Quick Reference Guide:

Creating a Workflow in QMS

TI version 10.7

TRIAL INTERACTIVE

APPLICABLE TO:

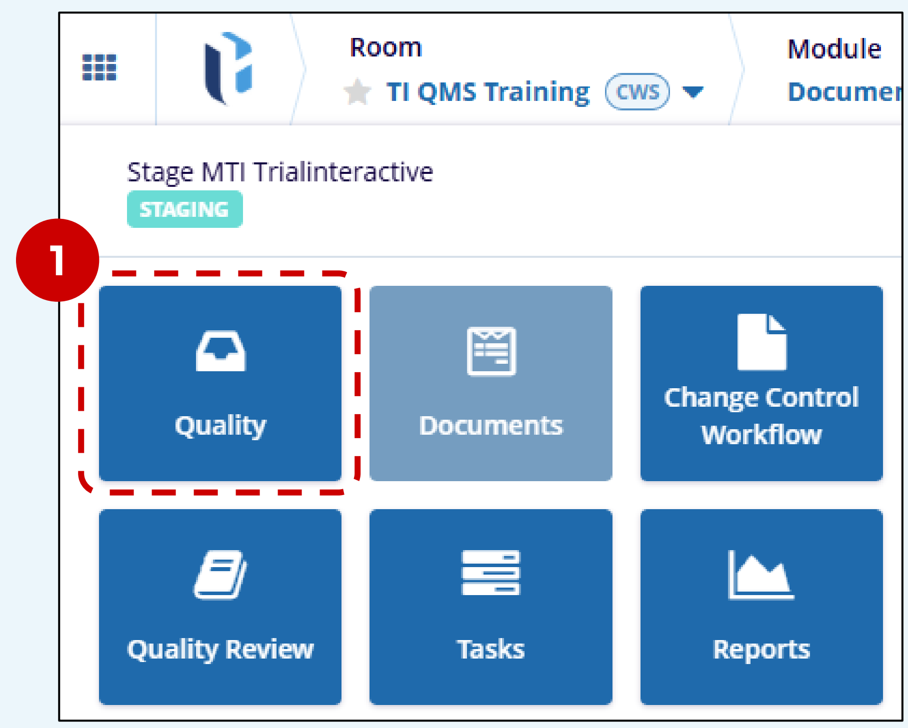
- ● Admin
- ○ Manager
- ○ Editor
- ○ Collaborate
- ○ CCR
- ● QMS

The Workflow Management section within QMS Settings allows Users to configure and customize workflows, enabling precise control over stages, statuses, permissions, notifications, and actions associated with each record type.

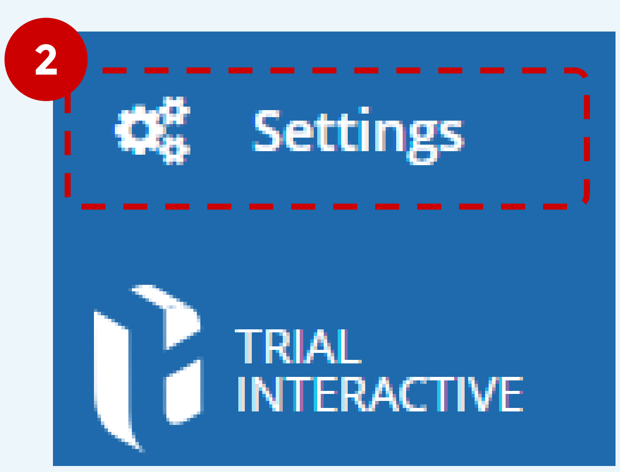
This Job Aid aims to provide a quick reference for those users interested in creating a custom workflow.

1 Enter a QMS-Enabled Collaborate room.

Via the waffle or the module selector in the breadcrumb navigation links, navigate to the **Quality** module.

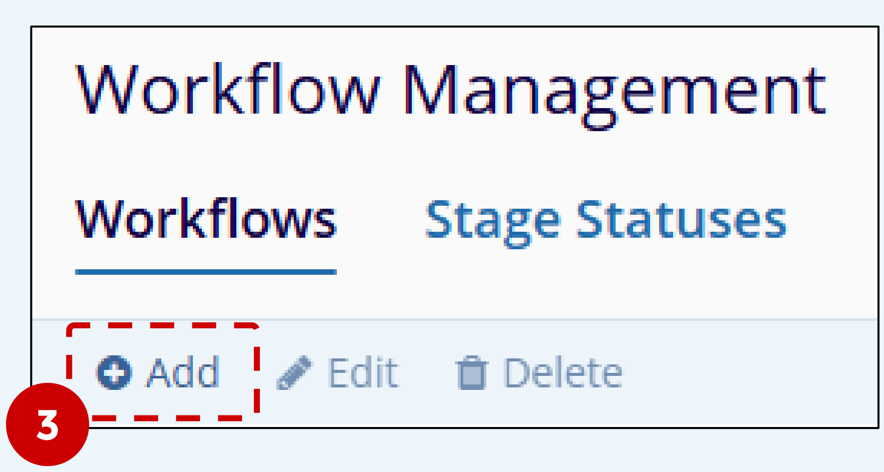


2 Select **Settings** – located at the bottom left corner of the screen.



3 In the <u>Workflow Management</u> section, click **Add**.

This will start the workflow creation wizard.



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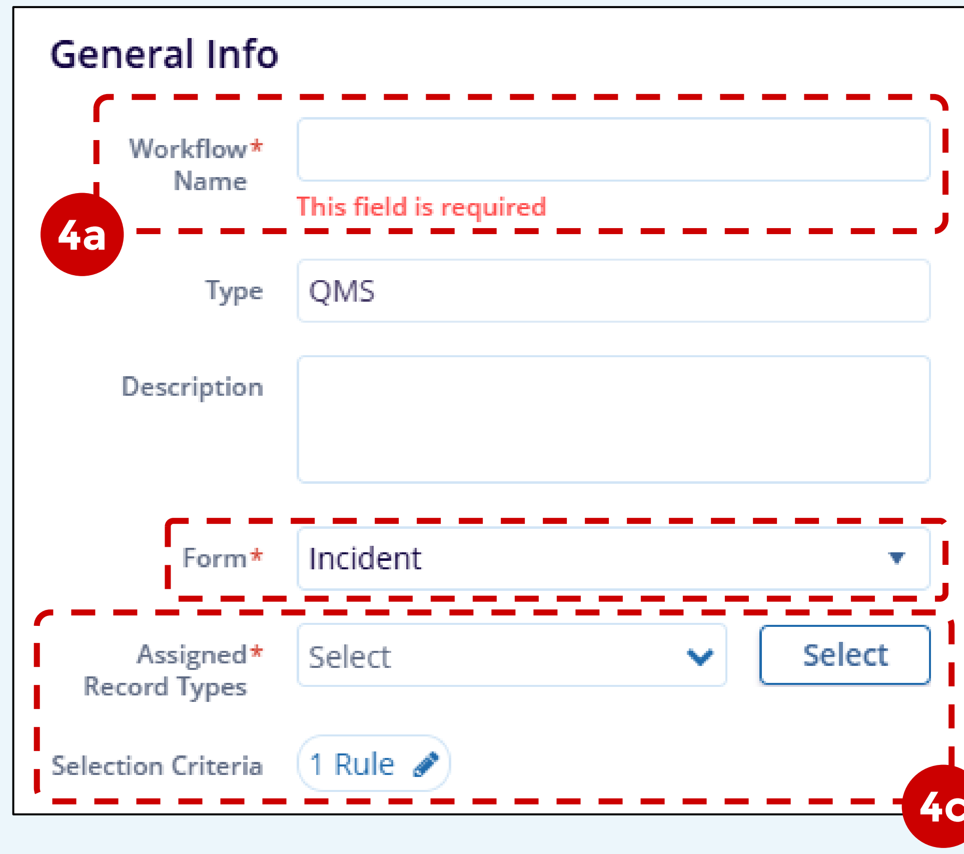
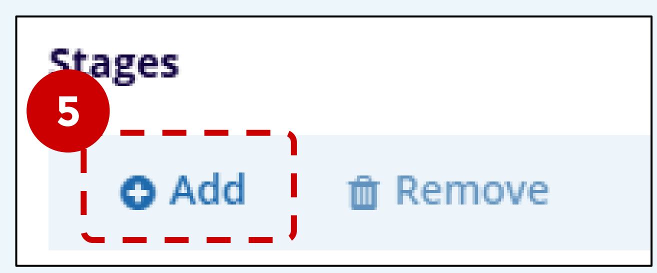
4 In the General Info screen, proceed to fill these required fields:

a. **Workflow Name**: Provide a name for the workflow.
b. **Form**: Select any one of the forms, choosing from Incident, CAPA, or Action Item.
c. **Assigned Record Types***: Select one or multiple record types as per requirements. The **Assigned Record Types** dropdown displays options based on the form selected.
It is possible to enable auto-selection of records based on specific metadata using the Selection Criteria button.

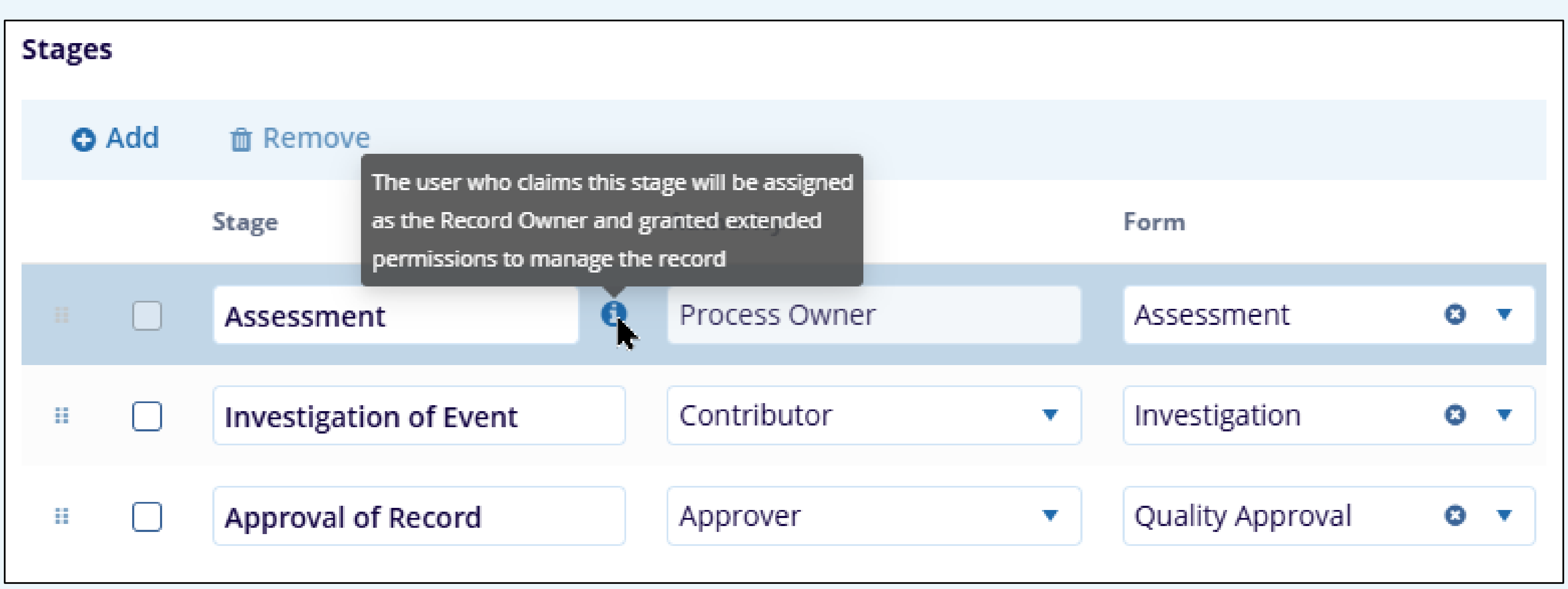


The **Type** field is fixed to ‘QMS’ and cannot be changed.

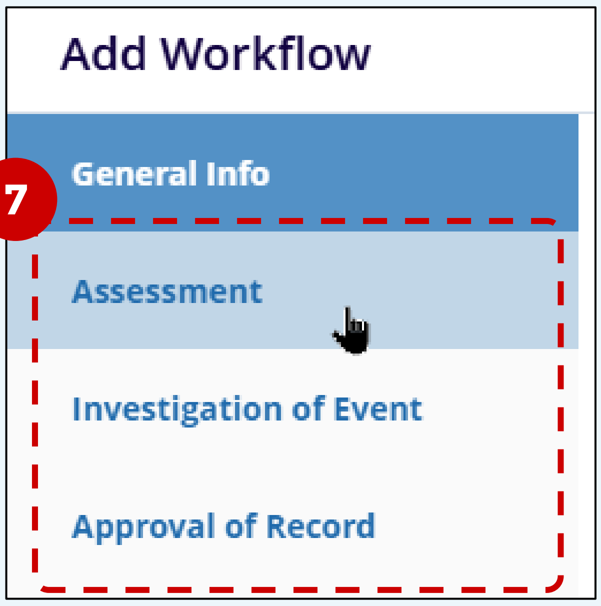
5 Scroll down to the Stages area of the page. **Add** as many stages as you wish the workflow to have.



6 Customize each of the stages with a Name, Authority (what type of user will be directing the stage), and Form (what Main- or Sub- Topic will be used as the form type for that stage). As noted in the tool tip, the first stage user is the Record Owner.



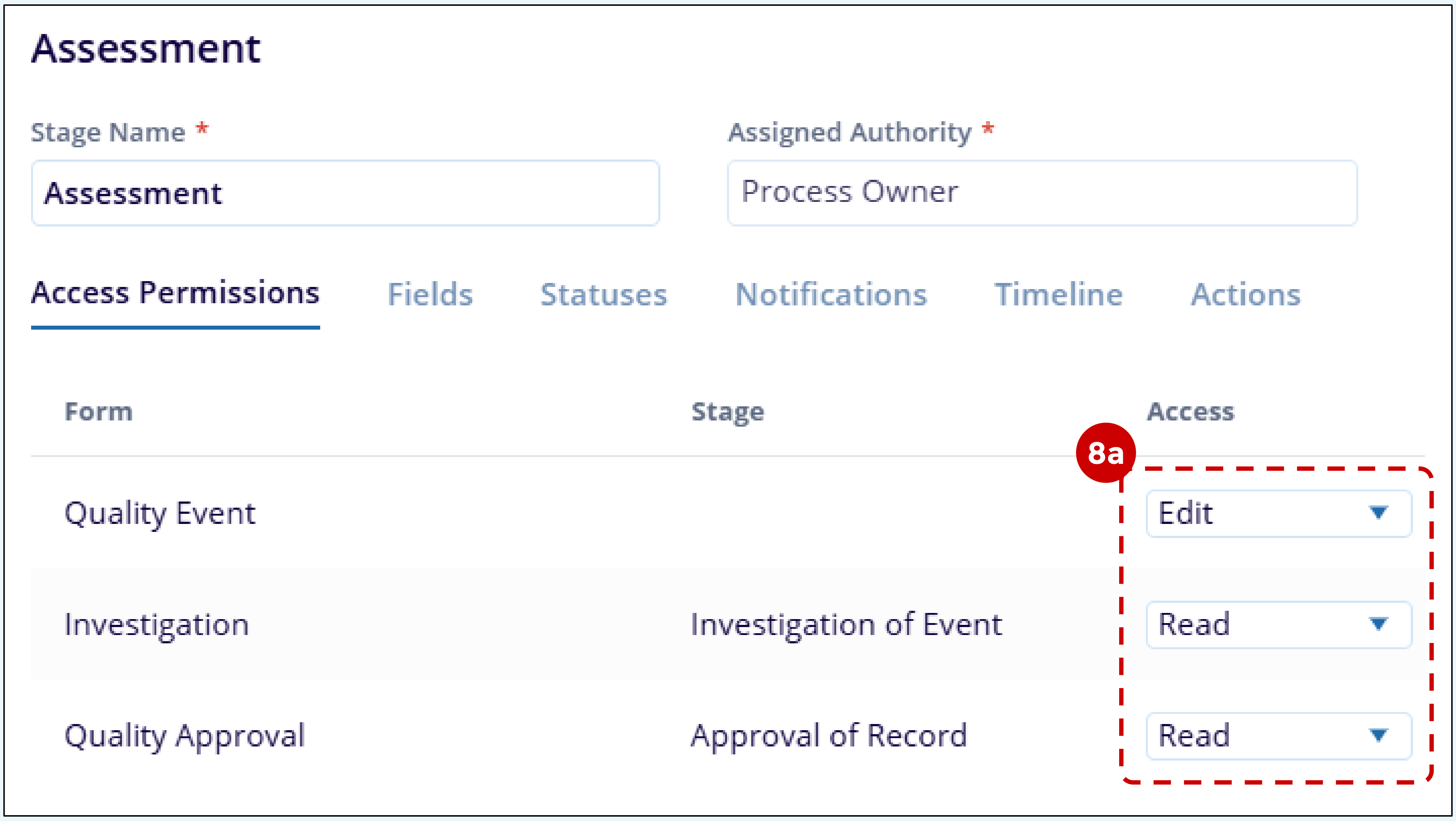
7 Use the navigation buttons on the left to enter a specific stage.



8 Configure all tabs of the stage:

a. **<u>Access Permissions</u>** defines whether the assigned authority at a specific stage can view or modify the record for the main form and related forms.

Permissions are described as **Read** or **Edit**.

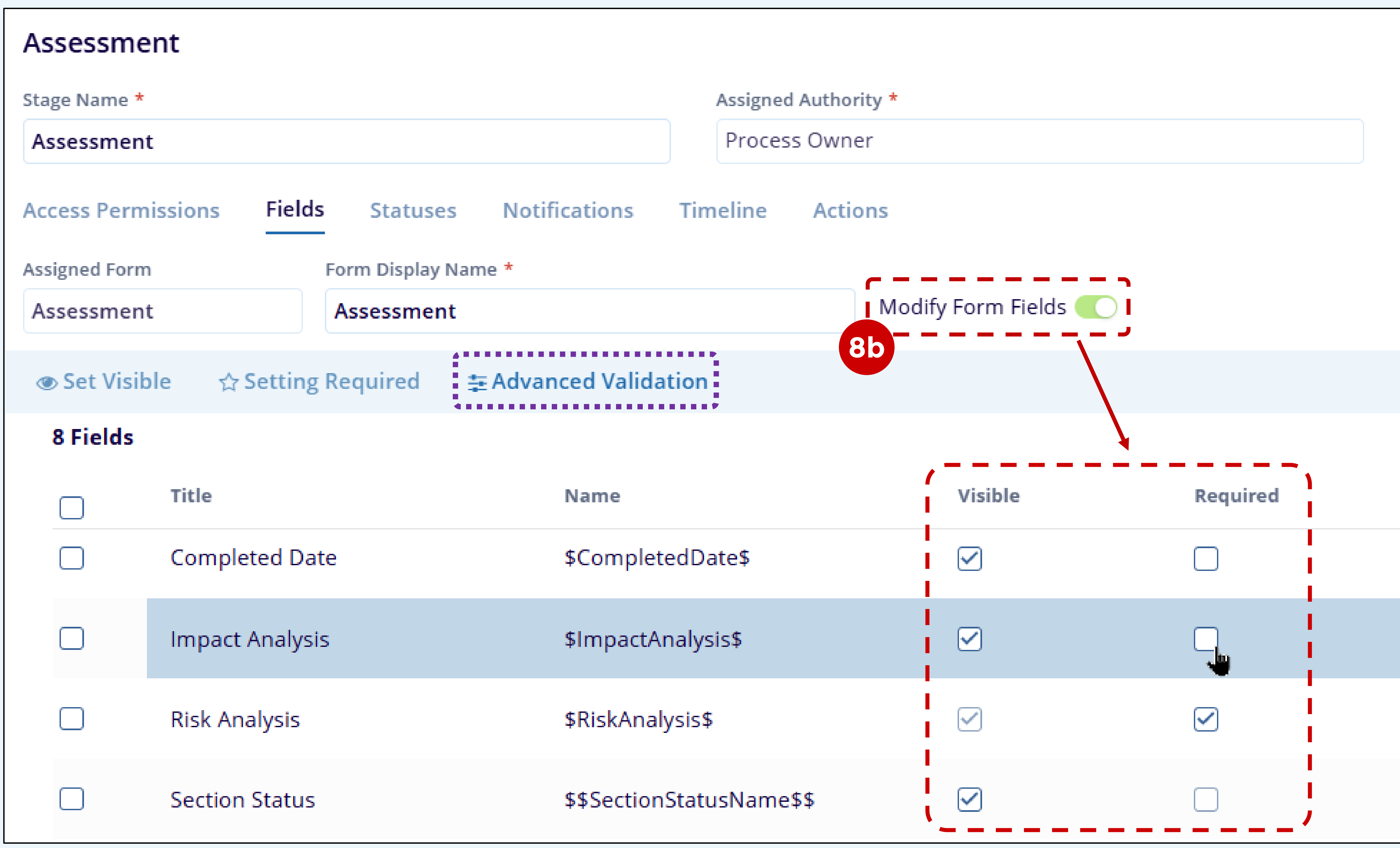


8 (cont.) Configure all tabs of the stage:

b. The **Fields** tab can be used to configure the properties of the form used in the stage.

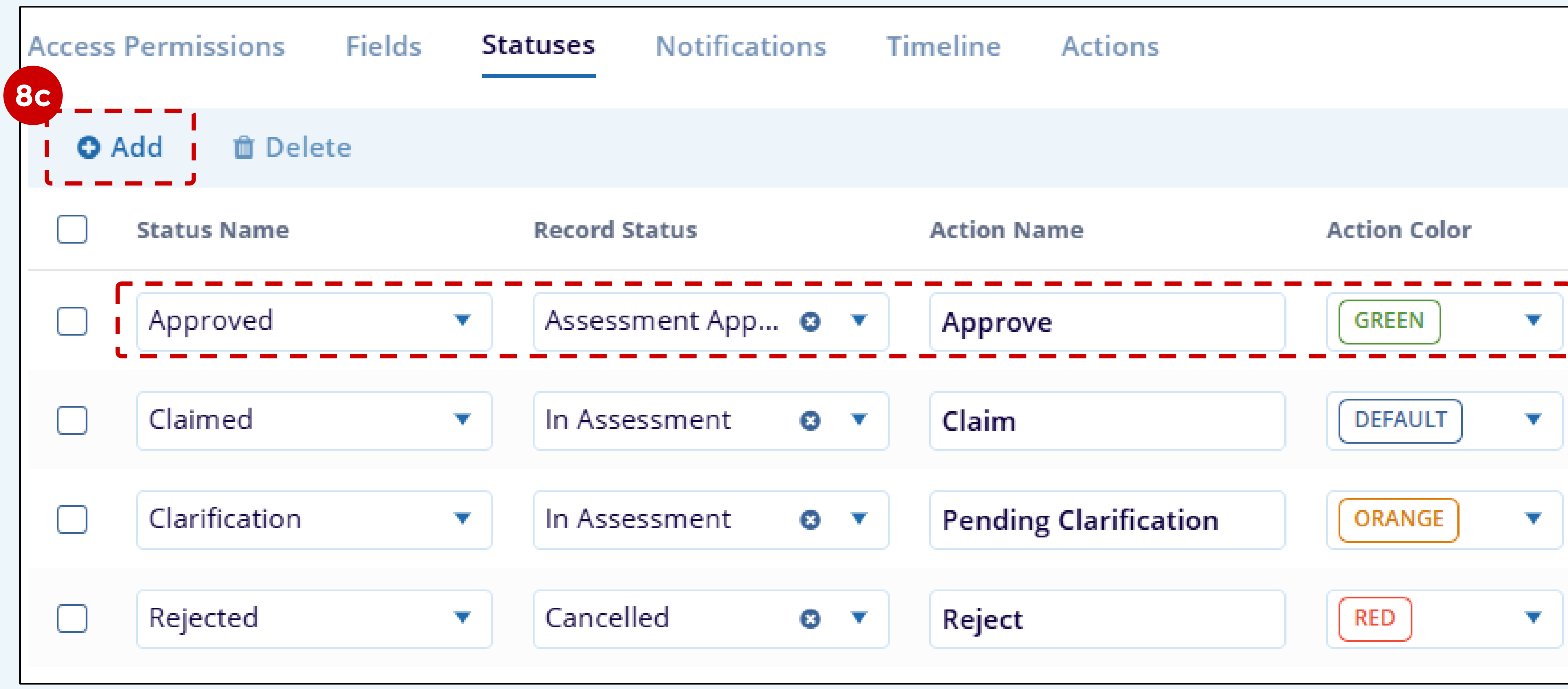
Use the **Modify Form Fields** toggle to access advanced configuration and establish, for example, what fields are required to complete the form. Use the checkboxes to change configuration.

Advanced Validation can be used to automate changes of a field based on values entered elsewhere (for example “if Reviewer is [Name] make Risk Analysis a required field”).



8 (cont.) Configure all tabs of the stage:

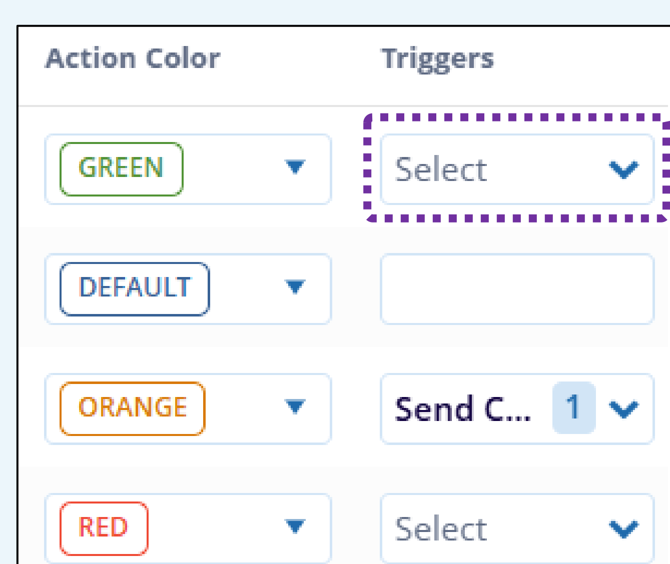
c. The **Status** tab defines the applicable statuses for the form assigned to this stage, and sets available status transitions.
Use **Add** to list a new status.
Select the **Record Status** that will be assigned to the form when the status is chosen.



Use the **Action Name** field to label the status - this is what the user will see when selecting the status and can differ from the Status Name – and assign an **Action Color** to each status.

[Optional] Triggers allow you to define what happens when a status is chosen. Here's a list of available Triggers and what they mean:

Show Assigned Form: Displays the form assigned to this stage so the user can complete it.
Show Additional Participants: Allows the user to assign additional contributors to the record in this stage.
Provide Comment: Prompts the user to add a comment or explanation upon choosing this status.
Send Clarification: Opens a window to send a query to another user/authority for clarification purposes.
Pending Contributors: Shows the list of pending contributors.
Create Effectiveness Check: Creates a new record, assigned to the current user, to perform an effectiveness check.



8 (cont.) Configure all tabs of the stage:

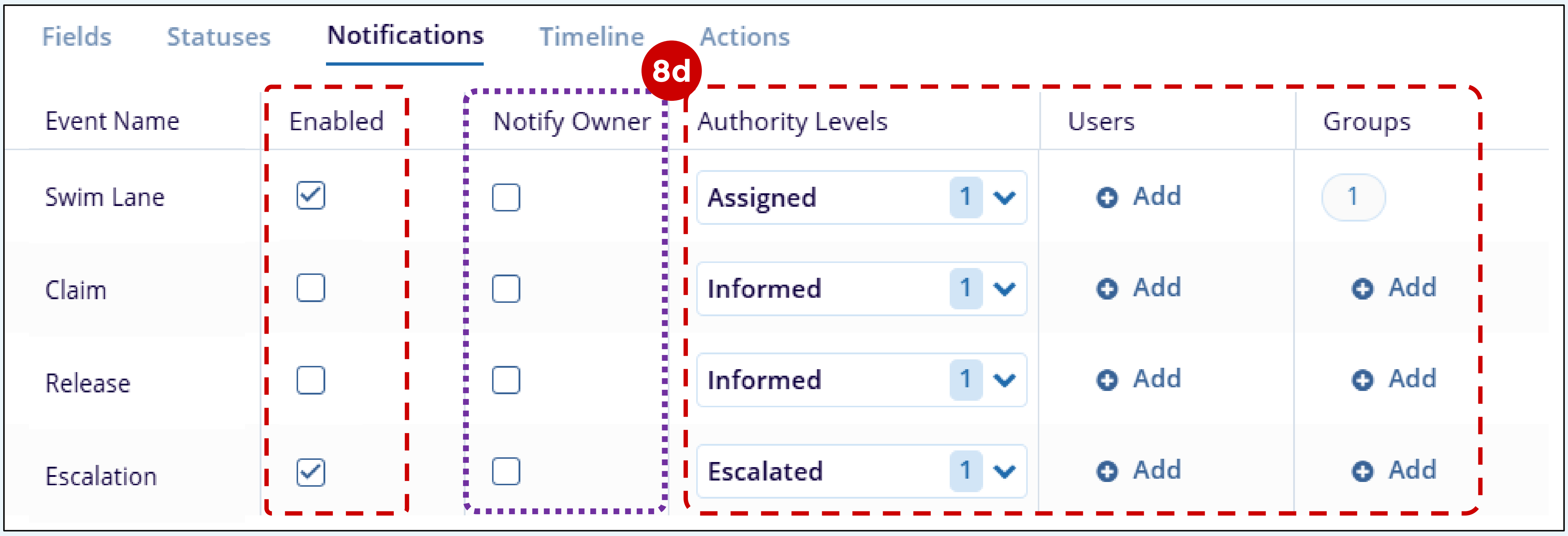
d. Use the **Notifications** tab to determine when a notification is sent, and to which people, by authority, group membership, or name.

First use the **Authority Levels**, **Users**, or **Groups** selectors, or a combination of these, to define who will receive the notifications.

Use the **checkboxes** under **Enabled** to activate a notification type. Here's a list of what each type means:

- **Swim Lane**: Triggered when the record enters a stage, this notifies the relevant parties that their stage is now active.
- **Claim**: Sent when a user claims the record to inform others that someone has taken ownership of the tasks for that stage.
- **Release**: Triggered when the record is released from a claimer or stage.
- **Escalation**: Triggered when the stage remains unclaimed or incomplete beyond the defined escalation period, alerting escalation-level users to intervene.

Use the **Notify Owner** checkboxes to send an extra notification to the record Owner.



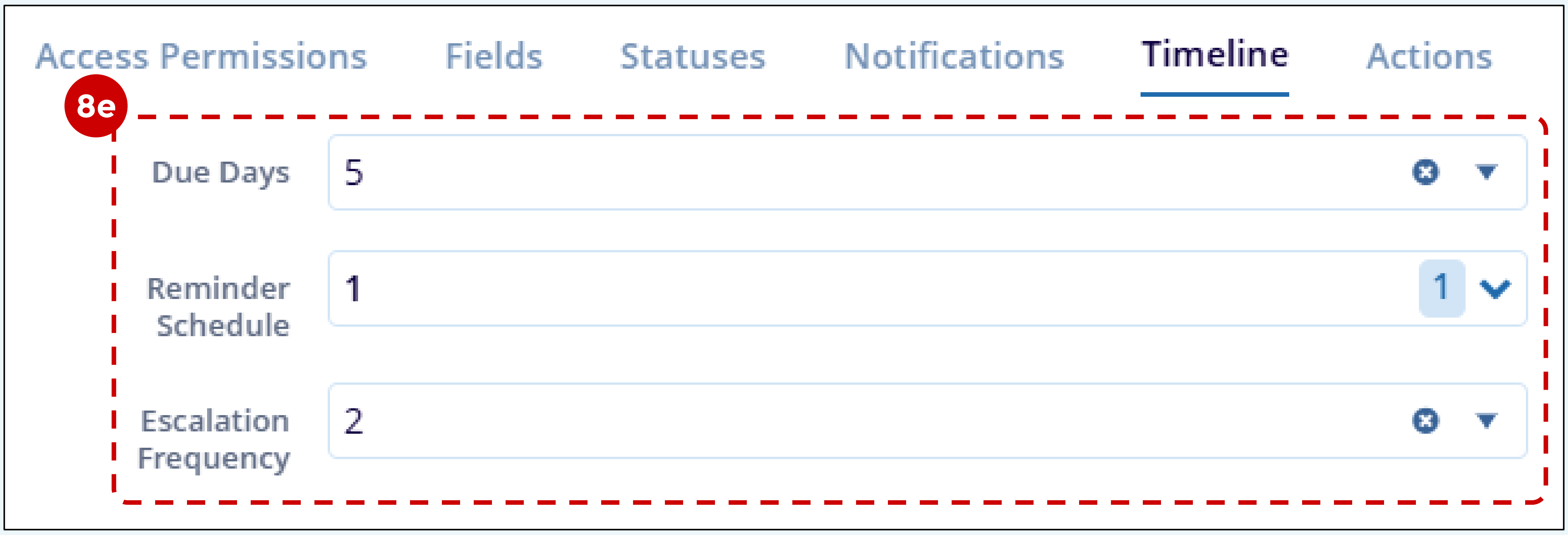
8 (cont.) Configure all tabs of the stage:

e. The **Timeline** sets the pace for expiration times (due), reminders, and escalations.

Use the **Due Days** field to determine the allotted time before a stage expires.

Use **Reminder Schedule** to define when, after no action is taken, escalation reminders will be sent (requires Notifications to be set up for this) – multiple options can be selected here.

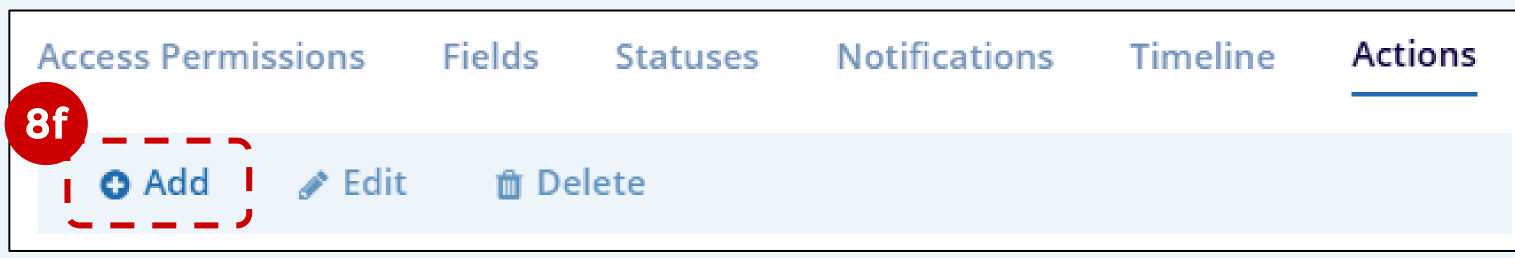
Finally, set **Escalation Frequency** to determine how many escalation reminders will be sent (two, three, or 'Until record is released').



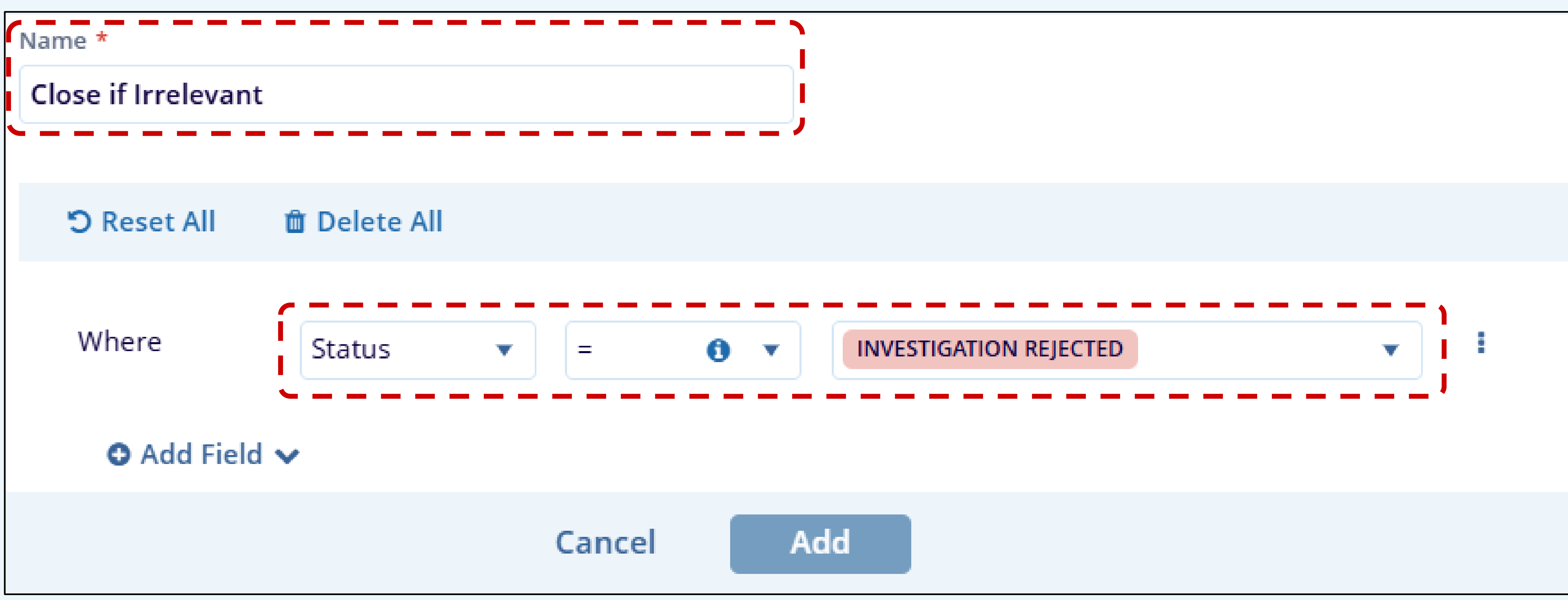
8 (cont.) Configure all tabs of the stage:

f. [optional] The <u>**Actions**</u> tab can be used to automate the record's behavior based on conditions you set.

For example, you could make the record skip the **Approval** phase if the Investigation returns a 'non-relevant' result.
Use **Add** to start the action conditions window.

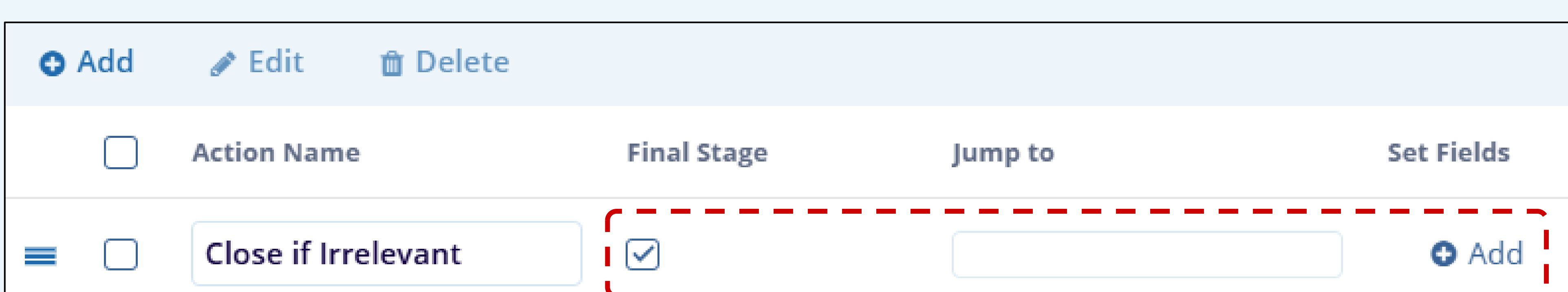


Add a **Name** for the action and use the **Add Fields** button to set a condition (or multiple conditions if you prefer) that will trigger the action.
Click **Add** (near the bottom) to close the window.



Finally, choose what the action does:

- **Final Stage** closes the record
- **Jump To** moves the record to another stage
- **Set Fields** will change some of the record's data fields when the set conditions take place.



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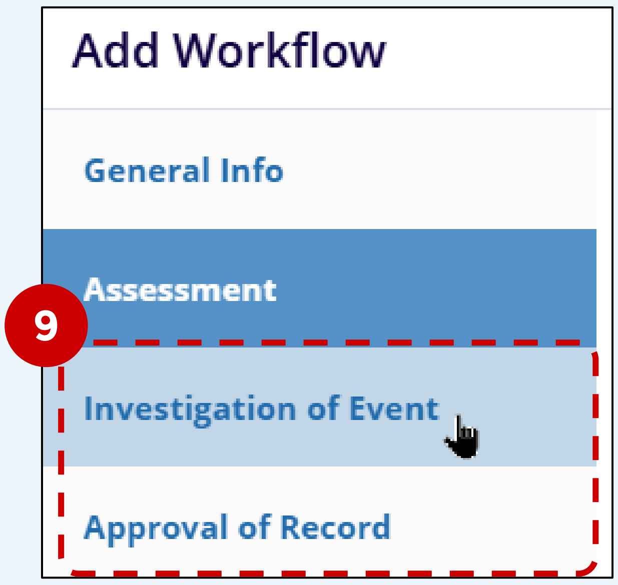
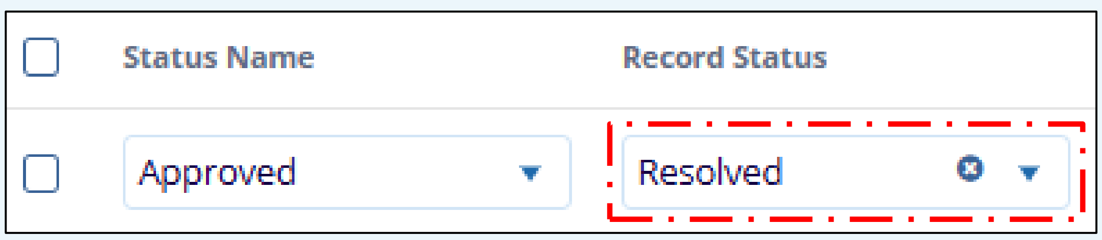
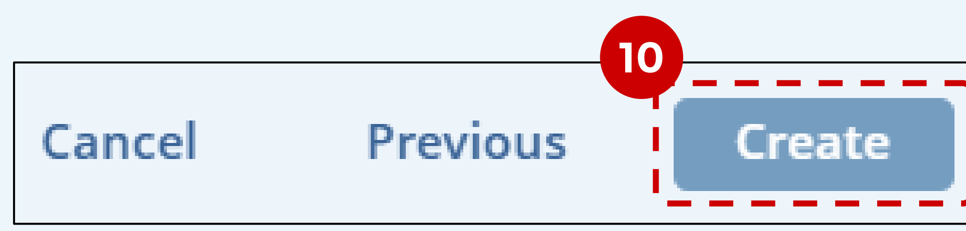
9 Once you have set all the tabs for a stage, **repeat steps 7-8 for each available stage.**



IMPORTANT! Your final stage must have a status that changes the Record to **Resolved** before you can proceed to step 10.



10 After all stages have been configured, click **Create** to finalize workflow creation. It may take a minute for the process to complete.



11 The new workflow is listed in the Workflow Management page.