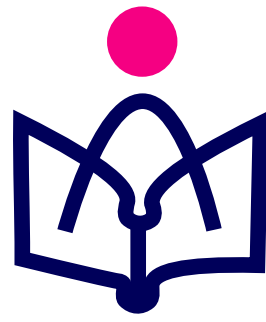# Tips & Tricks / Guide for Suppliers on how to access and use the GMS application.

Procurement Education Center

This Quick Guide contains several tips and tricks for suppliers on how to access and use the application GMS to respond to a site audit request, share the preparation, and manage the follow-up after the audit. GMS stands for Essity's Global Management System, but throughout this guide, we will simply call it GMS. You can either read through the full document or use below Quick Links to guide you to a concrete user question.

If you have any questions or ideas of additional content that you feel should be added to this Quick Guide, please reach out to your lead auditor/SQM.

Quick Links:

essity

How to get access and log into GMS? (1/2)

Procurement
Education
Center

This section of the guide includes relevant steps to get access and log into GMS.

❶ Step 1 – Access request initiation

▪ This step is handled by your Essity SQM (Supplier Quality Manager) that internally in Essity triggers the access request for the users at supplier that needs access into GMS. Discuss with your Essity SQM who in your organization should have access into GMS to manage your Audit and CAPA activities with Essity. (max 2 users per supplier)

❷ Step 2 – Submit needed information

▪ You will receive an email from Essity with a link to a form as well as receiving an individual Non-Disclosure Agreement (NDA) to be signed.

▪ Fill in the needed details in the form and submit the form.

▪ Sign the individual Non-Disclosure Agreement (NDA) and send it back to the Essity contact reaching out to you.

▪ If questions/issues on the form or NDA, reach out to the Essity contact that sent you the email.

NOTE: The information you submit combined with the signed NDA are needed to provide access to GMS.

Form to submit.

essity

INDIVIDUAL NON-DISCLOSURE ACKNOWLEDGMENT FOR EXTERNALS (THE "ACKNOWLEDGMENT")

Full name of the individual: _____

_____ (the "External")

Name of company supplying to Essity: _____ (the "Supplier")

1. **Background**
1.1 The supply provided by the Supplier to Essity is subject to an agreement between Essity and the Supplier (the "Agreement"). The External is one of the individuals acting on behalf of the Supplier in conduction the supply.

NDA (Non-disclosure agreement).

❸ Step 3 – Essity will request user access into GMS

▪ This step is handled by and within Essity.

More support?

In case of issues with the above, please contact the lead auditor.

How to get access and log into GMS? (2/2)

Procurement
Education
Center

This section of the guide includes relevant steps to get access and log into GMS.

❹ Step 4 – Receiving details and guidelines to log into GMS

- You will receive an email with login details from Essity. This email will include guidelines and links to how you access GMS.

- You should then access our website Home Page - Essity Password Site where you change your password and do the MFA (multi factor authentication) setup.

MFA = Multi-Factor Authentication. It's a security process that requires you to provide more than one piece of information to verify your identity before you can access something, like your email or a bank account. By using multiple factors, MFA makes it much harder for someone to access your accounts without your permission.

Watch this video by Microsoft how to do the MFA step - (https://youtu.be/JCFAoMPFq-Q).

❺ Step 5 – Log in

- You should now be able to access the GMS application via the following link: https://gms.app.essity.com - log in with user id and chosen password

How it should look when login into GMS
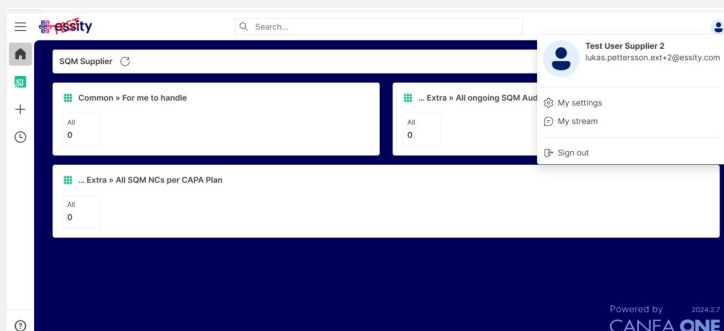
❻ Step 6 – Receiving audit requests in GMS

- As a registered user in GMS your Essity SQM can now add you to a new Audit case when it is being initiated in GMS

- When your SQM initiates a new Audit plan in GMS he/she will add you as supplier user and you will by that become notified when your SQM initiates the Audit plan in GMS. You will receive an email with information as well as a link that will take you directly into the Audit case you have been assigned to.

- Read about the next steps to manage the audit in the section called "How to respond to a site audit request in GMS?"
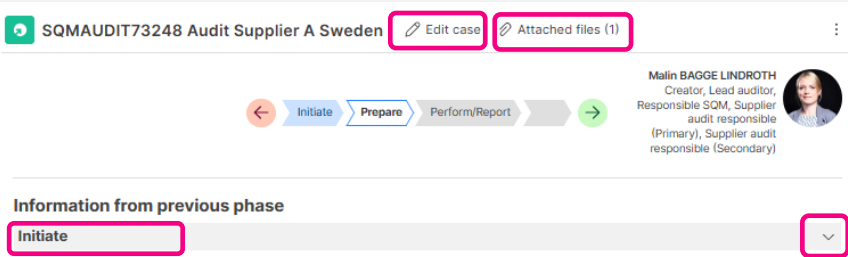
More support?   In case of issues with the above, please contact the lead auditor.

How to respond to a site audit request in GMS?

Procurement Education Center

This quick guide includes relevant steps to respond to a site audit request in GMS.

❶ Step 1 – Read the audit Information

- Read the audit information under the heading **Initiate**.
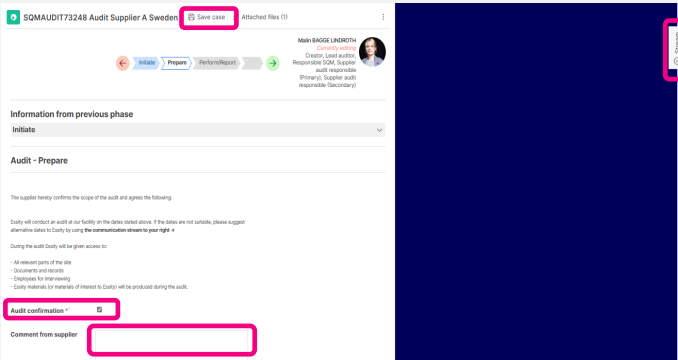- Press **Attached files** at the top to view the audit agenda.

Help! ⊠ Click the arrow to expand/collapse audit request information
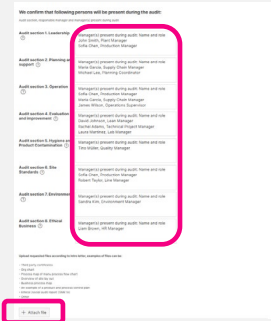
❷ Step 2 – Confirm the audit

- Press **Edit Case** at the top.
- Confirm the audit by **ticking the box**.
- If relevant, add comments in the text box.

Help! ⊠ Use the Stream function (on the far right) to chat with the lead auditor or the responsible supplier quality managers if you have any questions or concerns.

❸ Step 3 – Provide audit participants and documents

- Add the audit participants from the site.
- Press "**+ Attach file**" and upload the requested documents according to the time stated in the introduction letter.

Help! ⊠ Remember to save your progress periodically, as there is no automatic save function.
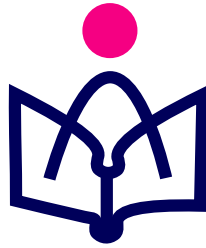
❹ Step 4 – Inform the lead auditor

- Press the **green arrow** to inform the lead auditor that the site is ready for the audit.

Help! ⊠ These steps don't need to be completed all at once. Save your progress and continue later.

More support?

In case of issues with the above, please contact the lead auditor.

How to communicate with Essity via the "Stream" function?

Procurement Education Center

This quick guide includes relevant steps for using the Stream function in GMS.

❶ Step 1 – Open the "Stream"

- The **Stream** is a chat function that allows Essity and a supplier to communicate and store audit-related communication in one shared place.

- To use the chat, click on **Stream** on the far right.
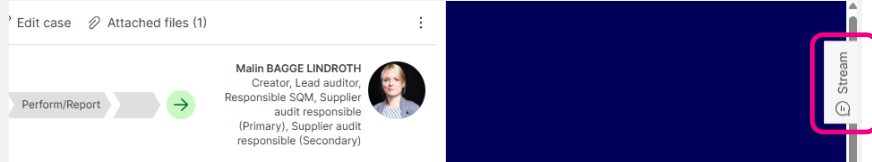
Help! ⊠ Look to the far right for the small box called Stream.

❷ Step 2 – Create a message

- Type the message

- Press the **arrow** to send

- The message will be stored in the chat and emailed to the person assigned to the role stated under the message. (A few minutes delay applies)

Help! ⊠ **You can exclude any of the roles for the message. Typical recommendation is to keep all roles in.**
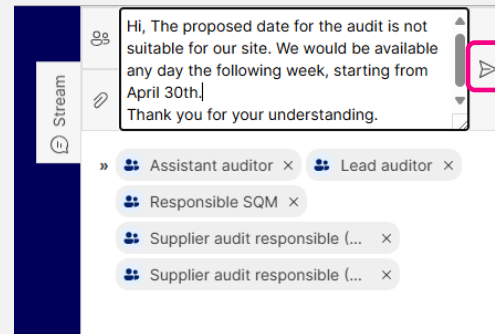
❸ Step 3 – Managing the respond

- You will be notified by email when the lead auditor, assistant auditor, or responsible SQM has sent or replied to a chat.

- You can reply to the chat directly from your mailbox by using the "reply all" function and typing your response – this response will then be added automatically to the Stream chat.

- It is also possible to reply to the message by logging into the case in GMS, open the **Stream** and type a message.

IMPORTANT! ⊠ Don't change the email subject or email addresses when adding chat messages directly from your mailbox.

More support?

In case of issues with the above, please contact the lead auditor.

Please access this material online to make sure to have the latest version.

10.04.2025
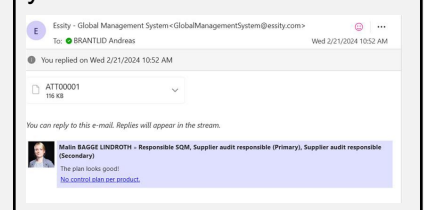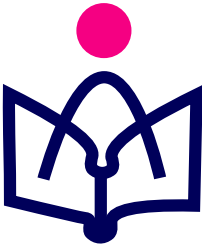
How to view the audit report?

Procurement
Education
Center

This quick guide includes relevant steps to view the supplier audit report in GMS.

❶ Step 1 – Follow the link

- When the audit report is ready the primary & secondary supplier audit responsible will be informed by email.
- Press the **link starting with SQMAUDIT** in that email.

Audit performed

EG Essity - Global Management System <GlobalManagementSystem@essity.com>
To 🔴 BAGGE LINDROTH Malin

The audit report is now uploaded and result registred. Follow the link to access the case:

SQMAUDIT73248 Audit Supplier A Sweden

❷ Step 2 – Press attached files

- Press **Attached files** at the top.
- The audit report is one of the PDF files.
- **Click** on the file to open.

✎ Edit case   📎 Attached files (6)

← ➤ ➤ Perform/Report Close →

❸ Step 3 – Open the audit report

- The audit report is one of the PDF files.
- **Click** on the file to open.

Attached files

Filename	Changed by	Changed		
Audit Agenda.docx	👤 Malin BAGGE LINDROTH	2025/04/02 13:57	🗋	⋮
Audit Report Supplier A 2025.pdf	👤 Malin BAGGE LINDROTH	2025/04/03 16:09	🗋	⋮
Bussiness Process Map.docx	👤 Malin BAGGE LINDROTH	2025/04/03 16:08	🗋	⋮
Control Plan.docx	👤 Malin BAGGE LINDROTH	2025/04/03 16:08	🗋	⋮
Org Char Supplier A.docx	👤 Malin BAGGE LINDROTH	2025/04/03 16:08	🗋	⋮
Site Layout.docx	👤 Malin BAGGE LINDROTH	2025/04/03 16:08	🗋	⋮

Close

More support?

In case of issues with the above, please contact the lead auditor.

How to fill in the CAPA-Plan?

Procurement
Education
Center

This quick guide includes relevant steps to respond in GMS to a CAPA Plan initiated by Essity.

❶ Step 1 – Follow the link

- When the CAPA plan is initiated the primary and secondary supplier audit responsible will be informed by email.

- Press the **link starting with SQMCAPA** in that email.

CAPA plan initiated

EG Essity - Global Management System <GlobalManagementSystem@essity.com>
To ✓ BAGGE LINDROTH Malin

A CAPA plan has been initiated. Follow the link to see listed non-conformities

SQMCAPA-A73272 Audit Supplier A

❷ Step 2 – Add information for each non-conformity

- The non-conformities and observations from the audit are listed under **Initiated non-conformities.**

- Each non-conformity marked with actions required from the supplier needs to be analyzed, and the action plan needs to be filled in by the supplier.

- **Click on each** non-conformity and provide the requested information.

Overview of CAPA Plan and listed non-conformities

Initiated non-conformities

Drag a column header and drop it here to group by that column

Title	Classification of nonconformity	Action from supplier required?
⊙ Specification Changes without approval	Major	Yes
⊙ Incomplete standard operating procedures	Minor	Yes

Help! ⊠ The guideline **"How to provide the root cause analysis and action plan for a non-conformity?"** will explain how to fill in the requested information.

❸ Step 3 – Check that all non-conformities have been forwarded

- Control that all non-conformities listed have been forwarded to Essity.

Help! Look at the number of arrows marked in blue to quickly verify that all non-conformities have been forwarded. All non-conformities need to be in the second phase, meaning two blue arrows should be filled in.

More support?

In case of issues with the above, please contact the lead auditor.

How to provide Essity with the root cause analysis and action plan for a non-conformity?

Procurement
Education
Center

This quick guide includes relevant steps to fill in the requested information for a non-conformity in GMS.

❶ Step 1 – Go to Edit Case

- Press **Edit Case** at the top.

Help! ⊠ To view all non-conformities from the audit, click on SQMCAPA.

SQMNC73274 Incomplete standard operating procedures ✏ Edit case 🔗 Attached files (0)

Parent
SQMCAPA-A73272 Audit S...

← Initiate | RCA & Action plan | Perform and follow up actions → ⏩

Malin BAGGE LINDROTH
Creator, Lead auditor, Responsible SQM, Supplier audit responsible (Primary), Supplier audit responsible (Secondary)

Information from previous phase
Initiate

Help! ⊠ Click the arrow to expand/collapse information from the previous phase.

❷ Step 2 – Understand the non-conformity

- Study the details of the non-conformity raised by Essity.

  Help! ⊠ Use the Stream function (on the far right) to chat with the lead auditor or the responsible supplier quality managers if you need clarification or have questions.

NC Audit section | 3. Operation
Report reference | 3.4 Process Control/Process Steering
Essity Requirement/Expectation (Compliant Level) | Relevant set up of machine and checks of machine Evidence of control and elimination of defects. Appropriate measurement and monitoring of manufacturing process, manual steering of process Visual and audio alarming. Equipment safeguarded from adjustments and calibrated
Action from supplier required? | Yes
Non-conformities raised by Essity | Incomplete standard operating procedures (SOP) for the machine operators. Today, only machine start-up checklists and visual aids for process control are in place, but these do not cover all areas.

❸ Step 3 – Fill in the root cause analysis and action plan

- What is the root cause behind the non-conformity? Fill in the root cause, including the analysis behind.
- Fill in the action plan to solve the non-conformity. The same field is used for both corrective and preventive actions.
- Fill in the planned due date.

Non-conformity - RCA & Action plan

Root cause analysis *

Planned actions by the supplier *

Action due date *

Help! ⊠ These steps don't need to be done all at once. Save your progress and continue later.

❹ Step 4 – Add documents and pictures

- Click on **+ Attach file** to provide any documents or pictures that support the analysis or actions.
- Press the **green arrow** to send the analysis and action plan to Essity for review.

+ Attach file

Filename | Changed by
No records to display.
Record log
Drag a column header and drop it here to group by that column
Record | Recorded by
No records to display.

Press the forward-arrow to send the RCA and Action plan to Essity for review.

← → ⏩

More support? In case of issues with the above, please contact the lead auditor.

How to report progress to Essity and close a non-conformity?

Procurement Education Center
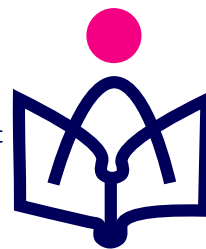
This quick guide includes relevant steps to report solving progress and submit a non-conformity in GMS.

❶ Step 1 – Keep Essity updated via the "Stream" function

- Use **the stream** function to report progress to Essity on a non-conformity.

- Press **Attached files** to upload evidence of implementation or any other relevant documentation.

SQMNC73274 Incomplete standard operating procedures | ✏ Edit case | 🔗 Attached files (0)

Parent
SQMCAPA-A73272 Audit S...

RCA & Action plan ▶ Perform and follow up actions ▶ Close → ⏩

Malin BAGGE LINDROTH
Creator, Lead auditor, Responsible SQM, Supplier audit responsible (Primary), Supplier audit responsible (Secondary)

Stream
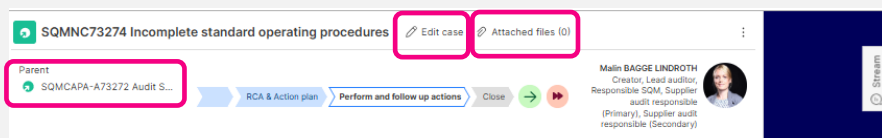
Help! ⊠ To view all non-conformities from the audit click on SQMCAPA-….

❷ Step 2 – Perform all planned actions

- Press **Edit Case** when all planned actions have been performed and are ready to be submitted to Essity.

e standard operating procedures | ✏ Edit case | 🔗 Attached files (0)

RCA & Action plan ▶ Perform and follow up actions ▶ Close → ⏩

❸ Step 3 – Report performed actions

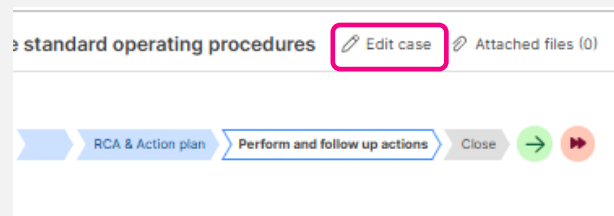- Fill in the actions performed. The more clearly they are described, the easier it will be for Essity to judge if the non-conformity can be closed.

  Help! ⊠ These steps don't need to be completed all at once. Save your progress and continue later.

Performed actions by the supplier *’ ⑦

❹ Step 4 – Upload evidence

- Press "**+ Attach file**" and upload evidence of the implemented actions.

- Press the **green arrow** to inform Essity that the planned actions have been performed and ready for Essity to review and follow up.

Attach the CAPA evidence
+ Attach file

Filename | Changed by
No records to display.

Record log
Drag a column header and drop it here to group by that column

Record | Recorded by
No records to display.

When planned actions have been performed and are ready to be submitted, press the forward-arrow to send them to Essity for review and follow up

→ ⏩

More support?

In case of issues with the above, please contact the lead auditor.