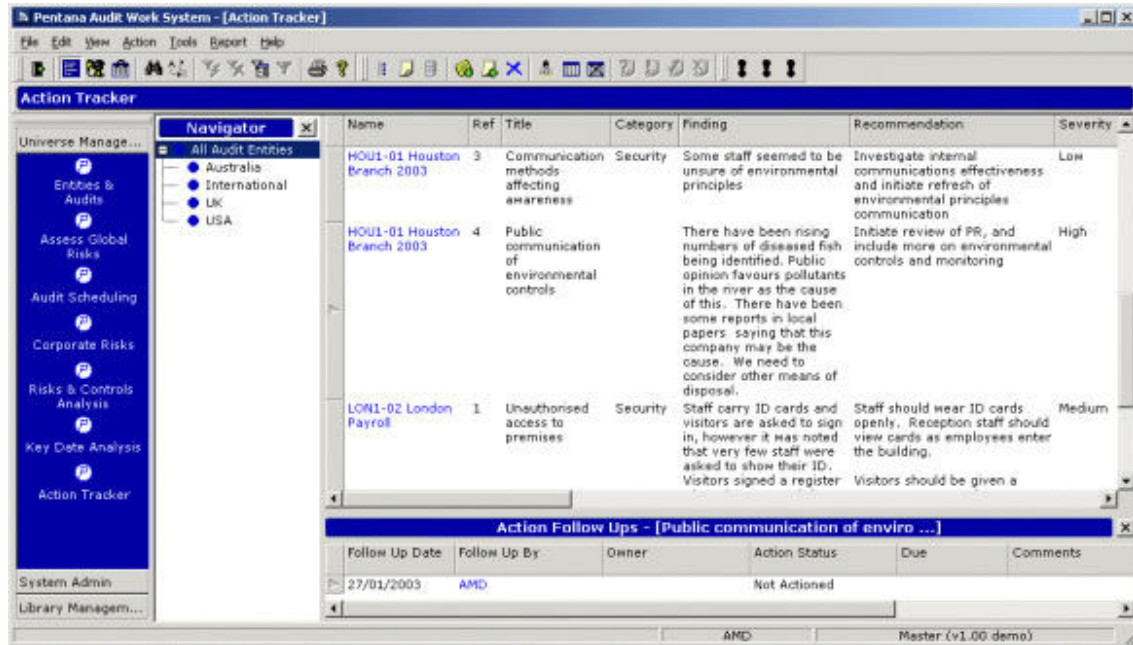


Action Tracking

The PAWS 'Action Tracker' module provides a framework in which agreed actions are collected together and followed up in a systematic manner. The Action Tracker module provides a complete perspective of the actions, across all audits, while the Audit Report module provides the same functionality for a single audit.



Use the Action Tracker module to analyse and interrogate actions in a variety of ways. Use the flexible navigator, sort and filter features to locate actions.

Allocate actions to designated 'action owners', selected from the list of 'contacts' for this entity. Generate follow-up emails prompting each action owner to respond within agreed time-scales. Monitor the progress of the actions and approve or reject the submitted action follow-ups.

Optionally define action owners as 'business users' for the purpose of giving them restricted access rights to record updates to their own actions. Business users may use the optional web-based PAWS Action Satellite module.

PAWS Action Satellite

The PAWS Action Satellite is an optional companion module to PAWS. With the Action Satellite module, action owners can directly record the progress of actions that have been assigned to them, while you retain complete control over the changes that they make.

Business users can record the status of their actions and respond to follow-ups without needing access to PAWS itself or any client software other than a web browser.

Action follow-ups

Each action can be followed up as many times as required and the follow-up details recorded within the system.

Enter next follow-up dates either manually or automatically, through configuration rules. Each action follow-up can be managed through a life cycle.

Icon columns on the main grid indicate the existence of follow-ups in each category against each action. Use quick filters to restrict the display, for example to only show actions with 'open' or 'submitted' follow-ups.

Note: As an alternative to using the follow-ups process, PAWS users can update the action fields directly against the action.

Once an action is marked as complete, it can only be modified if the user raises and accepts another follow-up. This ensures a full audit trail.

Once an audit is marked as 'Archived' its actions and action follow-ups may not be edited in any way.