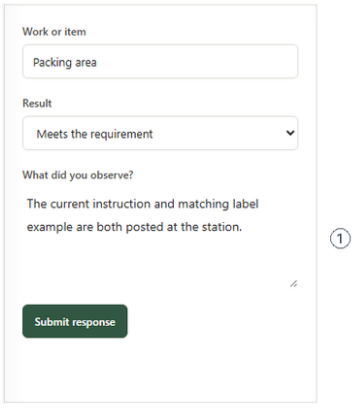
RESPOND TO AN INSPECTOR'S OR CUSTOMER'S FINDING

# Turn an external finding into a clear set of dated actions

Capture the source, reference, severity and documents received, then record each obligation with its own due date and basis.

**Log the finding and its dated obligations > Plan and assign the abatement > Abate with evidence > Verify, certify where required, and submit with receipts**

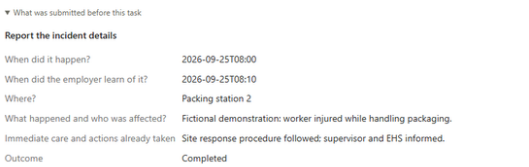
**SkillSmith · Share an observation through a published form**



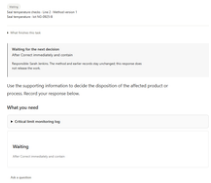

1. Record the observation where work happens

Illustrative sample content. A worker can use a published form to share an observation without an assigned task.

**SkillSmith · Carry the earlier incident response into the investigation**




**SkillSmith · Keep the next disposition decision with its responsible reviewer**



Share an observation through a published form

## Pay only when you see results

Agree the outcome for your first workflow with our team.

SELECTED CLIENTS FEATURED BY SKILLSMITH

verizon · KEYSIGHT TECHNOLOGIES · AMERICAN EAGLE · Berkeley UNIVERSITY OF CALIFORNIA

YOUR TEAM / THE DECISIONS THAT MATTER

# The people involved in the working method

Each role has a defined contribution. Your team selects the people responsible for those parts of the work.

| Your role | The contribution | SkillSmith support |
|---|---|---|
| **Designated specialist** | Log the finding and its dated obligations; Verify, certify where required, and submit with receipts | Respond with 'not required' recorded where so, certification (when required), documentation (when required) and documents received. |
| **Accountable owner** | Plan and assign the abatement | Respond with abatement plan, interim measures, internal target and owner. |
| **Team lead** | Abate with evidence | Respond with date abated, photos and work done. |

## Give each obligation its own date and basis

In a worked example, the finding contains several obligations with different dates; record them separately so one completed response cannot hide another outstanding item.

WORKED DECISION

| Decision point | Information to use | Responsible next step |
|---|---|---|
| Working material | Finding and Action record | Open the selected material for this occurrence. |
| Recorded response | source, reference (citation item, clause, contract) and severity | Save the response with its work context. |
| Review point | each obligation with its due date and basis and documents received | Agree the next action with the person responsible for this decision. |

Review the selected material, this occurrence's response and any conditional follow-up.

CONNECTED WORK / PREPARED PLAYBOOKS

# Respond to an inspector's or customer's finding

Bring finding and action record into the prepared work. Designated specialist, Accountable owner and Team lead each receive the context needed for their part.

### 01 Log the finding and its dated obligations

Record source, reference (citation item, clause, contract), severity, each obligation with its due date and basis and documents received.

### 02 Plan and assign the abatement

Record abatement plan, owner, interim measures and internal target.

### 03 Abate with evidence

Record work done, photos and date abated.

### 04 Verify, certify where required, and submit with receipts

Record verified, certification (when required), documentation (when required), submitted to the authority or customer, receipt per obligation and 'not required' recorded where so.

## Prepare the useful part of the workflow

Use the prepared sequence with the resources and responsibilities selected for your team.

**Respond to an inspector's or customer's finding**

A citation, notice or customer audit finding is logged with each of its dated obligations - abatement, certification, plan, documentation - and never lost in an inbox. Each clock has its own basis and its own receipt; an internal stricter target is labelled internal.

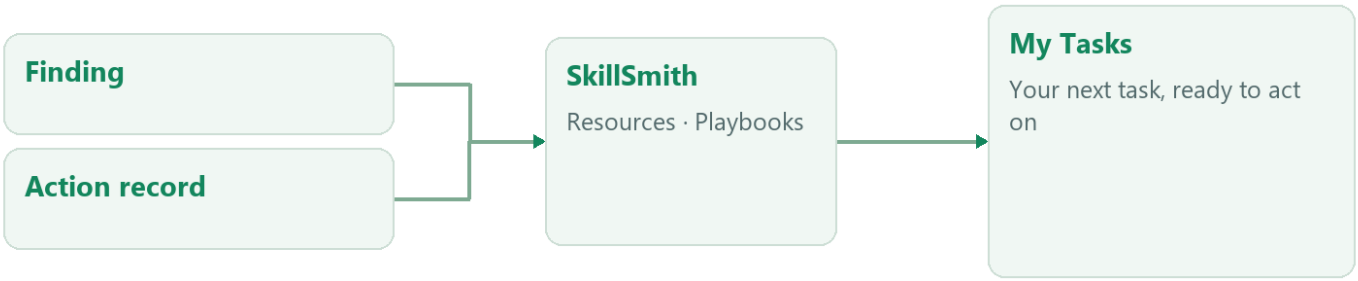
**OSHA citation abatement · Plant A**

YOUR INFORMATION / CONNECTED WORK

# The materials that make this method usable

Keep the relevant material available at the point it is used. The resource choices below support different parts of the work.

**Your work context > SkillSmith > Your next contribution**




| | |
|---|---|
| **Finding**<br>The task uses this material | The external finding record with typed obligations and due dates. |
| **Action record**<br>The task uses this material | The abatement / corrective action record with certification. |

YOUR DELIVERY PLAN / OUR TEAM

# Prepare the first useful playbook

Start with the materials and people you already have. We help make the setup choices explicit before your team uses the method.

### 01 Select the working material

Choose finding and action record from the resources your team uses.

### 02 Agree the responsibilities

Confirm designated specialist, accountable owner and team lead for this method, then choose the people eligible to receive its work.

### 03 Walk through the selected route

Choose the task, eligible recipients and deadline, then walk through the actual response fields.

## We are here to help



**Rohit Singh**
VP of Strategic Partnerships



**Brent Jackson**
Director of Customer Success

## Prepare the method for your team

### What stays with the recorded response?

The response for this occurrence retains source, reference (citation item, clause, contract), severity, each obligation with its due date and basis and documents received. It belongs to the work being reviewed, rather than replacing a different occurrence's record.

### Which materials do we need to bring?

Bring finding and action record. We use those choices to prepare the working context, then check that each task opens the material it needs.

### How do people receive the prepared work?

Select the prepared task and the relevant recipients when assigning work. Making a playbook available to a group and giving a person a task are separate setup choices.

### What is the outcome for the wider workflow?

Every obligation on the finding is met with its receipt, or recorded as not required; the abatement is verified.

WHY SKILLSMITH / YOUR NEXT STEP

# Bring your work; we help prepare the method

We work with your team to organize the source material, responsibilities and review choices. Start with one useful example, then carry the agreed method into everyday work.

| Without connected follow-through | With SkillSmith |
| --- | --- |
| **Missing prerequisites are discovered after the work is assigned.** | Make prerequisites and required resources visible in the prepared task plan. |
| **Each assignment requires recreating its instructions and fields.** | Choose a prepared task with its resources, response fields and next steps already defined. |

## Walk through this method with us

Bring one real example and the material your team uses. We will walk through the task sequence and the decision that matters to you.

- Which distinct actions, dates and required receipts belong to this finding?
- The resource choices for this method
- Each responsible person's response
- The conditional route and wider outcome

Request a demo

skillsmith.com/contact