The Customized Assessment Tracking System (CATS)

DRIVING PRECISE DATA ANALYTICS THROUGHOUT THE ASSESSMENT PROCESS

SGS

Contents

World-leading second-party assessments

As the world's leading testing, inspection and certification company, we are the global benchmark for quality and integrity.

With over 96,000 employees, we operate a network of more than 2,600 offices and laboratories globally.

SECOND & THIRD PARTY

Second-party assessments are conducted by parties with an interest in the organization, such as customers or other people on their behalf.

Third-party assessments are conducted by independent auditing organizations, such as regulators or certification companies.

Helping you to become the benchmark

We have performed second-party assessments for over half a century. Our portfolio includes social, quality, environmental and security assessments and covers many sectors, from food and fast-moving consumer goods to retail and factories. We also continue to develop new solutions to meet your needs.

We perform thousands of assessments each year and confidently partner with large international organizations. We can provide you with the necessary tools to mitigate risks throughout your supply chain.

Introducing CATS

Once the assessments are completed, having a system to track, analyze and manage the reports and findings in real-time is vital. CATS is a global, second-party assessment data management tool based on about two decades of tested technology.

Its flexibility can facilitate real-time data analysis to meet individual program specifications.

Simplicity in action

CATS can interpret and simplify complex data analytics. It can provide visibility and transparency while allowing true performance assessment and continuous improvement.

Centralized assessment monitoring

Stakeholders gain added value from our assessment services, relying on our quality, expertise and professional judgment to support their decision-making.

Our digital tool for assessments has innovative operation models to address modern challenges. We deliver consistent and excellent service worldwide through our quality, transparency and integrity, no matter the assessment tools or IT.

ONE TOOL – MULTIPLE ADVANTAGES

FLEXIBILITY
- Customizable to the client's reporting needs
- A multilingual system
- Mobile application available
- Unlimited user accounts

TRANSPARENCY
- Suppliers can see the information, especially when they might have multiple sites
- Reporting at a click of the mouse
- All information at your fingertips
- Effective dashboards and filters

USABILITY
- Get started easily through a web browser
- Outstanding task reminders
- Interfaces for importing/exporting

SIMPLE WORKFLOW
- A well-organized database
- Clear schedule, tasks and responsibility
- Effective reminder features

EFFICIENCY
- Save time and effort
- Standardized work steps
- Prebuilt contents

QUALITY
- A central cloud database
- Never again redundancy
- Robust data security

Our digital capabilities & online process

Assessment scheduling, execution & remediation

CATS offers a complete assessment scheduling, execution and remediation process, delivered and managed online.

With unlimited user accounts based on defined access rights, we can better serve clients' internal structures.

INNOVATION IN REAL-TIME

Our innovative technology provides real-time scheduling, interactive audit data reporting, analytics and key performance indicators (KPIs), as well as audits technical review and Corrective and Preventative Action (CAPA) plan management.

This gives you a holistic picture of assessment results and progress, improves internal communications and allows you to include KPIs in external presentations/reports within your organization.

TOP FEATURES

- Easy set-up and highly customizable
- Global coverage
- Unlimited user accounts
- Heat maps to easily find suppliers by country, region or performance
- Review and download full audit reports

- Download data in different formats, including graphs, bubble charts, top five NCs
- 40+ languages supported and our local staff can work with your suppliers in their local language and time zones
- Various types of data analysis in one dashboard
- Simple workflow process
- SGS has done the work for you, so you can simply turn the data into easily reportable, value-added information

CORE FUNCTIONS

- Assessment status tracking
- Performance benchmarking
- Nonconformity analysis
- Technical review process
- CAPA management

An end-to-end online assessment process

From scheduling, reporting and management to program analytics and data security, our online assessment process also broadly falls into two categories – features and functions.

Features

SCHEDULING

After you send us the request, you can see the assessment scheduling process in real-time.

REPORTING

After the assessment is completed, you can see its report online and program data analytics.

PROGRAM ANALYTICS

You will gain a holistic and meaningful understanding of the program data.

The system allows you to prioritize your efforts towards improvement and benchmarking your suppliers.

Functions

AUDITING SCHEDULE

You can see the assessment's scheduling status in a calendar or log view, with intuitive color-coded statuses.
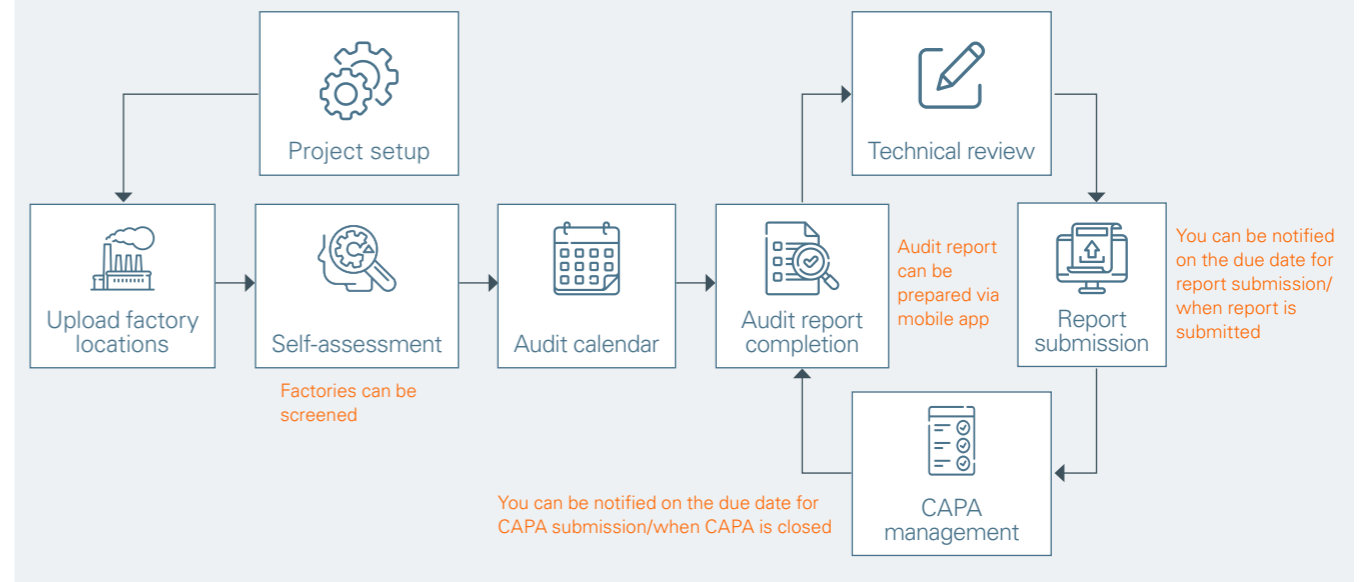
CAPA MANAGEMENT

Client and audit locations will be visible to progress towards correcting and preventing nonconformities raised in the initial assessment.

Information is centralized on a per assessment basis, allowing all parties to record their evidence towards continuous improvement.

DATA SECURITY

Your data is stored within our third-party, high-security data center.

CATS' ONLINE AUDIT PROCESS

Upload factory locations — Factories can be screened

Self-assessment

Audit calendar

Project setup

Audit report completion — Audit report can be prepared via mobile app — You can be notified on the due date for CAPA submission/when CAPA is closed

CAPA management

Technical review

Report submission — You can be notified on the due date for report submission/ when report is submitted

The assessment schedule

The system can mass upload facility information and adds/modifies details of existing ones at any point. It can set assessment scheduling, delivery and completion timelines and monitor KPIs.

CATS allows us to provide you with accurate and cost-effective auditors based on:

- Auditor availability, qualifications and performance history
- Auditor distance to the site, using smart match technology and interactive mapping
- Auditor type requirements, such as full- or part-time, or subcontractors

Audit status tracking

Project status can be easily tracked. CATS' color-coded system clearly marks levels of completion.

KEY

- ● Assessment under scheduling
- ● Assessment confirmed and to be conducted
- ● Assessment completed but report outstanding or under technical review
- ● Assessment completed and report submitted

			Open	Scheduled	In progress	Completed
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Interactive & efficient CAPA management

CATS provides an interactive and efficient CAPA management solution. Each assessment's nonconformities are listed and CATS alerts the predefined people in real-time.

Full transparency & accountability for all

Facilities can submit evidence directly to the platform for review, providing full transparency and visibility to all parties.

Every interaction between the facilities and our Program Management team is recorded centrally and in a secure cloud, driving accountability for all parties. The client can manage this process if they wish.

By implementing CATS, you can see the status of outstanding CAPAs in real-time to identify assessments that are past being due and prioritize action.

KEY FEATURES

- Full transparency and visibility of assessment and CAPA management status
- Direct uploading of evidence that feeds the technical review and CAPA management process
- Direct site access to upload and monitor CAPA management availability
- Two-way communication or more, depending on requirements, such as auditor and assessment site, and brand owner and supplier

Unparalleled data security

CATS provides the best data and information security. As an access-managed system, you can manage data access and permissions through user roles or at individual user level.

Secure & robust security

All client information is stored within our third-party data center, in Amazon Web Services.

To ensure the highest security, we regularly conduct vulnerability and penetration tests with an independent security firm.

Full data backup, consisting of daily incremental backups, is one of our key security measures.

SECURITY SYSTEM FEATURES & CLOUD-BASED DETAILS

- Access management with username and password
- Robust data center
- Data is protected with SSL encryption when transferring it over public networks
- Data is protected with database access controls when it is at rest on hosted servers
- Regular network/application vulnerability and penetration tests
- Daily incremental backup
- Weekly full system backup
- Backup stored in mirrored off-site facilities

About SGS

NO. 1
World Leader

96K
Employees

2,600
Offices

11
Global Industries
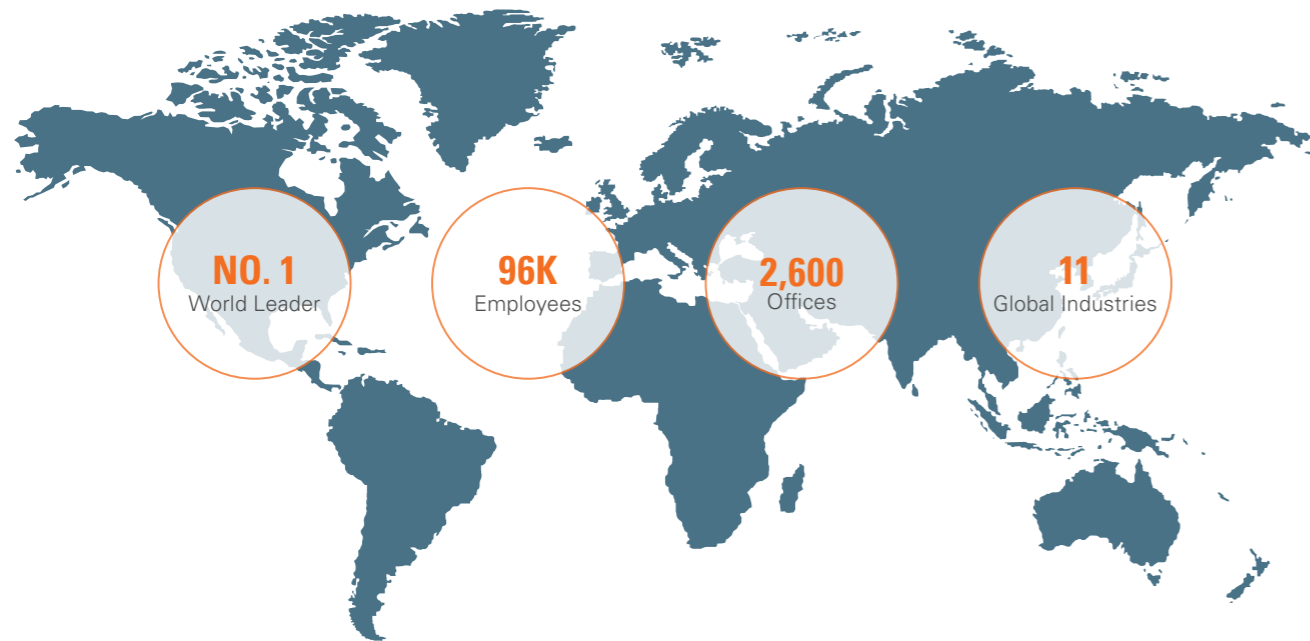
The global benchmark for quality & integrity

SGS is the world's leading inspection, verification, testing and certification company. We are recognized as the global benchmark for quality and integrity.

With more than 96,000 employees, we operate a network of over 2,600 offices and laboratories around the world.

Enhancing products, processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transforming your products, services and value chain by increasing performance, managing risks, better meeting stakeholder requirements, and managing sustainability.

With a global presence, we have a history of successfully executing large-scale, complex international projects. Our people speak the language, understand the culture of the local market and operate globally in a consistent, reliable and effective manner.

Underpinned by our business principles

HEALTH, SAFETY AND ENVIRONMENT

Making sure we establish safe and healthy workplaces and protect the environment

QUALITY AND PROFESSIONALISM

Making sure we act and communicate responsibly

SUSTAINABILITY

Making sure we add long-term value to society

INTEGRITY

Making sure we build trust

RESPECT

Making sure we treat all people fairly

LEADERSHIP

Making sure we work together and think ahead

Additional SGS assessment services

Supplier Audit Program

Our Supplier Audit Program can provide your organization with a valuable tool for regularly auditing your suppliers' compliance and performance while leaving you free to manage your operation. The program consists of second-party audits, customized audit solutions or third-party certification based on your needs.

As a globally recognized leader in audit and verification services for many industries, our highly qualified auditors provide comprehensive supplier audits based on your specifications.

They are an independent set of eyes and ears to assure you that your suppliers are maintaining the quality standards you have set. Our auditors not only have the precise industry and business knowledge relevant to your organization, but are also immediately operational and more cost-effective than developing your own internal supplier audit team.

Our independent Supplier Audit Program gives you the improved bottom line and peace of mind that comes from knowing that a world-leading company is verifying your suppliers.

Transparency-One

Companies have an increasing responsibility to manage their supply chains and ensure compliance with legislation, industry standards and client expectations.

As supply chains have become more international and complex, they are more prone to disruptions caused by a lack of supplier visibility.

Sourcing from various parts of the world is increasing, meaning that organizations are looking into more effective ways of evaluating and managing supplier risks.

There is also the added complexity of a post-COVID world, where there is likely to be further supply chain restructuring and demand for supplier optionality. This might lead to supply chains becoming more localized and/or regionally based.

SGS TRANSPARENCY-ONE'S UNIQUE VALUE PROPOSITION CENTERS AROUND:
- Governance – implementing supply chain transparency
- Performance – continually improving performance by evaluating supplier risk
- Intelligence – providing data and insights on reported trends

THE BENEFITS
- A consistent approach to defining supplier risk
- Reduced lead times for procurement events
- Higher quality supplier data
- A single source for all supplier information
- Access to a wider supplier base
- Content is based on global expertise, best practices and input from multiple sources

WWW.SGS.COM

SGS Headquarters
1 Place des Alpes
P.O. Box 2152
1211 Geneva 1
Switzerland

WHEN YOU NEED TO BE SURE

SGS