate an updated individual data file in json format, including any evidence attached for you to transfer back to the auditor.



You will see the data file at the bottom of your screen. It could look like this:



IMPORTANT! Do not rename the file as it may corrupt the details and the auditor will not be able to open it.

You should save the json file in a “CARA OUTPUT” folder on your computer.

The same function can also be used to save and send a single NC to a colleague who edits this NC. You can later import the received NC into the application.

If you click the “**Save NC for auditor**” **Save NCs for auditor** at the bottom of the screen, all NCs will be generated into a single json file.

IATF CARA (COMMON AUDIT REPORT APPLICATION)
Nonconformity management

Verify effective implementation of corrective actions files

Submission(s)

To be completed by the CB

Date reviewed

Reviewer decision: Accepted and closed Rejected Accepted, but 100% resolved

Reviewer comments

Reviewer name

If 100% resolved, target date for special audit

Save NCRs for auditor

Save report (XML)

2.10 You now need to email the json files back to the Certification Body for review.

IMPORTANT INSTRUCTIONS – Please read:

- The data is stored in the Browser cache of the user. It is important to make sure you save a copy of the data report outside of the computer browser. If the browser cache is cleared upon exiting the browser, you will lose all data entered.
- Please make regular backups using “**Save all Reports**”.
- CARA INPUT received from the auditor and CARA OUTPUT you create for the auditor shall not be in same file folder.
- Never rename or create another copy of the json file received or sent to the auditor. This will corrupt the json file and it will be unreadable by the auditor.

2.11 The auditor (or other designated person at the Certification Body) will review your actions and may request additional information. If the CB Reviewer rejects the response back to you, please restart at process at step 2.5 above. You are required to enter a response to the CB Reviewer’s rejections in the appropriate field(s) and send back another NC json file to the CB Reviewer.

2.12 You can find the CB Reviewer’s decision and comments in the “**To be completed by the CB**” section of the form.

To be completed by the CB

* Date reviewed	05.Oct.2020
* Reviewer decision	<input type="checkbox"/> Accepted and closed <input checked="" type="checkbox"/> Rejected <input type="checkbox"/> Accepted, but 100% resolved
* Reviewer comments	Sending back for rejection of Corrective Action.
* Reviewer name	Tucker Nelson

[Print report](#) [Save NCs for auditor](#) [Save report \(XML\)](#)

IMPORTANT INSTRUCTIONS – Please read:

- These process steps can be repeated as often as required if the Certification Body rejects the NC responses provided by your organization. On each NC json file exchanged, the old data is replaced by the new data file provided.

3. Accompanying documents

3.1 IATF CARA video tutorial for Clients – visit the WIKI page inside the CARA NC Management Application