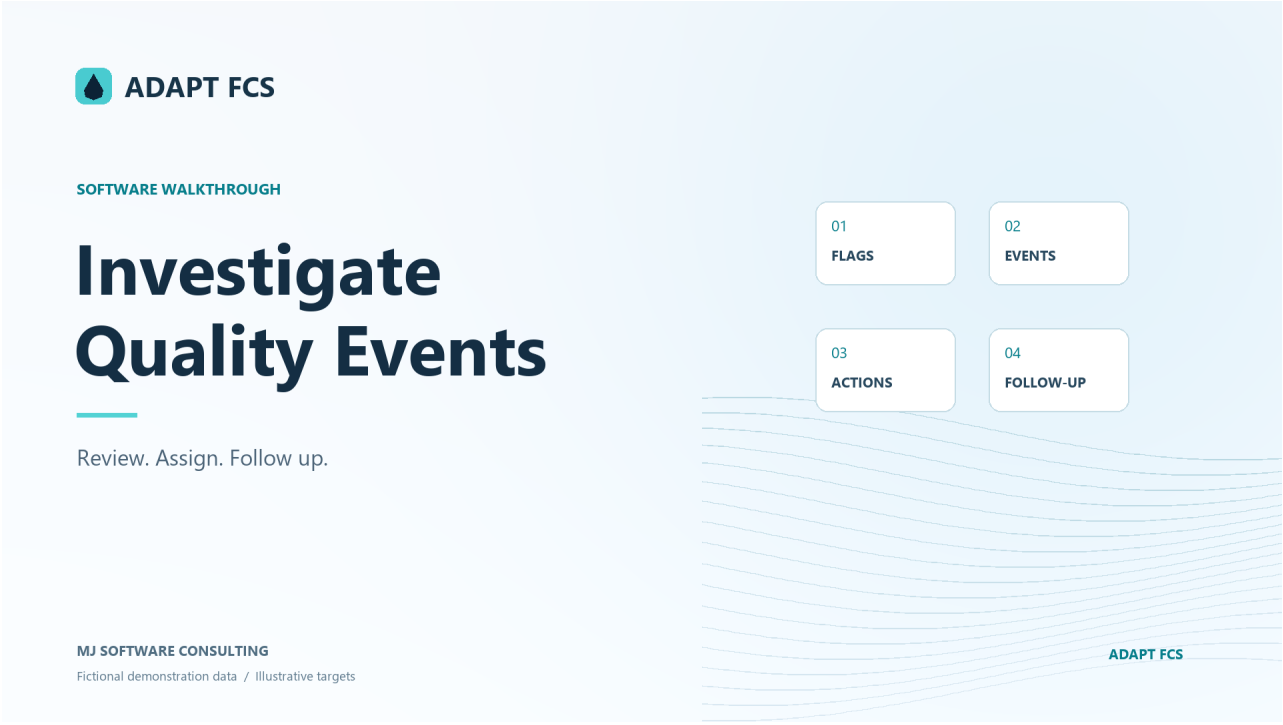
Investigate Quality Events

Follow target-review flags into assigned quality events, inspect required actions and resolution fields, and compare existing repeat-sampling work.

Version 1 | Narration and screenshots | 2 minutes

Watch the video online
https://app.adaptfcs.com/videos/water-quality/investigate-quality-events.html



Introduction - 00:00

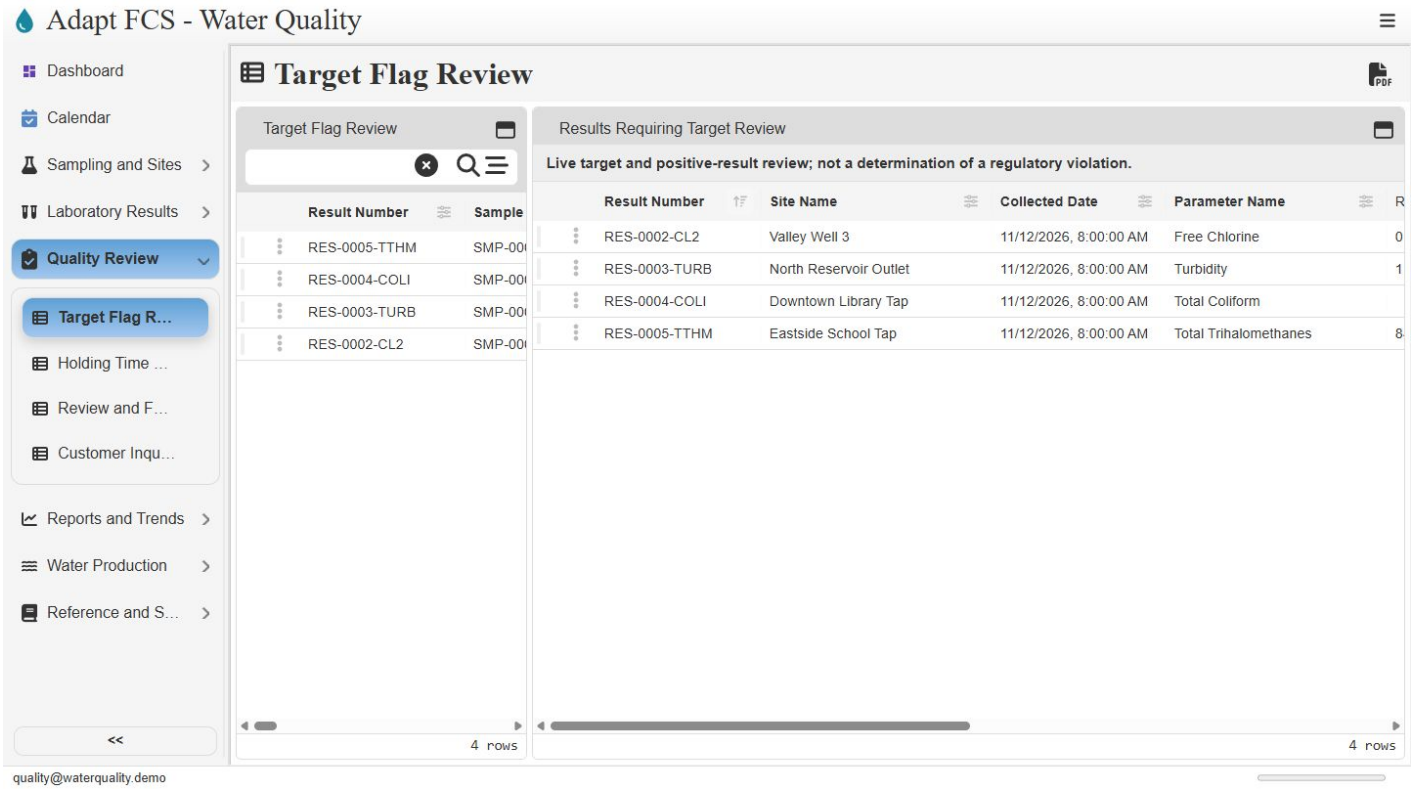
Follow a target-review flag into a recorded quality event. We will inspect the supporting result, assigned reviewer, due date, required action, and resolution field, then compare an existing repeat-sampling example and its collection history.

This PDF contains the complete narration and relevant screenshots. The linked page includes the video, chapter controls, captions and downloads.

Fictional demonstration data and illustrative targets. This walkthrough does not determine regulatory compliance.

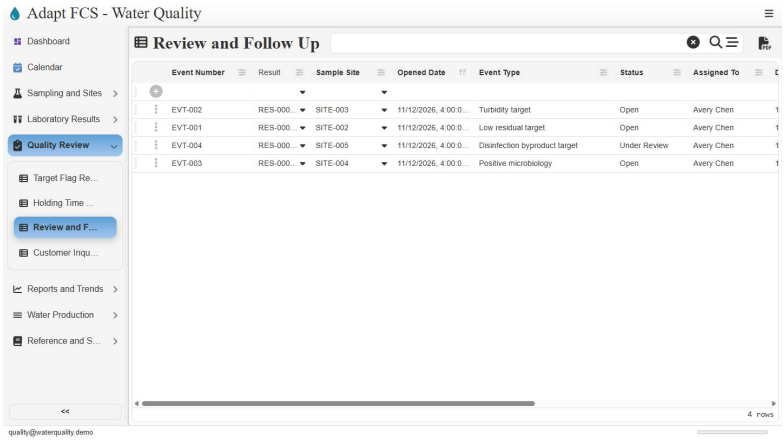
00:17 | Start with the target review queue

Open Quality Review, then Target Flag Review. The view brings together the four seeded target or positive-result examples. These flags identify records for qualified attention. The message on screen is explicit: this is a review aid, not a determination that a regulatory violation has occurred.



Quality Review > Target Flag Review

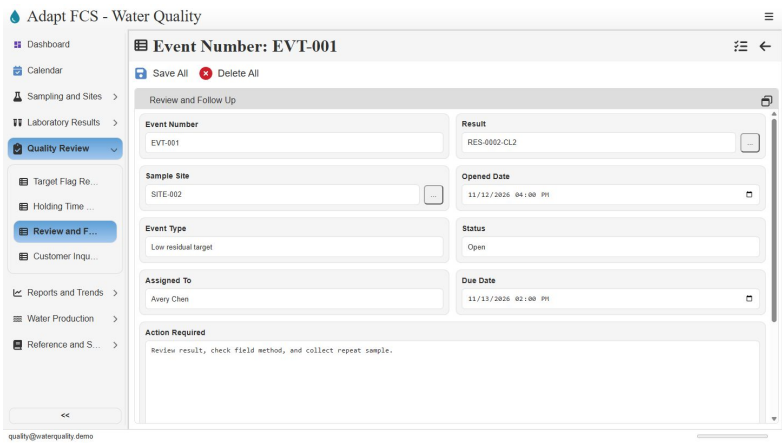
00:39 | Use the event register to organize follow-up



Review and Follow Up lists event type, status and ownership.

Choose Review and Follow Up to see the investigation records. The register includes low residual, turbidity, disinfection byproduct, and positive microbiology examples. Staff can review the event type, status, assigned person, and due date. We will inspect event zero zero one for the low chlorine example.

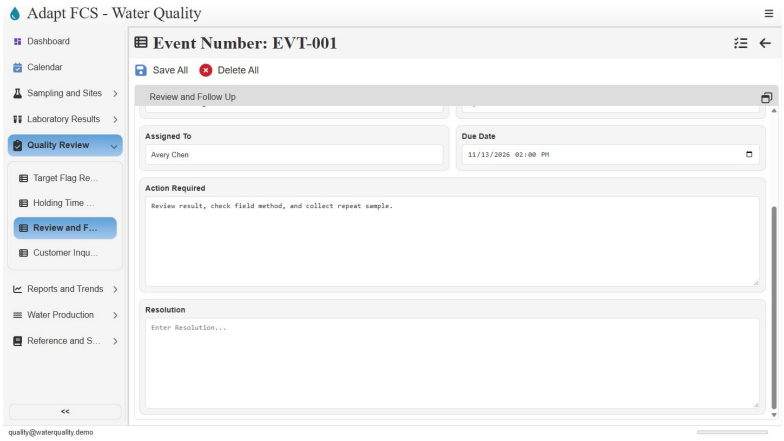
01:01 | Keep the event connected to its evidence



EVT-001 references RES-0002-CL2 and SITE-002.

The event links the chlorine result to site zero zero two. It is currently Open, assigned to Avery Chen, with a recorded due date. That connection helps reviewers return to the underlying analytical evidence and location. Assignment and status are maintained workflow fields, rather than proof that an investigation has been completed.

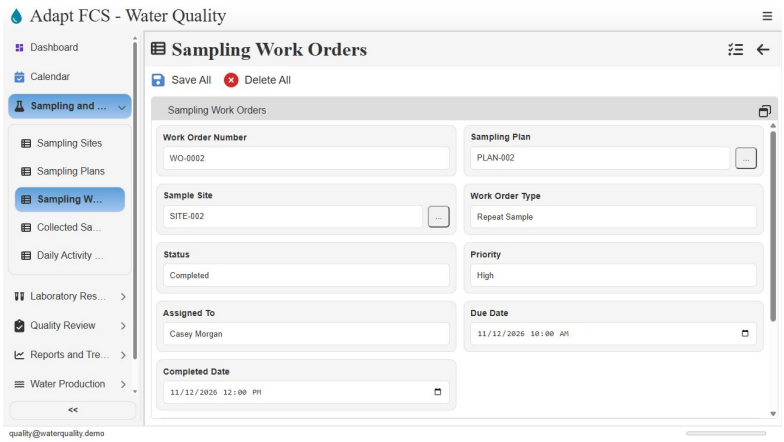
01:24 | Read the required action and resolution separately



Action Required describes review and repeat collection; Resolution is blank.

Scroll down to Action Required and Resolution. This event asks staff to review the result, check the field method, and collect a repeat sample. The resolution field is blank. Keeping the requested action separate from the eventual outcome lets staff see what remains to be documented. We leave this open example unchanged.

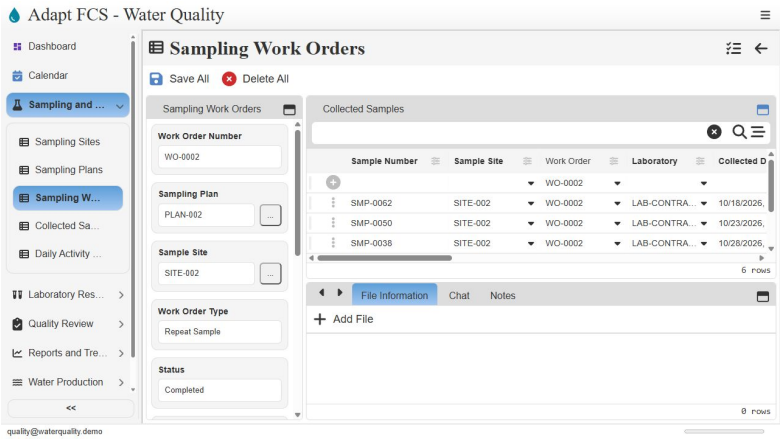
01:47 | Compare an existing repeat-sampling work order



A separate pre-existing repeat order illustrates recorded follow-up work.

Here is a separate seeded repeat-sampling example for the same site. Work order zero zero zero two records a repeat sample, high priority, Casey Morgan as assignee, and Completed status. The demonstration dates are illustrative. This is not an order generated automatically from the event during this walkthrough.

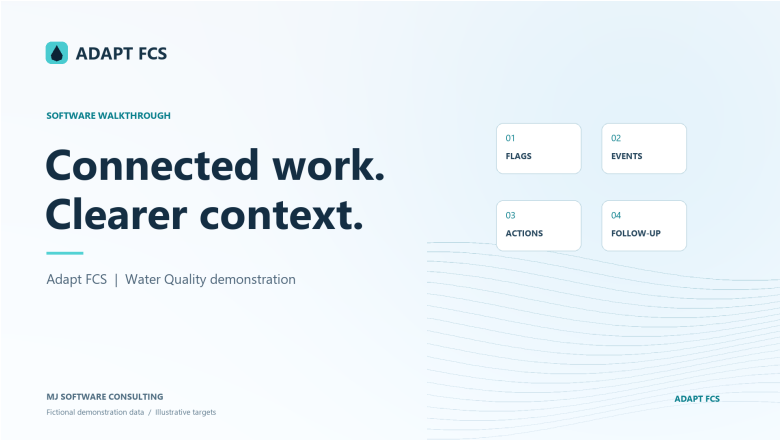
02:09 | Inspect collection history before resolving the event



Related samples support review; completed work does not automatically close an event.

The work order layout lists its related collected samples. Staff can inspect those collections and their results when documenting an investigation. Completing a collection task does not automatically resolve the separate event in this demonstration. A qualified reviewer must assess the evidence, document the outcome, and determine any applicable reporting obligations.

02:35 | Closing



Closing card.

Instrumental closing; no narration.