myProduct: Inspectorio Compliance.

All UK & ROI suppliers

We will be starting shortly

TESCO

Welcome.



Housekeeping.

Use the chat box to send us your questions throughout the webinar

Your microphone is on mute

Your webcam is off



Competition compliance statement.

Today we are meeting to discuss myProduct: Inspectorio Compliance. Like our suppliers, we take competition compliance seriously. Our discussions at this meeting may relate to issues of general interest to the industry and publicly available market data (e.g. Kantar or IRI data), but we cannot discuss or exchange commercially sensitive information regarding our future commercial decision-making. Stocking and retail pricing decisions will be taken by Tesco in its sole discretion.

If at any time during this meeting you are concerned about any of the discussions, please inform me. I may close the meeting at any time if I believe that discussions may breach our guidelines or give rise to competition law concerns.

TESCO

Confidentiality statement.

Confidential information will be given to you during the session. This may mean financial, technical, operational, commercial, and other customer information etc. It is important that we all protect this information to ensure that our strategy is not undermined.

This information should be used only for the purposes of our relationship with you.

It must be treated as private and confidential and safeguarded accordingly.

You must not disclose the confidential information to any person unless strictly necessary for your relationship with Tesco.

Agenda.

01.	Helpful guides from our Starter Kit
02.	Terminology – key points
03.	Part 1 - pre-approval questionnaire and gap analysis
04.	Part 2 - pre-visit
05.	Part 3 - ethical pre-assessments
06.	Part 4 - technical audits and CAPA
07.	Part 5 – new myLibrary
08.	Q&A
09.	Training and support



Helpful guides from our Starter Kit.

01.	Set up your account
02.	Log-in and access
03.	Change users
04.	Switch language
05.	Switch accounts
06.	Asking for help

TESCO

1. How to request access.

Your account is setup based on information from Tesco Quality Connect (TQC)

Your supplier account is currently setup using TQC contact details from 31 January 2023

The 2 most recent Audit & Visit contacts in TQC have been setup with access to myProduct: Inspectorio Compliance.

If you were listed as the Audit & Visit contact as of 31 January 2023, you will be setup with access.

The 2 audit and visit contacts have been provided with an invitation email to activate their account.

If you require access, please follow steps 1 and 2.

Step 1. Update audit & visit contact in TQC

If you require access to the system and were not listed as an Audit & Visit contact in TQC please first update your TQC Audit & Visit contacts. The TQC Administrator from the Supplier organisation can update this information.

Need assistance with TQC?
English Speakers: Please either contact the Support Co-ordinator from your Tesco Quality Connect team, or alternatively you can contact the Oracle Support Desk direct between 09.00 and 17.30 UK time. Contact details: Tel: +44 845 120 8492

Non-English Speakers: Please contact the Support Co-ordinator from your Tesco Quality Connect team below. Your Support Co-ordinator will either be able to assist you, or may contact the Oracle Support Desk on your behalf, depending on the type of issue.

Central Europe: Please contact your local Tesco Technical Manager

For any other TQC support: Please email TQC.Services@tesco.com

Step 2. Complete access request form

Please complete this request form informing Tesco about which 2-users you would like to setup with access.

These users should be people involved in the approval and maintenance audits.

Complete request form here

The nominated users will receive an activation email within 48 hours.

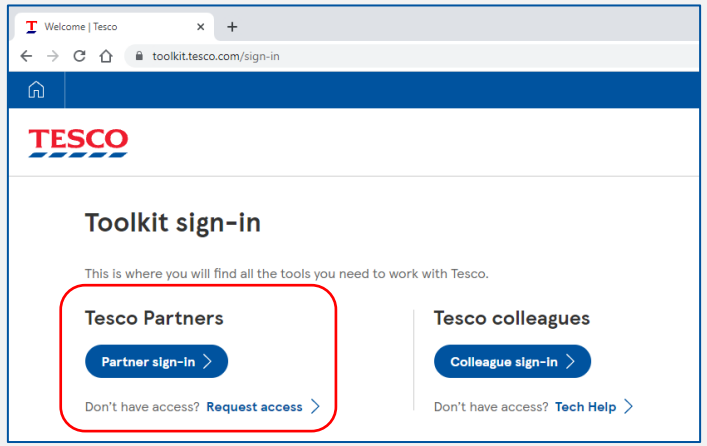
2. How to log-on.

You must log-on via the Tesco Partners toolkit

Step 1

Log-on to Partners toolkit

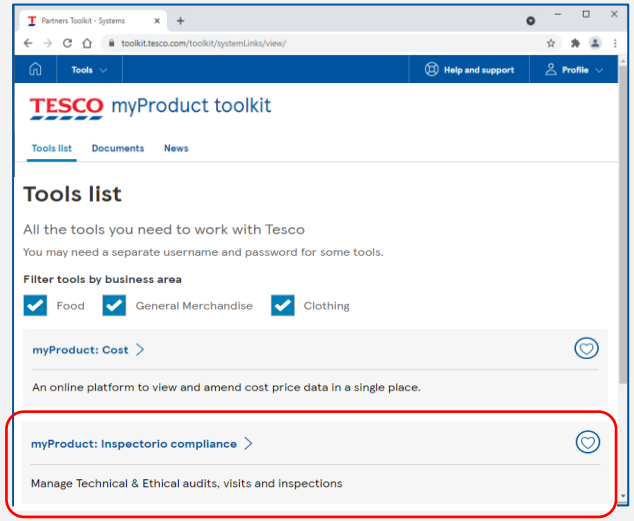
https://partnerstoolkit.tesco.com/sign-in



Need assistance?
Please email suppliertoolkit.support@tesco.com

Step 2

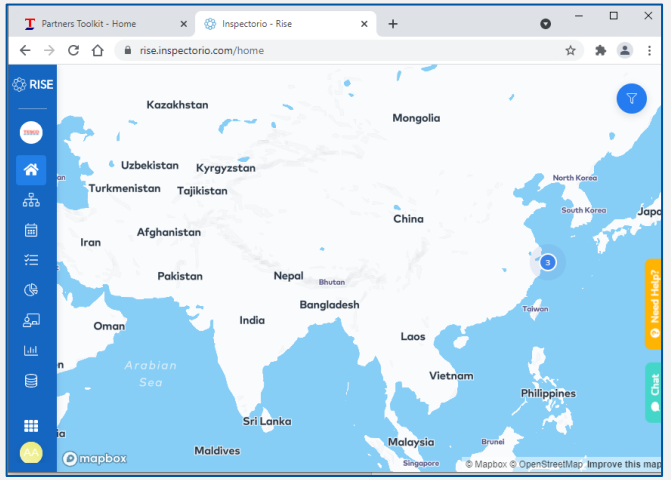
Select myProduct: Inspectorio Compliance from Tools list



Step 3

You're in!

You will be brought to the Inspectorio home page which is a map



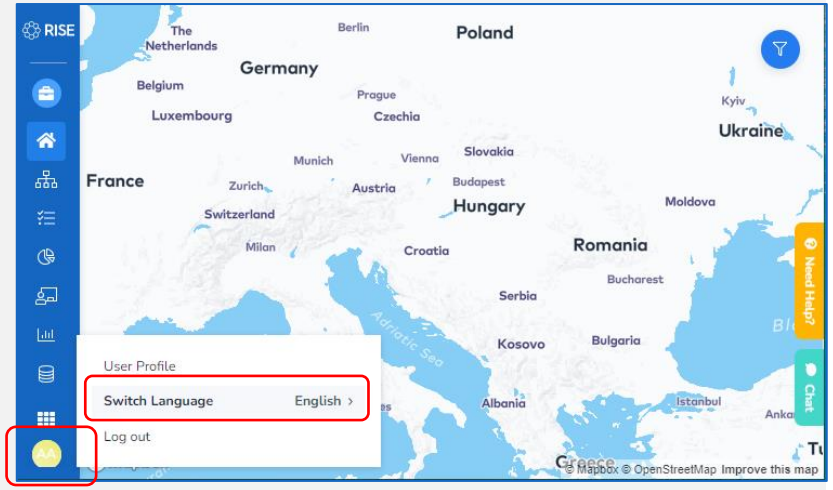
(You'll see references to 'Inspectorio Rise')

3. How to switch language.

The system supports multiple languages

Step 1

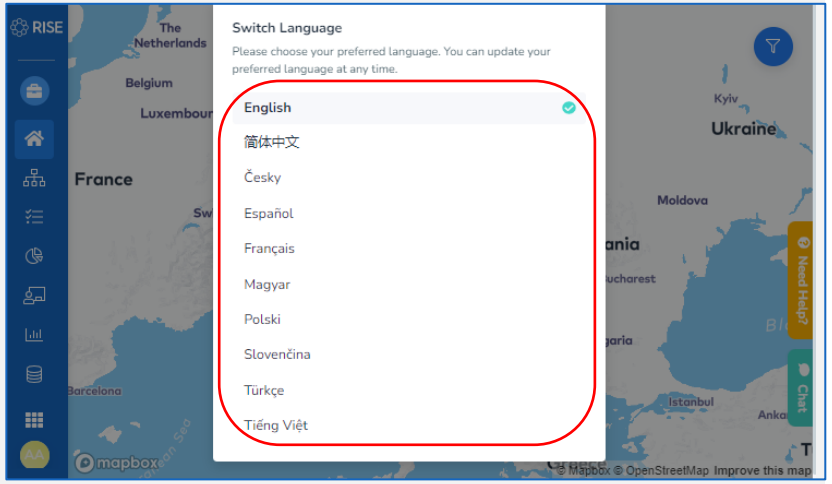
Select profile icon, then click “switch language”



Step 2

Select language

English
Chinese
Czech
French
Hungarian
Polish
Slovak
Spanish
Turkish
Vietnamese



Oops

Revert back

If you select a language by mistake, immediately on the next screen you will be briefly given an option to **revert** to your previous language setting.



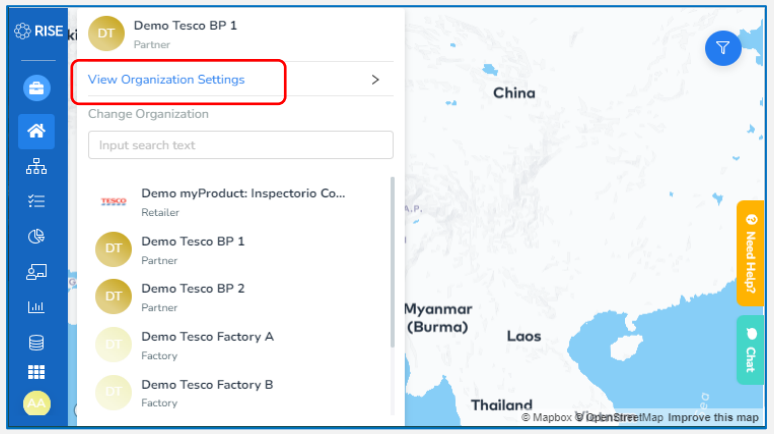
4. How to change users.

You may change your registered users at any time directly in the application

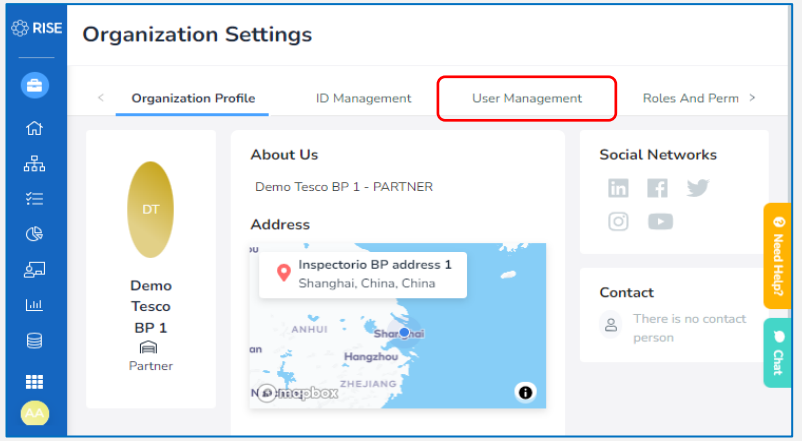
Step 1
Select briefcase icon



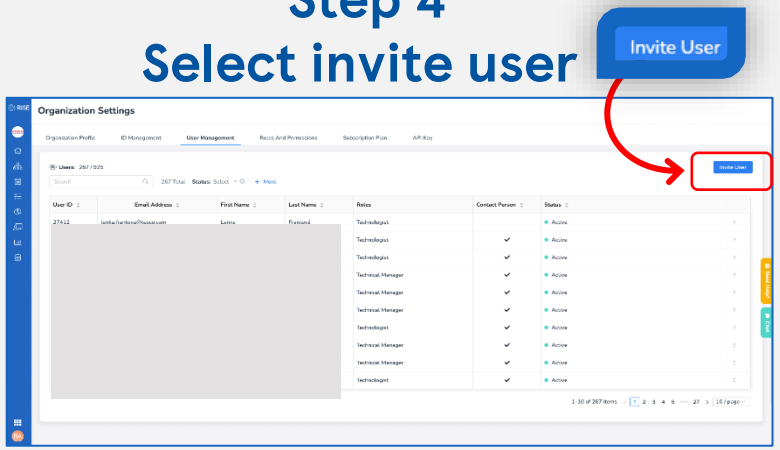
Step 2
View organisation settings



Step 3
Select user management

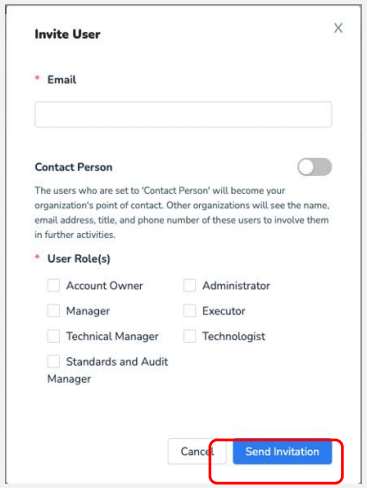


Step 4
Select invite user



Step 5

Add user details, then select send invitation



Step 6
Status of account

You will see the following account status:

Pending

Account is not ready to use
Invite sent but activation not yet completed by the recipient.

Active

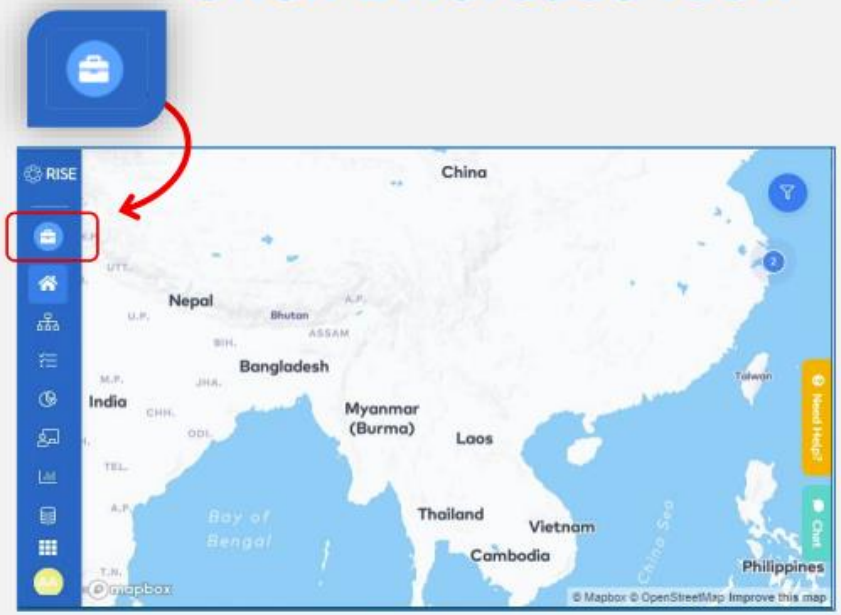
Account is ready to use
Invite sent and activation completed by the recipient.

5. Logging into other accounts.

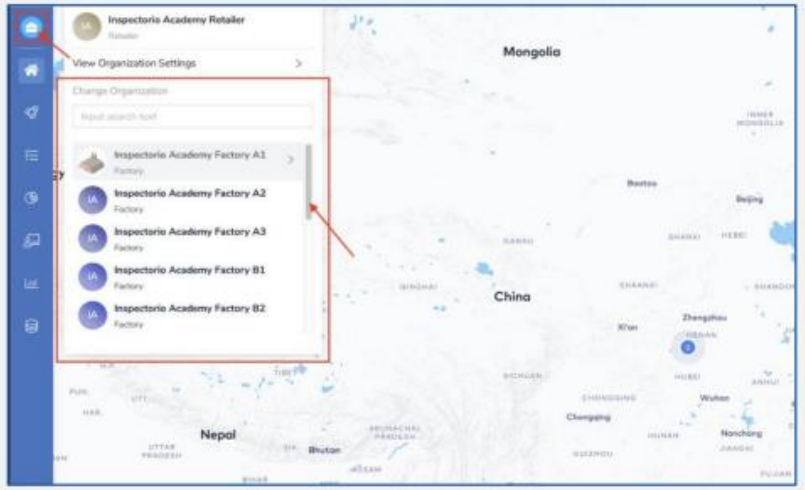
If you have multiple supplier and site accounts, you may switch between them easily

Note: Only accounts where you are an **activated user** and registered with the **same email address** will appear in the list on step 2.

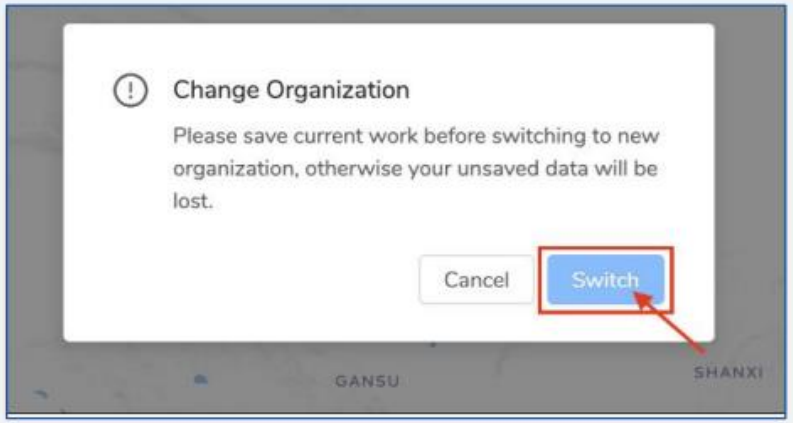
Step 1.
Click Briefcase Icon



Step 2.
Choose the Account



Step 3.
Confirm Switch



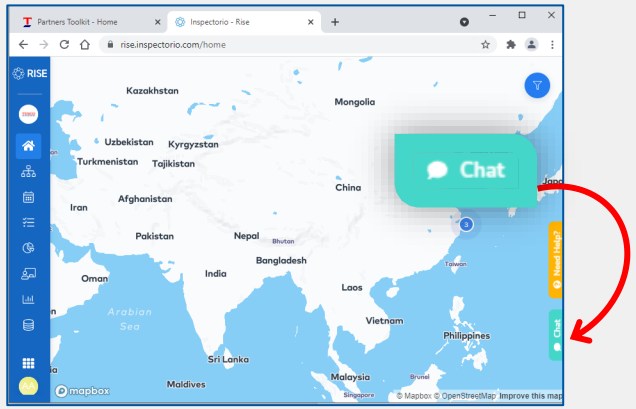
6. Asking for help.

Live chat capabilities are enabled in myProduct: Inspectorio Compliance

Step 1

Click the Chat button

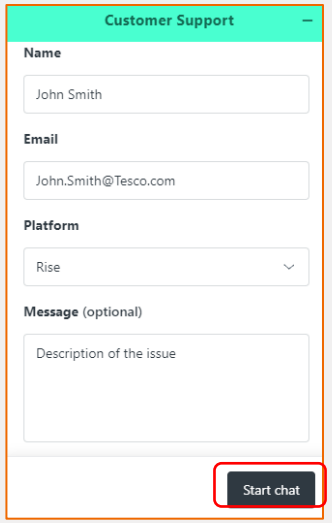
The chat button is enabled on every screen in myProduct: Inspectorio Compliance, even the log-in page.



Step 2

Provide details

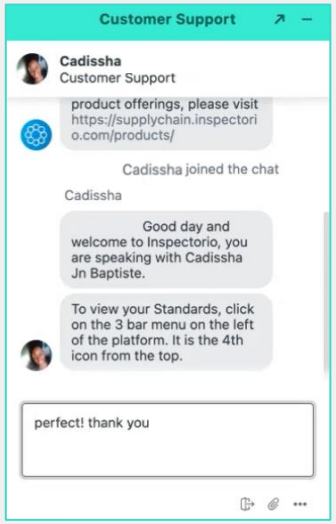
Enter your **Name**, **Email**, **Platform** – Select "RISE", and a **Message** with your question. Then click **Start Chat**.



Step 3

Get instant support

Support is available globally in multiple languages.



Terminology – key points.



Terminology – organisations.

You will see three main organisation types in myProduct: Inspectorio Compliance

myProduct: Inspectorio Compliance

Retailer

“Business partner”

This is you
This term is used to refer to Supplier partners that work with the retailer.



“Retailer”

This is Tesco
As a retailer, **Tesco** will request that suppliers and factories complete audits and assessments.



“Factory”

This is a site
This term is used to refer to factories (“sites”) that work with suppliers and retailers.

Terminology – assessments.

You will see three main organisation types in myProduct: Inspectorio Compliance

myProduct: Inspectorio Compliance

Retailer

“Requestee”

The organisation being evaluated (i.e., what is being audited)

This will be the Factory (site)

Only the Requestee can complete the corrective actions (CAPA)



“Requestor”

The organisation that will request an assessment

This will always be the Retailer (Tesco)



“Executor”

The organisation completing and submitting an assessment. This is either:

- Factory/ Partner (pre-assessment)
- ASP –Auditor – Full Audit

For some assessments such as a pre-visit, this will be the Retailer Tesco.
Only the Executor will have permission in the system to complete a pre-assessment and/or a gap analysis

Terminology – system names.

Inspectorio Rise and myProduct Inspectorio Compliance are the same system.

myLibrary and Docuflow are the same thing (note: myLibrary used to be in Tesco Quality Connect but has since moved into Inspectorio Rise).

Toolkit is a single sign on platform that suppliers have access to when they enter into a commercial agreement with Tesco. Toolkit gives suppliers access to all the systems that they need to access when working with Tesco. This is only applicable to a direct supplier partner; if you are a goods not for re-sale supplier or a secondary supplier, you won't have access to Toolkit as Tesco won't have a commercial agreement with you directly.

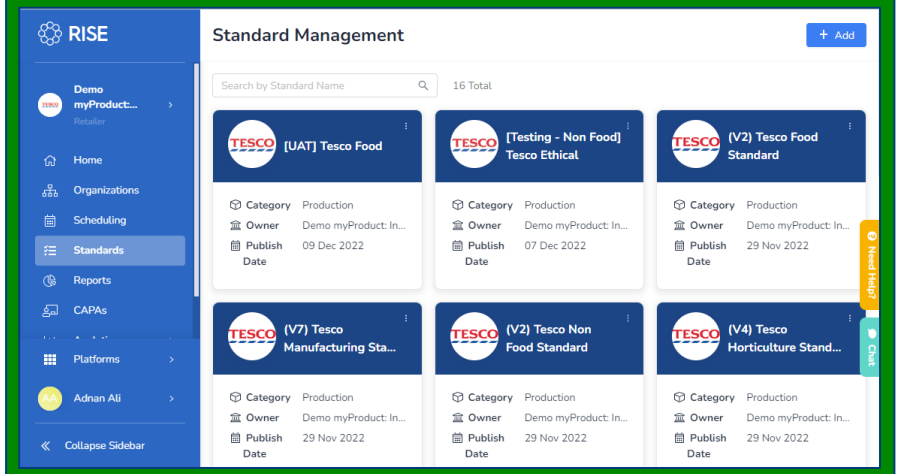
Tesco Quality Connect (TQC) is a system Tesco have been using to perform their audits for all own label suppliers and sites and is also where the old myLibrary used to be. At present, Tesco are transitioning ways of working from TQC to Inspectorio Rise. Tesco have not moved away from TQC entirely as it is still used to manage contacts. We also use TQC today for visits, so if we have a colleague perform a visit on-site, that information will be in TQC along with product specifications.

Progress to date.

Current ways of working

Live! Mar 2022	**Technical pre-assessment** Pre-approval questionnaire, pre-visit, gap analysis
Live! Feb 2023	**Technical approval audit**
Live! Feb 2023	**Technical maintenance audit**
Live! Feb 2023	**New myLibrary**
Live! May 2023	**Ethical pre-assessment**
Later in 2023	Ethical approval/ maintenance audits
Planned	Additional developments

New ways of working
myProduct: Inspectorio Compliance



Part 1
Pre-approval questionnaire and gap analysis.



What is it?

The **pre-approval questionnaire** is a **self-assessment** performed by a supplier or site of their existing processes, procedures and production methods.
The **gap analysis** is a separate questionnaire that may accompany pre-approval questionnaire that helps site or supplier identify any gap in their existing processes and procedures against Tesco standards.

Please note: *The gap analysis is currently **not** performed by Tesco Sourcing and therefore is not a part of the pre-approval questionnaire for Tesco Sourcing suppliers.*

Why do we do it?

A pre-approval questionnaire and gap analysis provides early visibility into the compatibility of a supplier or site with Tesco's quality and ethical standards and values. It enables Tesco to identify suitable partners and screen out any incompatible partnerships early in the process.

What's changing?

The questionnaire and gap analysis will be completed in myProduct: Inspectorio Compliance. This ensures there aren't out-of-date questionnaires being shared, will result in fewer emails being sent and provide greater transparency for all quality and responsible sourcing colleagues.

Part 2
Pre-visit.



What is it?

An **on-site verification** performed by the retailer to ensure supplier and site processes are in alignment with Tesco's Technical and Ethical standards. Additionally, Tesco will confirm the answers to the pre-approval questionnaire are accurate.

Why do we do it?

It enables Tesco to identify improvement opportunities a Supplier or Site can undertake to better align to Tesco Technical and Ethical standards. Additionally, it enables Tesco to proactively identify major or critical non-conformances that would make a commercial relationship not possible without significant changes.

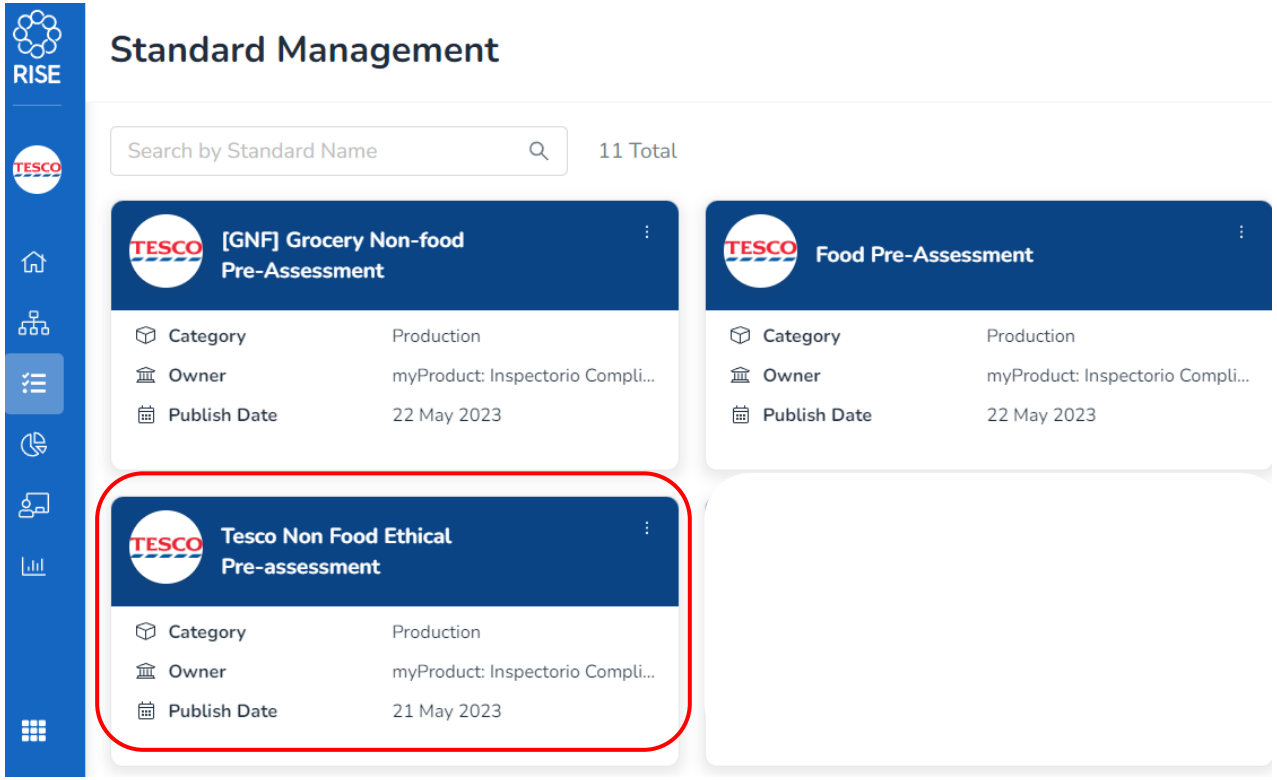
What's changing?

The pre-visit will now be completed in myProduct: Inspectorio Compliance. The verification will no longer be performed in a document and then uploaded into Tesco Quality Connect (TQC).

This ensures the most current standards are being used, that information is centralised resulting in fewer emails, and greater transparency across Quality and Responsible Sourcing teams.

Part 3
Ethical pre-assessments.

Ethical pre-assessment: Standards affected.



Food:

Enhancement to existing "Food" and "Grocery Non-Food" pre-assessment standards only.

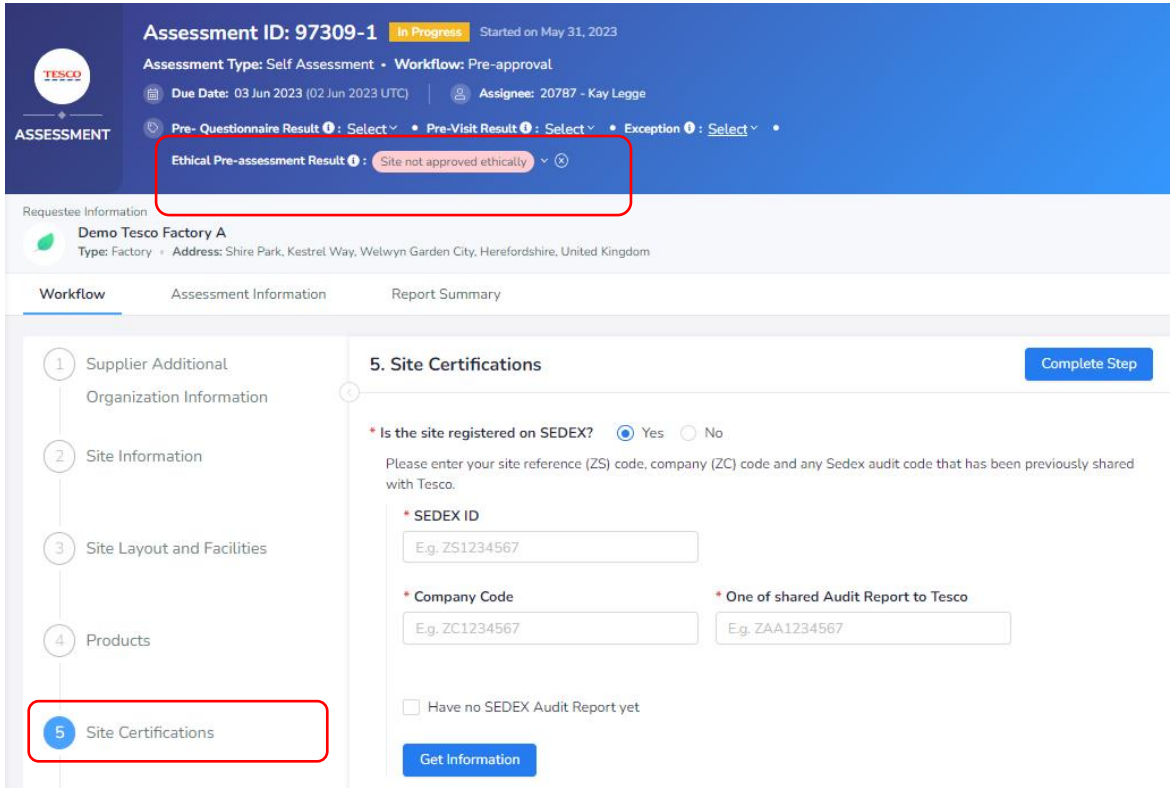
Technical Managers will continue creating assessments for suppliers to work on as-is.

Non - Food: (Highlighted in red)

New Standard introduced. RS specialist will create assessment requests for suppliers to work on.

*Note – A standard will be visible to supplier only when at least **one** assessment is requested for completion.*

Ethical pre-assessment: Food and Grocery Non-Food only.

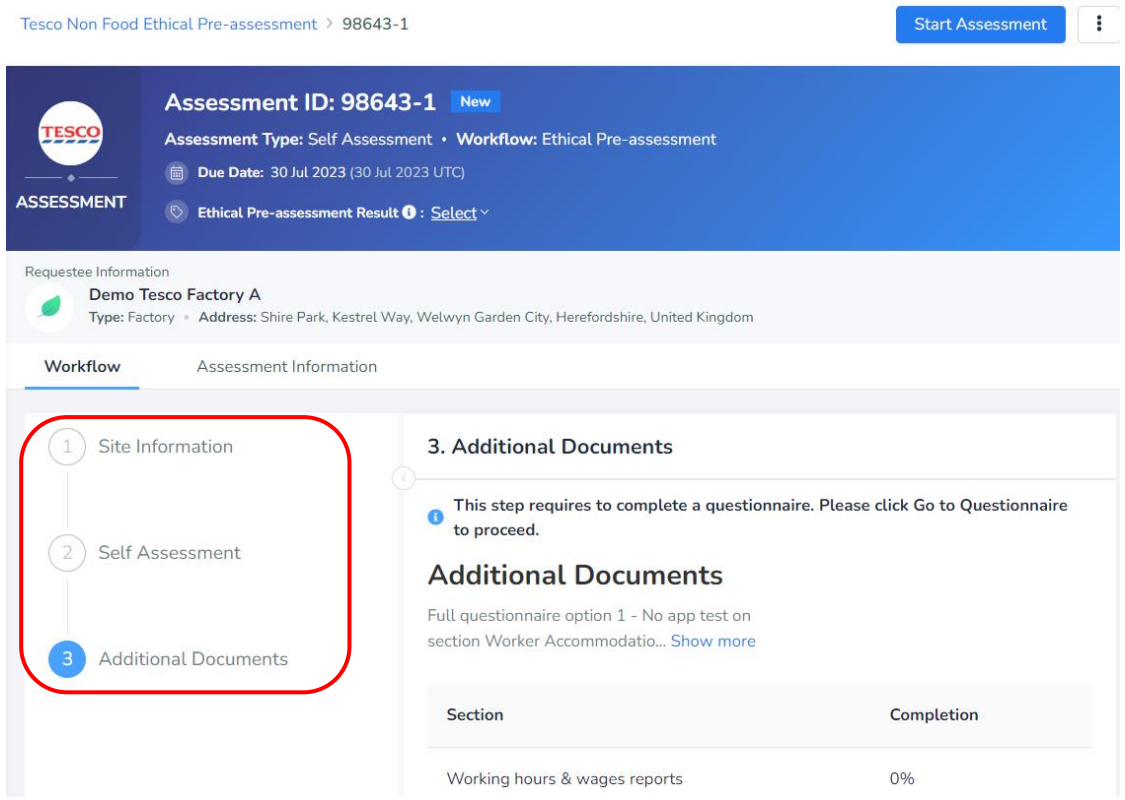


Q: I no longer see an option to upload my SEDEX audit when completing a pre-approval for a food site, what has changed? **Answer:** Instead, enter SEDEX Registration ID (ZS code), Company code (ZC code), and Audit code (ZAA code) to generate the SMETA report automatically.

Q: I do not have a recent Audit report on SEDEX, what can I do? **Answer:** Mark *"Have no SEDEX audit report yet"* option. Continue with the remaining steps and submit. Tesco TM will share another new assessment for you to submit a new SEDEX report once completed.

Q: Is there any change in the Human Rights policy? **Answer:** No.

Ethical pre-assessment: Non-Food only.



Q: What do I need to share as part of Ethical pre-assessment?

Answer:

You will be required to share information in 3 parts in order to complete an Ethical Pre-assessment request.

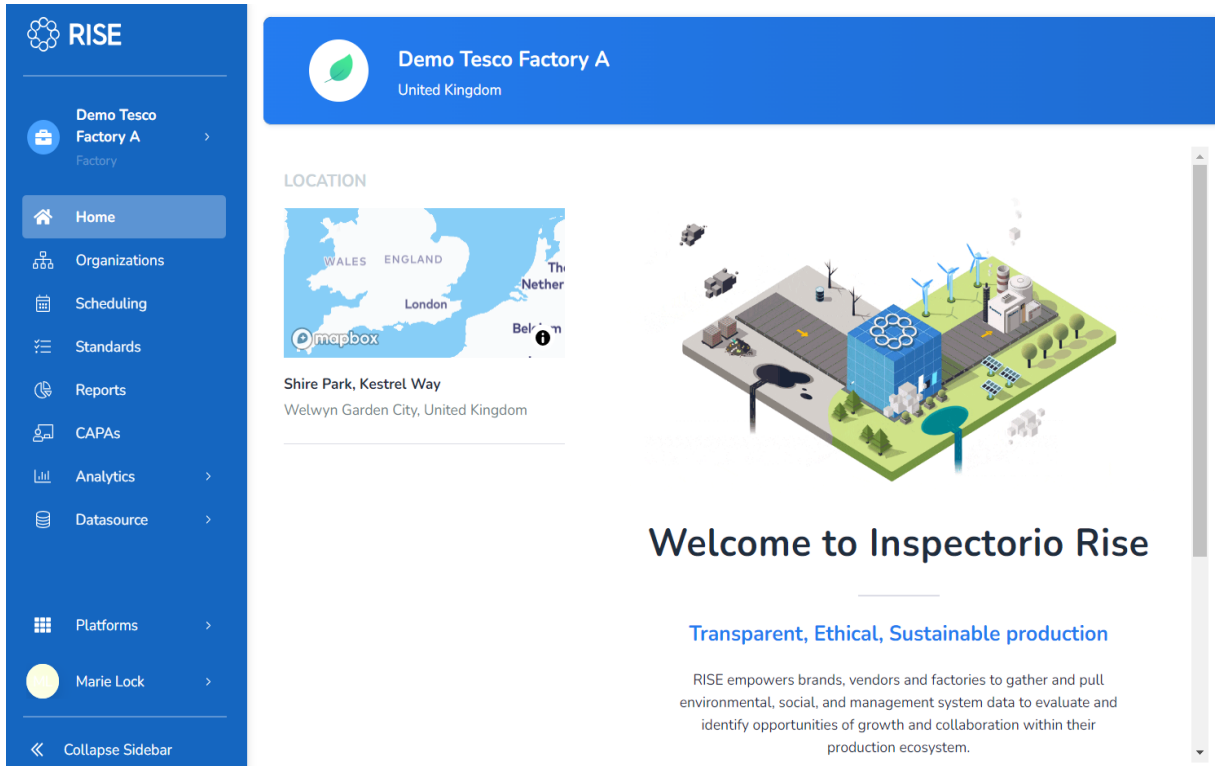
1. **Site information** – Factory profile form details
2. **Self-assessment** – Complete Tesco's self-assessment checklist questionnaire
3. **Additional documents** – Attach working hours and wages reports

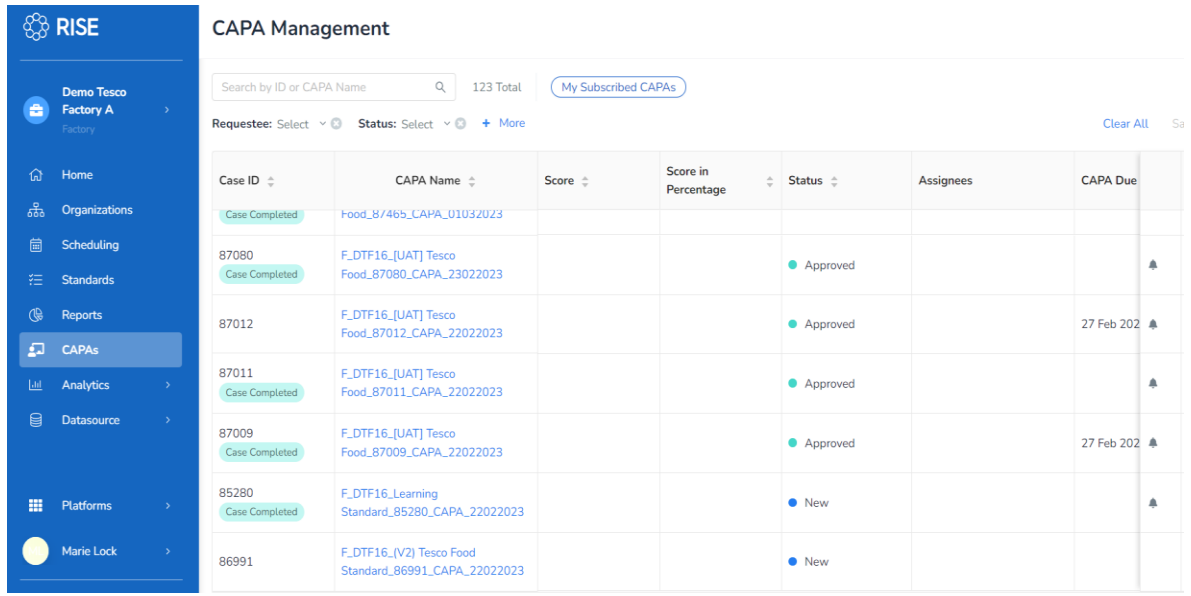
*Note – You **cannot** attach own self-assessment report .*

Part 4
Technical audits and Corrective & Preventative Action (CAPA).

Q. What is expected of me for a Technical approval or Maintenance audit?

Answer: Keep checking in myProduct: Inspectorio for any “New CAPA’s” submitted by an auditor for your site or site you are linked to as a supplier.

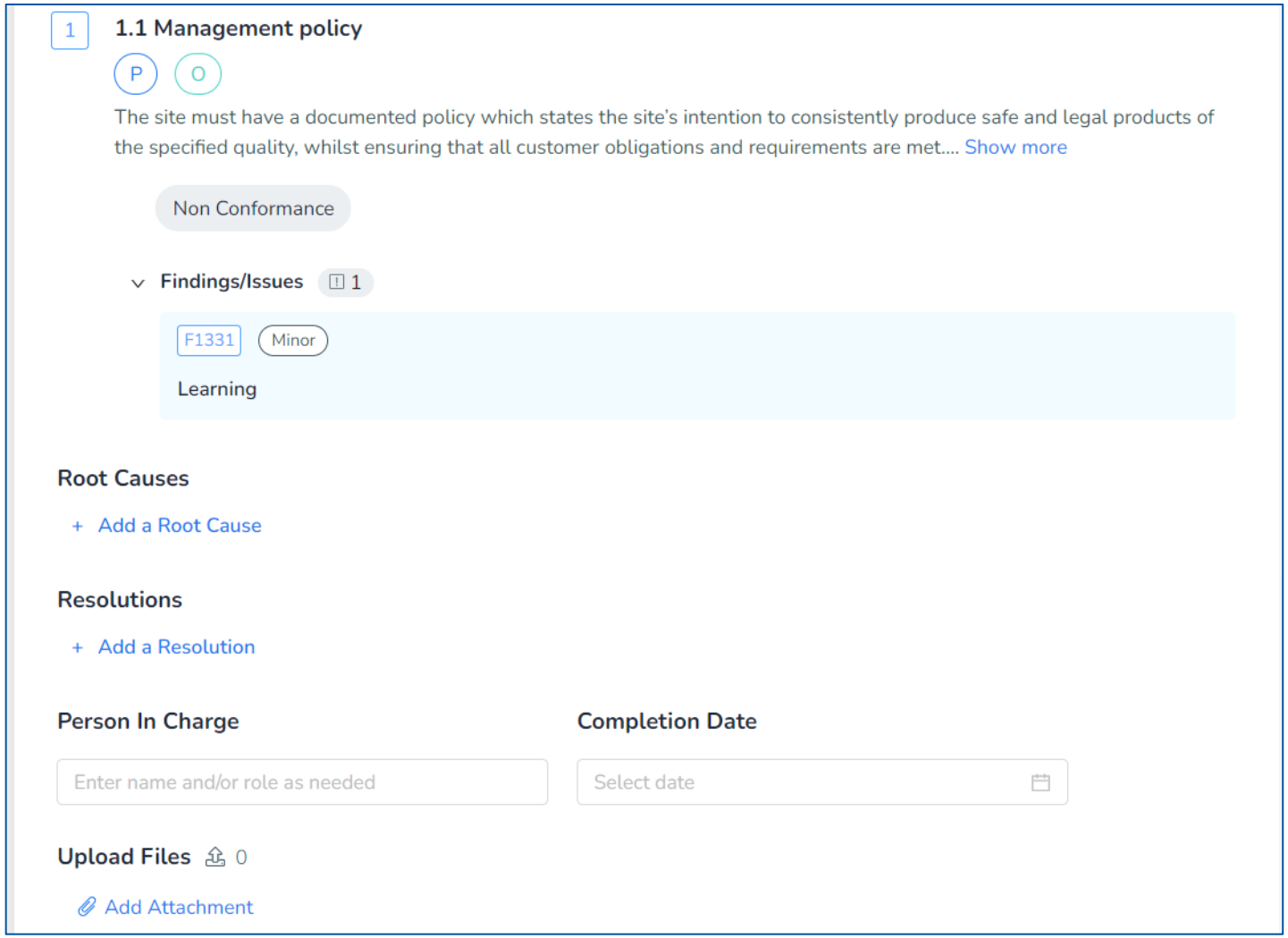




Q. CAPA – How do I respond to a non-conformance?

Answer:

1. Add a root cause of the Issue found
2. Add a resolution – immediate and sustainable
3. Assign a person in charge and add a completion date
4. Use the comment box to chat to the Technical Manager at all times



CAPA Statuses .

Answer:

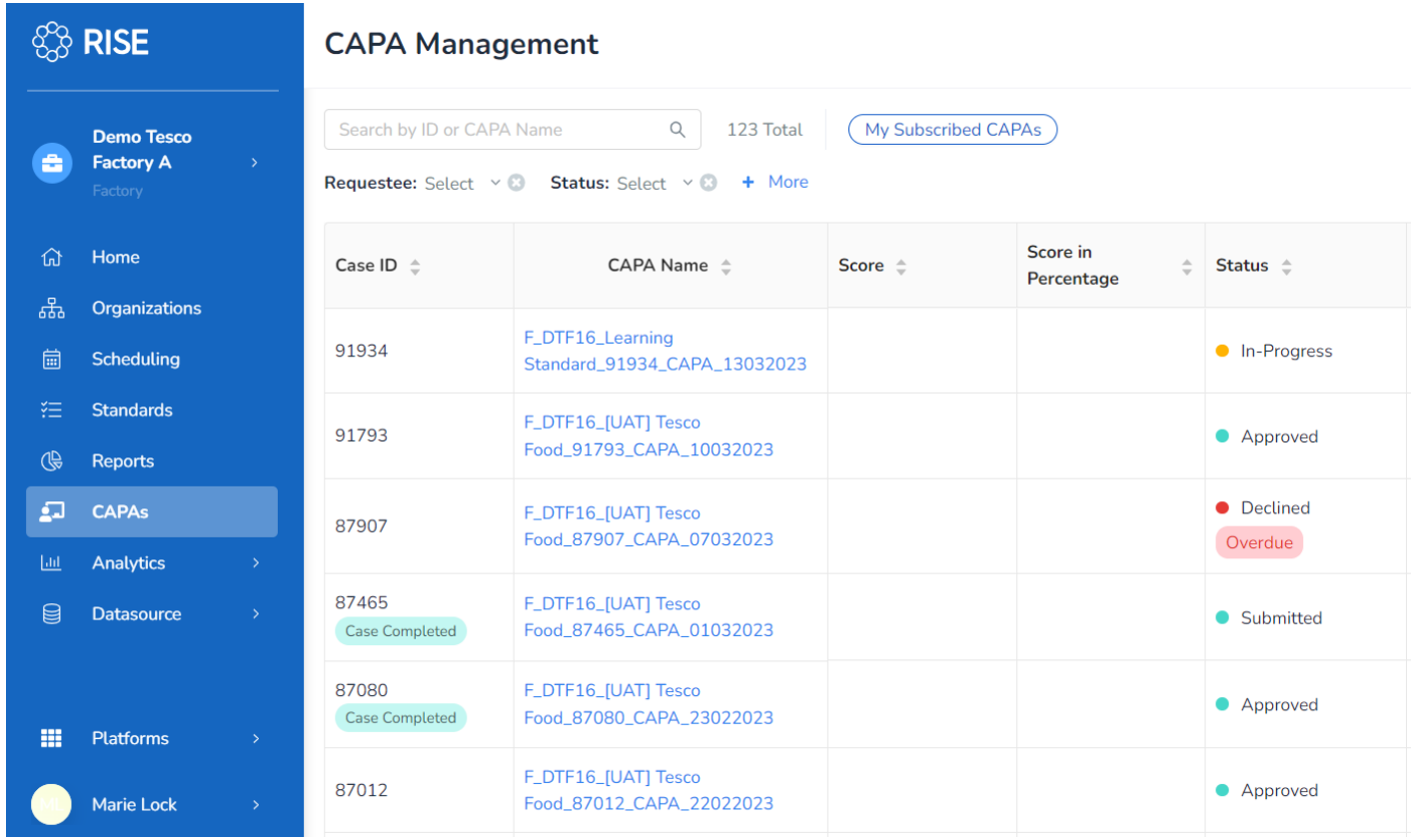
New – These are the CAPA's awaiting your responses

In progress – You are working on it and still need to respond to all

Submitted - you have added a resolution to all issues and is with Tesco for review

Declined – Tesco would like further information relating to one or more resolutions

Approved – Tesco has approved the CAPA



Part 5
myLibrary update.



What is myLibrary?

myLibrary (via Inspectorio DocuFlow) has replaced Tesco Quality Connect (TQC) My Library and will now store any new documents and existing documents previously found in TQC My Library.

Why is myLibrary being introduced?

To ensure that you have a consistent way of working, **myLibrary** has been introduced so you may work more easily with **myProduct: Inspectorio Compliance.**

When will I begin using myLibrary?

You have been provided with access alongside your access to **myProduct: Inspectorio Compliance**. Use of myLibrary began on 27th February 2023.

myLibrary.

Launched on 27th February 2023

Start

- Use **Tesco Partners toolkit** to access **myLibrary**
- Use **myLibrary** to access Tesco's standards and other relevant documentation

Stop

- Don’t use **myLibrary on Tesco Quality Connect (TQC)**
- Don’t use any saved or desktop copies of documents you may have

Continue

Request access for additional myLibrary users In your organisation. This is in addition to those who have licences to Rise

There are no restrictions on the number of users for myLibrary

TESCO

Q&A.



Poll.

Your feedback is valuable to us

Question

I have a better understanding of myProduct: Inspectorio Compliance as a result of this webinar

How to answer

A box will pop up on your screen

or

Open the chat box



TESCO

Training and support.



Supplier training site.

Website: www.ourtesco.com/suppliertraining/

TESCO Supplier training

Book webinars and events

Hi Evangelina

Fresh food and packaged products for UK & ROI

For suppliers of the fresh food and packaged products categories, including household, pet, health, wellness, beauty, baby and toiletries products.





myProduct: Inspectorio Compliance

Tesco's tool for technical and ethical audits, visits and inspections

View topic

Select a topic



TIMS

Learn more about how to manage your purchase orders, ASNs, SSCCs, EPODs and more within the TIMS tool

View topic



Technical audits & visits

This topic supports you through the use of Tesco Remote Assurance for technical audits and visits

View topic



New account set up / New to working with Tesco

Working on a new account set up or new to working with us within an existing supply partner.

View topic



Inbound standards

Resources to introduce an inbound standards.

View topic

TESCO

myProduct: Inspectorio Compliance

Tesco's tool for technical and ethical audits, visits and inspections



- Starter kit
- Introduction of pre-assessment process changes
- Pre-assessment process for Clothing
- Pre-assessment process for Food and Home
- Technical approval audit, maintenance audit and myLibrary

Upcoming webinars.

Why is packaging so complicated? (all UK)
Wednesday 8 November, 10:00-11:00 (UK time)

Annual packaging Valpak submission (all UK)
Wednesday 15 November, 10:00-11:00 (UK time)

Online search and taxonomy (UK Food & Home)
Thursday 16 November, 11:00-12:00 (UK time)

Online operations (UK Food & Home)
Wednesday 22 November, 13:30-14:30 (UK time)

Take a look at our training and events calendar on the supplier training site: https://www.ourtesco.com/suppliertraining

Let us know what topics you'd like us to cover: supplier.training@tesco.com

Poll.

Your feedback is valuable to us

Question

I would recommend this webinar

How to answer

A box will pop up on your screen

or

Open the chat box



Thank you.