

A19 - Action plans (Tasks)

First steps in Convergence

Added Value

Action plans are useful to improve your suppliers' performance. Just create tasks in Convergence to achieve such plans and link them to an existing CSR assessment or Visit Minute. You can group several tasks together and label them with the name of your action plan.

You can involve your supplier directly in this process by sending him a link to his tasks : he can then connect to Convergence and manage them.

All your tasks are now in one place, directly linked to the right supplier, the right Visit Minute and the right CSR assessment.

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What you need to know to start...

Create a task and chose the right type (Corrective, Improvement...), the right subject and link it to a Visit Minute or a CSR assessment if needed. You also have the opportunity to label it with a product segment or a product name. Finally, chose to send it to your supplier.

Pre-packages Reports can help you manage all your tasks.



Need Help?

How to ask for assistance?

*Dear SalesForce
Convergence user,*

For any question or issue regarding Convergence, please :

- create a request in **Service One** with the following information:
 - I want to update data in Convergence [Maintain data ownership in CONVERGENCE](#)
 - I want to upload procurement data [Maintain procurement data in CONVERGENCE](#)
 - Process : Data & Analysis
 - PTP-Subprocess: Purchasing Tools Support
 - PTP-Category: Convergence

For account creation, please refer to [here](#).

Thank you very much,

Convergence Team.