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1. INTRODUCTION TO QUALITY EVALUATION SYSTEM (QES)

The Quality Evaluation System (QES) is a tool that provides to measure the consistency and compliance to Company Brand Standards.

To access the EMEA Intranet visit, http://emea.ihgoneteam.com/

You will see the login screen below. Login using your Username and Password.

Welcome to IHG OneTeam!

IHG OneTeam is a secured intranet site developed exclusively for InterContinental Hotels Group employees. This site looks best when viewed at an 800 x 600 or higher resolution. It works best on web browsers version 5 or higher.

OneTeam uses JavaScript and cookies. In order to use our site, your browser must support JavaScript and cookies, and you must have them both enabled.

Need Assistance?
For help configuring your browser, click here.
If you wish to create an OneTeam Account, click here.
If you forgot your OneTeam ID and/or password, click here.

Disclaimer: This site and the information contained herein is private and the property of InterContinental Hotels Group except as otherwise privileged by name and IP address. Use of this site constitutes your acceptance of the Site Agreement.
Once you have logged in successfully, you will then be presented with the first page of the Intranet, which will be your hotel homepage.

To access the Quality Evaluation System, you have to click on the **Operations & Standards** link on the left hand navigation.

You will be directed to the page with all the business applications listed. Scroll down and you will be able to find **Quality Evaluation System**.

Click to access the **Quality Evaluation System**, which will open in a new browser.
The following screen is what you will see when you access the application.

Brands are the assets of the company. A brand is a promise to our clients and an assurance of the delivery of the company’s products and services. Brand consistency is critical, without brand consistency, customers loose confidence in a brand and are unlikely to return from our hotels. Inconsistency in product and service delivery will negatively impact the likelihood to return to our hotels, cause a direct loss in revenues.

To make sure that we are meeting the guest expectations at any given time and improve our products and services continuously, we need to measure our performance to understand where and what we need to focus on to improve. Without accurate measurements, we not know that and “what doesn’t get measured, doesn’t get done!”

The Quality Evaluation System (QES) is a tool that provides to measure the consistency and compliance to Company Brand Standards. The QES System allows the users to conduct two different sets of audits:

**Full Annual Self-Audit**

The Full Annual Self-Audit is mandatory and needs to be completed once a year by all hotels and provides:

- Efficiently monitor the compliance to the essential Fire & Life Safety, Brand Specific, and Cleanliness & Condition Standards.
- Compliance levels are shared in a one-page Summary Report produced by the system.
- Benchmark the compliance scores to region-wide set thresholds.
- Automatically generates Management Action Plans (MAP) for sections that have compliance levels below threshold.
- Points out the amount of non-compliance standards to address in the MAP to reach the relevant threshold.
- Allows MAP to be completed and submitted on-line (to be submitted within 30 days of the actual audit date).
- Provides extensive reporting capabilities on deficiency/compliance reports including graphical data.
- Accumulate findings for historical and comparative purposes.

When the Full Annual Self-Audit has been completed and submitted, a one-page summary report will be automatically produced by the system that can be accessed by the user. In addition, a file containing the summary report will be sent to the appropriate functions for their review.

**Partial Self-Audit**

The Partial Self-Audit is optional and evaluates Condition & Cleanliness Standards only. This audit provides hotels with an on-line Management Tool for the ongoing auditing of the Cleanliness & Condition Standards in the hotel on a more frequent basis.

- Recommended to be performed quarterly.
- The data and results of these audits will remain unshared - for the use of the hotel only.
- Provides extensive reporting capability on deficiency/compliance reports including graphical data.
- Generates MAP for informal follow up.

The Partial Self-Audit will prove very helpful to monitor and improve Cleanliness & Condition Standards in conjunction with the QES System and Hotel Process/Remodeling efforts (TOP).

To enable you to study the standards that are audited for your hotel, please click the below link that allows you to view and print the standards audited. Please note that these checklists are only set up to give you an insight in the standards audited and are not the checklists that will be used for the official completion of the audit. View & Print Standards Audited for your Hotel.

You have to click on the **Click to Continue** button in order to proceed into the Quality Evaluation System (QES).
2. QUALITY EVALUATION SYSTEM AUDIT SUMMARY SCREEN

After you click on the **Click to Continue** button, the following screen will be shown.

You are able to perform and view 2 different types of Audits as required:

- **Full Annual Self Audits**
- **Partial Self Audits**

The hotel's information will be displayed on the top of the screen.

- **Audit**: Displays the name of the audit.
- **Audit Period**: Displays the period for the audit.
- **Status**: Displays the status of the audit. You will see either **Completed** or **Not Completed** audits. Audit is considered “Completed” when you have completed and submitted your checklist.

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• View: You can click on the Reports to view the Summary Report, Management Action Plan, Graphs & Bar Charts and other relevant reports upon completion of the audit.
3. STARTING THE AUDIT

When the Hotel has received the email notification to perform the Full Annual Self Audit, you have to click on the specific Audit to start the audit:

The Partial Self Audit can be performed at anytime once every quarter.

To start the New Audit, you will see the screen as shown below:

**Important Note**
Once they have submitted a Checklist, there will be no opportunity to amend the data anymore.
The next page will require your input related to the in "View & Print Standards Audited" section quantities or number of sections/areas/ and/or departments in your hotel. The inspection quantities that need to be entered are related to the number of checklists that will be set by the system for each section/area/and/or department. The list will vary by brand.

For example:

Guestroom Corridors/Floors/Stairwells relates to the number of guestroom floors of the hotel. So in case the Hotel has 3 floors, the Inspection Quantity to input = 3.

When the hotel has 5 Meeting Rooms, the Inspection Quantity to input = 5.

The audit requires that in total 10 guestrooms will be audited. The system will automatically adjust the guestroom and guest bathroom quantity "10" if a premium room type will be entered as "2". In the case that no premium room type is audited and "0" is entered, the Guest Room and Guest Bathroom quantity will be automatically adjusted to "0" by the system. The Disabled Access guest/bath room is also included in the adjustment.

When the User has entered all the Inspection Quantities in all the required fields, according to the Hotel specific setup, the user should click on submit to submit the Inspection Quantities.

The System will prompt the User to confirm and if necessary to review the Inspection Quantity again. Once the Inspection Quantity has been submitted, the user will not be able to make any more changes.

Please note:

Some section/areas are fixed in the system to "1" as there will be typically only 1 of those departments/areas in the hotel and only 1 checklist will be needed to audit the Department and/or area.

For example:

To enable you to study the standards that are audited for your hotel, please click the below link that allows you to view and print the standards audited.

Please note that these checklists are only set up to give you an insight in the standards audited and are not the checklists that will be used for the official completion of the audit.

Click on the **Click to Continue** button in order to proceed with the Audit. You will see the screen below:
Welcome QES Hotel User 1

Home > Audit Summary > Update Quantity

Update Quantity

Audit Description: Full Annual Self Audit 2005
Updated By: QES Hotel User 1
Date: 13 Jun 2005

Current GSS Index YTD Score:

Current Year Goal (Min):

Last Year's GSS Index YTD Score:

GSS Data input

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Version 1.1
Last Updated on: July 2007
In this Audit Details page, you will have to enter the 3 compulsory fields:

- **Current GSS YTD FY Score**: If there is no current GSS data available please enter "0"
- **Current GSS FY Target**: If there is no target GSS data available please enter "0"
- **Last Year’s GSS YTD Score**: If there is no last year’s GSS data available please enter "0"

If you did not enter these 3 compulsory fields as mentioned above, the System will prompt you to enter the fields as shown below:

- **Message for Current YTD FY Score**: If you did not enter the value for Current YTD Score, you will be prompted this message:

  ![Microsoft Internet Explorer window](image)

  **Please enter a numeric value for Current YTD FY Score.**

  Click the **OK** button and enter the Current YTD Score as required.

- **Message for Current YTD FY Target**: If you did not enter the value for Current YTD Target, you will be prompted this message:
Click the **OK** button and enter the Current YTD Target as required.

- **Message for Last Year YTD Score:** If you did not enter the value for Last Year YTD Score, you will be prompted this message:

Click the **OK** button and enter the Last Year YTD Score as required.

**Important Notes**

The GSS scores are related to the new GSS System that has been launched on 01 January 2004. Therefore, in case no GSS scores are available/applicable, the user should input "0" in the required fields.

**Inspection Quantity input (number of checklists per section/area)**

The Inspection Quantities that need to be input are related to the number of checklists that will be set by the system for each department/section and/or area. The list will vary by brand.

For example:

Guest Room Corridors/Floors/Stairwells relates to the number of guestroom floors of the hotel. So in case the Hotel has 3 floors, the Inspection Quantity to input = 3

When the hotel has 4 Public Restrooms, the Inspection Quantity to input = 4
The audit requires that in total 10 guestrooms will be audited. The system will automatically adjust the Guest Room and Guest Bathroom quantity to "9" if a premium room type will be audited as "1". In the case that no premium room type is audited and "0" is inputted, the Guest Room and Guest Bathroom quantity is automatically adjusted to "10" by the system. The Disabled Guest/Bath Room is also included in the adjustment.

**Important Notes**

Some section/areas are fixed in the system to "1" as there will be typically only 1 of those departments/areas in the hotel and only 1 checklist will be needed to audit the Department and/or area.

For example: Exterior Grounds, Exterior, Front Desk, Maintenance, Human Resources, Housekeeping & Laundry, Information Technology, Product Replacement Cycles

When you have entered all the Inspection Quantities in the required fields, according to the Hotel specific set up, you should click on **Submit** to submit the Inspection Quantities.

The System will prompt you to confirm and if necessary to review the Inspection Quantity again. Once the Checklist is submitted, you will not be able to make any more changes.
If you are sure that the data is accurate, click on the OK button to submit the Inspection Quantity. If you are not sure you can click Cancel to review the Inspection Quantity again.

When you click on the OK button, System will prompt you to confirm again if you want to proceed to update quantity. The following display below will be shown:

![Microsoft Internet Explorer dialog](image)

Are you sure you want to proceed update the quantity? Click CANCEL to double-check the quantity. Click OK to confirm.

If you are absolutely sure that the Inspection Quantity data is accurate, click OK button to submit the Inspection Quantity in the QES system.

The following display below will be shown after submitting the Inspection Quantity:

![Microsoft Internet Explorer dialog](image)

Qty has been updated. You can proceed with the evaluation.

OK
4. PRINTING OF CHECKLISTS

In the screen on the next page, you are able to start printing the checklists needed to perform the physical audit or so called "walkaround". All deficiencies found conducting the physical audit need to be noted in the hardcopy of the checklists.

**Important Notes**
To save time and costs and as many different printer types are available, the system will only print "1" checklist of each section/area. The total amount of checklists that are needed according to the Hotel set up of the inspection quantity will need to be copied by you.

For example: The Guest Room inspection quantity is "8"
The system will print "1" Guest Room checklist
"7" more checklists will need to be copied by the User
### Perform Audit

**Audit Details**

- **Audit Description:** Full Annual Self Audit 2005
- **Audited By:** QES Hotel User 1
- **Date:** 13 Jun 2006
- **Current GSS Index YTD:** 0
- **Score:**
- **Current Year Goal (Min):** 0
- **Last Year’s GSS Index:** 0
- **YTD Score:**

![Print Single copy of all Checklists](image)

*Total Guest Rooms/Bathrooms to be audited is 10 (including/excluding Disabled Access/ Premium Room Type if applicable).*

<table>
<thead>
<tr>
<th>Section/Area</th>
<th>Inspection Qty</th>
<th>Completed</th>
<th>Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest Room</td>
<td>0</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Guest Bathroom</td>
<td>0</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Executive Guest Room</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Executive Guest Bathroom</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Wheelchair Accessible Guest Room</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Wheelchair Accessible Guest Bathroom</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Exterior Grounds</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Entrance</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Lobby &amp; Front Desk</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Guest Room Corridors / Floors / Stairwells</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Guest Lifts</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Public Restrooms</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Wheelchair Accessible Public Restrooms</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Minigym / Fitness</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Swimming Pool</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Other Leisure Facilities</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Meeting Rooms</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>F&amp;B Restaurant</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>F&amp;B Bar</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Kitchen</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Employee Facilities</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Housekeeping &amp; Laundry</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Maintenance &amp; Engineering</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>IT Systems</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Human Resources</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Product Replacement Cycles</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
<tr>
<td>Service Standards</td>
<td>1</td>
<td>0</td>
<td>Print</td>
</tr>
</tbody>
</table>
When you click on the Print button, the following popup will ask if you really wish to print the checklist.

![Print confirmation popup](image)

The following window will appear while in the process of downloading the printer friendly version checklist.

![Loading window](image)

After the printer version of the checklist is fully loaded, the printer options screen will be shown. Make the necessary selections of your printer and print the checklist.
When all checklists are printed and copied (if multiple checklists are needed) the actual physical audit or "walkaround" can be performed using the relevant checklists per area. All deficiencies noted should be "ticked" on the hardcopy checklists during the physical walk. When all areas are audited and all deficiencies are noted on the hardcopy checklists, you can start to input the checklists with the deficiencies noted in the system.

It is safe to log off at all times as long the data has been saved or submitted to the system.
5. INPUT CHECKLISTS IN THE SYSTEM AFTER THE PHYSICAL AUDIT

After the completion of the physical audit, using the hardcopy checklists, the noted deficiencies will need to be keyed into the system. Once again, the actual deficiencies found during the physical walk or inspection that are "ticked" on the hardcopy checklists need to be entered into the system. In order to do this, you have to log on to the system and go to the following screen below.

To start entering data in the Checklist in the system, you have to click on the Input link as shown below:

When you click on the Input link for the Guest Room, the following Screen will be displayed below:

From here, you will be able to input the deficiencies and enter the relevant brief remarks.
The Department checklist

Check the checkboxes to select.

Compulsory field where you have to enter the Room Number

Click to submit the completed checklist in the system

All Brand Standards in the checklists that are audited are linked to the Brand Standards in **Online Brands Standards Manual** as in below example:
In the event that the compulsory fields are not entered (in this example the Room Number), a reminder message like the one shown below will be displayed to prompt you to enter the compulsory field. Without entering the compulsory field you will not be able to submit the completed Checklist to the system:

You have to click the **OK** button to proceed with the compulsory fields as required. When you have entered the necessary data, you shall then able to submit the Checklist into the System.

When you click on the **Submit** button, you will be prompted the message as shown below:
If you are sure that the data is corresponding with the checklists used during the physical audit and all deficiencies are noted and all data is accurate, click **OK** button to submit the Checklist. However clicking **Cancel** will allow the Checklist can be reviewed again.

Once the Checklist is submitted, you will be prompted the message as shown below:
Once the Checklist is submitted, the system will be updated immediately and reflected in the Audit Details page. Once you have completed and submitted the particular Section/Area of the Audit, under the Checklist column, the system will indicate “Completed”.

When you have submitted the last checklist of the Audit, the following message will be displayed:
Once the you have completed the Audit, an Email will be triggered by the System to send the completed Audit to the relevant functions related to your hotel, i.e. FSM, DOO etc.

In the Audit Details Page, once the Audit is completed, it will be displayed as shown below:

<table>
<thead>
<tr>
<th>Section/Area</th>
<th>Inspection Qty</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest Room</td>
<td>9</td>
<td>Completed</td>
</tr>
<tr>
<td>Guest Bathroom</td>
<td>6</td>
<td>Completed</td>
</tr>
<tr>
<td>Executive Guest Room</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Executive Guest Bathroom</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Wheelchair Accessible Guest Room</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Wheelchair Accessible Guest Bathroom</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Exterior Grounds</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Entrance</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Lobby &amp; Front Desk</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Guest Room Corridors / Floors / Stairwells</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Guest Lifts</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Public Restrooms</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Wheelchair Accessible Public Restrooms</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Gym / Fitness</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Swimming Pool</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Other Leisure Facilities</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Meeting Rooms</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>F&amp;B Restaurant</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>F&amp;B Bar</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Kitchen</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Employee Facilities</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Housekeeping &amp; Laundry</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Maintenance &amp; Engineering</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>IT Systems</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Human Resources</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Product Replacement Cycles</td>
<td>1</td>
<td>Completed</td>
</tr>
<tr>
<td>Service Standards</td>
<td>1</td>
<td>Completed</td>
</tr>
</tbody>
</table>

In the Audit Summary Page, when you have completed and submitted all the Checklists, the Audit's Status will change from Not Completed to Completed as shown below:
Upon completion of the audits, all relevant reports will be generated automatically by the system and are ready for immediate viewing.
6. VIEW REPORTS

In the Audit Summary page, click on Report link to view Report.

After you click on the Report link, the following screen is displayed as shown below:
Areas that have a score below threshold will require a Management Action Plan.
6.1. SUMMARY REPORT

Summary Report allows you to view the Evaluation Status results and details.

After you have clicked on the Summary Report, you will be able to view the screen as shown on the next page.
To Print the Summary Report, click the **Print** button.

To Close the Summary Report window, click the **Close** button.
6.2. MANAGEMENT ACTION PLAN

The **Management Action Plan** link is shown only when there is a standards section with a score below the threshold and shows "MAP Required" in the Summary Report.

Management Action Plan will need to be submitted **30 days** after the completion of audit.

Example: If the audit is completed on 15 Jan 2004, the submission date for Management Action Plan will be on 14 Feb 2004.

In **Management Action Plan** page, it only shows you the Standards section(s) that scored below Threshold. In addition, it will also display the amount of deficiencies/non-compliance standards that need to be addressed to meet the relevant threshold.

To view details, click on the **View** link as shown above. To enter the Action to be taken, click on the **Input** link. To print out the particular Management Action Plan, click on the **Print** link.

The numbers show the total non-compliant standards to action to reach the relevant threshold and in order to submit the MAP.
### 6.2.1 View Management Action Plan

By selecting on the **View** link, you will be able to view the Management Action Plan as displayed below:

![Management Action Plan](image)

You will be able to view the different Sections/Area including the Standards that are non-compliant. If there are inputs entered initially, it will be shown in this page; otherwise the action to be taken and deadline column will not show any data.
6.2.2 Input Management Action Plan

To start entering the Actions to be taken and the Deadline, User clicks the **Input** link on the Management Action Plan Screen.

When you click the **Input** link, you will be able to view the Management Action Plan as displayed on the next page:
Click the **Save** button to save.

The pop up screen below shows that the Management Action Plan is saved successfully.
6.2.3 Submit Management Action Plan

Please click on the View/Submit button to submit the Management Action Plan.
After you have clicked on the **View/Submit** link, the following screen will be shown.

If you have completed all the required actions to be taken in the Management Action Plan in order to meet the threshold, the status will show that it is **completed**. If the status shows **Not Completed** you will be able to click on **Not Completed** hyperlink to go to the designated section in the Management Action Plan to input the remaining Actions to be taken including the Deadline that are required to meet the threshold.

If you have not completed the Management Action Plans stating each action to be taken and deadline for the minimum standards to action to reach the relevant section threshold, you will not be able to submit the Management Action Plan. A message highlighted in red will be flagged to state incompleteness of the Management Action Plan.

**Important Note**
The Management Action Plan can only be submitted when the number of deficiencies out of the total number of deficiencies is completed. These deficiencies are to be actioned with the relevant deadlines.
For example:

For Brand Specific, "23" deficiencies need to be actioned to meet threshold which means that in the Management Action Plan, "23" non-compliant standards need to be addressed with the action to be taken and the relevant deadline to be able to submit the MAP.

When you have completed the Management Action Plan for the deficiencies required to meet the relevant threshold, the following screen is displayed as below:

Once you have completed all the Management Action Plan sections required, you can click on the **Submit** button to submit the Management Action Plan. The following message will appear asking for your confirmation.

Once you have submitted the Management Action Plan, an email will be sent to the relevant functions related to your hotel.
Thank you for submitting your Action Plan.
A notification will be automatically sent to the appropriate corporate functions related to your property.
When you have submitted the Management Action Plan, you can view the status of the submission.

Currently, the status of the Management Action Plan is ‘Pending for Approval’. When the Management Action Plan has been approved, the status will be changed to ‘Approved’.
Click on the **Comments** button to add comments to the Report. The following screen will appear.

![Comments Screen](image)

Enter your comments and add in any necessary attachments. Click on the **Submit** button when you are done and your approver will be able to view your comments.
6.3. GRAPHS & BAR CHARTS

Click on the **Graphs & Bar Chart** link on the Reports screen

Users have a wide variety of options to run graphs of reports that will prove very helpful to share the results of the audits in an easy to understand and presentable format, i.e. in Department Head meetings etc. You will be able to view the Graphs and Bar Charts by selecting the relevant graphs in the drop down box as displayed on the next page.
For example, you may generate the FLS % of Discrepancy by department graph. The following screen will be shown.
6.4 OTHER REPORTS

Click on *Other Reports* link.

Select the report type from the drop down box:

Select the department from the drop down box:
Click on the View button after selecting.

For example, the FLS Discrepancy Report will be shown as displayed on the next page. You will be able to print the report result by clicking on the Print button.
**Fire Life Safety Standards Discrepancies**

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Discrepancy</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detectors spaced as per manufacturer's recommendations, with minimum one detector per 85m²</td>
<td>Non Compliant</td>
<td></td>
</tr>
<tr>
<td>Automatic emergency/back-up power available for fire alarm and detection system.</td>
<td>Non Compliant</td>
<td></td>
</tr>
<tr>
<td>Extinguishers are appropriate (CO2 near electrical switch panels, fire blankets in kitchens, etc.)</td>
<td>Non Compliant</td>
<td></td>
</tr>
<tr>
<td>Hand held extinguishers have valid maintenance tags</td>
<td>Non Compliant</td>
<td></td>
</tr>
<tr>
<td>Maximum travel distance to a fire extinguisher does not exceed 25m</td>
<td>Non Compliant</td>
<td></td>
</tr>
<tr>
<td>Parking areas/drainways/courtyards illuminated to ensure guest safety (IHG standards or local/national regulations)</td>
<td>Non Compliant</td>
<td></td>
</tr>
<tr>
<td>Arrangements for storage and use of hazardous materials such as bulk liquid petroleum gas and oil have been risk assessed</td>
<td>Non Compliant</td>
<td></td>
</tr>
<tr>
<td>Wells behind mirrors are solid. There are no maintenance access holes behind mirrors</td>
<td>Non Compliant</td>
<td></td>
</tr>
<tr>
<td>Heating/cooling ducts and exhaust vents are designed or modified to prevent unauthorised visual access</td>
<td>Non Compliant</td>
<td></td>
</tr>
<tr>
<td>Manual and automatic fuel/power cut off provided on boilers</td>
<td>Non Compliant</td>
<td></td>
</tr>
<tr>
<td>Ignitible materials (eg. paints and solvents) kept to minimum and stored in fire-proof containers away from hazardous operations where available and practicable, safer alternatives used, such as water-based paints.</td>
<td>Non Compliant</td>
<td></td>
</tr>
<tr>
<td>Fire/safety signage (all) in local language(s) and English, including pictograms where appropriate</td>
<td>Non Compliant</td>
<td></td>
</tr>
</tbody>
</table>

*** End ***