User Manual
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**TRACC Platform (digiTRACC) v5.7**

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<tr>
<td>Author:</td>
<td>Clyde Campbell</td>
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Purpose

This document provides a comprehensive reference for using version 5.7 of the TRACC Platform (previously known as digiTRACC) application. It is intended for end users of TRACC Platform, not administrators.

Related links

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<td>Describes advanced features for administrators and Best Practice Leaders</td>
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<td>TRACC Platform v5.7 FAQs.pdf</td>
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About this manual

The TRACC Platform v5.7 User Manual is a comprehensive reference for using the TRACC Platform application.

- It describes the purpose, structure and features of the system
- It highlights the new features available in this version
- It provides step-by-step instructions for all the tasks that users can perform in the system

This manual is intended for end users. It does not provide instructions for Best Practice Leaders' or for administrative tasks such as user management. For information on these tasks, please refer to the TRACC Platform Administrator and Best Practice Leader Guide.

Please note that this document is a working draft that is updated regularly. The appearance of the TRACC Platform interface might differ slightly between the screenshots in this manual and the version on your computer. Data represented in the screenshots is from prototype systems and does not represent actual business data.

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Introduction

Welcome to the TRACC support system. This manual is a guide to using the TRACC Platform to implement TRACC successfully.

TRACC Overview

What is TRACC?

Competitive Capabilities International (CCI) has extensive experience in best practices consulting to leading companies across the globe. Building on this experience, we have packaged our proven methodology into a series of best practice components. These components provide step-by-step guidelines to assist your organisation in implementing best practices and enhancing its competitive capability through continuous integrative improvement.

TRACC allows your organisation to:

- assess the stage of maturity for each best practice, measured according to a set of criteria
- compile an implementation plan to reach the next stage
- consider the issues that need important policy decisions and identify potential obstacles
- implement best practices using a step-by-step methodology that delivers tangible results
- train workplace teams to ensure an understanding of the best practices
- train experts and specialists in specific techniques
- define performance indicators and input performance data
- monitor progress by means of statistical reports
- customise the content to include in-house knowledge in addition to the generic TRACC best practices

Why use TRACC?

Following a programme of continuous integrative improvement will yield clear and tangible benefits to an organisation, in both the short term and the long term. The most direct benefits are increased efficiency and performance, as well as reduced waste and environmental impact.

The TRACC system is a particularly effective programme for implementing continuous integrative improvement. Here are some of the reasons:

User friendly
TRACC consists of structured, step-by-step implementation components supported by training that is transferred to the organisation's own resources.

Reliable
TRACC is based on a solid foundation of research, experience, and tried and tested methodologies.

Empowering
TRACC enables organisations to take ownership of their processes and deliver early and sustained results.

Measurable
TRACC allows you to measure progress towards best practices at any time during the implementation.

Sustainable
TRACC is not merely a quick fix – it is designed to assist organisations to build and sustain world class capability in the long term.

Inclusive
TRACC takes critical change management issues into account, such as stakeholder support, obstacles to implementation, sensitisation to change and a clear strategic framework.
TRACC components, stages and themes

TRACC components are available for the following operational best practices:

- Leading and Managing Change
- Environment, Health and Safety
- Visual Management
- Focused Improvement
- Teamwork
- 5S
- Autonomous Maintenance
- Asset Care
- Set-Up Time Reduction
- Quality
- Human Capital
- Administrative Excellence
- Environmental Sustainability

TRACC components are available for the following supply chain best practices:

- Demand Planning
- Supply Planning
- Sales and Operations Planning
- Integrated Business Planning
- Supply Chain Alignment
- Procurement
- Transactional Excellence

Each TRACC comprises several themes. The themes represent aspects of the thinking underlying the best practices, or particular ways in which they are applied. All the themes in each TRACC are implemented concurrently.

For example, the Teamwork TRACC includes the following themes:

- Strategy
- Team Targets
- Team Dynamics
- Leadership
- Performance Management
- Meetings
- Training and Development
- Decision-making
The implementation of each TRACC has been divided into five stages of maturity, broadly following the structure below. This enables the organisation to pursue the road to excellence in manageable stages, rather than being overwhelmed by it.

Stage 1: No Best Practice

Stage 2: Introduction, Awareness, Stabilisation

Stage 3: Workplace Ownership

Stage 4: Sophistication and Technology

Stage 5: World Class

These five stages apply to each theme within the TRACC. When you assess the best practice maturity of an area in your organisation, the maturity score is expressed as a number between 1 and 5. This score refers to the five stages – it indicates how far the organisational area has advanced from Stage 1 towards Stage 5.

For more detail about stages and themes, please refer to The Assessor – Overview.

**Implementation structures**

The personnel involved in implementing TRACC can be categorised into groups according to their roles and responsibilities. These groups are called implementation structures. The following standard implementation structures are found in a typical TRACC implementation:

- Executive Leadership Committee (ELC) – Senior management concerned with strategy and policy
- Site Steering Committee (SSC) – Site-level management concerned with implementation planning
- Implementation Task Force (ITF) – Personnel concerned with detailed implementation activities
- Best Practice Leaders (BPLs) – In-house experts concerned with building and maintaining the organisation's best practice knowledge base
TRACC Platform Overview

The TRACC Platform is developed by CCI to provide a user-friendly tool for monitoring, assessing and planning TRACC implementation throughout an organisation. It uses an area tree structure to represent the departmental and geographical hierarchy of the organisation. In each area, it enables you to assess the current maturity of all the TRACCs to which your organisation is subscribed. You can compare the current status against past baselines and future targets and develop a detailed plan for carrying the best practice implementation forward.

The application includes numerous reporting tools that you can use to gain insight into the status of TRACC progress in the organisation and the effect of this progress on actual performance.

Additionally, TRACC Platform functions as a knowledge management system for the TRACC content and for the organisation's in-house best practice documentation.

How TRACC Platform works

The Implementation Task Force (ITF) regularly uses the Assessor to assess the best practice maturity of their organisational area. This assessment is typically done by a multilevel, multidisciplinary panel from the area.

Based on these maturity assessments, the Planner generates a plan of suggested Stop ‘n Thinks and Implementation Actions required to progress to the next stage of maturity. A consolidated plan is generated for all TRACCs assessed.

The next step is execution – by clicking on the specific action to execute, users access detailed advice that is supplied as individual knowledge objects from the TRACC content. The ITF needs to discuss these guidelines and decide how they will implement them. TRACC Platform also refers the ITF to training modules and a variety of transactional tools to assist them during the implementation process.

When they complete plan activities or answer ‘Yes’ to assessment criteria, the ITF can upload documentary evidence of the progress in their area. These Portfolio of Evidence (PoE) documents are available only within their area.

Site Facilitators (the SSC) can also use TRACC Platform to define performance indicators and capture real-world performance data. This enables them to monitor progress in terms of TRACC practices and related performance improvements.

Best Practice Leaders (BPLs) can customise the TRACC material by adding comments, files, images, info text and URLs. They can also customise assessment criteria and implementation structures to suit the organisation's particular requirements. These documents provide a supplementary knowledge base that all registered site users can view.

Users can also share experiences and knowledge in the online TRACC community to see What Good Looks Like (WGLL). Membership is free – simply register online at www.wgll.net.
Process overview

The following steps describe a typical procedure for implementing TRACC using TRACC Platform:

Setting up the area structure – The TRACC Platform administrator creates the structure of the area tree to replicate the plant structure of the organisation.

Creating an assessment – The ITF for each area creates an initial assessment for each TRACC, specifying the parameters for the assessment: the date, the TRACC to be assessed and a title for the assessment.

Conducting assessments – Members of the ITF answer a series of assessment criteria for each TRACC to assess their current maturity profile.

Creating a plan of recommended actions – The TRACC Platform Planner is used to create a plan of recommended actions based on each assessment that has been completed. You can select the target stage for your plan.

Editing the plan – The ITF members edit the plan by specifying details such as start dates, target dates, responsible persons and additional comments for the plan activities.

Entering performance data – To track performance data and relate it to best practice progress, you can define categories of Key Performance Indicators (KPIs) – typically Productivity, Quality, Cost, Delivery, Safety, Environment and Morale (PQCDSEM) – and establish minimum and maximum levels for each KPI within those categories. Then you can capture actual performance data for your organisational area.

Adding documents – At any time during the TRACC implementation process, you can add comments, files, images and web links to plan activities, assessments and assessment criteria. You can also view such documents that have been added by other users.

Multiple TRACC versions in TRACC Platform

TRACC Platform provides access to the latest TRACC material and assessments. All new assessments use the latest TRACC version, but you can still access assessments and TRACC material from earlier versions of TRACC if you need to.

TRACC assessments and plans from previous versions are mapped to those in the latest version, so you can convert assessments into the latest version without losing answers or comments to mapped criteria.

Assessment versions

Ensure that any assessments you use for reporting and derived assessment purposes have first been converted to the latest TRACC version using the Copy/Convert Assessment function.

Also, if you wish to continue answering criteria in an assessment made in an older version, e.g. Teamwork (4.0.0), you should convert the assessment to the latest version first.

For more information on how to convert an assessment, please refer to Copy and convert an assessment.

Portfolio of Evidence and Best Practice documents

Although you can still add Best Practice and Portfolio of Evidence (PoE) documents to assessments from older TRACC versions, it is preferable to work with the latest version once your organisation has upgraded.
Access and Navigation

Login

The TRACC Platform uses a web browser interface. You open it by browsing to its URL in Internet Explorer – other browsers like Chrome, Firefox and Safari are not supported. The URL will be provided by your TRACC Platform administrator.

**Note:** You can add the TRACC Platform URL to your Internet Explorer favourites for easy access.

Select your language and log in

You need to select a language in which to work. The default language and other language options available to you are selected by your organisation.

**Step 1**

To choose a language other than the default, select the required language from the *Language* drop-down list.

![Language selection drop-down list](image)

**Note:** Your organisation’s TRACC subscriptions determine which languages are available in the drop-down list. Some languages provide a fully translated TRACC Platform interface, whereas others have translated TRACC material but no translated interface controls. If you select one of those, the interface controls remain English.

**Step 2**

You should have been allocated a username and password by your TRACC Platform administrator. Type them in the fields provided and click the **Login** button.

**Note:** By default, you will be locked out after three consecutive login failures.
Your user account is part of a user security group, which determines the functions you can perform in TRACC Platform. If you are not permitted to perform a required task, please check your security rating with your TRACC Platform administrator.

**Reset Password feature on the login screen**

If you forget your password, you can reset it as follows:

**Step 1**
Click the Reset Password icon on the TRACC Platform login screen ( ). The Reset Password screen is displayed. Enter your user name in the Username field and click the Reset Password button.

**Step 2**
The system emails you a Password Reset Notification containing a temporary password.

**Step 3**
On the login screen, enter your username and temporary password.

**Step 4**
The system prompts you to choose a new password. Enter your chosen password in the New Password and Confirm New Password fields, then click the Save button to log in.
Change your password

For security reasons, you should never reveal your password to anyone. By default, the system requests you to change your password every 60 days.

**Note:** You are also required to change your password when you log in to TRACC Platform for the first time, or when you or your administrator has reset your password. In addition to using the Reset Password feature on the login screen, you can also change your password when you are logged in to TRACC Platform.

**Step 1**
Select *Change Password* from the *Admin* menu.

**Step 2**
The *Change Password* window opens. Enter your old password in the *Old Password* field, and then your new password in the *New Password* and *Confirm New Password* fields. Click the *Save* button.

Take note of the following default password rules:

- A new password may not be the same as any of the previous five passwords you have used.
- Your password must be at least six characters in length.
- It must contain at least one alphabetic and one numeric character.
- Passwords are case sensitive.
- A password you have set must be at least three days old before you can change it.

**Step 3**
The system confirms that your password has been changed successfully and that the new password has been sent to you in an email. Click the *Close* button.
Navigation

The TRACC Platform user interface

The four main tabs at the top of the screen give you access to TRACC Platform's main functionality areas:

- Best practice assessments, plans, performance measures and reports can be accessed through the main TRACC tab.
- TRACC content and your organisation's own best practice content can be accessed through the DOCUMENTS tab.
- Support tools for TRACC material and TRACC Platform are available in the SUPPORT tab.
- Authorised users can access TRACC Platform training material from the TRAINING tab.

Context-sensitive menus are available by right-clicking in the relevant TRACC Platform panes.

The TRACC tab

The TRACC tab provides the core of TRACC Platform's functionality, including the Assessor, the Planner, the Performance and the Reporting views. You access these four views using the linked buttons below the TRACC tab.
The DOCUMENTS tab

The DOCUMENTS tab provides access to the TRACC content to which your organisation has subscribed, as well as any available in-house best practice material.

For further information on the document tree functionality, please refer to The Document Tree.
The SUPPORT tab

The SUPPORT tab provides customised TRACC and TRACC Platform support material for your organisation. Links to TRACC Platform training material, presentations, the user manual and other support material are available on this tab.

The TRAINING tab

The TRAINING tab provides a set of workshops for the TRACC content to which your organisation is subscribed. They are displayed as a tree structure according to their TRACC suite and category.

Note: Access to the TRAINING tab is restricted to personnel in training roles. For most users, this tab is hidden.
The Area Tree pane

Most of TRACC Platform's functionality is contained in the four views that you can access from the TRACC tab: the Assessor, the Planner, the Performance view and the Reporting view. To change between these views, click the linked buttons below the main TRACC tab.

Each of these views is set out in up to three panes, with the Area Tree pane taking up the left-hand part of the screen. You can adjust the size of the panes horizontally and vertically by moving the cursor to the border between panes and then dragging the border to its new position.

The Area Tree pane is always on the left-hand side of the TRACC tab and it is also present on the DOCUMENTS tab.

The areas in the tree structure represent the physical areas of your organisation where TRACCs are being implemented (e.g. regions, departments, sites, plants, warehouses or production lines). You use it to select the organisational area or areas that you want to work with. This is usually the area for which you are responsible. For example, if you were a member of the Implementation Task Force (ITF) for a production line, you would select this production line when conducting assessments, viewing plans, and so on.

The top level of the tree structure (also known as the root level) is set to your holding company's name during TRACC Platform registration. This is the only area that is predefined in TRACC Platform – the rest of the areas are set up by your TRACC Platform administrator when the application is initially deployed. Administrators can modify the area tree structure at any time if necessary, although doing so might disrupt existing plans and assessments.

The area tree behaves in much the same way as most tree views, in that the nodes can be expanded and collapsed. Click the plus sign (+) next to an area to expand it (i.e. to see its child areas). Click the minus sign (−) to collapse or hide them.

By default, the Area Tree pane displays only those areas that are assigned to you by your TRACC Platform administrator. Depending on the way TRACC Platform has been configured for your organisation, there might be a pair of radio buttons at the top of the pane that allow you to toggle between viewing the entire area tree and viewing only your assigned areas. If they are available, you can select the All Areas radio button to view all the areas in your organisation and you can select the My Areas radio button to return to your default view.
Adjust display options

The cog-wheel icon at the top-right of the TRACC Platform interface opens the *Current View Settings* menu. Hover over the icon to see what the current settings are, or click the icon to change settings.

The *Language* setting is the same as the one on the login screen, but it allows you to change the interface language without logging out and back in again.

The *Implementation Structure* setting determines how assessment criteria are highlighted. If you select the implementation structure you are a member of, the criteria that you need to attend to are highlighted during an assessment.

The *Content Mode* setting specifies whether or not customised assessment criteria show the original TRACC wording alongside the in-house wording.

You click the *Apply* button to put the changed settings into effect. Changing any of these settings initiates a new TRACC Platform session.

*Note:* The *Implementation Structure* and *Content Mode* settings may not be visible to you – this depends on your organisation’s chosen configuration.
Log feedback

You can send feedback to your administrator regarding any of the functionality in the TRACC Platform system.

**Step 1**
Open the window or dialog box about which you want to provide feedback. Then click the Log Feedback icon (🪴) in the upper right-hand corner.

**Step 2**
The Log Feedback window opens. Add your email address in the field provided. The Functional Area drop-down list indicates the area for which you are providing feedback. You can use it to specify a different area or select Other to provide general feedback. If you require a response, select the Requires Response checkbox.

**Step 3**
The Feedback Type drop-down list lets you specify whether your feedback is a support request, suggestion, error report or a new content request. Select the appropriate feedback type.

**Step 4**
Type your feedback in the text field provided and click the Save button.

**Step 5**
The system confirms that your feedback has been sent to the administrator.
Assess Best Practice Maturity

The Assessor – Overview

One of the key features of TRACC is the ability to assess an organisation’s maturity or competence in a specific best practice.

Five stages of competence are defined for each best practice and the core elements are defined as themes. The assessment criteria are grouped under these themes, enabling the organisation to evaluate their maturity per theme and to identify specific areas on which to focus.

The assessment criteria are in the form of statements. If the statement is true for the area under consideration, the answer in the right-hand column should be ‘Yes’. If there are any doubts or if more work needs to be done, the answer must be ‘No’.

It is important to provide evidence in support of criteria answers, such as documentation for meeting minutes, actions taken or performance trends. In order to look beyond superficial answers to the practical reality, a clear understanding of the topic is required.

Some criteria may not be applicable if the organisation has already progressed beyond the stage being assessed and on to the next stage. In such cases, you can answer ‘Yes’ to the assessment criteria.

Note: There are no criteria for Stage 1. If you have not yet reached Stage 2, it is assumed that you are still at Stage 1.

To access the assessment functionality, click the Assessor tab located underneath the TRACC main tab.
Create and conduct assessments

The Assessor interface incorporates:

- the Area Tree pane
- the Assessment List pane
- the TRACC Progress Chart pane
- the Assessment Criteria window
- the Navigator

You use these features to conduct, compare and review best practice assessments, as well as to provide evidence of answers to assessment criteria.

The Area Tree pane (A)

Use the Area Tree pane to select the area you wish to assess.
The Assessment List pane (B)

All assessments created for the selected area are displayed in the Assessment List pane.

Those from different TRACC versions are grouped together in this list under a single heading with the name of the latest version. A column in the list shows the version number of each assessment.

The colour of each assessment's page icon ( ) indicates its assessment type. For more information on assessment types, please refer to Assessment types.
The TRACC Progress Chart pane (C)

The TRACC Progress Chart pane depicts the maturity profile for whichever assessment is selected in the Assessment List pane.

The themes of the TRACC are arranged vertically and the stages horizontally. Each green bar represents the assessed area's best practice maturity for the corresponding stage and theme.

Linked assessments appear as coloured lines in the chart. For more information about linked assessments, please refer to Link and unlink assessments.
The Assessment Criteria window (D)

The Assessment Criteria window displays the criteria that you answer when you conduct an assessment.

To increase the criteria font size click the Increase Font icon at the top right of the Assessment Criteria window. This is particularly useful when you wish to present the criteria in a team meeting.

Click the Decrease Font icon to show the criteria at their original size.

For more information about the controls in this window, please refer to the following:

- Conduct an assessment
- Add comments to assessment answers
- Add Portfolio of Evidence documents to assessments
The Navigator (E)

The Navigator is located alongside the currently selected criteria in the Assessment Criteria window. It facilitates quick access to assessment stages and themes.

In the Navigator, you can choose to assess an area by theme or by stage. You could assess all themes for Stage 2 and then proceed to all themes for Stage 3. Alternatively, you could assess Stage 2 to Stage 5 for ‘Theme 1: Vision and Strategy’, then proceed to assess Stage 2 to Stage 5 for ‘Theme 2: Leadership’, and so on.

The most effective approach is to assess one theme at a time. This allows you to focus on a specific topic and decide on your current maturity across the different stages before focusing on the next theme.
At the top of the Navigator are the navigation buttons. The two buttons on the far right allow you to select the direction you wish to follow.

Click the **Move Vertical** button if you want to assess all themes in a stage before moving to the next stage. Click the **Move Horizontal** button if you want to assess all stages of a theme before moving to the next theme.

Click the **Move to First** or **Move to Last** buttons to:

- select the first or last stage in a theme, if the **Move Horizontal** button is pressed
- select the first or last theme in a stage, if the **Move Vertical** button is pressed

Click the **Move to Previous** or **Move to Next** buttons to:

- select the previous or next stage in a theme, if the **Move Horizontal** button is pressed
- select the previous or next theme in a stage, if the **Move Vertical** button is pressed
Assessment types
TRACC Platform uses five assessment types:

- Normal assessments
- Baseline assessments
- Target assessments
- Ad-hoc assessments
- Calibration assessments
- Derived assessments

**Normal assessments**

Normal assessments are progress assessments that show the state of best practice maturity at a specific time. They are shown in the Assessment List pane with a white page icon ( )[Image].

When you create an assessment for an area, it is initially a normal assessment. If you want it to be a baseline, target or ad-hoc assessment, you need to convert it. You can also convert these assessment types back into normal assessments.

**Baseline assessments**

When a normal assessment reflects the true maturity status for an area, it should then be converted into a baseline assessment in order to compare progress against it at a later stage. Baseline assessments cannot be altered. To convert a normal assessment into a baseline assessment, right-click the assessment in the Assessment List pane and select Convert To Baseline.

The assessment is converted into a baseline and saved in the Assessment List pane. A red page icon ( )[Image] indicates that it is a baseline assessment.

For more information on baseline assessments, please refer to Convert an assessment into a baseline.
**Target assessments**

Target assessments are generated by answering criteria with the desired end state in mind—the answers set a target maturity for a date in the future. You first create a normal assessment with a description indicating that it is a target assessment. Once all target criteria are set, you convert it into a target assessment.

Right-click the assessment in the Assessment List pane and select *Convert To Target*.

The assessment is converted into a target and saved in the Assessment List pane. A **blue page icon** indicates that it is a target assessment.

**Ad-hoc assessments**

Ad-hoc assessments are normal assessments that are specifically excluded from derived assessments and excluded by default from other reports. You can use this category for temporary, unofficial, experimental or incomplete assessments.

You conduct the assessment as a normal assessment and then convert it into an ad-hoc assessment. Right-click the assessment in the Assessment List pane and select *Convert To Ad-hoc*.

The assessment is converted into an ad-hoc assessment and saved in the Assessment List pane. A **grey page icon** indicates that it is an ad-hoc assessment.

**Calibration assessments**

Calibration assessments are assessments used to verify whether assessment scores for sites are an accurate depiction of their maturity. Calibration assessments provide a comparison utility to see where answers to the original assessment differ from those in the calibrated assessment.

A third party will re-assess an existing assessment that has been conducted, helping teams understand ‘what good looks like’ and validate their scores.

To calibrate an existing assessment, right-click the assessment in the Assessment List pane and select *Create Calibration Assessment*.

The assessment is converted into a calibration assessment and saved in the Assessment List. A **purple page icon** indicates a calibration assessment.

For more information on calibration assessments, please refer to [Calibrate an Assessment](#).
**Derived assessments**

Derived assessments are aggregate assessments for parent areas, based on the maturity profile of the area's child areas. Derived assessment progress charts show the minimum, maximum and average scores across all child areas.

A **green page icon (ד)** indicates a derived assessment.

For more information about derived assessments, please refer to [Derived Assessments](#).
Create a new assessment
Perform the following steps to create a new assessment:

**Step 1**
In the *Area Tree* pane, select the area for which you wish to create an assessment. It is then highlighted.

**Step 2**
Click the *Assessor* tab to open the Assessor.

**Step 3**
Right-click anywhere in the *Assessment List* pane and select *Create Assessment*. The *Create Assessment* dialog box opens.

**Step 4**
Select the best practice you would like to assess from the *TRACC* drop-down list.

**Step 5**
In the *Description* field, type a meaningful description for the assessment which you are about to create.
**Step 6**
To specify an assessment date, click the Calendar button and select a date from the pop-up calendar.

*Note:* You may select an assessment date in the past or in the future. However, an assessment cannot have the same date as another assessment of the same TRACC and for the same organisational area.

**Step 7**
Click the Create button to create the assessment. The Assessment Criteria window opens automatically, showing the Navigator. You can then begin to conduct the assessment.
Conduct an assessment
The following steps describe how to conduct an assessment.

Step 1
When you create an assessment, the Assessment Criteria window opens automatically, allowing you to answer the assessment criteria.

To open the Assessment Criteria window manually, double-click the assessment in the Assessment List pane.

Alternatively, you can access the assessment criteria for a particular theme and stage by clicking the relevant block in the Progress Chart pane for the assessment. Each block in the chart represents a stage for a particular theme.

Step 2
Answer each of the criteria by selecting the Yes or No checkbox. You can also use the arrow keys on your keyboard to navigate to the checkboxes for each question and then press the space bar to record your result.

Any criteria that are not answered as ‘Yes’ or ‘No’ are regarded as a ‘No’ when the TRACC progress chart and activity plans are generated.

Step 3
When you reach the end of the criteria for a particular theme and stage, select a different theme or stage using the Navigator on the left. You can also press the Page Down key to proceed – if the Move Horizontal button in the Navigator is pressed, the next stage for the theme is displayed. If the Move Vertical button is pressed, the next theme for the stage is displayed.

For more information on using the Navigator, please refer to The Navigator.
Step 4
When you answer a criterion, you may want to look at the Stop 'n Think or Implementation Action associated with the statement. These are included in any activity plan you create. To view a short summary of the criterion's related activity, click the Puzzle Piece icon (PictureBox). The summary is then displayed in a pop-up window.

Step 5
You can also view the detailed TRACC Manual for an activity by clicking the Page icon (PictureBox), located under the Actions column on the right-hand side of the window. The detailed activity manual is displayed in a pop-up window.

Note: Your site needs to be subscribed to TRACC actions in order to have access to these manuals.

There may be additional information made available by your Best Practice Leaders (BPLs) to help you evaluate a criterion. If the criterion has a green info text icon (PictureBox), you can click it to access the info text.

In addition, each criterion has two paperclip icons (PictureBox) associated with it. The paperclip icons in the Criteria area (grey column header) access any documents associated with each criterion. The paperclip icons in the Actions area (blue column header) access any documents associated with the plan activity corresponding to each criterion. Blue paperclip icons with a page indicator (PictureBox) show that the criterion or its associated action item have client documents available, whereas plain blue paperclips (PictureBox) show that they do not.

Step 6
If the assessment criteria have any sub-criteria – also called minimum evidence requirements – you can complete these with 'Yes' or 'No' answers in the same way as the main criteria.

Note that answering sub-criteria is optional. You can answer the main criterion without answering the sub-criteria, and the sub-criteria do not count towards the overall assessment score. The tick and cross marks in the sub-criteria checkboxes are blue instead of green to help you distinguish them from the main criteria, and any sub-criteria that your BPLs may have added are displayed in dark blue.

Step 7
Once you have finished answering the assessment criteria, close the Assessment Criteria window. You can also close the Assessment Criteria window at any time. The assessment is automatically saved, allowing you to continue at a later stage. A progress chart is automatically generated for the assessment.
Add comments to assessment answers

You may wish to add comments during the assessment to indicate why a ‘Yes’ or ‘No’ answer was given. To do this, you perform the following steps:

**Step 1**
In the Assessment Criteria window, click the Add button in the Comment column. The Add Comment dialog box opens.

**Step 2**
Type your comment in the Comment field and then click the Save button. The comment is stored together with the assessment for the area.

*Note:* Any comments added in support of your answer will only be visible for this particular assessment and any copies you make of it.
Add Portfolio of Evidence documents to assessments

When completing an assessment, it is important to provide evidence as proof that an area has met certain criteria. This could include items such as comments, meeting minutes, performance trends, presentations, photographs or project plans.

You can attach files, comments and URLs to individual assessment criteria or at assessment level (i.e. pertaining to the entire TRACC). In either case, you add them while you assess an area and they are specific to that area.

These items are known as Portfolio of Evidence (PoE) documents. Once these have been uploaded, they are automatically linked to all assessments of the same TRACC for that specific area, but not to assessments of that TRACC conducted in other areas. Each assessed area therefore has its own Portfolio of Evidence.

Some of these documents may be relevant to other areas in your organisation. If this is the case, your Best Practice Leader can add these to the assessment template in the TRACC Platform document tree. These documents will be accessible to users browsing the document tree from the area in which they were added or any of its child areas. They are called Best Practice documents.

**Note:** You can also add PoE documents to plan actions. For more information on adding PoE documents to plan actions, please refer to Add Portfolio of Evidence documents to a plan.

Assessment-level PoE documents

To access and add assessment-level PoE documents, do the following:

**Step 1**
In the Assessment List pane, double-click the assessment to open the Assessment Criteria window.

**Step 2**
Click the paperclip icon (✓) to the right of the TRACC name at the top of the window. If any documents are already associated with the assessment, the paperclip icon displays a page indicator (✓).

**Note:** Uploaded documents are stored in the TRACC Platform database. Deleting them from the original location on your PC or network does not affect the uploaded documents.
**Step 3**
The *Assessment Documents* window opens, listing any documents already associated with the assessment as a whole.

Links to PoE documents are displayed in **blue** text, whereas Best Practice document links are displayed in **dark blue** text. PoE documents are only available for assessments in the area in which they were added, whereas Best Practice documents are available for the entire organisation.

**Step 4**
Right-click anywhere in the *Assessment Documents* window. To add a file, select *Add File* and browse for the file you want to upload. To add a comment, select *Add Comment* and enter the comment text. To add a web link, select *Add URL* and enter the URL or copy it from your web browser.

*Note:* If you have the appropriate security permissions for the area in which the assessment was created, you can edit the properties of existing PoE documents by right-clicking them and selecting *Edit.*
**Criteria-level PoE documents**

To access and add criteria-level PoE documents, do the following:

**Step 1**
In the Assessment List pane, double-click the assessment to open the Assessment Criteria window.

**Step 2**
Click the **paperclip** icon (📄) to the right of a criterion to access the criteria documents for that statement. If any documents are already associated with a statement, the paperclip icon displays a page indicator (📜).

**Step 3**
The **Criteria Documents** window opens. Any documents already associated with the selected statement are listed here. Links to PoE documents are displayed in blue text, whereas Best Practice document links are displayed in dark blue text. PoE documents are only available for assessments in the area in which they were added, whereas Best Practice documents are available for the entire organisation.
Step 4
Right-click anywhere in the *Criteria Documents* window. To add a file, select *Add File* and browse for the file you want to upload. To add a comment, select *Add Comment* and enter the comment text. To add a web link, select *Add URL* and enter the URL or copy it from your web browser.

*Note:* If you have the appropriate security permissions for the area in which the assessment was created, you can edit the properties of existing PoE documents by right-clicking them and selecting *Edit.*
Change the owner of an assessment

Installations of TRACC Platform are generally configured to recognise ownership by users, so that a user (usually the creator) can own things like assessments and plans. Only the owner of the item may then edit it, although others can view it.

This means you cannot make changes to assessments unless you are their owner. It also means you cannot make changes to assessment criteria through a plan, if you are not the owner of the assessments used to generate the plan.

If you need to make changes to assessments or plans, but you are prevented from doing this because another user owns the assessment, you need to make yourself the owner of the assessment.

To change the owner of an assessment, you perform the following steps:

**Step 1**
Locate the assessment in the Assessment List pane. Right-click it and select Change User.

**Step 2**
The Change Owner window opens. Select the new owner from the Assign user documents to drop-down list and click the Save button.
Assessment Progress Charts

Progress charts are visual depictions of the best practice maturity of areas in the organisation.

The following are types of progress charts:

- Normal TRACC progress charts
- Progress charts for Derived Assessments
- Radar Charts
- Consolidated Progress Charts
- Combined Progress Charts
- Combined Consolidated Progress Charts

Various progress chart functions are available, such as:

- Maximising and minimising a progress chart
- Emailing the assessment owner
- Linking and unlinking assessments
- Exporting charts to a PDF or image (normal or derived progress charts)
- Generating charts as PDFs

Normal TRACC progress charts

A normal TRACC progress chart is the standard progress chart displayed for an assessment, and is shown beneath the Assessment List pane. It shows the maturity of the area being assessed across five stages for each of the themes in the TRACC. Blocks in the chart represent a stage for a particular theme. The green area shows the proportion of criteria that have been answered ‘Yes’ for each block.

Progress chart details are displayed for the assessment currently selected in the Assessment List pane. The progress chart header displays the TRACC name and version of the assessment you have selected.

Themes are shown in the chart according to the TRACC version used in the assessment. This includes the number of themes as well as the names of themes and stages. Progress chart themes and stages may differ between different versions of a TRACC.

Note: If a theme has a maturity of Stage 1 (i.e. if no criteria have a ‘Yes’ answer), the Stage 1 block is displayed in red.
Emailing the assessment owner
When viewing the progress chart for any assessment, the name of the assessor (assessment owner) is displayed below the assessment’s Area Path field. If an email address is available for the assessor, the assessor’s username is hyperlinked and displayed in blue text. When the assessment owner has no associated email address, the link is disabled (greyed out).

If the assessor’s username is hyperlinked, users viewing the progress chart can click the assessment owner’s username to send them an email through Outlook® or any other installed email application.

The Subject field of the email indicates the assessment description, TRACC and area being assessed, e.g. Feedback on your assessment titled ‘January 2013’ for TRACC ‘Leading and Managing Change’ for Area ‘BOS Prep Line 1’.

Note: You can also send an email to the owner of a plan. The plan owner’s hyperlinked username is displayed below the Area Name field in the plan.

Maximising and minimising a progress chart
Click the plus sign in the top right-hand corner of a progress chart to maximise it. This is useful when presenting.

When the chart is maximised, you can minimise it to its original size by clicking the minus sign in the top right corner.
### Link and unlink assessments

TRACC Platform allows you to link assessments and display the linked assessments as lines on the progress chart. A typical application of this function is to link baseline and target assessments to the current TRACC assessment. This allows you to show the progress made since your previous baseline and the gap remaining to your target. You can only link assessments of the same TRACC.

To link assessments, you do the following:

**Step 1**
In the Assessment List pane, select the assessment to which you wish to link other assessments (this is known as your base assessment). It is then highlighted and its progress chart is displayed in the TRACC Progress Chart pane.

**Step 2**
Right-click anywhere in the TRACC Progress Chart pane and select Link/Unlink. The Assessment Picker window opens, listing all the existing assessments for the selected area and TRACC.

**Step 3**
Select the checkboxes for the assessments you want to link to the base assessment. You can select more than one of each type of assessment (baseline, normal, ad-hoc or target) and can also select assessments across TRACC versions. Click the Update Links button to save and apply your updates.

**Step 4**
The selected assessments are then shown superimposed on the base progress chart. Colours are used to differentiate between baseline assessments (red), normal assessments (black), ad-hoc assessments (grey) and target assessments (blue).

**Step 5**
To unlink an assessment, right-click in the TRACC Progress Chart pane and select Link/Unlink. In the Assessment Picker window, clear the checkboxes for those assessments you wish to unlink. Click the Update Links button to save and apply your updates.
Export a progress chart as a PDF

You can export a progress chart as an Adobe™ PDF, so that you can print the chart or make use of any other PDF functionality.

To export a progress chart to a PDF document, right-click anywhere in the TRACC Progress Chart pane and select Export to PDF.

The progress chart opens in PDF format. You can use the basic toolbar to save, print, zoom out, or zoom in. In addition, you can display the Adobe Reader toolbar, which enables you to use the full range of features of a PDF document.
Export a progress chart as an image

The Export to Image function allows you to save an image of a progress chart, which you can then use in presentations and reports.

To export a progress chart as an image, do the following:

**Step 1**
Right-click anywhere in the Progress Chart pane and select Export To Image.

**Step 2**
Windows prompts you to open or save the image. You can save the image to a destination of your choice by selecting the Save As option from the Save drop-down menu.

**Step 3**
The Save As dialog box opens. Browse to the folder where you wish to save the image, type an appropriate name for the image in the File name field, and click the Save button.

**Step 4**
The progress chart image is saved as a PNG file in the specified location.
Generate a radar chart

You can generate a radar chart (also known as a spider diagram or radial graph) for an assessment in order to display the relative maturity (Stage 1 to Stage 5) of each theme in the assessment.

**Step 1**
In the Assessment List pane, select the assessment for which you wish to generate a radar chart. It is then highlighted and its progress chart is displayed in the TRACC Progress Chart pane.

**Step 2**
Right-click the assessment in the Assessment List pane and select Generate Radar Chart.

**Step 3**
The Radar Chart opens in PDF format, showing the relative maturity of each theme in the assessment. To view the detailed stage scores for each theme, scroll down in the PDF.
**Step 4**
The table shows the individual stage scores for each theme. The maturity scores for the stages in each theme are displayed as a *fraction* (e.g. $1 = 100\%$, $0.67 = 67\%$) based on the number of assessment criteria that have an answer of ‘Yes’. The *Measure* column on the left of the table shows the overall maturity calculated for each theme. These are the values used to plot the radar chart.

![Radar Chart](http://example.com/radar_chart.png)

For details on how to export a radar chart, please refer to [Export assessment results to Microsoft® Excel as a radar chart](#).
Consolidated Progress Charts

A Consolidated Progress Chart shows the overall maturity of any number of TRACCs for a selected area. Each TRACC is summarised as a single bar. Target, baseline and ad-hoc assessments can also be displayed in a Consolidated Progress Chart. This chart is a useful way to show the overall progress of a specific organisational area. You can only generate a Consolidated Progress Chart for a single area.

Step 1
In the Area Tree pane, select the area for which you wish to generate a Consolidated Progress Chart. It is then highlighted.

Step 2
Click the Assessor tab to open the Assessor.

Step 3
Select Consolidated Progress Chart from the Chart menu.

Step 4
The Assessment Picker window opens, listing all existing assessments for the selected area, grouped by TRACC. On the right of the Assessment Picker window, select the checkboxes for the assessments you wish to include in the Consolidated Progress Chart.

You can automatically select the most recent assessments for each TRACC by clicking the Select Latest Assessments button. Click the Continue button to generate the chart.

Note: When comparing assessments, you can select one assessment of each type per TRACC group (target, baseline, ad-hoc and normal assessments), up to a total of four assessments per TRACC group. Be careful to select assessments that are related (e.g. performed during the same period).

Step 5
The Consolidated Progress Chart opens as a PDF, showing a summary of the selected assessments. The maturity rating for a normal assessment is displayed next to the TRACC name. Normal assessments are displayed as green bars, with lines depicting baseline assessments (red), ad-hoc assessments (grey) and target assessments (blue).
Combined Progress Charts

*Combined Progress Charts* show a number of normal progress charts in reduced size next to each other. They have two useful applications:

1. You can display complete progress charts for *different TRACCs* to illustrate the relative maturity in these best practices for an area. This shows a more holistic picture than the Consolidated Progress Charts, which are summarised.

2. You can show progress charts for the *same TRACC* as assessed at *different times*, to show progress between different assessment periods (e.g. 5S during three consecutive assessment periods).

*Note:* Only progress charts for the same area can be displayed in a Combined Progress Chart.
To generate a Combined Progress Chart, perform the following actions:

**Step 1**
In the Area Tree pane, select the area for which you wish to generate a Combined Progress Chart. It is then highlighted.

**Step 2**
Select Combined Progress Chart from the Chart menu.

**Step 3**
The Assessment Picker window opens, listing all existing assessments for the selected area, grouped by TRACC. On the right of the Assessment Picker window, select the checkboxes for the assessments you wish to include in the Combined Progress Chart.

You can automatically select the most recent assessments for each TRACC by clicking the Select Latest Assessments button or select all the assessments by clicking the Select All Assessments button.

**Step 4**
Click the Continue button to generate the chart.

The Combined Progress Chart opens as a PDF and displays the progress charts for all the selected assessments, grouped by their TRACC Suite (e.g. Enabling or Operations) and their TRACC Category (e.g. Foundation or Pillar).
Combined Consolidated Progress Charts

Combined Consolidated Progress Charts allow you to display two or more Consolidated Progress Charts on one screen, in order to compare the overall best practice maturity over a number of TRACCs for more than one area.

For example, a production manager may wish to look at the overall maturity of six packing lines, using six Consolidated Progress Charts, each of which shows the maturity of the four TRACCs being implemented.

**Step 1**
When selecting assessments to include in a Combined Consolidated Progress Chart, the system allows you to select assessments throughout your organisation (All Areas), or only assessments from those areas assigned to you (My Areas).

In the Area Tree pane, select either the All Areas or My Areas radio button.

**Step 2**
Select Combined Consolidated Progress Chart from the Chart menu at the top right of the TRACC Platform interface.
**Step 3**
The *Assessment Area Picker* window opens. You can either select assessments from the entire area tree (*All Areas*) or from only those areas assigned to you (*My Areas*), depending on whether you selected the *My Areas* radio button or the *All Areas* radio button in Step 1.

The *Assessment Area Picker* window contains the same tree structure as the *Area Tree* pane. The area nodes contain folders for each TRACC that has been assessed. Individual assessments are listed within these folders. Choose the assessments you want to include in the *Combined Consolidated Progress Chart* by selecting their checkboxes.

**Note:** You can only select one assessment per TRACC for each area. Be careful to select assessments that are related, e.g. performed during the same period.

**Step 4**
Click the *Continue* button to generate the chart. The *Combined Consolidated Progress Chart* opens as a PDF, showing a summary by stage and by TRACC of the selected assessments for each area.
Manage and Convert Assessments

There are a number of functions that allow you to manage existing assessments:

- Move (cut and paste)
- Copy
- Copy and Convert
- Delete
- Rename
- Convert into a different type
- Calibrate an assessment

Move an assessment (cut and paste)

This function is useful if you have accidentally conducted an assessment for the wrong area in the area tree.

The following steps describe how to move an assessment from one area to another.

**Step 1**
In the Assessment List, select the assessment you wish to move. This highlights the assessment.

**Step 2**
Right-click this assessment and select Cut Assessment.

**Step 3**
In the Area Tree, select the area to which you wish to move the assessment (the 'target area'). The target area is highlighted.

**Step 4**
Right-click the target area and select Paste Assessment.
Step 5
The *Assessment Move Confirmation* dialog box opens. It provides details about the assessment to be moved, the original source area and the target area.

The window also lists information about any objects linked to the selected assessment. These will be moved together with it. Consider the implications before deciding to proceed – if it is acceptable to move the assessment, click the *Yes* button. If you decide *not* to move it, click the *No* button.

*Note:* If the assessment is linked to a *plan*, you cannot move it. You need to unlink the assessment from the source area’s plan before you are able to move the assessment.

Step 6
After confirming the move, the assessment is listed in the *Assessment List* pane for the target area.
Copy an assessment

You can create copies of an assessment within an area or one or more of the area's child areas. Only the assessment itself is copied – no other objects associated with the assessment, such as action plans or linked assessments, are copied. As part of the process, you are also required to change the name and date of the new copies to distinguish them from the original assessment.

This function is useful when you expect that one or more new assessments will be very similar to an existing one and merely require some updates to the criteria answers.

In such cases, refer to the original assessment and check whether your previous criteria answers also apply to the area or child areas in which you need new assessments. If you know that most answers are the same, it would waste time to work through all the criteria again. Take care when doing this, however, because the child areas may be less mature in some practices.

You perform the following steps when copying assessments:

**Step 1**
In the *Assessment List* pane, select the assessment you wish to copy. This highlights the assessment.

**Step 2**
Right-click the assessment and select *Copy Assessment*.

**Step 3**
The *Copy Assessment* dialog box opens. By default, the assessment is copied to the current area. To create copies of the assessment in child areas click the *house icon* next to the *Area* field.

![Copy Assessment dialog box](image-url)
Step 4
In the Copy Assessment Area Picker dialog box, expand the area tree and select the areas to which you want to copy the assessment. Then click Continue.

Step 5
Type a new name or description for the copied assessments in the Description field.

Step 6
The copied assessments must have a different assessment date to any existing assessments in your target areas. To select a new date, click the Calendar button and select a date from the pop-up calendar.

Step 7
Click the Create button to save the copied assessments.

Step 8
The copied assessments are now listed in the Assessment List pane for the target areas.
Copy and convert an assessment

This function allows users to convert an assessment from older TRACC versions to a later version (e.g., converting from Version 4 to Version 5). Answers and comments for criteria which are common to both TRACC versions are retained in the new assessment. The conversion leaves the old assessment as it was, but creates a copy and converts this to the latest version. If any assessment progress chart links existed in the original assessment, these are not retained in the converted copy.

Only normal, baseline and target assessments can be converted using this function— you cannot convert derived assessments. When you convert an assessment it is created as a normal assessment, regardless of whether the original assessment was a target or baseline. You can then convert the new assessment into a baseline or target assessment if required.

You do not need to be the owner or creator of the original assessment in order to convert it. When you convert an assessment, you automatically become the owner of the converted copy.

To convert an assessment, do the following:

**Step 1**
Right-click the assessment in the Assessment List pane and select Copy/Convert Assessment.

**Step 2**
The Convert Assessment dialog opens. The TRACC drop-down list indicates the TRACC version to which the assessment can be converted.

**Step 3**
In the Description field, enter a description for the converted assessment.

**Step 4**
To set the assessment date, click the Calendar button and select a date from the pop-up calendar.

**Step 5**
Click the Create button to copy and convert the assessment.

**Step 6**
The converted copy of the assessment is listed in the Assessment List pane. The Version column indicates the TRACC version of the converted assessment.

**Step 7**
The Assessment Criteria window launches automatically so that you can continue by answering assessment criteria.

**Note:** You can only convert assessments to the latest available version.
Delete an assessment

The Delete Assessment function is useful if an assessment has been made redundant. This could be due to a change in the area being assessed. The area may have been revamped, for example, or had new equipment installed. It may even have moved to a different physical location.

Step 1
In the Assessment List pane, select the assessment you wish to delete. This highlights the assessment.

Step 2
Right-click the assessment and select Delete Assessment.

Step 3
The Delete Assessment Confirmation dialog box opens. It indicates the area from which the assessment is to be deleted, the TRACC that it assesses, as well as the assessment's type and description.

Information about any objects linked to the assessment is also displayed. If the assessment is linked to a plan, you will not be able to delete it. You need to unlink the assessment from the plan before the assessment can be deleted.

Other objects such as linked assessments and derived assessments may also be indicated. Consider the implications of deleting an assessment, because it is irretrievable once deleted. If you wish to delete the assessment, click the Yes button. If you decide not to delete it, click the No button.

Once deleted, the assessment is no longer listed in the Assessment List pane.
Rename an assessment

The Rename Assessment function can be used if you need to give an assessment a more descriptive name to distinguish it from other assessments. You also use this function to change the assessment date.

Step 1
In the Assessment List pane, select the assessment you wish to rename. It is then highlighted.

Step 2
Right-click the assessment and select Rename Assessment.

Step 3
The Rename Assessment dialog box opens. The assessment's current description is indicated. Type a new description for the assessment in the New Description field.

Step 4
If you wish to change the assessment date, click the Calendar button and select a date from the pop-up calendar.

Note: An assessment cannot have the same date as another assessment of the same TRACC in the same area.

Step 5
Click the Save button to save your changes. They are now reflected in the Assessment List pane.
Convert an assessment into a baseline

Baseline assessments are assessments against which progress will be monitored. An assessment that reflects the true maturity for an area should be converted into a **baseline assessment** in order to compare progress against it at a later stage. Once it is a baseline, the assessment criteria are locked to ensure that your baseline cannot change.

To convert a normal assessment into a baseline assessment, you do the following:

**Step 1**
In the Assessment List pane, select the assessment you wish to convert. This highlights the assessment.

**Step 2**
Right-click the assessment and select *Convert To Baseline*.

**Step 3**
The assessment is converted into a baseline assessment. A *red page icon* in the assessment list indicates that it is a baseline assessment.

Once saved as a baseline, the assessment answers cannot be altered. If you need to edit the values in a baseline assessment, you must first convert it back into a normal assessment by right-clicking it and selecting *Convert To Normal*. 
Convert an assessment into a target

Target assessments are generated by answering criteria with the desired *end state* in mind. The answers set a target maturity for a date in the future, against which progress can be monitored.

You begin by creating a normal assessment with a description indicating that it is intended to be a target assessment. Once all target criteria are set, you convert it into a target by performing the following steps:

**Step 1**
In the *Assessment List* pane, select the assessment you wish to convert. This highlights the assessment.

**Step 2**
Right-click the assessment and select *Convert To Target*.

**Step 3**
The assessment is converted into a target assessment. A *blue page icon* in the assessment list indicates that it is a target assessment.

You can edit the values in a target assessment at any stage. You can also convert a target assessment back into a normal assessment at any stage by right-clicking it and selecting *Convert To Normal*.

**Note:** You can also answer target criteria by temporarily basing your plan on the target assessment. In this way you can answer criteria related to the activities you want to complete by a certain target date.
Convert an assessment into an ad-hoc assessment

Ad-hoc assessments function as internal interim assessments that are excluded from site-level or regional-level reporting and derived (aggregated) assessments. You can therefore use ad-hoc assessments to update maturity within your organisational area on a daily or weekly basis, without consulting the entire implementation team.

You can also update the assessment directly from the Planner without affecting formal baseline or normal assessments. This is purely a tool for visually tracking progress during implementation.

You begin by creating a normal assessment with a description indicating that it is intended to be an ad-hoc assessment. Then you convert it into an ad-hoc assessment by performing the following steps:

**Step 1**
In the Assessment List pane, select the assessment you wish to convert. It is then highlighted.

**Step 2**
Right-click the assessment and select Convert To Ad-hoc.

**Step 3**
The assessment is converted into an ad-hoc assessment. A dark grey page icon in the assessment list indicates that it is an ad-hoc assessment.

You can edit the values in an ad-hoc assessment at any stage. You can also convert an ad-hoc assessment back into a normal assessment at any stage by right-clicking it and selecting Convert To Normal.
Calibrate an assessment

It’s important to verify whether assessment scores for sites are an accurate depiction of their maturity. This involves a re-assessment of the best practices by a third party, followed by a comparison to their original assessment scores. An objective health-check helps teams understand ‘what good looks like’ and validates their scores.

A calibration assessment streamlines the process of calibrating existing assessments. It provides a comparison utility to see where answers to the original assessment differ from those in the calibrated assessment.

You begin by conducting a normal assessment. When that assessment is ready to be calibrated by a third party, perform the following steps:

**Step 1**
In the Assessment List pane, select the assessment you wish to calibrate. It is then highlighted.

**Step 2**
Right-click the assessment and select Create Calibration Assessment.

**Step 3**
The Create Calibration Assessment dialog is displayed. Enter a description for the calibration and click Create.
Step 4
The Assessment Criteria window for the calibration assessment opens. Calibrate by confirming or changing the ‘Yes’ responses supplied in the original assessment, or even respond ‘Yes’ where a ‘No’ was previously recorded.

Step 5
The calibration assessment is created. A purple page icon in the assessment list indicates that it is a calibration assessment.

Note: The calibration assessment progress chart is automatically linked to the original assessment you’re calibrating.

The calibration assessment Excel export lets you compare the answers in the original assessment to your calibrated version. For more information on exporting calibration assessments to MS Excel, refer to Export Calibration Assessments to Microsoft Excel.
Export Assessment Data to Microsoft® Office

In addition to exporting progress charts as images or PDF documents, TRACC Platform allows you to export assessment criteria and results to Microsoft® Word or to Microsoft® Excel. You can then use Word and Excel functions to process the information further as required.

Please note that in order to export files to Microsoft® Office, you need to configure certain Trusted Site and Compatibility View settings in Internet Explorer. For more information on these settings, please refer to the TRACC Platform v5.7 FAQs, which can be found under the SUPPORT tab in TRACC Platform.

Export Assessment criteria to Microsoft® Word

The Export Assessment (MS Word) function exports all the assessment criteria from the selected assessment, along with your 'Yes' or 'No' answers and any comments, to a Microsoft® Word document that serves as an assessment record.

**Step 1**
In the Assessment List pane, select the assessment you wish to export. It is then highlighted.

**Step 2**
Right-click the assessment and select Export Assessment (MS Word).

**Step 3**
The Assessment window opens, listing all the stages for the assessment.

Choose the stages you wish to export by selecting their checkboxes. If you wish to export all stages of the assessment, select the Select all stages checkbox at the bottom right of the window. When you have finished selecting stages, click the Export button.

**Step 4**
A progress dialog box indicates the export progress. This process may take a few minutes if you are exporting all stages.

Once completed, the Microsoft® Word document opens automatically. You can now save it and modify it if necessary.
Export assessment criteria to Microsoft® Excel

The Export to Microsoft Excel function exports all the assessment criteria from the selected assessment, along with your ‘Yes’ or ‘No’ answers, to a Microsoft® Excel spreadsheet that can be used as an assessment record.

**Step 1**
In the Assessment List pane, select the assessment you wish to export. This highlights the assessment.

**Step 2**
Right-click the assessment and select Export Assessment (MS Excel).

**Step 3**
The Assessment window opens, listing all the stages for the assessment. Choose the stages you wish to export by selecting their checkboxes. If you wish to export all stages of the assessment, check the Select all stages checkbox. When you have finished selecting stages, click the Export button.

**Step 4**
A progress dialog box indicates the export progress. This process may take a few minutes if you are exporting all stages.

Once completed, the Microsoft® Excel spreadsheet opens automatically. You can now save it and modify it if necessary.
Export assessment criteria to Microsoft® Excel as a matrix

You can export an assessment to Microsoft® Excel as an assessment matrix. The assessment matrix shows the answer to each assessment criterion, grouped by themes and stages.

**Step 1**
In the Assessment List pane, select the assessment you wish to export. This highlights the assessment.

**Step 2**
Right-click the assessment and select *Export Assessment Matrix (MS Excel)*.

**Step 3**
A progress dialog box indicates the export progress.
Step 4

Once completed, the Microsoft® Excel spreadsheet opens automatically. You can now save it and modify it if necessary.

For normal assessments, the answer displayed in the Ans column is either yes (Y), no (N) or blank. For derived assessments, a Count column displays the score (e.g. 2/3) for answers across all child assessments included in the derived assessment.

This is similar to the spreadsheet generated when you export an assessment to Microsoft® Excel using the Export Assessment (MS Excel) function, except that:

- The stages are displayed horizontally
- You can filter by the code for each theme or by the theme description
- The minimum evidence required for each criterion is displayed where applicable
Export a Calibration assessment to Microsoft® Excel

The calibration assessment Excel export lets you compare the answers in the original assessment to your calibrated version.

To export a calibration assessment, perform the following steps:

**Step 1**
Right-click on the calibration assessment in your Assessment List and select Export Calibration Assessment (MS Excel).

**Step 2**
The export dialog lets you choose whether you want to export all stages or only particular stages. Select the required stages and click Export.
Step 3

The calibration assessment export opens in Excel, showing responses for the original and calibrated assessment for each criterion. Responses that differ in the calibrated assessment are highlighted in yellow.
Export assessment results to Microsoft® Excel as a radar chart

The Export Radar Chart (MS Excel) function exports an assessment's maturity profile to Microsoft® Excel as a radar chart (also called a spider diagram or radial graph). The radar chart displays the relative maturity (Stage 1 to Stage 5) for each theme in the assessed TRACC.

The themes are represented as equally spaced lines radiating from the centre, and the maturity score for each theme is marked along the length of the line. These points are joined so that they form a continuous graph. The size of the shaded space enclosed by the graph indicates the general level of progress in the assessed TRACC. The shape of the shaded space indicates which themes are lagging behind the others or are pushing ahead.

For more information on creating a radar chart, please refer to Generate a radar chart.

To export a radar chart to Microsoft® Excel, you do the following:

**Step 1**
In the Assessment List pane, select the assessment you wish to export. This highlights the assessment.

**Step 2**
Right-click the assessment and select Export Radar Chart (MS Excel). A progress dialog box indicates the export progress.

**Step 3**
Once completed, the Microsoft® Excel spreadsheet opens automatically. You can now save it and modify it if necessary.

To view the detailed stage scores for each theme, click the Data tab in the spreadsheet.
The *Data* worksheet shows the individual maturity scores for the stages in each theme, expressed as a *fraction of one* (e.g. 1 = 100%, 0.67 = 67%) based on the number of assessment criteria that have an answer of ‘Yes’.

The *Measure* column next to each theme name shows the overall maturity calculated for each theme. These are the values that are used to plot the radar chart.
Export an assessment list to Microsoft® Excel

The Export Assessment List (MS Excel) function exports a list of all assessments conducted for a specific area. The list shows the assessments for each TRACC and includes normal, baseline, ad-hoc, target and derived assessments. This information corresponds to what is displayed in the Assessment List pane.

To export an assessment list, do the following:

**Step 1**
In the Area Tree pane, select the area for which you wish to export the assessment list. It is then highlighted.

**Note:** You can only generate an assessment list for a single area.

**Step 2**
Click the Assessor tab to open the Assessor.

**Step 3**
Right-click anywhere in the Assessment List pane and select Export Assessment List (MS Excel).

**Step 4**
A progress dialog box indicates the export progress.

**Step 5**
Once completed, the assessment list opens automatically in Microsoft® Excel. You can now save it and modify it if necessary. The details provided for each assessment include the assessment description, the username of the assessor, the assessment date, the date most recently updated and the TRACC version.
Derived Assessments

Derived assessments are aggregated assessments for parent areas, based on the maturity profile of the area's child areas. The progress chart for a derived assessment shows the minimum, maximum and average scores across the child areas.

Only baseline and normal assessments are used as source assessments. Target and ad-hoc assessments are ignored.

You can create a derived assessment for any parent area in the area tree, regardless of whether the area has more than one sub-level.

For example, if you create a derived assessment for the 'BevCom (Pty Ltd)' area in the next example, TRACC Platform performs the following steps:

1. The assessments for the 'Chicory Extraction', 'Spray Towers', 'New Blending Area' and 'Packaging' source areas are aggregated into a derived assessment for the 'Coffee Factory' parent area.
2. The assessments for the 'Extrusion Plant', 'Blending' and 'Packaging' source areas are aggregated into a derived assessment for the 'Snack Factory' parent area.
3. The new derived assessments for the 'Coffee Factory' and 'Snack Factory' areas are then in turn aggregated into a derived assessment for the 'BevCom (Pty Ltd)' target area.

When you create a derived assessment for an area, the system automatically creates a derived assessment package.

Derived assessments created for any child areas (such as the 'Coffee Factory' and 'Snack Factory' in this example), together with the final derived assessment for the target area ('BevCom (Pty Ltd)'), form part of the package.

The name you give a derived assessment is also the name for any derived assessments included in the package.
Create a derived assessment

You can only create a derived assessment package from assessments that share exactly the same TRACC ID, such as *Teamwork (5.0.0)*, not across different versions of the same TRACC. You cannot, for example, create a derived assessment using a combination of Teamwork (4.0.0) and Teamwork (5.0.0) assessments. If some source areas contain only Version 4 assessments and other source areas contain only Version 5 assessments, the derived assessment package will not accurately reflect the minimum, maximum and average values across all the areas.

For more information on derived assessment packages, please refer to Delete a derived assessment package.

In the following example, a derived assessment is generated.

This aggregates the latest assessments conducted for the 'Chicory Extraction', 'Spray Towers', 'New Blending Area' and 'Packaging' areas (the source areas), within a specified date range.

**Step 1**
In the *Area Tree* pane, select the parent area where you wish to create a derived assessment. This highlights the area.

**Step 2**
Right-click anywhere in the *Assessment List* pane and select Create Derived Assessment.
Step 3
The Create Derived Assessment window opens. Select the TRACC for the derived assessment (e.g. 5S) from the TRACC drop-down list.

- If you wish to create a derived assessment for all TRACCs, select All (all versions) from the drop-down list. In this case, a separate derived assessment package is created for each TRACC version. This is only applicable if assessments exist for each version in the date range you specify in the Assessment Date From and Assessment Date To fields.
- If you wish to create a derived assessment for only the latest TRACC versions, select All (latest versions only) from the drop-down list. In this case a single derived assessment package is created for Version 5 assessments in the date period you select.

Step 4
In the Assessment Name field, type a meaningful name for the derived assessment package (e.g. Derived for 5S). The name you enter here will also be the name for any derived assessments included in the package.

Step 5
Use the Derived Area Structure drop-down list to choose either the Default or Group area structure as source areas for the derived assessment.

Note: The Default area structure always selects leaf nodes (the child areas at the very bottom level of the area tree) as source areas from which to draw assessment data.

Step 6
Use the Calendar buttons to specify a date range for the derived assessment. You can leave the Assessment Date To field at the current date if you want the system to look for the latest assessment up to the current date.

Note: Derived assessments are always based on the latest assessments performed for the date range specified. For example, if you specify a date range of 3 June 2010 to 8 June 2010, TRACC Platform will use an assessment dated 4 June 2010, but will ignore assessments dated 2 June 2010 and 10 June 2010.

Step 7
Click the View Area Structure button to view the source areas for the derived assessment.
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**Step 8**
The selected area structure is displayed. Areas which are selected are indicated by a ticked checkbox next to the area name. Different source areas are displayed, depending on whether you selected Group Structure or Default in Step 6.

- Leaf nodes that do not have valid assessments can be deselected as source areas, and parent nodes that do contain valid data can then be selected instead. If you wish to select a parent node as a source area, all its child areas must be deselected first.
- Areas which contain a valid assessment, based on the specified date range, display the assessment’s description and date. A green tick next to the assessment date confirms that the assessment is within the specified date range.

**Step 9**
Click the Create button to save the derived assessment.

**Step 10**
The derived assessment is generated and listed in the Assessment List pane for the target area. The green page icon (️) indicates that it is a derived assessment.

**Note:** As with normal assessments, derived assessments are listed under a single TRACC group in the Assessment List pane. A derived assessment based on Teamwork (4.0.0), for example, is displayed under the Teamwork (5.0.0) TRACC group. If you select All (all versions) from the TRACC drop-down list, a separate derived assessment is created for each TRACC version. In a single TRACC group, such as Teamwork, a Teamwork (4.0.0) derived assessment and a Teamwork (5.0.0) derived assessment are listed under the Teamwork (5.0.0) heading.
How data is displayed in a derived assessment

The *Assessment Criteria* window for a derived assessment is similar to that of a normal assessment. However, you cannot edit the answers; there are no *Yes* or *No* checkboxes. Instead, the score shows the average percentage across the child areas, for each criterion.

![Assessment Criteria window](http://beta.digitracc.net/?themeId=927&siteId=640&assessmentId=1216&direction=false&my - Windows Internet Expl...)

In this example, the *Assessment Criteria* window shows the average criteria scores for a derived assessment performed on three child areas.

For the first and second criterion, two of the child assessments had a 'Yes' answer, so the scores for the derived assessment are 2/3 or 66.7%.

For the third statement, none of the child assessments had a 'Yes' answer, so the score for the derived assessment is 0/3 or 0%. 

Derived scores across multiple levels

If you generate a derived assessment for a target area with child areas that also have child areas, you could end up with scores that are not whole numbers.

In this case, the Assessment Criteria window shows the average criteria scores for the derived assessment.

The example above uses derived scores for three areas:

- The first area has two child areas. The scores for these two areas are aggregated. Both child areas answered 'Yes', so the score for the criterion is 2/2 or 100% (a value of 1).
- The second area also has two child areas. The scores for these two areas are aggregated. Only one of these child areas answered 'Yes', so the score for the criterion is 1/2 or 50% (a value of 0.5).
- The third area does not have child areas. An answer of 'Yes' in this case equates to a score of 1/1 or 100% (a value of 1).

The criterion scores for all three areas are then added together and divided by the number of areas, which gives the derived score for the target area. The score for the first statement is therefore 2.5/3 or 83.3%.
Assessment Exception Report

The Assessment Exception Report shows areas that do not have the assessments required for a proposed derived assessment. Before you create a derived assessment for an area, you should run this report to ensure that the required assessments are present in the source areas.

In a large organisational structure it can be difficult to locate the specific areas which do not have the required assessments. In addition to this, some source areas may have more than one assessment during the period you specify, or assessments may have been created in areas not defined in the Group derived area structure (i.e. they have been created in the wrong areas). Finally, a derived assessment cannot be created if other derived assessments exist in the same target areas for the same date.

The Assessment Exception Report function allows you to export a Microsoft® Excel spreadsheet detailing those areas where assessments need to be created or deleted. This is also useful from a project management perspective.

To generate an Assessment Exception Report:

**Step 1**
Select the parent area in the Area Tree pane where you wish to perform a derived assessment (e.g. 'Coffee Factory').

**Step 2**
Right-click in the Assessment List pane and select Generate Assessment Exception Report.

**Step 3**
The Generate Assessment Exception Report window opens.

Use the Derived Area Structure drop-down list to choose which area structure will be used to select source areas for the derived assessment:

- The Default area structure selects leaf nodes (the child areas at the very bottom level of the area tree)
- The Group area structure is primarily used for creating Group derived assessments. This structure is set up by using the Set Derived Assessment Area Structure function.
Step 4
Specify a date range for the report by selecting a date for the Assessment Date From and Assessment Date To fields.

- If you leave the Assessment Date From field blank and the Assessment Date To field at the current date, the system looks for all the source assessments up to the current date.
- You should set the Assessment Date To field to the same date that you intend to use for the derived assessment. This allows you to check for any derived assessments that already exist in the target areas for the same date as the derived assessment you wish to create.

Step 5
Use the TRACC picker to select the TRACCs that you wish to include in the Assessment Exception Report. If you wish to run the report for all TRACC assessments, select the All (all versions) or All (latest versions only) checkbox. Alternatively, you can select any combination of available TRACCs.

Step 6
Click the Generate Report button.
Step 7
The Assessment Exception Report opens in Microsoft® Excel.

This report contains the following worksheets:

- **Parameters** – This shows the parameters you specified when generating the report.
- **Assessment Areas** – This shows areas that should have the required set of TRACC assessments in the period specified, but do not. The number 0 is highlighted in orange. Areas that have more than one assessment per TRACC in the period specified are also listed here. The number of assessments in these areas is highlighted in red. If an area has the required set of assessments – a single assessment for each TRACC – it does not appear in the report.
- **Other Areas** – This shows those areas that should not have any assessments in the period specified, but do. Any assessments are highlighted in red.
- **Derived Date Clash** – Areas that contain derived assessments that clash with the proposed derived assessment date, thereby preventing you from creating the derived assessment, are shown here.
Derived assessment progress charts

The progress chart for a derived assessment is displayed beneath the Assessment List pane when you select the derived assessment.

It shows the maturity of child areas being assessed across five stages for each of the themes. Each block in the chart represents a stage for a particular theme and shows the minimum, maximum and average percentages across all child assessments.

**Note:** If a theme has a maturity of Stage 1 (i.e. if no criteria have a 'Yes' answer), the Stage 1 block is displayed in red.

The colours have the following meanings:

- Maximum – dark blue
- Average – green
- Minimum – light blue

![TRACC Progress Chart](image)

In this example, the block for 'Stage 2: Formation, Theme 5: Performance Management' indicates that the maximum, average and minimum scores are all equal to 100%. Since the minimum score (light blue) is on top of the maximum and average scores, the other colours are 'hidden' beneath it.

The block for 'Stage 3: Stabilisation, Theme 6: Meetings' indicates that the minimum score is 0% (i.e. one or more child areas scored 0%), but there are average and maximum values.

The block for 'Stage 4: Performance, Theme 2: Team Targets' indicates that the maximum, average and minimum scores are equal to 0%.
If you hover your mouse over the various colours, a tooltip shows the percentage for the maximum (dark blue), average (green) or minimum (light blue) scores.
Export a derived assessment progress chart

You can export a derived assessment progress chart as a PDF document or as an image.

For information on how to export progress charts, please refer to Export a progress chart as a PDF and Export a progress chart as an image.

Delete a derived assessment package

When you create a derived assessment for an area, the system automatically creates a derived assessment package. Derived assessments created for any sub-areas, together with the final derived assessment for the target area, form part of the package.

For information on how to create a derived assessment, please refer to Create a derived assessment.

In the following example, a derived assessment called 'BevCom Teamwork June' has been created for the Teamwork TRACC in the BevCom (Pty) Ltd target area.

There are three derived assessments in the package:

1. The derived assessment for the target area ('BevCom (Pty) Ltd') – an aggregation of the 'Coffee Factory' and 'Snack Factory' derived assessments.
2. The derived assessment for the 'Coffee Factory' sub-area – an aggregation of the 'Chicory Extraction', 'Spray Towers', 'New Blending Area' and 'Packaging' source areas.
3. The derived assessment for the 'Snack Factory' sub-area – an aggregation of the 'Extrusion Plant', 'Blending' and 'Packaging' source areas.

Note: The name you give a derived assessment is also the name for any other derived assessments in the package.
You can delete an entire package in one action. To do this, perform the following steps:

**Step 1**
In the *Area Tree* pane, select an area that contains one of the derived assessments in the package. It is then highlighted.

**Step 2**
Click the *Assessor* tab to open the Assessor.

**Step 3**
In the *Assessment List* pane, select the derived assessment that forms part of the package you wish to delete. It is then highlighted.

**Step 4**
Right-click the derived assessment and select *Delete Derived Assessment Package*.

**Step 5**
The *Delete Derived Assessment Package Confirmation* window opens.

### Delete Derived Assessment Package Confirmation

<table>
<thead>
<tr>
<th>Root Area:</th>
<th>Coffee Factory</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRACC(s):</td>
<td>5S</td>
</tr>
<tr>
<td></td>
<td>Focused Improvement</td>
</tr>
<tr>
<td></td>
<td>Visual Management</td>
</tr>
<tr>
<td></td>
<td>Autonomous Maintenance</td>
</tr>
<tr>
<td>Package Owner:</td>
<td>Admin User</td>
</tr>
<tr>
<td>Package Name:</td>
<td>Derived Test</td>
</tr>
<tr>
<td>Number of assessments in package:</td>
<td>4</td>
</tr>
</tbody>
</table>

*Are you sure you want to delete this derived assessment package?*

- Yes
- No

It lists:

- the Root Area (the original target area)
- the TRACCs aggregated in the derived assessment
- the Package Owner (in most cases, only the person who created a derived assessment package can delete it)
- the Package Name (the name of all derived assessments included in the package)
- the number of assessments in the package

You should confirm all the information displayed here before deleting it. Click the **Yes** button to confirm that you wish to delete the derived assessment package.

All derived assessments in the package are then deleted from the assessment list in the affected areas.
Plan Best Practice Implementation

A key feature of TRACC Platform is the Planner, which generates a list of actions which need to be carried out to move an organisation's best practice maturity to the next stage. This action list is based on current assessments and the link between assessment criteria and TRACC activities.

To access the Planner, click the Planner tab located below the TRACC main tab.

The Planner creates a list of activities called the Activity Plan and gives you two options:

1. You can refine and edit the plan in TRACC Platform by adding additional plan information, such as dates, responsibilities, comments and Portfolio of Evidence documents.
2. You can export the list to Microsoft® Project or Microsoft® Excel, where you can further refine and edit the plan.

*Note:* If you need powerful project management capabilities, use the export options. However, you will then have to export the plan data and repeat the project planning every time you update the TRACC Platform plan based on new assessments. The plan in TRACC Platform is automatically updated without any loss of data, but its project management capabilities are limited.

The Planner allows you to:

- Create a plan
- View and filter a plan
- Edit a plan
- Export a plan
- Update a plan
- Delete a plan
There are two types of TRACC activity, each of which indicates an essential step towards improving best practice maturity:

- **Stop 'n Thinks (STs)** – These are policy decisions the management team needs to make in order to decide on the implementation approach or potential obstacles to consider.
- **Implementation Actions (IAs)** – These are the normal, step-by-step actions used to implement the best practice activities in the workplace.

The codes for each activity, such as ‘2ST3: Link with Autonomous Maintenance’ and ‘2IA1: Launch 5S’ in the 5S TRACC, are interpreted as follows:

- ‘2’ is the stage to which the activity is linked
- ‘ST’ refers to ‘Stop 'n Think’; ‘IA’ refers to ‘Implementation Action’
- ‘3’ or ‘1’ indicates the activity sequence for the Stop 'n Think or Implementation Action respectively

Process steps for each Implementation Action and Stop 'n Think are included in the planner where available. These process steps identify what you need to do in order to implement an activity.

For more details regarding process steps, please refer to Create a Plan and Edit a Plan.
Create a Plan

TRACC Platform uses the inherent links between assessment criteria and TRACC activities (Stop ‘n Thinks and Implementation Actions) to generate a plan based on the assessments you select for an area.

A plan should only be created once for a particular area. Thereafter, it can be updated to reflect the TRACC status of later assessments.

In the following example, an implementation plan is created using the latest assessments for the Teamwork, 5S and Visual Management TRACCs.

**Note:** A plan can be generated for one or more TRACCs, but it is linked to a specific area in the area tree. A derived assessment cannot be used to create a plan.

**Step 1**
In the Area Tree pane, select the area for which you wish to create an implementation plan. This highlights the area.

**Step 2**
Click the Planner tab to open the Planner.

**Step 3**
Right-click anywhere in the right-hand pane of the Planner and select Create.

**Step 4**
The Assessment Picker window opens, listing all available assessments for the selected area.

Select the checkboxes for the assessments that you wish to use as a basis for the plan. You can only select one assessment for each TRACC.

You can also select the most recent assessments for the plan by clicking the Select Latest Assessments button.
**Step 5**
Click the **Continue** button to create the activity plan for the selected area.

**Step 6**
The TRACCs you have selected are listed in the Activity Plan. The grey headings show the TRACC names and the descriptions and dates of the assessments on which the plan is based.
Access Plan Details

You can access the planner activities, activity documentation and process steps per activity for each TRACC you’ve included in your plan.

**Expand the TRACC activities**

The activity list for a specific TRACC can be expanded and collapsed. Click the *plus sign (⁺)* next to a TRACC name to expand the list of activities.

When you expand a TRACC, the list of recommended TRACC activities, together with their reference numbers, is displayed in the Activity Plan. By default, only those activities that do not have a complete TRACC status will be listed. For more information on how to filter by status, refer to the *Status filter* section.

Click the *minus sign (⁻)* next to a TRACC name to collapse the list of TRACC activities.

**View Activity Process Steps**

To view the process steps for an activity, click the *plus sign (⁺)* next to the activity name. To hide the process steps, click the *minus sign (⁻)*.
Access Activity Documents

The Activity Plan includes two columns of paperclip icons that give you access to documents associated with each activity. Blue paperclip icons let you access Portfolio of Evidence (PoE) or Best Practice (BP) documents; whereas green paperclip icons indicate that a TRACC Templates (TRACCkit) document exists for that item.

The appearance of the blue paperclip icons indicates whether there are documents linked to that activity or not. A blue paperclip icon with a page indicator (✍) shows that there are client documents linked to the activity, whereas a plain blue paperclip (✍) shows that there are no linked documents.

Note: You can also access any client documents for the criteria associated with each activity. For more information on this function, please refer to the Access criteria documentation section.

View Activities by Target Stage

You can list activities up to a particular target stage for each TRACC in the Activity Plan by selecting the relevant target stage from the Target Stage drop-down list.
Access criteria documentation

The question mark icon (🔍) in the row for each activity displays the assessment criteria corresponding to the activity.

The Action Item Criteria window lists these criteria and shows their current status. The blue paperclip icons (🔗) link you to the client documents associated with each criterion, if any. The info text icon (🚀) opens any info text associated with the criterion. If the info text icon is green, there is info text available. If it is grey, there is no info text.
Filter a Plan

TRACC Platform uses filters that allow you to view your plan from various perspectives. Use the controls in the Filter pane to change the list of activities displayed in the Activity Plan.

Click the filter arrow icon to expand the Filter and view the Filter Criteria. You can hide the filter at any time by clicking the arrow icon or clicking anywhere outside the filter.

You can filter by:

- Status (User or TRACC from the first drop-down; Incomplete, Complete or All from the second drop-down)
- Start Period
- Target Period
- Responsible person

Note: All the filters apart from TRACC status can be used to filter activities by the details entered for their process steps as well as the main activity. It is important to understand how these filters work before you edit or use the plan. It may sometimes appear as though some activities have 'disappeared'. This is normally not the case – they have simply been filtered from the view.
**Status**

The Status filter lets you filter via TRACC status or user status of activities and process steps by selecting TRACC or User from the first Status drop-down list.

In addition to setting the TRACC or user status, you can use the filter to display incomplete or complete activities. You can also choose to display all activities.

By default, the Status filter displays all activities with an ‘incomplete’ TRACC status. Assessment criteria are linked to each Implementation Action or Stop ’n Think. If one of these criteria has not been answered as ‘Yes’ in the assessment, the TRACC Status for the relevant Implementation Action or Stop ’n Think is incomplete.

The TRACC Status field in the Activity Plan is determined by the assessment criteria linked to the activity. Subsequent assessments will confirm whether there is still a requirement to perform that activity. If the assessment criteria linked to that activity are answered as ‘Yes’, the TRACC Status checkbox in the activity plan is checked (✔).

Filtering by complete TRACC status will therefore show all activities where all of the related criteria have been answered as ‘Yes’.

The User % is set via manual input from the planner during the project management and editing process.

For more information on editing a plan, please refer to Edit a Plan.
**Start Period**

In the **Start Period** section, select a date in the **Date From** field to filter by activities that have the same or a later start date. Any activities that don’t have a start date, or with a start date prior to the date selected, will not be listed.

![Filter Criteria]

Similarly, if you select a date in the **Date To** field in the **Start Period** section, you will filter by activities that have the same or an earlier start date. Any activities that don’t have a start date, or with a start date later than the date selected, will not be listed.

![Filter Criteria]

Filtering by using dates in both the **Date From** and **Date To** fields in the **Start Period** section will restrict the list of activities to those with a start date that matches or falls within the dates specified.
**Target Period**

*Target Period* dates can be used to filter activities in a similar way to the *Start Period* dates.

Filtering by selecting a date in the *Date From* field in the *Target Period* section will filter by activities that have the same or a later target date. Any activities that don’t have a target date, or with a target date prior to the date selected, will not be listed.

If you select a date in the *Date To* field in the *Target Period* section, you will filter by activities that have the same or an earlier target date. Any activities that don’t have a target date, or with a target date later than the date selected, will not be listed.
Filtering by using dates in both the Date From and Date To fields in the Target Period section will restrict the list of activities to those with a target date that matches or falls within the dates specified.

You can also use all four date fields simultaneously to filter by activities that have been set to start during a specific period and where target dates fall within a specific period. If you don’t have any activities that match both the start and target periods specified, no activities will be listed.

**Responsible**
You can filter your plan according to the person who has been assigned responsibility for the activities. Enter the name of the person responsible in the Responsible field.

The more filter criteria you add, the more you will narrow down the list of planner activities. To apply the criteria you have specified in the Filter, click the Filter button. If you want to clear all filters, click the Reset button.
Edit a Plan

The activity plan in TRACC Platform can be used to edit and refine an implementation strategy, including the following information:

- Priorities
- Responsibilities
- Start and target dates
- User %
- Comments
- Portfolio of Evidence (PoE) documents

To edit these details, do the following:

**Step 1**
Open an area’s plan, then *filter* the plan in order to display it in the required format. By default (if you don’t change any of the filters), only those actions with an incomplete TRACC status will be listed.

**Step 2**
In the activity plan, select the activity (a *Stop ‘n Think or Implementation Action*) that you want to edit and plan in more detail.

**Step 3**
The *Activity Planning Details* pane for the selected activity opens at the foot of the plan. The User percentage, Responsible person and the Start and Target dates are the fields which are most commonly edited.

### Activity Plan for 'BOS Pack Line 1'

<table>
<thead>
<tr>
<th>Teamwork</th>
<th>Assessment: Jan 2015</th>
<th>Date: 2015/01/12</th>
<th>Target Stage: 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prty. Code</td>
<td>Seq.</td>
<td>Activity Name</td>
<td>Resp.</td>
</tr>
<tr>
<td>5</td>
<td>2ST5</td>
<td>Dealing with Resistance</td>
<td>Bob</td>
</tr>
<tr>
<td>6</td>
<td>26A6</td>
<td>Train the Team Leader 1</td>
<td>Pete</td>
</tr>
<tr>
<td>1</td>
<td>3ST1</td>
<td>Stage 3 Readiness Check</td>
<td>Patrick</td>
</tr>
</tbody>
</table>

**2ST5 - Dealing with Resistance**

- User %: 25%
- Start Date: 2015/01/15
- Priority: 5
- Responsible: Bob
- Target Date: 2015/03/30
- Target Stage: 2

**Summary:**
Clariﬁying concerns, fears and other forms of resistance through discussion and consultation with all stakeholders is vital. Some stakeholders may resist the implementation of teamwork, as it may undermine their authority, or raise fears about job loss. These concerns must be addressed as soon as possible to prevent them from turning into major obstacles. Full stakeholder support must be
The *Activity Planning Details* pane contains the following controls:

1. The *User %* field is used to indicate whether an activity has been performed. This shows whether the activity is *complete* from a project point of view. You can then *filter* the plan by selecting *User* from the *Status* filter.
   
   **Note:** For actions that have process steps (sub-actions), the *User %* value cannot be updated directly. The *User %* of the parent action is based on the combined *User %* values of the process steps. An Implementation Action or Stop 'n Think is therefore only complete once all its process steps are marked as 100%.

2. The *Responsible* field is used to enter the name or initials of the person who is responsible for the activity.

3. The *Start Date* and *Target Date* fields are used to select the date when the activity is scheduled to begin and the date when the activity needs to be completed. Use the *pop-up calendar* to select the dates, or click the *red X* to clear them.
   
   **Note:** When the start or target dates are less than seven days away, they are shown in *green* in the list of activities. If the dates are in the past, they are shown in *red*.

4. The *Priority* field value is set by the system (*1* = high, *5* = low). The Implementation Task Force can allocate a higher or lower priority to the activity.

5. The *Target Stage* drop-down list displays the stage in which the activity has been defined (e.g. ‘2ST1: 5S Readiness Check’ is in Stage 2). You can, however, expedite or delay activities by manually selecting a different stage. For example, an organisation may want to start with a sophisticated intervention, such as *Six Sigma*, during Stage 2 instead of Stage 3 in order to generate quick wins. Another example could be a specific *Stop 'n Think* that is delayed for later consideration.
   
   **Note:** When sorting up to a particular stage in the *Activity Plan* pane, activities for later stages are not displayed, but they are still part of the plan. You can select a later stage in the filter in order to view activities associated with later stages.

6. The *Comment* field is used for any additional comments or instructions regarding the activity. For example, you may wish to comment that it will be done during the annual shutdown period or combined with another activity.

7. A *Summary* of the activity is displayed at the bottom right of the *Activity Planning Details* pane. This is a brief description of the activity itself.
**Step 4**

After entering the planning details, click the **Save** button. The updated activity details are displayed in the **Activity Plan** pane.

Much like action items, process steps can also be edited. The following fields are editable for process steps:

- Start Date
- Target Date
- Responsible
- User %
- Comment

**Note:** Values entered for the **User %** for process steps update the overall **User %** for the ‘parent’ action. You cannot attach PoE documents to process steps.
Add Portfolio of Evidence Documents to a Plan

After implementing some plan activities, it is important to provide evidence to prove that the activity has been carried out. This could include items such as comments, meeting minutes, presentations, photographs or web pages.

You can attach files, comments and URLs to individual Stop ‘n Thinks and Implementation Actions. These items are known as Portfolio of Evidence (PoE) documents. These are specific to the plan for the area in which they were added. Each area's plan therefore has its own Portfolio of Evidence.

Some of these documents may be relevant to other areas in your organisation. If this is the case, your Best Practice Leader can add these to the Client Documents folder in the appropriate branch of the TRACC Platform document tree. These documents will be accessible to users browsing the document tree from the area in which they were added, or from any of its child areas. They are called Best Practice documents.

**Note:** You can also add PoE documents to assessments and assessment criteria. For more information on adding PoE documents in assessments, please refer to [Add Portfolio of Evidence documents to assessments](#).

To add a PoE document to a plan activity, do the following:

**Step 1**
Open an area's plan, then filter the plan in order to display it in the required format.

**Step 2**
The Activity Plan pane of the Planner includes a column of paperclip icons that link to the Activity Documents window for each activity. Click the blue paperclip icon (🔗) for an activity (a Stop ‘n Think or Implementation Action) to which you want to add the document.

**Step 3**
This opens the Action Item Documents window, which shows a tree view of any TRACC Templates (TRACCkit) and client documents already associated with the activity. Links to PoE documents are displayed in light blue text, whereas Best Practice document links are displayed in dark blue text.
**Step 4**
Right-click the *Client Documents* folder. To add a file, select *Add File* and browse for the file you want to upload. To add a comment, select *Add Comment* and enter the comment text. To add a web link, select *Add URL* and enter the URL or copy it from your web browser.

The Planner view shows if any documents are attached to an activity. For activities that have PoE or Best Practice documents attached, the blue paperclip icon has a page indicator (😟). A plain blue paperclip (😟) indicates that there are no documents attached.
Update a Plan

When you conduct new assessments, you need to update the plan to reflect those assessments. You can update a plan without losing any of the information that has previously been added or edited – only the TRACC Status (complete or incomplete) is affected. All other activity information remains the same, as long as you do not remove that TRACC from the plan. Any view which is filtered to show only those actions with an incomplete TRACC Status will change as a result of updating the plan.

If you update a plan to use another assessment made in the same TRACC version, all your user entries (e.g. Target Stage, Priority) are retained. For example, if the plan is based on a Teamwork (5.0.0) assessment conducted in January, and you select a Teamwork (5.0.0) assessment conducted in July, all the user entries for the Teamwork plan actions are retained. TRACC Platform merely updates the TRACC Status of the plan activities (complete or incomplete) based on the latest assessment.

In the following example, the implementation plan for the BOS Pack Line 1 area is updated using the latest assessments for the Leading and Managing Change, Environment, Health and Safety, and Teamwork TRACCs.

**Step 1**
Open the plan for a selected area, then right-click anywhere in the Planner and select Update.

**Step 2**
The Assessment Picker window opens, listing assessments that have been conducted for the selected area, sorted by TRACC version. Assessments that are already used as the basis for the plan are selected. Select the new assessments that you wish to use as a basis for the updated plan by selecting their checkboxes. You can only select one assessment for each TRACC.

*Note:* If you remove a TRACC assessment from a plan (e.g. a Teamwork assessment) without selecting a new assessment, you will lose those entries for that TRACC.
**Step 3**
Click the **Continue** button to update the plan. The plan is then updated. You can then filter by the TRACC actions that you wish to view.

**Step 4**
The following user entries are retained for each action item when you update:

- Target Stage
- Priority
- Responsible person
- Comment
- Target Date
- User %

**Step 5**
The updated list of recommended TRACC activities is displayed in the activity plan, ready for editing if required.

**Note:** All filter settings for the plan are reset when you update the plan. The **Status** filter also selects all incomplete TRACC activities as a default.
Delete a Plan

The *Delete Plan* function is useful if a plan and its related assessments have been made redundant. This could be due to a change in the area being assessed. The area may have been revamped, for example, or had new equipment installed. It may even have moved to a different physical location.

Only Super Administrators are permitted to delete plans. You should carefully consider the implications of deleting a plan, because a plan is irretrievable once it has been deleted. All associated Priorities, Responsibilities, Comments, Target Dates and User Status information will be permanently removed when you delete a plan.

If you are a Super Administrator, you can delete a plan as follows:

**Step 1**
Open the plan for a selected area.

**Step 2**
Right-click anywhere in the Planner and select *Delete Plan*.

**Step 3**
A confirmation dialog box opens. Click the **Yes** button to delete the plan or click the **No** button to continue using the plan.
**Step 4**

Once deleted, the plan is removed from the *Planner* view. You can then create a new plan based on the appropriate assessments.

If you are part of any other security group besides Super Administrators, the *Delete Plan* option will not be included as an option when you right-click in the Planner.
Export Plan Data to Microsoft® Office

In addition to exporting progress charts as images or PDF documents, TRACC Platform allows you to export plan data to Microsoft® Excel. You can then use Excel functions to process the information further as required.

Please note that in order to export files to Microsoft® Office, you need to configure certain Trusted Site settings in Internet Explorer. For more information on these settings, please refer to the TRACC Platform v5.7 FAQs, which can be found under the SUPPORT tab in TRACC Platform.

Export a Plan

If you prefer to manage your activity plan outside TRACC Platform, you can export the activity list to Microsoft® Excel or Microsoft® Project. To do this, you perform the following steps:

**Step 1**
Open an area's plan, then filter the plan to display it in the required format.

![Filter Criteria](http://demo.digitracc.net/...)

The exported data includes only those activities you've filtered using the Status filters.

**Step 2**
Right-click anywhere in the Planner and select Export Plan (MS Project) or Export Plan (MS Excel).

**Step 3**
The Filter Criteria dialog box opens. You can choose to include or exclude process steps in the export by selecting or clearing the Show Process Steps checkbox. Click Export to export the file.
Step 4
A progress dialog box indicates the export progress. If you export to Microsoft Project, the project plan automatically opens and can then be further edited and refined using the standard Microsoft Project functions.

If you export to Microsoft Excel, the spreadsheet automatically opens and can then be further edited and refined.

Note: An export to Microsoft Project includes only the activities. Start and end dates are excluded from the export.
Export a Planner Gap Report

You can export a Gap Report for one or more existing plans to show the TRACC Status (complete or incomplete) for each plan activity.

To compare plans for different areas, e.g. sites or plants, perform the following steps:

**Step 1**
Choose the areas you want to analyse by selecting the checkbox next to each area name in the Area Tree pane.

**Step 2**
Right-click anywhere in the Planner and select Export Gap Report (MS Excel).

*Note:* It is irrelevant which area's plan you are viewing when you export, or even if the selected area has a plan or not. The Gap Report will include only the areas you chose in Step 1.

**Step 3**
The Filter Criteria window opens. You can run the Gap Report for all TRACCs, or select a specific TRACC from the TRACC drop-down list.

**Step 4**
From the Stage drop-down list, select the target stage you wish to use for the Gap Report, and then click the Export button.
Step 5
The *Gap Report* opens in Microsoft® Excel. It shows which activities have a complete or incomplete TRACC status for each area.

Note: The Gap Report indicates the TRACC status for each activity. It does not display each activity's User % status.
Export a Plan as a Gantt Chart

You can export the implementation plan as a Gantt chart indicating the scheduled start and end dates of all actions for which start and end dates have been specified, as well as their completion status.

Note: The exported chart includes only those TRACC stages that are currently displayed in the Activity Plan pane. All activities in those stages are displayed in the chart, regardless of whether they have a complete or incomplete TRACC status, or whether they have start or target dates.

To export a plan as a Gantt chart, perform the following actions:

Step 1
Right-click anywhere in the Planner and select Export Gantt Chart (MS Excel).

Step 2
A dialog box opens that displays the progress of the export. If the area you have selected is subscribed to many TRACCs, this may take a few minutes. You can cancel the export by clicking the Cancel button or closing the dialog box.

Step 3
The exported Gantt chart opens in Microsoft® Excel. You can browse and sort it using the Microsoft® Excel controls.
Measure Performance Improvement

TRACC’s primary function is to assist organisations in measuring and improving *best practices*. In order to assess whether practice improvements result in improved *bottom line performance*, you need to be able to compare best practice and performance improvement.

Functionality has been built into TRACC Platform that allows users to enter performance data and compare this with progress in the TRACC practices.

The comparison is made per area and is displayed graphically as a *Performance Practice Matrix*.

Practices are measured on the X axis. This data is generated from the TRACC assessments conducted in TRACC Platform.

Performance is measured on the Y axis. This is entered based on measures taken in the workplace.
KPI Values

Key Performance Indicators (KPIs) and KPI categories are defined by your TRACC Platform administrators, and are appropriately assigned to the areas in your organisation. You use the available KPIs to capture performance statistics about your organisational area.

Entering performance data in the form of KPI values is a prerequisite to reporting on them and drawing performance-practice correlations.

When working with KPI values, you can:

- Add KPI values
- Edit KPI values
- Convert KPI values to target or baseline values
- Delete KPI values

Add KPI values

KPI values have both date and area attributes. For example, if you enter the 'Packaging Yield' KPI as 95%, the value refers to a certain day (e.g. 28/02/2015), and to a certain organisational area (e.g. 'Detroit Factory').

Step 1

In the Area Tree pane, select the area where you would like to add KPI values. Then click the Performance tab to open the KPI List view.

Step 2

Right-click anywhere in the KPI List pane and select Add KPI values. The Add KPI Value window opens.
**Step 3**
To select a date for the KPI values you wish to add, click the **Calendar** button and select a date from the pop-up calendar.

![Calendar button](image)

**Step 4**
Click the **Search** button to establish whether any KPI values have been entered for the selected area on the specified date.

**Note:** You cannot enter more than one value for an area's KPI for the same date.

**Step 5**
All KPI definitions linked to the area are listed, along with their ranges. TRACC Platform searches for KPI values that have already been entered for the area on the selected date, and displays these values if there are any.

**Step 6**
Type the values for each KPI definition in the **KPI Value** column. You do not need to enter values for all KPIs linked to the area, as other KPI values for the selected date can be added later. Click the **Save** button to save your entries.

![Add KPI Value](image)

TRACC Platform will warn you if you enter a value that falls outside the range specified for the KPI definition. If you want to allow the value to be saved despite it being outside the range, click the **OK** button. When extracting reports, such values are equated to the closest range limit. For example, if your range is 45 (Stage 1) to 95 (Stage 5), and the value entered is 96, the value will be plotted as Stage 5 in any reports that are generated.
Step 7
In the KPI List pane, select a KPI definition for which you have added a value. In the KPI details pane, select the Values tab. All KPI values entered for the selected organisational area are displayed.

A stage value is also calculated for the KPI, based on the stage rules set when the KPI was defined. In this example, the value of 60 entered for the ‘OTIF’ KPI has resulted in a stage value of 3.50.

Note: There may be multiple values entered for the KPI, for different dates. The Latest Stage displayed in the KPI list is based on values added for the latest date.
Edit KPI Values

KPI values recorded for an area can be edited. You can edit all KPIs entered on a specific date.

**Step 1**

In the **KPI List** pane, select one of the KPI definitions for which a value must be edited, then select the **Values** tab in the **KPI Details** pane. All values entered for the KPI are listed, ordered by the date in which they were entered.

To edit a KPI value click the **blue arrow** icon (→) in its row.

**Step 2**

The **Edit KPI value** window opens, listing all KPI values entered on the same date. The following details are displayed for each KPI value:

- The original KPI value entered – which is editable
- The resulting value percentage, indicating where the value falls within the KPI range
- The resulting stage value, based on the stage rules set in the KPI definition

**Step 3**

Edit one or more of the KPI values as required, then click the **Save** button to save your changes.

The updated KPI values are then displayed on the **Values** tab in the **KPI Details** pane.
KPI value types
There are three KPI value types:

- Normal values – When you add a KPI value, it is a normal value by default.
- Baseline values – You can convert normal values to mark them as baseline values.
- Target values – You can convert normal values into target values. These values are not used in reports unless you specifically include them.

To convert a normal KPI value to a target or a baseline value, you do the following:

**Step 1**
In the KPI List pane, select a KPI definition for which a value must be converted, then select the Values tab in the KPI Details pane. All values entered for the KPI are listed.

Right-click the value you wish to convert and select ‘Convert KPI Value to Target’ or ‘Convert KPI Value to Baseline’.

**Step 2**
The KPI value is displayed with a new page icon in the KPI Details pane. A blue page icon indicates a target value and a red page icon indicates a baseline value.
Delete KPI Values

Any KPI values recorded for an area can be deleted.

**Step 1**
In the *KPI List* pane, select one of the KPI definitions for which a value must be deleted, then select the *Values* tab in the *KPI Details* pane.

To delete a KPI value, click the **red-cross** icon in its row.

**Step 2**
The *Delete KPI Value* window opens. Click the **Yes** button to delete the KPI value.

The updated list of KPI values is displayed on the *Values* tab in the *KPI Details* pane.
Run a Performance Data Check Report

To ascertain which KPI value data is available, you can generate a *Performance Data Check Report*. The check report shows the values closest to the specified date, for all child areas of the selected area. This is useful for finding out which areas have existing data.

**Step 1**
In the *Area Tree* pane, select the area for which you wish to run the report. Then click the *Performance* tab to open the *KPI List* view.

**Step 2**
Right-click anywhere in the *KPI List* pane and select *Run performance data check report*.

**Step 3**
The *Performance Data Check Report* window opens. Select the KPI definition on which you would like to report (e.g. ‘Availability’) from the *KPI* drop-down list. Alternatively, select *All* to run the report for all KPIs at once.

**Step 4**
To select a date range for the KPI values to be included in the report, click the *Calendar* buttons and select *Date From* and *Date To* values from the pop-up calendars. The *Date To* field defaults to the current date.

**Step 5**
Click the *View Report* button to generate the report.
**Step 6**
The report information is displayed in the *Report Result* area. The top of the report lists the KPI(s) you included in the report – either an individual KPI or all the KPIs available in the selected area.

The area structure indicates where values exist for the specified date range and KPI(s).

In this example there is no ‘Availability’ KPI value in the specified date range for the ‘DET Preparation’ area, but one does exist for the ‘Detroit Factory’ area.

![Performance data check report](image)

**Step 7**
Values are shown for any areas where they exist. The area nodes in the report can be expanded and collapsed. Click the plus sign (+) next to an area name to expand it (i.e. to see its child areas). Click the minus sign (−) to collapse or hide them. This is useful when you are working with many areas or many sublevels.

You can also expand or collapse all nodes at once by clicking the **Expand All** or **Collapse All** buttons.
Reporting

To access Reports, click the Reporting tab under the TRACC Platform main tab.

- The following standard reporting functions are available on this tab:
  - Performance Practice Matrix
  - Practice Matrix
  - Dashboard
  - Assessment Scores
  - TRACCs Per Six Months

You can also access the Charts menu from the Reporting view, in order to draw a Consolidated Progress Chart, Combined Progress Chart or Combined Consolidated Progress Chart.

Once your organisation's Key Performance Indicators (KPIs) have been defined, you can work with performance data in TRACC Platform and generate Performance Practice Matrix (PPM) reports. Before you attempt to draw these PPM reports, ensure that your TRACC Platform administrator has set up the following:

- Performance categories – typical categories are 'Productivity', 'Quality', 'Cost', 'Delivery', 'Safety', 'Environment' and 'Morale' (PQCDSEM).
- KPI definitions in each performance category, e.g. 'Defects per Shift' ('Quality') or 'Units per Hour' ('Productivity').
- KPI links to areas – decide in which areas of the plant structure the various KPI definitions are relevant.
- KPI weightings – decide which KPIs should carry more weight in reports
The Performance Practice Matrix

The Performance Practice Matrix correlates TRACC assessment data (practice) and KPI values (performance). You can generate the report for any combination of KPI definitions and TRACCs where data exists, but you need to manually select which TRACCs and KPIs you want to correlate.

You can compare performance and practice for an area over different times to show progress, or you can compare different areas of your organisation.

The Performance Practice Matrix displays points in the form of a graph, where each point represents the performance and practice scores for a particular area on a specified date.

The X coordinate of a point in the graph indicates the practice score, where the maturity scores for the selected TRACCs are aggregated using equal weightings.

The Y coordinate of the point indicates the performance score. You can view either the weighted average of the KPIs or the stage scores for individual KPIs. The values for the selected KPIs are aggregated using the KPI weightings specified within each area. If you have not changed the default weightings, they are weighted equally.

You can also view a detailed grid of the data behind the graph. The grid lists the individual scores for each KPI and TRACC.
Derive a Performance Practice Matrix

In the following example, a Performance Practice Matrix is generated for the ‘Detroit Factory’ area over a specified period. It rates performance improvement using the ‘Packaging Yield’, ‘Overall Equipment Effectiveness’ and ‘First Time in Spec’ KPIs, and practice improvement is rated using seven TRACCs: LMC, EHS, 5S, VM, FI, AC, and QU.

**Step 1**

To access reports, click the Reporting tab under the TRACC main tab. The Performance Practice Matrix pane opens on the right, along with the KPI Picker and the TRACC Picker.

**Step 2**

In the Area Tree pane, select the checkbox next to the name of the area you would like to report on. You can select multiple areas to compare, but do so with caution – performance measures are often not comparable across sites. Even if the area you are reporting on is currently highlighted, you still have to select the checkbox next to the area name.
**Step 3**
Use the *KPI Picker* to choose which KPIs you want to include in the aggregated performance score. Select the checkboxes next to each KPI you wish to include. The KPIs are grouped by performance category. Click the plus sign (➕) next to a category name to expand it or click the minus sign (➖) to collapse the category. You can select or deselect all the KPIs in a particular category by selecting or clearing the checkbox next to the category name.

*Note:* The *KPI Picker* only lists KPIs linked to the area you have highlighted in the *Area Tree* pane. Your organisation may have many KPIs in each performance category, so this enables you to quickly select KPIs relevant to the highlighted area. If you select a KPI that does not have values entered for the chosen area, the chart will still be generated, but TRACC Platform informs you that the chart has been drawn from partial data (see *Step 8*).

**Step 4**
Use the *TRACC Picker* to select TRACCs to include in the aggregated practice score. Select the checkbox next to each TRACC you wish to include. You can also select all TRACCs by clicking the *Select All* checkbox.

<table>
<thead>
<tr>
<th>KPI Picker</th>
<th>TRACC Picker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>Leading and Managing Change (5.0.50)</td>
</tr>
<tr>
<td>Packaging Yield</td>
<td>Environment, Health and Safety (5.0.50)</td>
</tr>
<tr>
<td>Environment</td>
<td>Teamwork (5.0.50)</td>
</tr>
<tr>
<td>Productivity</td>
<td>5S (5.0.50)</td>
</tr>
<tr>
<td>Availability</td>
<td>Visual Management (5.0.50)</td>
</tr>
<tr>
<td>Overall Equipment Effectiveness</td>
<td>Focused Improvement (5.0.50)</td>
</tr>
<tr>
<td>Quality</td>
<td>Autonomous Maintenance (5.0.50)</td>
</tr>
<tr>
<td>First Time in Spec</td>
<td>Asset Care (5.0.50)</td>
</tr>
<tr>
<td>Quality Rating</td>
<td></td>
</tr>
</tbody>
</table>

**Step 5**
Specify a date range for the report. In the *Period* section of the *Performance Practice Matrix* pane, select dates for the *Date From* and *Date To* fields by clicking the *Calendar* buttons.

By default, the *Date To* field displays the current date. If you use this, the report looks for the latest KPI values and TRACC assessments up to the current date.
**Step 6**
In the *Assessment Type* section, select the assessment types you wish to include by checking the relevant checkboxes. The report always chooses the latest assessments during the period specified and within the selected assessment types.

For example, if baseline and normal assessments are allowed, the latest assessment for a specified organisational area could be a normal or baseline assessment. At site level, most assessments that represent the site maturity will be *derived* assessments.

**Step 7**
The *Weighted average* checkbox in the *Performance Practice Matrix* is selected by default. If you leave this checkbox selected, the results of the matrix will show the weighted average of the selected KPIs (performance) and the average of the selected TRACCs (practice).

Click the **Run** button to generate the report.

**Step 8**
TRACC Platform plots a point on the graph to represent the organisational area you selected. This indicates the aggregated practice scores for the selected TRACCs and performance scores for the selected KPIs, whether complete data is available or not.

The system displays a 'Chart drawn from partial data' message if some data is unavailable. This may happen if you have selected a specific KPI for the report, but no values for that KPI have been entered.
**Step 9**

To ascertain which data is missing, click the **Show Data** button.

The **Show Data** chart displays the performance and practice scores for the organisational area, indicating missing data with a tilde symbol (~).
Step 10
Hover your mouse cursor over the point in the matrix to view the performance and practice scores for the organisational area.
Compare scores over more than one period

You can run the Performance Practice Matrix using more than one period, in order to show progression.

To do so, add a new date range by clicking the green plus icon. Additional Date From and Date To fields are displayed, where you can select dates for the new period.

The following Performance Practice Matrix displays the weighted average of the selected KPIs and the average score of the selected TRACCs at the end of two defined periods.

The Show Data chart displays all of the KPI and TRACC scores for both periods.
Compare individual KPIs over time

In addition to showing improvement in the weighted average of particular KPIs over time, the *Performance Practice Matrix* enables you to see how those KPIs compare with each other.

If you clear the *Weighted average* checkbox, the KPIs are plotted individually on the graph with their performance stage values. Therefore, if you select three KPIs, three points will be plotted on the graph for each period when you run the matrix.

The following *Performance Practice Matrix* shows the difference in performance scores between two periods for each of the three KPIs selected. The average practice (TRACC) scores at the end of both periods are displayed as before.

The *Show Data* chart lists the individual and weighted KPI scores (as well as the TRACC scores) at the end of both periods.
Compare multiple areas

You can use the Performance Practice Matrix to compare performance data across different areas.

When comparing plants or factories it is sometimes difficult to draw realistic comparisons. The use of different technologies, complexities across measures, different product mixes, customers, geographies and platforms all make comparisons less meaningful. It is recommended that you only compare sites or departments that are very similar to each other and that demonstrate relatively mature implementations.

Select multiple areas

You can select the areas you would like to report on in various ways:

- Manually select the checkboxes next to the area names in the Area Tree pane.
- Use the Levels below drop-down list on the right-hand side of the Performance Practice Matrix pane to specify that the report should be generated for areas a number of levels below the area you have selected in the Area Tree pane.
- For example, if you wish to report on areas two levels below the ‘North America’ area, select ‘North America’ in the Area Tree pane and then select ‘2’ from the Levels below drop-down list. This automatically selects the checkboxes next to the areas which are two levels below the ‘North America’ area, namely, the factories.
- Use the **Filter by** drop-down list in the **Area Tree** pane to filter by area category. This automatically selects the checkbox next to the area name of each area belonging to the selected category.

When you run the matrix, it will then display the performance and practice scores for the selected areas.
## The Practice Matrix

The *Practice Matrix* allows you to view best practice scores across multiple areas for selected TRACCs and for individual TRACC themes, as well as to gauge overall practice maturity for an area.

### Practice Matrix

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Packaging (2.04)</strong></td>
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<td>**BevCom (Pt.) Ltd</td>
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<td><strong>Coffee Factory</strong></td>
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<tr>
<td>LMC [5.05] (1.82)</td>
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<tr>
<td><strong>1. Vision and Strategy</strong></td>
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<td><strong>2. Leadership</strong></td>
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<td><strong>3. Inclusivity</strong></td>
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<td><strong>4. Change Processes and Struct...</strong></td>
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<tr>
<td><strong>5. Risk Management</strong></td>
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<tr>
<td><strong>6. Information Sharing</strong></td>
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<td><strong>7. Organisational Structure</strong></td>
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<td><strong>8. People Development</strong></td>
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<td><strong>9. Support Systems</strong></td>
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<tr>
<td><strong>10. Outcomes and Results</strong></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>TW [5.05] (2.68)</td>
<td></td>
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<tr>
<td><strong>1. Strategy</strong></td>
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<tr>
<td><strong>2. Team Targets</strong></td>
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<tr>
<td><strong>3. Team Dynamics</strong></td>
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</tr>
</tbody>
</table>
Derive a Practice Matrix

In the following example, a *Practice Matrix* is generated for two packaging lines.

**Step 1**
Click the *Reporting* tab.

**Step 2**
Select *Practice Matrix* from the drop-down list at the top right of the screen.

**Step 3**
Select the area, or multiple areas, on which you would like to report:

To select the areas you can:

- Manually select the checkboxes in the Area Tree pane
- Use the Levels below drop-down list in the Practice Matrix pane
- Use the Filter by drop-down list in the Area Tree pane to select all areas in a specific area category

To select areas manually, select the checkboxes next to the area names in the *Area Tree* pane. Use this method if you want to report on only a few areas, or if the areas are spread over different area categories or various levels in the area tree.

*Note:* Area selection relies on the checkboxes. Even if you are only reporting on one area and it is currently highlighted, you still have to select the checkbox next to the area name.

To select all areas a certain number of levels below the area highlighted in the *Area Tree* pane, select the required number of levels from the *Levels below* drop-down list on the right of the *Practice Matrix* pane.

For example, if you wish to report on areas two levels below the 'BevCom (Pty) Ltd' area, ensure that 'BevCom (Pty) Ltd' is highlighted in the *Area Tree* pane and then select 2 from the *Levels below* drop-down list. This automatically selects the checkboxes for areas two levels below 'BevCom (Pty) Ltd'.

To select areas that belong to a specific area category, select the relevant category from the *Filter by* drop-down list at the top of the *Area Tree* pane.

This automatically selects the checkbox next to the area name of each area belonging to the selected category.
Step 4
Use the TRACC Picker in the Practice Matrix pane to select TRACCs or individual themes to include in the overall practice score. Select the checkboxes next to each TRACC or theme you wish to include. You can also select all TRACCs (including all their themes) by selecting the Select All checkbox.

Click the plus sign (++) next to a TRACC name to expand the themes inside that TRACC, or click the minus sign (−) to hide the themes. To select or deselect all the themes for a particular TRACC, select or clear the checkbox next to the TRACC name.

Step 5
Specify a date range for the report. In the Period section of the Practice Matrix pane, select dates for the Date From and Date To fields by clicking the Calendar buttons.

By default, the Date To field displays the current date. If you use this, the report looks for the latest TRACC assessments up to the current date.

Step 6
Click the Run button to generate the report. You can then choose more display options.
Step 7
In the Assessment Type section, you can choose assessment types to include by selecting their checkboxes. The report always chooses the latest assessments during the period specified, within the assessment types you have selected.

For example, if baseline and normal assessments are allowed, the latest assessments for a specific area could be normal assessments, while the latest assessments for another area could be baseline assessments.

The chart indicates the assessment type by means of an icon next to the TRACC name. Colours are used to differentiate between baseline assessments (red), normal assessments (black and white), ad-hoc assessments (grey), target assessments (blue) and derived assessments (green).

Step 8
In the TRACC Summary section, select the checkboxes to specify whether you would like to show minimum, maximum or average values, or any combination of these.

- If you choose to display only the minimum TRACC summary, the Practice Matrix displays the minimum theme scores per TRACC.
- If you choose to display only the maximum TRACC summary, the Practice Matrix displays the maximum theme scores per TRACC.
- If you choose to display only the average TRACC summary, the Practice Matrix displays the average of all theme scores per TRACC.

You can also select any combination of TRACC summaries for the Practice Matrix display.

The minimum, maximum and average theme scores per TRACC are represented as follows:

- Minimum – light blue
- Maximum – dark blue
- Average – green

Note: Standard assessments (whether they are baseline, normal or target assessments) will not show minimum or maximum scores per theme. You can, however, display minimum or maximum scores per theme for derived assessments.
Step 9
In the Visual Representation section, select the checkboxes to indicate whether you would like to see TRACC or theme information, or any combination of these selections.

- If you choose to display only the Area, the Practice Matrix displays a summary of each area you selected for the report.
- If you choose to display only the TRACC, the Practice Matrix displays a summary of each TRACC you selected for the report.
- If you choose to display Themes, the Practice Matrix displays a summary of each theme you selected for the report.

You can select any combination of visual representations for the Practice Matrix. The minimum, maximum and average theme scores for each area are also displayed in light blue, dark blue and green, respectively.

Note: If any requested values are not displayed, that is because they are not available. For example, if you select two TRACCs for an organisational area and only one TRACC is displayed, that means the other TRACC has not been assessed in that area.
**Step 10**

You can export the Practice Matrix as a PDF by right-clicking anywhere in the *Practice Matrix* pane and selecting *Export to PDF*.

The Practice Matrix displays in PDF format.
The Dashboard Report

The TRACC Platform Dashboard report assists managers and Area Facilitators with monitoring and reporting on TRACC maturity within and across plants. The dashboard uses preconfigured reports from Microsoft® Reporting Services, which can be exported into various formats. The reports are regularly synchronised to include new and updated assessments.

The dashboard calculates maturity ratings for a selected organisational area and all its child areas, provided that they contain baseline or normal assessments. Derived assessments and target assessments are excluded from the calculations because they do not reflect existing TRACC maturity. The report refreshes if you navigate to a different area.

Note: Maturity ratings are calculated using the latest available assessments for all TRACCs. When comparing areas, be aware that some areas may have assessments for many TRACCs, while other areas may only have assessments for a single TRACC.

To display the dashboard, first select the area in the area tree for which you wish to view the report. Then select Dashboard from the drop-down list at the top right of the screen.

Top 5 Area Maturity Ratings

The Top 5 Area Maturity Ratings chart shows the areas with the top five overall maturity ratings across all available TRACCs. Only the latest available assessments are used for calculating the maturity ratings.

The bars represent the maturity ratings. Hover your mouse over the bars to see the exact maturity rating and area path for each area.
Bottom 5 Area Maturity Ratings

The *Bottom 5 Area Maturity Ratings* chart shows the areas with the bottom five overall maturity ratings across all available TRACCs.

The bars represent the maturity ratings. Hover your mouse over the bars to see the exact maturity rating and area path for each area.

**Area Maturity Ratings Scatter Diagram**

The scatter diagram shows the maturity rating for all areas that contain baseline and normal assessments, within the selected area.

Each of the data points represents an area. Hover your mouse over the data points to see the exact maturity rating and area path for each area.
Assessment Scores

The Assessment Scores function generates a pivot table that displays all assessment scores for areas in the organisation.

To display the Assessment Scores pivot table, click the Reporting tab under the TRACC main tab and then select Assessment Scores from the drop-down list at the top right of the screen.

The pivot table displays assessment scores for all areas within the selected area. If you select the root area, all assessment scores for the entire organisation are displayed. These scores are aggregated for parent areas and are grouped per TRACC.

Scores displayed are for the latest available assessments within a six-month period. You can expand the organisational areas to see the individual assessment scores for each implementation area.

Leaf nodes (bottom areas in the Area Tree) are first used to populate the scores. Any scores reflected for a parent node will be the average of the leaf node scores, even if there is an assessment in the parent node for the same period.

If there are no assessments in leaf nodes, the report will look for the next available assessment further up the area tree hierarchy.
Reporting 141

TRACCs Per Six Months
The *TRACCs Per Six Months* charts allow you to compare TRACC maturities over intervals of six-months.

To display the charts, first select the area in the area tree for which you wish to view the reports. Then select *TRACCs Per Six Months* from the drop-down list at the top right of the screen.

Average TRACC Maturity Ratings Per Six Months (By Time)
The *Average TRACC Maturity Ratings Per Six Months (By Time)* chart displays derived values for the selected area, showing TRACC maturities grouped in six-month periods. The latest available normal or baseline TRACC assessments for leaf nodes are used to calculate the derived values.

The colour-coded bars represent the maturities for each TRACC, as shown by the legend below the chart. Hover your mouse over the bars to see the derived maturity rating for each TRACC for each six-month period.
Average TRACC Maturity Ratings Per Six Months (By TRACC)

The *Average TRACC Maturity Ratings Per Six Months (By TRACC)* chart displays derived values for the selected area, showing how individual TRACC maturities have developed over each period of six months.

The colour-coded bars represent the maturities for each TRACC, as indicated directly below the chart. Hover your mouse over the bars to see the derived maturity rating for each TRACC for each six-month period.
The Document Tree

The *document tree* displays TRACC content in a structured way. It also contains any customised documents uploaded as Best Practice documents by the Best Practice Leaders in your organisation. The default TRACC content supplied with your TRACC Platform installation is static and cannot be edited.

Overview

To access the document tree, click the *DOCUMENTS* tab. This opens the *Document Tree* pane, which displays TRACC documentation ordered according to:

- TRACC suite (e.g. Operations, Supply Chain)
- TRACC version number (e.g. 5.0.0, 4.0.0)
- TRACC category (e.g. Foundation, Pillar) if applicable
- TRACC name (e.g. *Teamwork*, *Asset Care*)

Directly below the *DOCUMENTS* tab, you can select which TRACC suites are displayed in the *Document Tree* pane. To view only the TRACCs for a particular suite, click the corresponding suite button. Alternatively, click the *All Suites* button to view all suites.

The documents are stored in nested folders for each suite, TRACC and stage. Within each stage folder, subfolders contain documents associated with each Stop ‘n Think and Implementation Action belonging to that particular stage.
Your organisation's Best Practice Leaders can upload documents – files, internet links or comments – that are specific to the organisation. These are stored in individual Client Documents folders under each TRACC, Stage, Stop 'n Think and Implementation Action.

If your organisation has not subscribed to a specific TRACC or some TRACC stages, links to these TRACCs or stages are deactivated in the Document Tree pane and displayed in red. The assessment template for a TRACC is also not available if your organisation is not subscribed to any of the stages for that TRACC, although the TRACC Introduction and Overview are still available.
Note: Although your access to certain organisational areas in the area tree may be limited, the Document Tree does not limit access to specific TRACCs, Stages, Stop ‘n Thinks or Implementation Actions. However, you might not always be permitted to upload documents to the document tree.

Client documents are divided into two categories: Portfolio of Evidence (PoE) documents and Best Practice (BP) documents.

Portfolio of Evidence (PoE) documents
These are files, comments or URLs that are added to assessments or to individual assessment criteria while you conduct an assessment for an area, or to planner activities while capturing your implementation progress. They are associated with a particular area in the TRACC Platform area tree.

PoE documents are not visible in the Document Tree pane. You can add and edit them only from the Assessor and the Planner for the area with which they are associated.

TRACC Platform displays the names of PoE documents in light blue text to distinguish them from BP documents and the rest of the TRACC documentation.

Best Practice (BP) documents
Best Practice Leaders can upload documents to the document tree. They can add files, comments and URLs to any of the Client Documents folders in the document tree. They can also add documents to assessments and assessment criteria through the assessment template, which is located at the top of each TRACC folder in the Document Tree pane. These are collectively called Best Practice (BP) documents.

Like PoE documents, they are associated with an area. They can be viewed by anyone browsing the document tree from the area to which they were added or from any of its child areas, but not from any other areas in the organisation.

- The documents attached to an assessment template are accessible to anyone conducting the assessment within those areas.
- The documents attached to a Stop ‘n Think or an Implementation Action are accessible to everyone working on those activities in the plans for those areas.

Best Practice Leaders can also reword specific criteria to suit organisational requirements. This is done by editing the assessment template from the document tree. The customised criteria text is visible to everyone conducting that particular assessment, regardless of their organisational area.

TRACC Platform displays the names of BP documents in dark blue text to distinguish them from PoE documents and the rest of the TRACC documentation.

For more information on customisation features for Best Practice Leaders, please refer to the TRACC Platform v5.7 Administrator and Best Practice Leader Guide.
Navigate the document tree

From the document tree, you can access assessment templates as well as information on TRACCs, Stages, Stop ‘n Thinks and Implementation Actions. You can also access any available TRACC Templates (TRACCkit) documents.

The General documents folders are available for Best Practice Leaders to store documents for global implementation that are not specifically related to a TRACC, such as Master Implementation Plan documents. These General documents folders are located at the top of each TRACC suite folder.

Step 1
Click the Documents tab. The Document Tree pane displays all the TRACCs for which your organisation is licensed. If your organisation is not licensed to particular TRACCs, you can only view the TRACC Introduction and Overview of those TRACCs.

You can toggle between viewing all TRACC versions and viewing only the latest versions. To see all TRACC versions, click the Show All TRACC Versions link at the top right of the Document Tree pane. If you are currently viewing all versions and you want to see only the latest versions, click the Show Latest TRACC Versions link.

Note: It is possible to change the default document tree view to show either all versions or the latest version only. This needs to be configured for your TRACC Platform implementation on request.
Step 2
You can expand and collapse nodes in the Document Tree pane to show or hide the contents of folders. Click the plus sign (➕) next to the folder name to expand the folders for TRACCs, Stages, Stop 'n Thinks and Implementation Actions. Click the minus sign (➖) to collapse the folders.

Step 3
To open a document, double-click the document name. The document, which may consist of a number of pages, opens in Adobe™ PDF format in a new window. You navigate through the document using the normal PDF controls.
Search for a document

There is a search field in the TRACC Platform banner, next to the Current View Settings and Logout icons. You can enter keywords or key phrases in this field and click the Search button to conduct a detailed search for any documentation that matches the search criteria. Pressing the Enter key on the keyboard also initiates the search.

You can use punctuation marks to define advanced search terms similar to those used by Internet search engines:

- **Single term search** – If you enter search terms with no punctuation, the results include documents that contain any one of the search terms. For example, the search text `site management` would return all documents containing the word 'site', the word 'management' or both.

- **Phrase search** – If you enclose the search terms in double quotes, the results include only documents that contain the specific phrase between the quotes. For example, the search text "site management" would return only documents that contain the phrase 'site management'.

- **Wildcard searches** – You can use a question mark to represent a single wildcard character and an asterisk to represent multiple wildcard characters. For example, `wor?` would return documents containing 'work', 'word' or 'worm'. A search for `wor*` would include all these, but also documents containing 'worth' or 'worthless'. You can use these wildcard characters in the middle or at the end of a search term, but not at the beginning.

- **Fuzzy searches** – If you enter a tilde character (~) at the end of a search term, the search results include documents that contain words similar to the search term. This is useful in situations where variant spellings might exclude documents from the search. For example, the search text `hello~` would return documents containing 'hello', 'hallo' or 'hullo'.

The documentation search covers all client documents, TRACC manuals, maps and TRACC Templates (TRACCkit) documents for the subscribed TRACCs, but excludes training workshops.

The list of search results is ranked by relevance to the search criteria, with the best matches at the top. If you need to filter a large number of search results to include only documents in a particular format, such as from a particular TRACC, you can do so using the facets on the right-hand side of the search results window.
To open one of the search results, you click the View Item link.

The document, which may consist of a number of pages, opens in a new window.

Note: The facet functionality replaces the documentation search options used in previous versions of TRACC Platform, so you do not need to specify which TRACCs, stages and document types to include before beginning the search.
Standard TRACC Documentation

The Document Tree pane lists the following standard content for each TRACC:

- The assessment template, containing all assessment criteria
- A comprehensive introduction to the TRACC
- A summarised overview of the TRACC
- Information for each stage, including:
  - A stage overview
  - The detailed content of each Stop 'n Think
  - The detailed content of each Implementation Action
  - TRACC Templates (TRACCkit) relevant to certain stages, Stop 'n Thinks and Implementation Actions

This is static content and cannot be edited. However, all the detailed manuals (the content for each Stop 'n Think and Implementation Action) are in Adobe™ PDF format, so you can zoom, search and browse the documents easily.

Assessment template

The assessment template lists the assessment criteria for each TRACC, grouped by theme and by stage. Your Best Practice Leaders can add reworded criteria in the assessment template, and add Best Practice documents to the template to illustrate the criteria.

For more information on customisation features for Best Practice Leaders, please refer to the TRACC Platform v5.7 Administrator and Best Practice Leader Guide.
TRACC Introduction

The TRACC Introduction document is a comprehensive introduction to a TRACC and addresses the following questions:

- What is this particular best practice all about?
- What benefits does it provide to the organisation?
- How is it implemented?
- What obstacles can be expected during implementation?

TRACC Overview

This is a brief, summarised overview of the TRACC, consisting of a 'What and Why' description, as well as the TRACC's Maturity Matrix with its associated themes and stages.
Glossary of Terms
Each TRACC covers a specialised area of expertise, and in some cases they use technical or specialised terms that are not used in other TRACCs. In such cases, the TRACC material contains a Glossary of Terms document that defines these words and phrases.

Stage Overview
Each stage in a TRACC has a Stage Overview, which briefly describes the stage and illustrates it with a cartoon.
Stop 'n Think activities in each stage

Stop 'n Think activities relate to policy decisions that need to be made, or things that need to be considered as potential obstacles to the implementation. Each Stop 'n Think activity has a document providing details of the issues at stake, practical examples, tips and guidelines for decision-making.

Implementation Actions in each stage

Each Implementation Action has a document that provides an overview of the principles behind the activity, as well as practical examples, tips, exercises and guidelines for implementing the action.
TRACC Templates (TRACCkit) documents

TRACC Templates (TRACCkit) documents are included with TRACC Platform if your organisation has subscribed to particular TRACC stages. TRACC Templates (TRACCkit) folders contain files that help you to complete TRACC activities, such as checklists, tools, templates, case studies and examples.

These documents are located at either the stage or action level of the document tree. You can use them for reference when conducting assessments or implementing activities and you can edit them and save your version as a Portfolio of Evidence document.

**Note:** If a Stop ’n Think or Implementation Action has TRACC Templates (TRACCkit) documents provided for it, you can access these through the action items in the Planner. For more information on this feature, refer to the Access Activity Documents section of Edit a plan.

To locate a TRACC Templates (TRACCkit) document located at the action level, do the following:

**Step 1**
Expand the appropriate TRACC in the Document Tree pane, for example 5S.

**Step 2**
Expand a stage within the TRACC, for example Stage 2: Clear-up.

**Step 3**
Expand a Stop ’n Think or Implementation Action folder and locate an appropriate activity, for example 2IA1 Launch 5S.

**Step 4**
A green paperclip icon (☑️) next to a Stop ’n Think or an Implementation Action indicates that one or more TRACC Templates (TRACCkit) documents exist for the activity. Expand the action node.
Step 5
Expand the TRACC Templates (TRACCkit) folder to access the templates documents. Template file and folder names are shown in green text. To open or save a template document, double-click the document name.

Step 6
The File Download dialog box opens and you can choose to open or save the document. Click the Save button to save the document to your computer or network.

Step 7
The Save As dialog box opens. Browse to the folder where you want to save the document, then click the Save button. You can change the file name if you wish.

Step 8
When you open the locally saved copy of the document, you can edit its contents to suit your needs.

Note: The original TRACC Templates (TRACCkit) document remains in the document tree. This original document cannot be edited. However, you can upload your customised version of the document as a Portfolio of Evidence document in the Assessor or the Planner. Best Practice Leaders can then convert the Portfolio of Evidence document into a Best Practice document to make it more widely available if necessary.