IATF Oversight
IATF监督办公室

CARA NC Management Tool Instructions for Client

CARA不符合项管理工具介绍

1. Scope 范围

The IATF CARA Application is intended to harmonize the audit report and NC Management processes. The CARA Nonconformity (NC) Management Tool 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的应用目的在于使审核报告和不符合项管理程序协调一致。CARA不符合项（NC）管理工具用于认证机构审核员和客户之间交换回复信息，以完成末次会议提出的不符合项相关的问题解决步骤。此规定对于任何获得IATF认可的认证机构所执行的每一次IATF16949审核都是必须强制执行的。

IATF CARA NC Management Tool / IATF CARA 不符合项管理工具链接
  (**https://nc-cara.iatfglobaloversight.org**)

2. Work instruction 操作说明

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.

在审核结束会议后，您应该已经通过电子邮件（或云存储等）收到一份包含不符合项的文件以及本说明。数据文件格式为 json 或 xml。

2.2 The data file must be saved in a folder created on your computer (such as "CARA INPUT").
数据文件必须保存在您的电脑上创建的文件夹中（例如"CARA INPUT"）。

IMPORTANT! Do not change the name of the data file, as it could corrupt the file and make it unusable.
请注意！请不要更改数据文件的名称，因为这可能会损坏文件并使其无法使用。

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 Home page screen, as shown on the next page.
在您的计算机浏览器（最好是Chrome、Edge或Firefox）中输入NC CARA工具链接：**https://nc-cara.iatfglobaloversight.org**. 您将看到主页界面，如下所示。

Note: Please bookmark this website for future reference. No username or password is required to access this website.

提示：请将本链接添加书签或收藏以备将来参考。访问此网站不需要用户名或密码。

IMPORTANT! *Do not use Internet Explorer (IE). The link will not work on Apple's IOS devices and Apple's Safari is not supported.*

请注意！ *请不要使用IE浏览器。这个链接在苹果的IOS设备上不起作用，苹果的Safari 也不受支持。*

You need to import the "json" file into the CARA NC Management tool for entering your problem-solving response.
您需要将"json"文件导入到CARA NC管理工具中，以便输入相应不符合项问题的解决措施。

2.4 Verify the Language is correct. Default setting is aligned with the language of the Brower used. To change, go to "**Settings > General**" and select the "**Language**" from drop down menu.

   请注意验证语言是否正确。默认设置与所用浏览器的语言一致。要更改，请转到 "**Settings > General**"，然后从下拉菜单中选择"**Language**"。

Note: Language choices are: Castilian Spanish, Chinese, Deutsch, English, French, Italian, Japanese, Korean, Polish, Portuguese, Russian, and Spanish
提示：语言选择有：Castilian Spanish（卡斯蒂利亚西班牙语），Chinese（中文），

Deutsch（德语），English（英语），French（法语），Italian（意大利语），
Japanese（日语），Korean（韩语），Polish（波兰语），Portuguese（葡萄牙语），
Russian（俄语），and Spanish（西班牙语）

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.
在主页上，点击"**Load Report/BackUp**（加载报告/备份）"按钮，将文件加载到已经保存在"CARA INPUT"（前文提到的命名文件夹示例，2.2条）文件夹中的工具中。


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**".
一个单独的窗口将会打开，允许您从计算机上的文件管理器中选择文件。找到在步骤2中保存的文件。单击文件，然后单击"**Open**（打开）"。

If you were successful, it will see this screen below, showing the NCs. Now the nonconformities are ready to be completed by you.
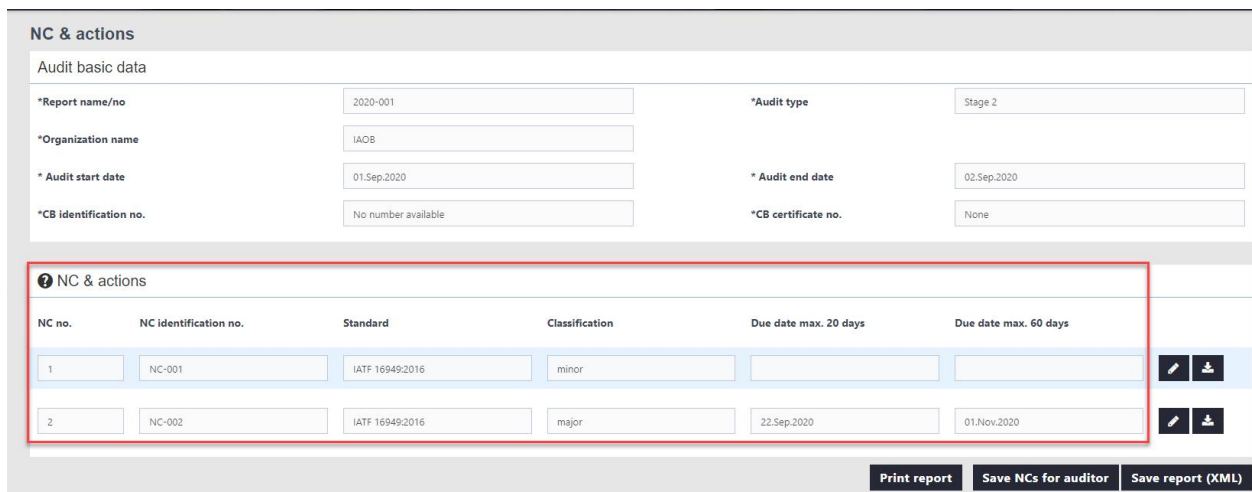如果您成功了，那么将看到如下界面，显示NCs（不符合项）。现在您就可以准备完成这些不符合项的填写了。
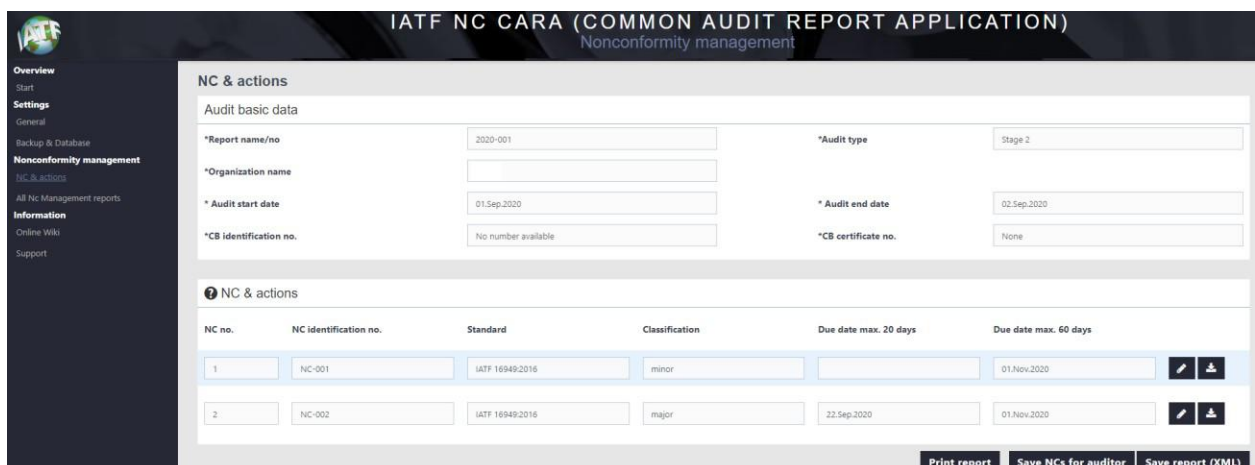
2.6 You can see the different nonconformities, their classification, and due dates in the "**NC & Actions**" table.

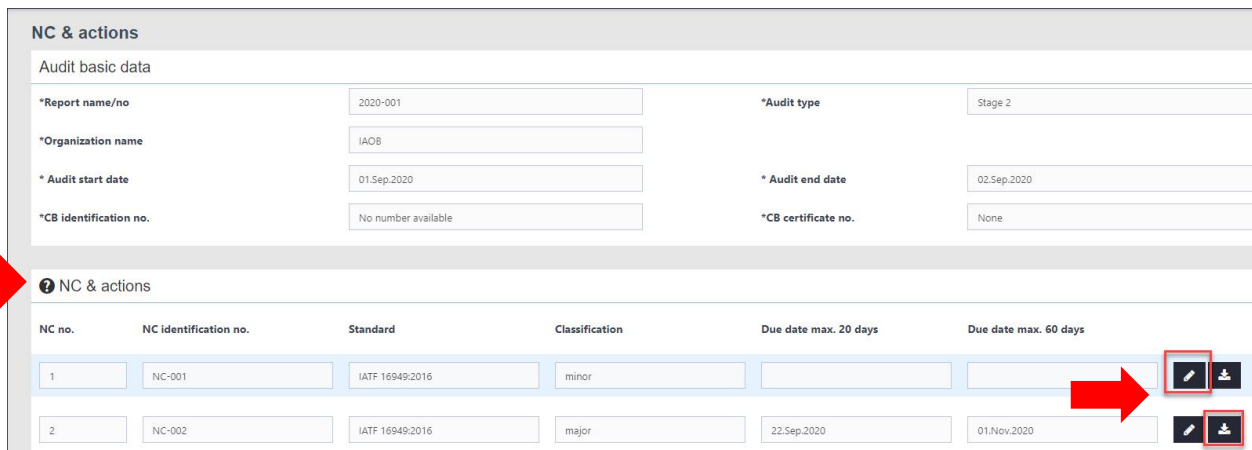您可以在"NC&Actions"表中看到不同的不符合项、它们的分类和截止日期。

There are two buttons for each nonconformity to allow you to "**Edit**" and "**Save**" the any change you make.

每个不符合项有两个按钮，允许您"**Edit**（编辑）"和"**Save**（保存）"所做的任何更改。

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**".

单击"**Edit**（编辑）"按钮打开、输入或编辑您的回复。您需要负责填写的是标记为"**To be Completed by the Organization**（由组织完成）"的部分。

*Note: Mandatory fields are marked with an asterisk (*). The red border around each field indicates the information is missing or not entered correctly.*
提示：必填字段用星号（*）标记。周围显示红色边框的字段表示信息缺失或输入不正确。

Editable fields for the client are:
您可以编辑的字段包括：
- Correction Action (Containment) including timing and responsible person
- 纠正措施（遏制），包括时间和责任人
- Evidence of implementation (CO)
- 实施证据（CO）
- Analysis of the root cause
- 根本原因分析
- Systemic Corrective Actions, including deadline and responsible person
- 系统的纠正措施，包括期限和责任人
- Evidence of implementation (AC)
- 实施证据（AC）
- Action taken to verify the effective implementation of corrective actions
- 为验证纠正措施的有效实施而采取的措施
- Submission / Organization Representative / data
- 提交/组织代表/日期

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**".

点击"**Add**（添加）"按钮上传证据。您将看到一个单独的窗口打开，允许您从计算机中选择文件。找到文件，单击"**OPEN**（打开）"。

Evidence fields allowed in:
允许的证据字段：
- Root cause analysis files
- 根本原因分析文件
- Root cause result files
- 根本原因结果文件
- Systemic corrective action files
- 系统纠正措施文件
- Implementation evidence files
- 实施证据文件
  Corrective action implementation verification files
  纠正措施实施验证文件
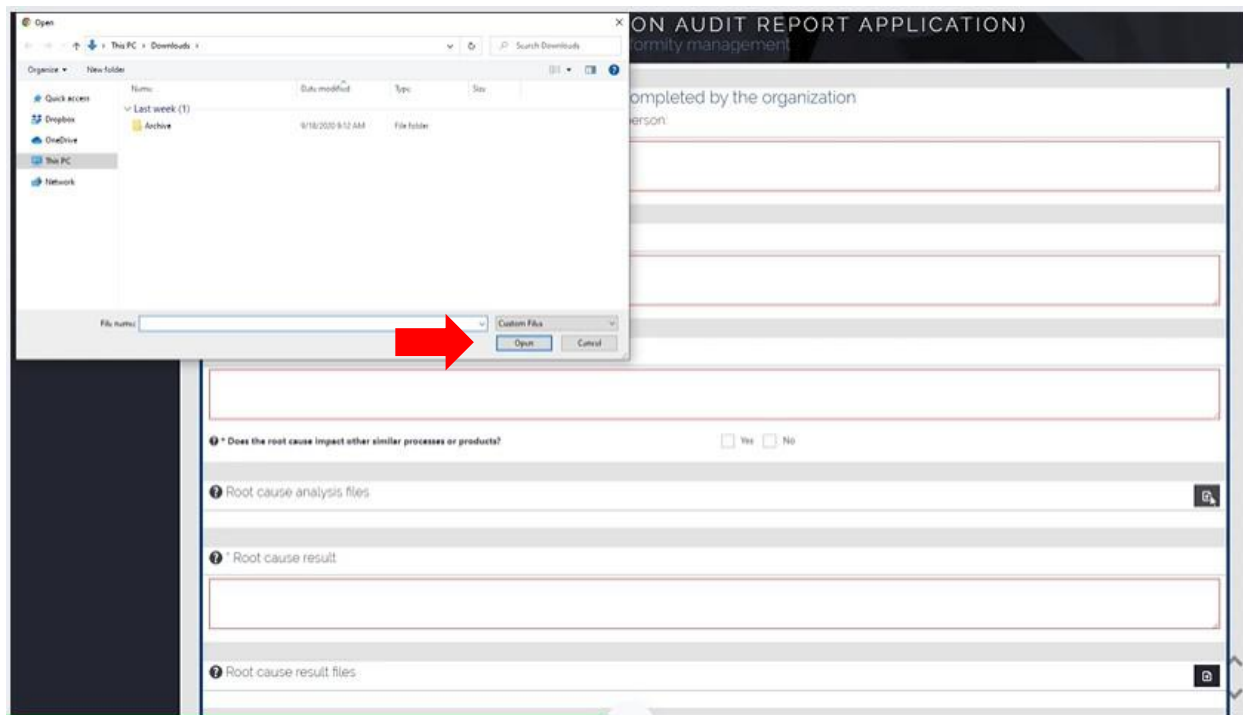
IMPORTANT! *For security reasons, only evidence files with the extension ´pdf´ and ´jpeg´ can be uploaded in CARA tool.*
请注意！出于安全原因，只有扩展名为"pdf"和"jpeg"的证据文件才能上载到CARA工具中。

2.9 When finished entering your response, always remember to save the NCs details. You don't want to lose your work.

输入完对应的回复后，请一定要记住保存NCs的详细信息，否则可能会丢失已完成的工作。

Click on "**Save**" 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.
单击正在处理的NC旁屏幕顶部的"**Save**（保存）"按钮。此操作将会生成一个新的json格式的单个数据文件，包括任何附加的证据，供您回传给审核员。

You will see the data file at the bottom of your screen. It could look like this:

您将在屏幕底部看到生成的数据文件。可能会像这样：
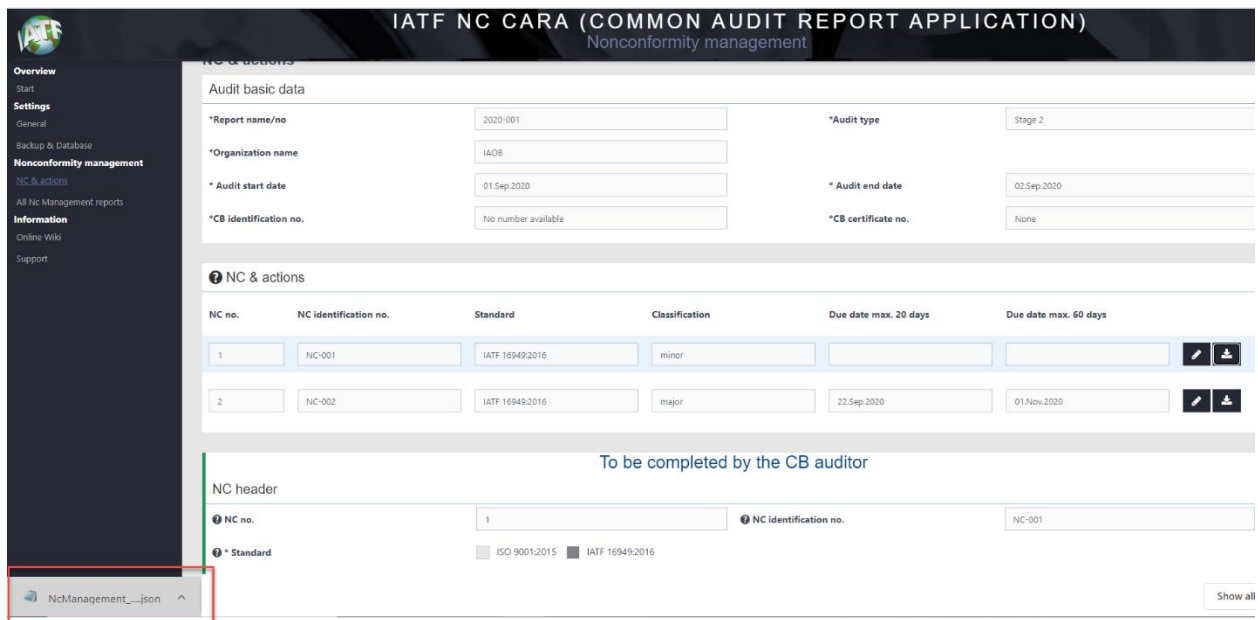
IMPORTANT! *Do not rename the file as it may corrupt the details and the auditor will not be able to open it.*
请注意！ *请不要重命名文件，因为这可能会损坏详细信息，审核员将无法打开它。*

You should save the json file in a "CARA OUTPUT" folder on your computer.

您应该将json文件保存在计算机上的"CARA OUTPUT"文件夹中。

The same function can also be used to save and send a single NC to a colleague who edits this NC. You can later import the received NC into the application.

同样的功能还可以用于保存单个NC并将其发送给负责编辑该NC的同事。您可以稍后将接收到的NC导入到应用程序中

If you click the "**Save NC for auditor**" at the bottom of the screen, all NCs will be generated into a single json file.

如果单击屏幕底部的"Save NC for auditor"，则所有NC将生成一个单独的json文件。

2.10   You now need to email the json files back to the Certification Body for review.

现在您需要将json文件通过电子邮件发送回认证机构进行审查。

IMPORTANT INSTRUCTIONS – Please read:
重要说明-请阅读：

- The data is stored in the Browser cache of the user. It is important to make sure you save a copy of the data report outside of the computer browser. If the browser cache is cleared upon exiting the browser, you will lose all data entered.
- 数据存储在用户的浏览器缓存中。请务必确保在计算机浏览器之外保存数据报告的副本。如果退出浏览器时清除了浏览器缓存，则将丢失所有输入的数据。

- Please make regular backups using "**Save all Reports**".
- 请使用"**Save all Reports**（保存所有报告）"进行定期备份

- CARA INPUT received from the auditor and CARA OUTPUT you create for the auditor shall not be in same file folder.
- 请不要把从审核员收到的CARA INPUT（CARA输入）和您为审核员创建的CARA OUTPUT（CARA输出）放在同一文件夹中。

- Never rename or create another copy of the json file received or sent to the auditor. This will corrupt the json file and it will be unreadable by the auditor.

请一定不要重命名或创建另一个json文件的副本，或将其发送给审核员。这将损坏json文

件，并且审核员将无法读取该文件。

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.
审核员（或认证机构的其他指定人员）将审查您的行为，并可能要求提供其他信息。如果认证机构审核人员驳回了您的回复，请从上述步骤2.5开始重新启动流程。您需要在对应的字段中输入对认证机构审核人员驳回的回复，并将另一个NC json文件发回给认证机构审核人员。

2.12 You can find the CB Reviewer's decision and comments in the "**To be completed by the CB**" section of the form.
您可以在表格的"**To be completed by the CB**（由认证机构填写）"部分中找到认证机构审核人员的决定和意见。

IMPORTANT INSTRUCTIONS – Please read:
重要说明-请阅读：

- 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.

- 如果认证机构驳回了组织提供的NC回复，则可以根据需要重复这些过程步骤。在交换的每个NC json文件上，旧数据将替换为提供的新数据文件。

3. Accompanying documents
随附文件

3.1 IATF CARA video tutorial for Clients – visit the WIKI page inside the CARA NC Management Application
IATF CARA客户视频教程 - 访问CARA NC管理应用程序中的WIKI页面