SAFETYMAN ACADEMY

Quality Management

Training and operating manual

Starter • Intermediate • Advanced

Software baseline 1.14.0 • Documentation edition D1 • 20 November 2026

Learn the workflow, practise the decision and keep the evidence connected. This manual supports self-paced study and facilitated company training.

Commercial access remains quotation based, through named company accounts and allocated annual software seats. Academy enrolment is arranged separately within the agreed training package.

All examples are fictional. Screenshots show empty forms or a labelled training record; no customer evidence is included.

How to use this manual

Begin with the operating reference, then study the three levels in order or use equivalent prior knowledge. Each level contains three lessons, a practical task in each lesson and ten knowledge-check questions. Answers and explanations follow the questions. Allow 15–25 minutes per lesson; pause between sections.

Write exercise answers in a notebook or an authorised training workspace. Do not put real personal or company evidence into an Academy exercise. The public demonstration is read only. A training certificate records completion; it is not a substitute for observed competence or workplace authorisation.

The current Feature & Readiness Register is the authority for delivered capabilities and remaining acceptance work. Historical release notes and old screenshots describe their own editions.

Contents

Operating reference

Starter — Create a factual quality case, control its evidence and follow the concern through to a reviewed response.

Intermediate — Use document control, quality objectives and linked corrective work to test a defensible improvement.

Advanced — Lead management review using comparable evidence, clear decisions and a traceable learning cycle.

Practice worksheets

Facilitator and assessment guidance

Access and responsibilities

Confirm company, named account, allocated seat, module entitlement and role. These are separate controls. Company managers maintain the quality registers. Assign a responsible owner and a different reviewing manager. Personnel entries do not create login accounts. Where a control is unavailable, check scope and role before treating it as a fault.

Audit or Assure provides audit, document, objective, management and improvement registers. NCR provides quality cases. Contractor provides supplier reviews. No extra Improvement Review entitlement is required.

Operating reference

Start here: company, role and records

1. Sign in through Client sign in. Select the intended company before opening records. Company membership, an allocated named seat, product entitlement and the appropriate role are separate requirements.

2. Open Quality & Audit for company-wide registers. An assessment selection is not required to start a register. Use Open assessment workspace for detailed audits, NCRs, investigations and actions.

3. Company managers maintain the quality registers. Assign a responsible manager and a different reviewing manager. The reviewer must also be distinct from the creator and submitter when completing review.

4. Audit or Assure enables audit programmes, standards/evidence, controlled documents, objectives and management reviews. NCR enables quality cases; Contractor enables supplier reviews. The quotation must reflect existing Assure entitlement rather than require duplicate Audit purchasing.

5. Use named staff and contractor accounts for assignments and submissions. A personnel entry in the competence register is not a login account and does not itself allocate a seat.

If a control is unavailable: check company, membership, role, licence and module allocation. A public demonstration cannot edit private company registers. Existing records may remain readable when editing is unavailable.

Standards, applicability and evidence

Open Standards and evidence → Add record. Identify the standard and edition, requirement reference, applicability and the reason for that judgement. Write an original requirement summary; the product does not supply licensed ISO standard text.

Record the evidence reference, current gap and review date. Assign the responsible and reviewing managers, save a Draft and attach supporting material before submission.

Use the exact edition that applies to the organisation. A newer edition must be assessed deliberately; there is no automatic legal-update feed or automatic standards-transition mapping.

When a gap requires corrective work, create or link the appropriate NCR/action in the relevant assessment. A register entry or attachment does not create that action automatically.

Demonstration example: use an internal incoming-inspection procedure as the criterion, show the sample used and explain the evidence gap. Never imply that a green status awards ISO certification.

Controlled documents: create an issue

Open Controlled documents → Add record. Record the title, document reference, revision identifier, scope, effective date and review due date. Identify the superseded issue and explain the changes.

Save as Draft, open Files and attach the authoritative issue. Record its evidence reference and intended distribution. Assign a different independent reviewer before the owner submits it as Awaiting review.

Approve, acknowledge and supersede

1. The assigned independent reviewer checks the issue and records a review decision before approving. The review date must not precede the effective date. Approved files remain unchanged.

2. On the approved record choose Assign access / acknowledgement. Choose an existing named company recipient, purpose Acknowledgement and an access expiry within one year. Review every source field and attachment before granting access: the assignment exposes the fixed snapshot and its files.

3. The recipient opens My assignments & submissions → View snapshot, reads the revision and confirms I have read this issued revision. The account and UTC time are recorded. A manager cannot acknowledge for somebody else.

4. To supersede, create a new revision record with the old reference, approve it and issue new assignments. Revoke old access where appropriate. Changing, archiving or withdrawing the source prevents new acknowledgements against that issue.

5. Expiry and revocation end recipient access while retaining acknowledgement history. Previously downloaded copies cannot be recalled. An acknowledgement records reading, not understanding or demonstrated competence.

Read-only audit access: issued or closed audit programme records can also be assigned as fixed snapshots. This does not grant the recipient access to the linked assessment or the full record history.

Quality cases, NCRs and rework cost

Open Quality cases → Add record to record a complaint, defect, service failure or improvement. Record the facts, source and immediate response without presuming a cause.

Where corrective investigation is required, select the assessment and link its NCR record ID. The server checks company and assessment access and that the linked NCR exists. Do not type a reference to an unrelated assessment.

Record rework cost as a non-negative amount with a three-letter currency code, such as GBP. The performance view totals currencies separately. It does not convert currencies or calculate savings or return on investment.

Use Investigate or Investigate Pro where a deeper causal assessment is needed. Keep the quality case, NCR, investigation and actions cross-referenced so the source concern can be followed through to the outcome.

Follow the available review stages, record the independent decision and keep the response evidence. Closing a linked quality case cannot override an open linked NCR.

Worked example: two of ten delivery inspection records lack acceptance decisions. Record the gap, restore the inspection control, then examine a new sample. Do not close merely because the missing boxes have been filled in.

Supplier performance and management review

Supplier performance: use a consistent supplier reference across engagements. Record the period, evidence, evaluation and a decision. A terminal review cannot remain Pending. The dashboard groups exact references; differing spellings can split the same supplier.

A reviewed decision such as Improvement required or Suspend new work is a performance record. It does not automatically suspend a contractor or cancel permission to work. Make and record any operational access decision through the appropriate contractor process.

Quality objectives: define the intended result, measure, target, owner and review date. Record the evidence behind progress and review the outcome rather than simply changing a status.

Management reviews: bring together audit results, quality cases, supplier evidence, objectives and actions. Record inputs, decisions, responsibility and follow-up. Review outputs should be traceable to work and later effectiveness checks.

Meeting discipline: agree what changed, whether it worked, which findings repeated and what resources are needed. Record unknowns explicitly. The existing dashboard is current-state reporting, not a forecast or a certification score.

Evidence files, exports and history

Save a record before opening Files. Supported formats include JPG, PNG, GIF, WebP, PDF, Word and Apple Pages. Export Google Docs to PDF/Word and HEIC images to JPG before upload.

Company-register limits are 5 MB per file, 100 files and 50 MB per record. Assessment attachment limits apply separately to assessment records. Downloads are permission-checked rather than public media URLs.

Upload the correct revision while the record is Draft. Submitted and approved evidence is protected by workflow rules. A file hash records integrity; it does not certify the truth of its contents. Sentinel does not virus-scan these uploads.

Use History to inspect retained revisions and download a historical JSON snapshot. The history window shows the latest 100 entries; do not describe this view as an unlimited audit-log export.

Export this register produces JSON for the displayed active or archived register selection. It is not a complete website backup. Keep the database, protected uploads, site configuration and application code together in the recovery plan.

Core investigation evidence-reference records describe and point to sources. They are distinct from the protected file attachments now available on supported operational and company records. Older reference-only illustrations must not be used to claim that the suite has no upload capability.

What changed after we fixed it?

Open Quality & Audit → What changed after we fixed it? → Add record. Save a Draft with the problem and review due date. Select the accessible assessment, source type, source record and corrective action linked to that source.

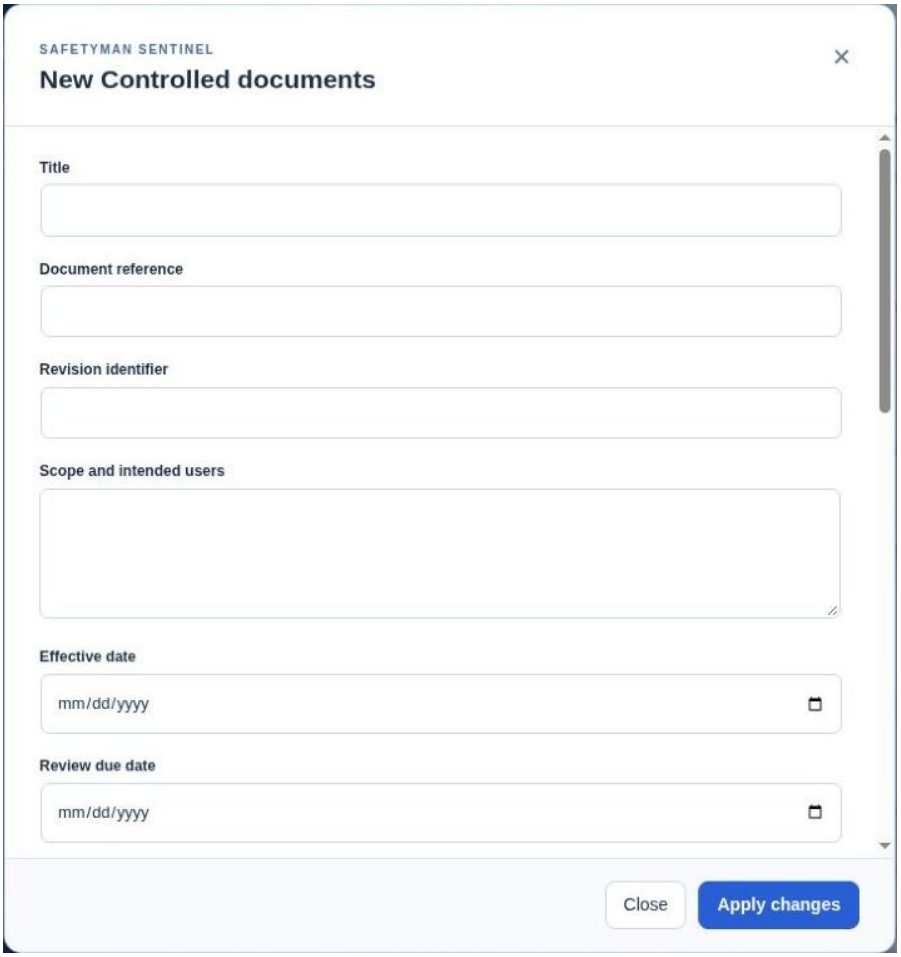
Record the implemented change and date, metric and success criteria. Add baseline and follow-up periods, affected items and total items checked. Counts must be whole, with a positive denominator. Record comparable conditions and limitations; do not infer causation from a lower percentage.

Save Draft before Files. Record the recurrence check and evidence, outcome, next action and next review date. The assigned owner submits Awaiting review. A different assigned manager records the review note and marks Reviewed. Reopen to Draft with a reason before revising reviewed evidence.

Effective requires adequate evidence and no recurrence observed. Partly effective records an improvement that still misses the agreed result; Not effective records failure against the criteria. Inconclusive records insufficient evidence with a plan to resolve it. A review does not automatically close its source or action.

The screenshot shows a saved fictional Draft on the 1.14.0 staging installation: 8/40 before and 0/60 after. It is Not assessed and recurrence is Not checked; the percentage alone does not establish effectiveness.

Workflow screenshot



Empty Test Company form captured from Sentinel 1.13.2 on 20 November 2026. This workflow remains in 1.14.0. Scroll within the form for further fields.

Starter

Create a factual quality case, control its evidence and follow the concern through to a reviewed response.

Prerequisite: No prior Sentinel experience is required. Understand your organisation’s authority and evidence-handling rules.

1. From a concern to a quality case

Understand the decision

Quality work starts with a requirement and an observation. At fictional Northbank Engineering, two of ten delivery records have no acceptance decision. This proves a gap in the records examined. It does not, by itself, prove that the delivered parts were defective. Keep the observation, immediate response and possible explanation separate. A complaint is an allegation to assess; it is not an established cause.

Apply it in Sentinel

Select the intended company, then Quality & Audit → Quality cases → Add record. Enter a clear title, category, factual description, source and due date. Save Draft before opening Files. Record the temporary response and who is responsible. If corrective investigation is required, link the assessment and its NCR ID. The company case provides oversight; the detailed NCR and actions remain in the assessment.

Practical task

Write a factual title and first response for the two missing decisions.

Worked answer

Title: Two acceptance decisions missing in sample of ten delivery records. Response: identify the affected deliveries, check acceptance status with the responsible person and hold further release where the authorised procedure requires it. Do not write “supplier sent defective parts” without evidence.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

2. Keep the right evidence and revision

Understand the decision

A useful attachment has a source, date, scope and revision. Ten photographs of the same form do not represent ten independent checks. Approved instructions need controlled revisions so people can identify the issue that applied when the work took place. Reading an instruction is different from understanding or applying it.

Apply it in Sentinel

In Controlled documents, create a Draft with reference, revision, scope, effective date and review date. Save it, attach the authoritative file and select the responsible manager and a separate reviewing manager. Once approved, use Assign access / acknowledgement for named company accounts. The recipient reads the fixed snapshot and acknowledges personally. To supersede it, create and approve a new revision; retain the old history.

Practical task

Revision B corrects an inspection instruction. A manager offers to acknowledge for five colleagues. What should happen?

Worked answer

Issue B to the intended named recipients. Each recipient must read and acknowledge their assigned revision. Arrange a briefing and practical check where understanding matters. The manager cannot supply acknowledgements for others. Retain A as historical evidence, with distribution and access handled under the document procedure.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

3. Connect the response to the result

Understand the decision

Containment protects the current work. Correction fixes the particular defect. Corrective action addresses why the problem can recur. These may be different tasks with different owners. Rewriting a missing record may correct the record but cannot demonstrate that future inspections will be reliable.

Apply it in Sentinel

Follow the linked NCR and actions in the assessment. Record completed work and evidence, then use What changed after we fixed it? to plan an effectiveness review. A separate assigned manager reviews the conclusion. An open linked NCR cannot be bypassed by closing its company quality case. Record costs as non-negative amounts with a currency code; the dashboard keeps currencies separate.

Practical task

Classify these tasks: hold a delivery, restore its inspection record, revise the acceptance process and sample next month’s deliveries.

Worked answer

Hold: containment. Restore: correction, supported by legitimate evidence rather than invented entries. Revise: corrective action if it addresses the established mechanism. Sample: effectiveness check. Keep their dates and evidence separate.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

Starter knowledge check

Choose one answer per question. Each is worth one point; seven correct answers meet the 70% course threshold. Try all ten before reading the answer key.

1. What does an acknowledged document establish?

A. The named recipient recorded reading that issued revision.

B. The recipient demonstrated competence.

C. All older downloaded copies were recalled.

D. The document cannot contain an error.

2. Which record holds detailed corrective work linked to a quality case?

A. The dashboard currency total.

B. The linked assessment NCR and actions.

C. The public demonstration.

D. The quotation alone.

3. What should happen before changing reviewed evidence?

A. Ask the creator to approve the change privately.

B. Delete the history.

C. Reopen with a reason and obtain fresh review.

D. Overwrite the attachment without comment.

4. What does the cost dashboard do with GBP and USD?

A. Adds them as if they are one currency.

B. Converts both automatically to GBP.

C. Treats them as verified savings.

D. Keeps their totals separate.

5. Two of ten records lack acceptance decisions. What is supported?

A. A gap in the sampled records.

B. All delivered items are defective.

C. The supplier acted dishonestly.

D. The entire process has failed.

6. When are files attached to a new register record?

A. Only through a public media link.

B. After saving the Draft.

C. Before creating any record.

D. Only after closure.

7. What is containment in the delivery example?

A. A rewritten company policy alone.

B. An assumed root cause.

C. An authorised hold while acceptance status is checked.

D. A future annual review.

8. Who acknowledges an assigned instruction?

A. Any company manager on the recipient’s behalf.

B. The software automatically.

C. The supplier’s colleague using a shared login.

D. The named recipient personally.

9. What is required before a linked case can close?

A. The linked NCR must meet its closure requirements.

B. A favourable case title.

C. The owner’s verbal assurance only.

D. The public example must be completed.

10. Which evidence tests whether the fix worked?

A. Only a changed action status.

B. A defined sample of later work.

C. Only a completed briefing attendance list.

D. Only a purchase receipt.

Starter answer key

1. A — Acknowledgement records reading of a fixed issue; understanding and competence require their own evidence.

2. B — The company case provides oversight; detailed NCR and action evidence remain linked in the assessment.

3. C — Controlled revision preserves the reason and review trail.

4. D — Costs use explicit currency codes; there is no automatic conversion or ROI calculation.

5. A — Describe the observation and sample without making unsupported causal or product claims.

6. B — Save first, then open Files so evidence belongs to the record.

7. C — Containment addresses the immediate exposure while the facts are established.

8. D — Individual acknowledgement preserves account and revision traceability.

9. A — The company case cannot bypass an open linked NCR.

10. B — Outcome evidence concerns subsequent performance, not merely completed activity.

Intermediate

Use document control, quality objectives and linked corrective work to test a defensible improvement.

Prerequisite: Complete the preceding level or demonstrate equivalent practical knowledge. Practise only in an authorised training workspace.

1. Define the requirement before the finding

Understand the decision

“Poor quality” is too vague to investigate. State the process, applicable criterion, sample and observed departure. Northbank procedure Q-07 revision C requires an acceptance decision before release. Eight of forty sampled records lack it. That is a defined gap against an internal criterion. Explain selection and exclusions so a reviewer can judge whether the sample is useful.

Apply it in Sentinel

Use Standards and evidence for the explicit standard edition or internal requirement reference, applicability, evidence and gap. Write an original summary; do not copy licensed standard text into training examples. Link the quality case to its NCR. Use investigation tools where needed, but do not treat an attractive causal diagram as evidence.

Practical task

Draft a finding from Q-07 and 8/40 missing decisions. Include one limitation.

Worked answer

Against Q-07 revision C, eight of forty receiving records examined for 1–9 November lacked the required acceptance decision before release. The sample covered one receiving team and cannot establish performance on other shifts. Check whether release actually occurred rather than assuming it from a blank field.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

2. Set an objective that can be tested

Understand the decision

An objective needs a baseline, an agreed measure, a target, an owner and a review period. “Train everyone” describes an activity. “All sampled receipts have a recorded acceptance decision before release” describes an outcome. Both can matter, but they answer different questions. Do not change the denominator after seeing an inconvenient result.

Apply it in Sentinel

Create the Quality objective and record the evidence behind its baseline. Link supporting quality and corrective records by reference. Set the review date. In Improvement Reviews record affected items / total items checked, equivalent periods and the agreed success criterion. Record the implemented change and document/training references. These references do not automatically synchronise with the Academy.

Practical task

The team examined 40 receipts before the change and 60 after. Are raw counts alone a fair comparison?

Worked answer

No. Report both counts and denominators: 8/40 is 20%; 2/60 is about 3.3%. Check comparable receipt types, shifts, sampling method and inspection rules. The lower rate is an observation. Whether it meets the target requires a separate judgement.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

3. Review without rewriting the history

Understand the decision

Review should challenge the evidence and explanation, including inconvenient results. A different reviewer helps, but independence also depends on competence, conflicts and the authority to reject weak evidence. A revision history records changes; it does not make an unsupported claim true.

Apply it in Sentinel

The owner saves the Draft, attaches evidence and submits Awaiting review. The assigned independent reviewer records a decision. Reopen with a reason before changing reviewed scope or evidence, then obtain fresh review. If another person has changed the record, reload and reconcile the current revision rather than overwriting it.

Practical task

The owner asks the reviewer to mark Effective because every action is complete. The follow-up sample still contains defects.

Worked answer

Review completion evidence and outcome evidence separately. If the target was zero defects, a remaining defect means the target was not met. Partly effective or Not effective may be appropriate, depending on the criteria. Record the remaining mechanism, next action and review date; do not hide the unfavourable sample.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

Intermediate knowledge check

Choose one answer per question. Each is worth one point; seven correct answers meet the 70% course threshold. Try all ten before reading the answer key.

1. What does an acknowledged document establish?

A. The named recipient recorded reading that issued revision.

B. The recipient demonstrated competence.

C. All older downloaded copies were recalled.

D. The document cannot contain an error.

2. Which record holds detailed corrective work linked to a quality case?

A. The dashboard currency total.

B. The linked assessment NCR and actions.

C. The public demonstration.

D. The quotation alone.

3. What should happen before changing reviewed evidence?

A. Ask the creator to approve the change privately.

B. Delete the history.

C. Reopen with a reason and obtain fresh review.

D. Overwrite the attachment without comment.

4. What does the cost dashboard do with GBP and USD?

A. Adds them as if they are one currency.

B. Converts both automatically to GBP.

C. Treats them as verified savings.

D. Keeps their totals separate.

5. Which is an outcome objective?

A. Acceptance decisions are recorded before release in the agreed sample.

B. Run a briefing.

C. Buy a new folder.

D. Send a reminder.

6. Eight affected receipts out of forty is what rate?

A. 5%.

B. 20%.

C. 8%.

D. 40%.

7. What belongs in a defensible finding?

A. Only the reviewer's confidence.

B. A copied standard title alone.

C. Criterion, sample, observation and limitation.

D. A general allegation without references.

8. The target was zero defects and two remain. What is justified?

A. Declare Effective because fewer defects occurred.

B. Remove those two from the denominator.

C. Change the target retrospectively without explanation.

D. Record that the target was missed and assess the remaining failure.

9. A saved record has changed since you opened it. What should you do?

A. Reload and reconcile the current revision.

B. Force your older copy over it.

C. Remove the other manager's access.

D. Create an unrelated duplicate to hide the conflict.

10. What helps preserve independent review?

A. A shared user account.

B. A separate competent reviewer able to challenge the evidence.

C. The creator approving their own work.

D. A reviewer who must accept every submission.

Intermediate answer key

1. A — Acknowledgement records reading of a fixed issue; understanding and competence require their own evidence.

2. B — The company case provides oversight; detailed NCR and action evidence remain linked in the assessment.

3. C — Controlled revision preserves the reason and review trail.

4. D — Costs use explicit currency codes; there is no automatic conversion or ROI calculation.

5. A — An outcome describes the intended performance; the other options are activities.

6. B — Divide affected items by checked items: 8/40 × 100 = 20%.

7. C — A reviewer needs the requirement, evidence and scope of the conclusion.

8. D — Partial improvement and target achievement are different judgements.

9. A — Revision conflicts require reconciliation rather than silent overwriting.

10. B — Separation and the authority to challenge support meaningful review.

Advanced

Lead management review using comparable evidence, clear decisions and a traceable learning cycle.

Prerequisite: Complete the preceding level or demonstrate equivalent practical knowledge. Practise only in an authorised training workspace.

1. Separate a pattern from a counting artefact

Understand the decision

A rising number of complaints may mean worsening performance, stronger reporting or increased throughput. Management review should ask which explanation the evidence supports. Group comparable processes, periods and case definitions. Retain minority results: an improved overall average can conceal a failing site. Avoid adding different currencies or unrelated severity scales.

Apply it in Sentinel

Prepare a review pack from active registers and accessible assessment records. State the date, company scope, currency and exclusions. Performance & reminders shows current records, not a forecast or a certification score. Exact supplier references matter: inconsistent names can split one supplier into several groups. Investigate differences before combining them.

Practical task

Complaints rose from 10 to 15 while deliveries rose from 100 to 300. What can management reasonably say?

Worked answer

Reported complaints increased, while complaints per delivery fell from 10% to 5%, assuming the same definitions and reporting completeness. Neither statement alone proves improved quality. Examine severity, reporting changes and process mix before deciding.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

2. Turn management review into decisions

Understand the decision

A review minute that says “noted” leaves responsibility unclear. A decision should specify what will change, who has authority, resources, due date, success criteria and when the result will be reviewed. Record disagreement and uncertainty. A decision to accept a residual issue must follow the organisation’s authority rules; software status is not approval to expose people to harm.

Apply it in Sentinel

In Management reviews record inputs, decisions, owner and follow-up. Cross-reference the relevant objectives, quality cases, supplier reviews and Improvement Reviews. Keep sensitive investigation details in the restricted assessment; company managers can see the company-wide summary. Do not copy unnecessary personal evidence into a broad management record.

Practical task

Write one management decision for a recurring receiving-control failure across two sites.

Worked answer

Operations will review the common receiving instruction and staffing arrangements by the agreed date, with named accountability and resources. Each site will implement the approved control and sample comparable receipts over the agreed period. Quality will independently review recurrence and target achievement at the next review, retaining site-level results.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

3. Sustain the change and govern the claim

Understand the decision

A successful short review does not demonstrate permanent control. Staff turnover, new products and changed workload can weaken the arrangement later. Sustained learning means checking transferability before copying a fix, identifying who owns the revised control and deciding what would trigger another review.

Apply it in Sentinel

Record the next review date and escalation action. Update the controlled instruction and relevant competence evidence through their separate workflows. Use the current Feature & Readiness Register when demonstrating or quoting capabilities. The suite supports evidence and internal decisions; it does not award ISO certification, forecast savings or automatically suspend contractors.

Practical task

A pilot at Site A met its target. Management wants to declare the fix successful at all sites.

Worked answer

Report the bounded Site A result. Compare equipment, tasks, people and workload at other sites before transfer. Set local implementation checks and follow-up samples. Keep the wider claim pending until there is adequate evidence, and define triggers for review if performance deteriorates.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

Advanced knowledge check

Choose one answer per question. Each is worth one point; seven correct answers meet the 70% course threshold. Try all ten before reading the answer key.

1. What does an acknowledged document establish?

A. The named recipient recorded reading that issued revision.

B. The recipient demonstrated competence.

C. All older downloaded copies were recalled.

D. The document cannot contain an error.

2. Which record holds detailed corrective work linked to a quality case?

A. The dashboard currency total.

B. The linked assessment NCR and actions.

C. The public demonstration.

D. The quotation alone.

3. What should happen before changing reviewed evidence?

A. Ask the creator to approve the change privately.

B. Delete the history.

C. Reopen with a reason and obtain fresh review.

D. Overwrite the attachment without comment.

4. What does the cost dashboard do with GBP and USD?

A. Adds them as if they are one currency.

B. Converts both automatically to GBP.

C. Treats them as verified savings.

D. Keeps their totals separate.

5. Complaints rose 10 to 15 while deliveries rose 100 to 300. What is accurate?

A. Counts rose while the reported rate fell, subject to comparable definitions.

B. Quality definitely worsened.

C. Quality definitely improved.

D. The numbers cannot be compared in any way.

6. What makes a management-review decision actionable?

A. An unsigned slide deck.

B. Owner, authority, resources, due date and success criteria.

C. The word Noted.

D. A green icon alone.

7. What can an overall average conceal?

A. The currency exchange rate.

B. The software version only.

C. A failing site or subgroup.

D. Every individual record automatically.

8. Where should restricted investigation detail remain?

A. Copied into every company-wide record.

B. Posted in a public example.

C. Sent to every supplier.

D. In its appropriately restricted source, with a suitable management summary.

9. A successful pilot at one site supports what claim?

A. A bounded result for that site and observed conditions.

B. Universal success at every site.

C. Permanent elimination of recurrence.

D. Automatic ISO certification.

10. What should trigger renewed review?

A. Nothing once a record is Reviewed.

B. Relevant changes or recurrence under the agreed monitoring plan.

C. Only a new software purchase.

D. Only the annual quotation date.

Advanced answer key

1. A — Acknowledgement records reading of a fixed issue; understanding and competence require their own evidence.

2. B — The company case provides oversight; detailed NCR and action evidence remain linked in the assessment.

3. C — Controlled revision preserves the reason and review trail.

4. D — Costs use explicit currency codes; there is no automatic conversion or ROI calculation.

5. A — Counts and rates answer different questions; definitions, severity and reporting still matter.

6. B — A usable decision tells people what must happen and how the result will be reviewed.

7. C — Retain meaningful site and process breakdowns when assessing an aggregate result.

8. D — Company-wide summaries should not unnecessarily widen access to sensitive evidence.

9. A — Transferability and sustained performance need further evidence.

10. B — Controls may weaken as tasks, people and conditions change.

Practice worksheets

Evidence and decision record

Fictional record reference / company	
Applicable requirement and revision	
Scope, sample and exclusions	
Evidence reference and observation	
Decision and rationale	
Owner / reviewer / due date	

What changed after we fixed it?

Source and corrective-action link	
Problem and success criterion	
Baseline period / affected items / total checked	
Implemented change and date	
Follow-up period / affected items / total checked	
Comparability and other changes	
Recurrence check and evidence	
Outcome, rationale and next review	

Facilitator and assessment guidance

Before delivery, confirm the current software version and review the Feature & Readiness Register. Use a designated training company with fictional evidence. Arrange separate owner and reviewer accounts where the exercise requires them; do not share passwords. Explain that a screenshot is a reference view, not an approval instruction.

Ask learners to explain the requirement, source, decision and next step. Challenge unsupported causal claims. In group work, use one person as owner and another as reviewer, then swap roles. A reviewer should identify missing evidence as readily as confirm a supported result.

For Starter, assess correct navigation and factual recording. For Intermediate, assess links, evidence quality, comparable samples and review rules. For Advanced, assess boundaries, alternatives, escalation and sustained learning. Use the worked answers as criteria, not scripts that learners must repeat word for word.

The online test has ten single-choice questions and a 70% pass mark. Review incorrect answers with the learner and revisit the relevant lesson. Do not represent a knowledge-test pass as practical competence. Record workplace observation separately where required by the organisation.

Support handover: record company, role, record reference, attempted action, time and displayed error. Never request a password. Avoid sending unnecessary evidence in a support email. For unavailable controls, check company, entitlement, licence, stage and independent-review allocation.

Document control: replace local copies when a new approved edition is issued. Keep historical editions clearly marked as superseded. Use the online register for the current release status and open acceptance work.