



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 IATF Nonconformity (NC) CARA management application 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>)

The application is a software which is downloaded on startup and runs completely offline in the browser on the user's device without any data exchange. Updates are done in the background if a data connection and new version is available. All entered data has to be saved and send back to the Certification Body auditor.

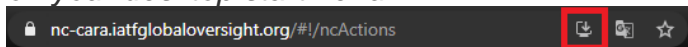
2. Work instruction

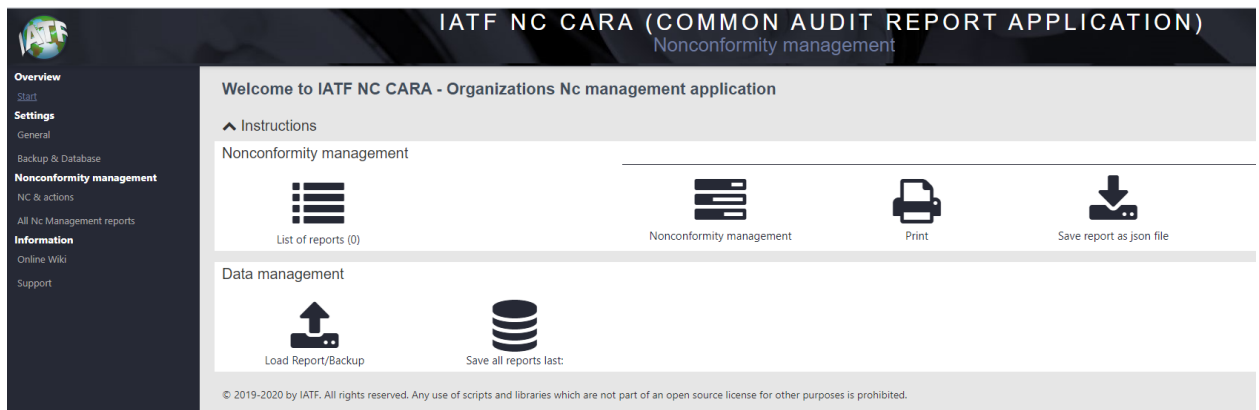
2.1 Following the closing meeting of the audit, you should have received a file by email (or cloud storage, etc.) containing the nonconformities along with this instruction. The data file format will be "json" or xml. If encryption was used the file ends in "jsons" or "xmls". Without a password that file can not be opened. That password can be only provided by the auditor/user who created it.

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

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 applications start page, as shown on the next page. From this point the application is always accessible without an internet connection.

Note: Please bookmark this website for future reference. No username or password is required to access this website or use the install IATF NC CARA option to get an icon on your desktop startmenu





IMPORTANT! Do not use Internet Explorer (IE). Apple's IOS devices and Apple's Safari are not supported because saving of data to a file is not possible.

You need to load the "json/xml" 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. If your default language is not English you can hover on each label to see the English text and also



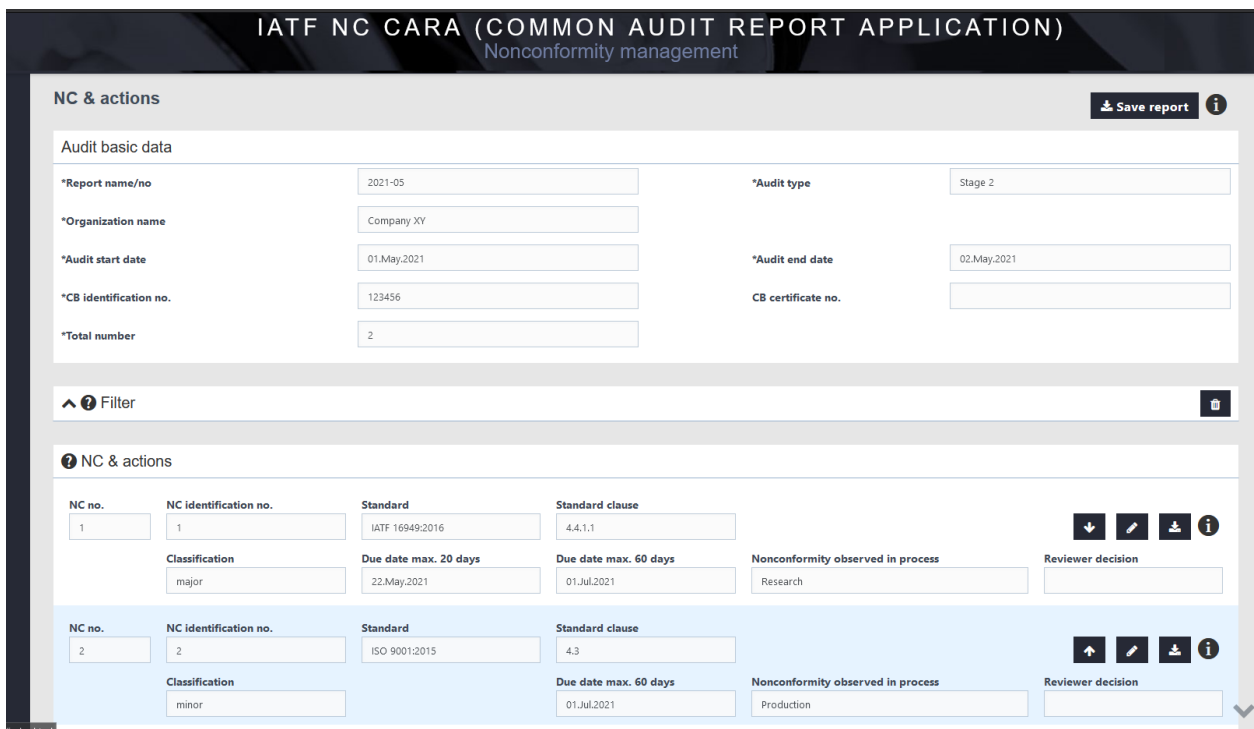
Note: Language choices are: Castilian Spanish, Chinese, Deutsch, English, French, Italian, Japanese, Korean, Polish, Portuguese, Russian, and Spanish

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.







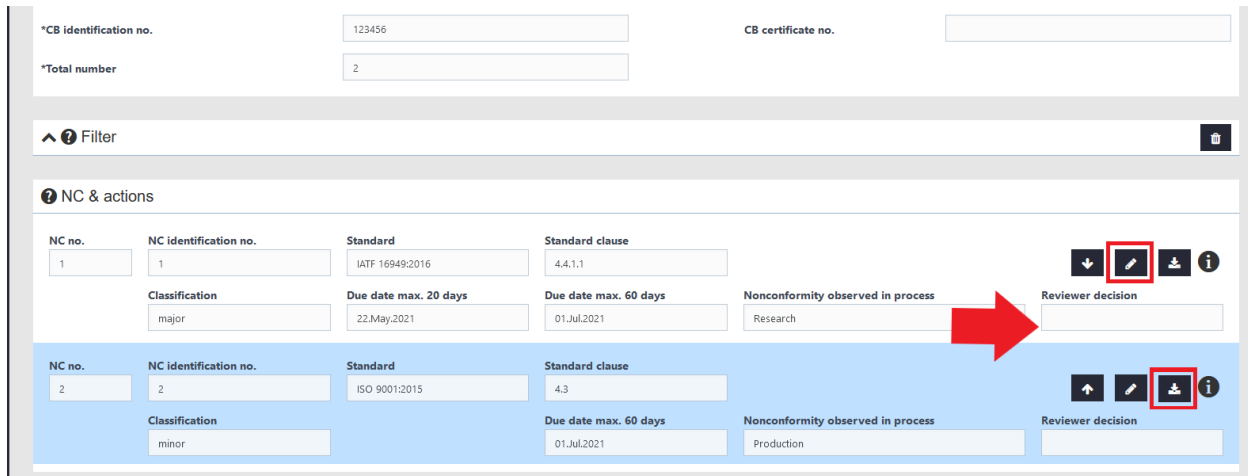
A separate window opens to allow you to select the file from the File Manager on your computer. Locate the file you saved in step 2. Click on the file, then click **“Open”**.

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 multiple buttons for each nonconformity to allow you to “Edit”  and “Save”  to save this specific NC action. This function allows your organization to work on NCs separately. When you split the whole NC management report into separate NCs you can join them using the loading function or if allowed by your CB return them separately to the CB. You can also use the “Move up/down in list”   action to change the order of the NCs.




*CB identification no. 123456 CB certificate no.

*Total number 2

Filter

NC & actions

NC no.	NC identification no.	Standard	Standard clause	Classification	Due date max. 20 days	Due date max. 60 days	Nonconformity observed in process	Reviewer decision
1	1	IATF 16949:2016	4.4.1.1	major	22.May.2021	01.Jul.2021	Research	<input type="text"/>
2	2	ISO 9001:2015	4.3	minor		01.Jul.2021	Production	<input type="text"/>


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.*

Editable fields for the client are:

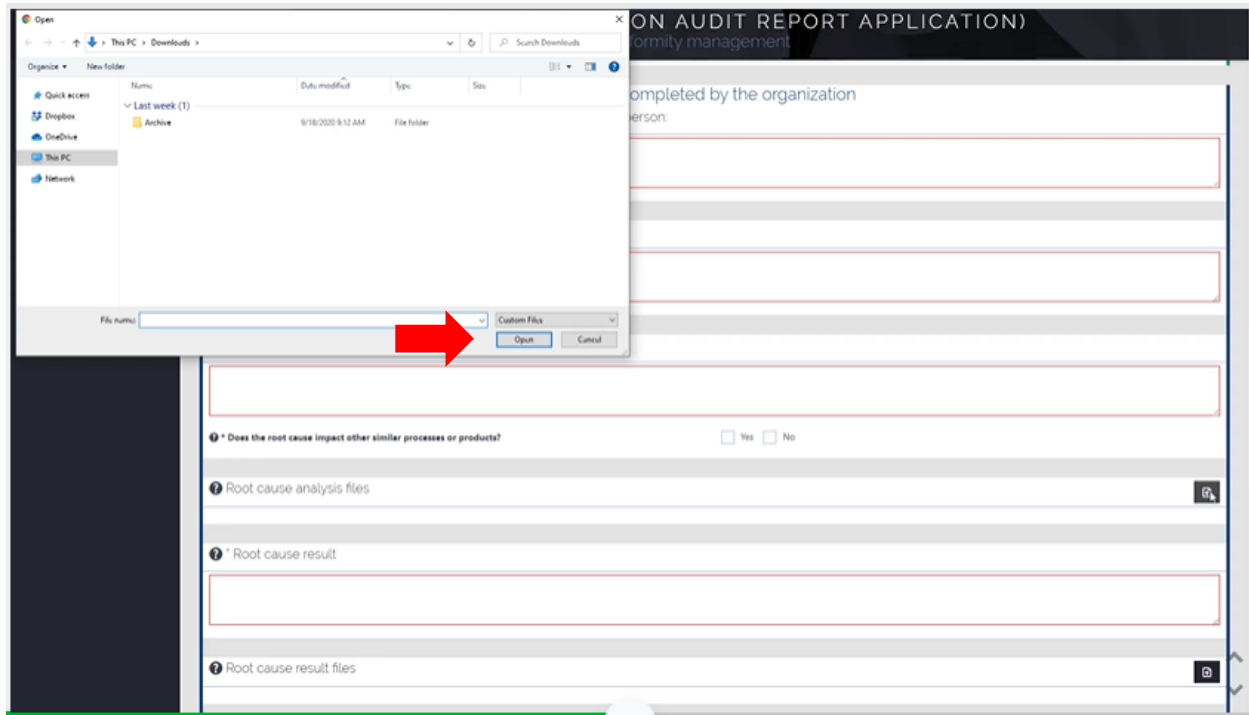
- Correction Action (Containment) including timing and responsible person
- Evidence of implementation (CO)
- Analysis of the root cause
- Systemic Corrective Actions, including deadline and responsible person
- Evidence of implementation (AC)
- Action taken to verify the effective implementation of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

IMPORTANT! Once you have entered your name the NC moves into the next state. By removing your name you can go back into editing.

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:

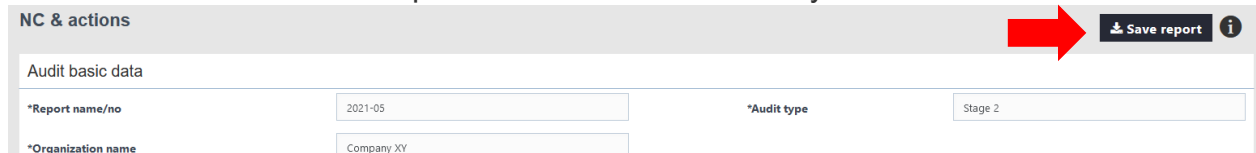
- Root cause analysis files
- Root cause result files
- Systemic corrective action files
- Implementation evidence files
- Corrective action implementation verification files



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

We recommend using image files which get optimized in size on attaching them

2.9 When finished entering your response, before closing the application please remember to save the NC report. You don't want to lose your work.



Click on “**Save report**” 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 can also use the

“Save NC for auditor” at the bottom of the page.

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

Print report Save NCs for auditor Save report (XML)

On saving the browser will apply your default saving action. It will save the file in your downloads folder and you can see the file name at the bottom of your screen. It could look like this:

IATF NC CARA (COMMON AUDIT REPORT APPLICATION)
Nonconformity management

*Report name/no: 2021-05

*Organization name: Company XY

*Audit start date: 01.May.2021

*Audit end date: 02.May.2021

*CB identification no.: 123456

*CB certificate no.

*Total number: 2

Filter

NC & actions

NC no.	NC identification no.	Standard	Standard clause	Classification	Due date max. 20 days	Due date max. 60 days	Nonconformity observed in process	Reviewer decision
1	1	IATF 16949:2016	4.4.1.1	major	22.May.2021	01.Jul.2021	Research	
2	2	ISO 9001:2015	4.3	minor		01.Jul.2021	Production	

To be completed by the CB auditor

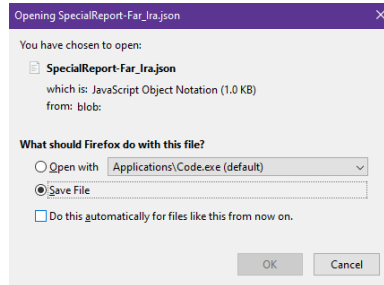
NC header

https://nc-cara.iatfglobaloversight.org/#/ncAppStart

NCManagement-2...json

Show all

You might be also asked what to do with the file.



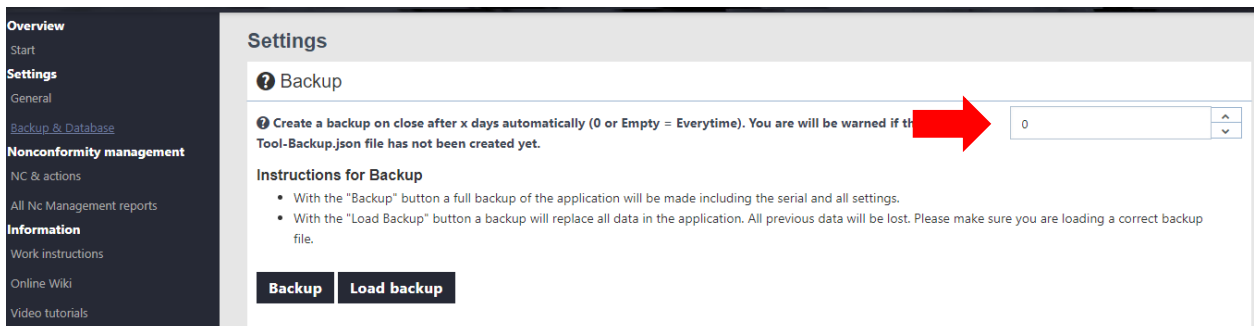
Please always select save file and do not open it with any other application. You should save the json file in a "CARA OUTPUT" folder on your computer.

- 2.10 After completing your entries and creating the final saved report. 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 and never leaves the device. It is important to make sure you save the nc management report on the companies storage/servers/document management system. If the browser cache is cleared upon exiting the browser or the browser history is deleted by the user or an application, you will lose all data entered.
- Please make regular backups using "Save report" or "Save all Reports". You can also activate the auto saving function of "Save all Reports" in "Settings"->"Backup & Database" by changing the default 14 days to 0.



- CARA INPUT received from the auditor and CARA OUTPUT you create for the auditor shall not be in same file folder.

- 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.
- 2.13 The process is completed when the Actions were accepted by the reviewer. The view in IATF CARA will show only the last rejection decisions. The final NC management report with the acceptance of the NCs will be send to you by the reviewer as pdf it cannot be printed from IATF NC CARA.

To be completed by the CB

* Date reviewed 05 Oct 2020

* Reviewer decision Accepted and closed Rejected 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](#)

3.2 [Additional help in our wiki](#)