VECTOR OPERATIONS PRO

Owner's Manual

Setting up Vector Operations Pro at your plant, and running it once it is set up.

Written for the Organization Admin, the person who sets Vector up. Where someone else's authority differs, the manual says so at the point it matters.

Before you begin

Vector is not difficult to use. It does take an hour to set up properly, and that hour decides whether the rest of it feels effortless or irritating. This manual is the hour, written down.

Read Parts 1 to 3 before you touch anything. Then do Part 3 with the app open in front of you. Parts 4 onward you can read as you go.

What You Need

- **An iPhone or Android phone** for everyone who walks the floor or owns work. Vector Operations Pro is on the App Store and Google Play; the evidence packs it produces are PDFs anyone can open.
- **One person to be the Organization Admin.** That is probably you. It should be someone who knows the plant's layout and who owns what.
- **About an hour**, uninterrupted, for the setup in Part 3.
- **A list of your areas** — weld, receiving, shipping, the break room. Write it down before you start; it is the one thing people always improvise and regret.
- **A photo of your evacuation plan**, if you have one on the wall. Optional, and one of the highest-value ten minutes you will spend. Part 3.2 explains why.

How This Manual Is Written

Every instruction is one action. Where the app says **Flag a Finding**, the manual says **Flag a Finding** — the words match what is on the screen, so you can follow along without translating.

> **Where you will see this**
>
> Boxes like this one flag something that will otherwise cost you time: a limit on who can do what, a thing that cannot be undone, or a decision worth making deliberately rather than by accident.

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PART 1

What Vector Actually Does

Something needs attention. Someone owns fixing it. They prove it was fixed. Someone else checks it. Every step is recorded, and nothing on the record can be quietly changed afterwards.

That sentence is the whole product. Everything in this manual is machinery for making it true on a factory floor, where people are busy and the person who found the problem is rarely the person who can fix it.

The Loop Every Item Follows

1. **Raise it** — say what needs attention, and where.
2. **Own it** — give it to one person, with a due date.
3. **Work it** — progress notes and photos as it moves.
4. **Prove it** — a photograph of the fixed condition.
5. **Verify it** — someone confirms it, and closes it.

An item can come from a walk of the floor, or straight from a person — a manager who needs something done sends it as a direct action. Both follow the same loop. Audits are one source of work, not the point of the app.

> **Item numbers**
> Every item is numbered VX-0001, VX-0002 and so on. Every walk is numbered AU-0001. Quote the number in an email or across a noisy floor and anybody can find exactly the thing you mean. It is a small feature that removes a surprising amount of confusion.

Why the Record Is the Part You Are Really Buying

A spreadsheet can list corrective actions. What it cannot do is prove they were done, or that the list was not edited last night.

In Vector, the history of every item is written by the database itself — the app cannot add to it, change it or remove it. Notes are never edited once saved; if something changes, you add another note. A withdrawn photo stays on the record as withdrawn. A reopened item keeps its earlier closure and the reason it came back.

On top of that, each entry in your organization's record carries a fingerprint of itself and of the entry before it, so altering anything afterwards breaks every fingerprint that follows. Once a day — and within a minute of a walk being submitted or an item closed — an independent timestamp authority signs the newest fingerprint. Anyone can check that signature with standard tools, without trusting Vector or you.

That is what an evidence pack is worth handing to a customer, an insurer or an auditor. Part 6 covers it properly.

PART 2

Getting In, and Who Can Do What

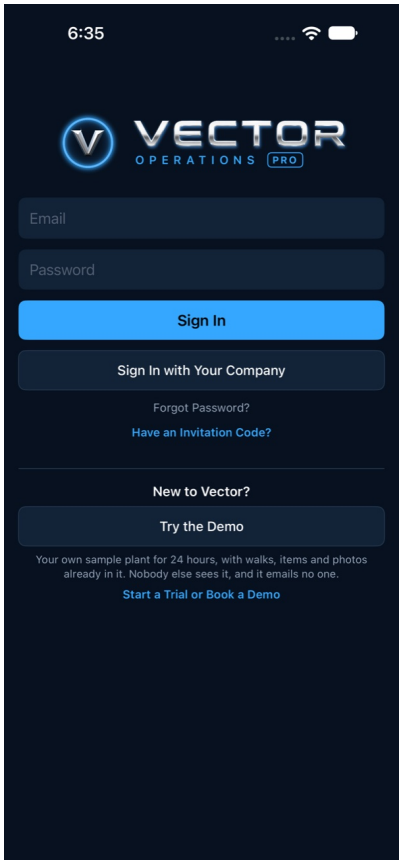
Vector is invite-only. There is no public sign-up, which is deliberate: nobody reaches your plant's record by guessing an address.

Your First Sign-In

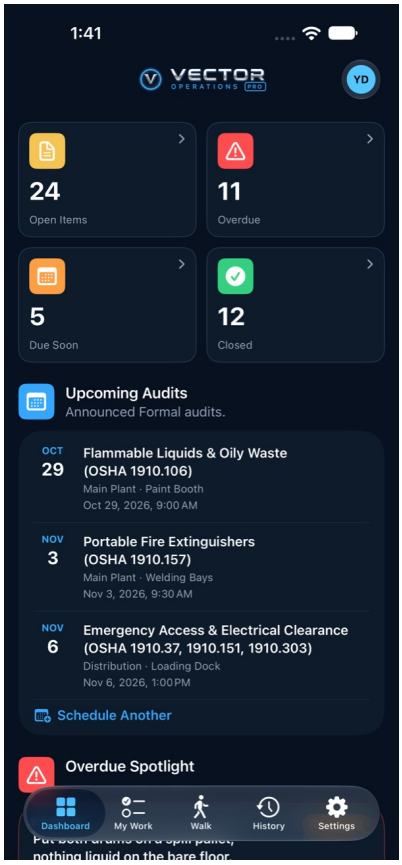
You will have an email from Vector with a button that opens the app, and a 6-digit code in case the button does not. Either route lands you on choosing a password.

1. Open the email on your phone and tap the button. If Vector is not installed yet, it opens a page telling you what to do.
2. If the button does not open the app, open Vector, tap **Have an Invitation Code?** on the sign-in screen.
3. Enter the email address the invitation was sent to and the 6-digit code.
4. Tap **Continue**, then choose your password.

> **Invitations expire, and the newest one wins**
> An invitation lasts 14 days. Each emailed link and code works once, within 24 hours. If you send someone a new invitation, the earlier email's link and code stop working — so tell them to use the newest email. Its subject line shows its code.



The sign-in screen



The Dashboard, once you are in

The Five Tabs

Dashboard shows where things stand across your organization. **My Work** lists what is yours; its **+** raises an item. **Walk**, in the middle, is where you start a walk, join one and flag findings. **History** holds every walk, and the audits announced for later. **Settings** is your account, your team, and the Help Center. Action owners, who fix things rather than walk audits, have four tabs: no Walk.

On the Dashboard, the four tiles count open, overdue, due soon and closed items — tap any of them to open My Work showing just those. Below, anything overdue comes first, then your newest open work, then recent activity across the organization. Announced audits coming up show under **Upcoming Audits**. Quick Actions start a walk, raise an item, list items waiting to be verified, open your history, or open the Help Center. Pull down to refresh.

The Four Roles

You are an **Organization Admin**. There are three other roles, and the difference between them is the difference between a tidy Vector and a messy one.

Role	What they are for	What they cannot do
Organization Admin	Runs the organization: its people, programs, sites, areas and contacts. Sees every site. Can check the record.	Nothing inside their own organization.
Site Manager	Runs the sites they are given. Invites auditors and action owners to those sites, and edits their areas.	Cannot touch sites they do not manage, cannot create programs, and cannot invite an admin.
Auditor	Walks areas, flags findings, raises items.	Cannot invite anybody, edit programs, or change sites and areas.
Action Owner	Works the items given to them: notes, photos, submitting for verification.	Cannot walk audits, invite anybody, or change any setup.

Give people the smallest role that lets them do their job

It is tempting to make everyone an admin so nobody is ever blocked. Resist it. The value of the record depends on it being obvious who did what, and an organization where everyone can change everything is one where that gets harder to say. A full table of who can do what is at Appendix A.

PART 3

Setting Up Your Plant

This is the hour. Do it in this order — each step depends on the one before it, and doing them out of order is the most common way to make Vector annoying.

	Step	Roughly
1	Add your site, and its address	5 min
2	Add your areas	10 min
3	Put a site map up and box the areas *(optional, high value)*	15 min
4	Check the starter programs, or write your own	15 min
5	Add outside contacts — contractors, vendors	5 min
6	Invite your team	10 min

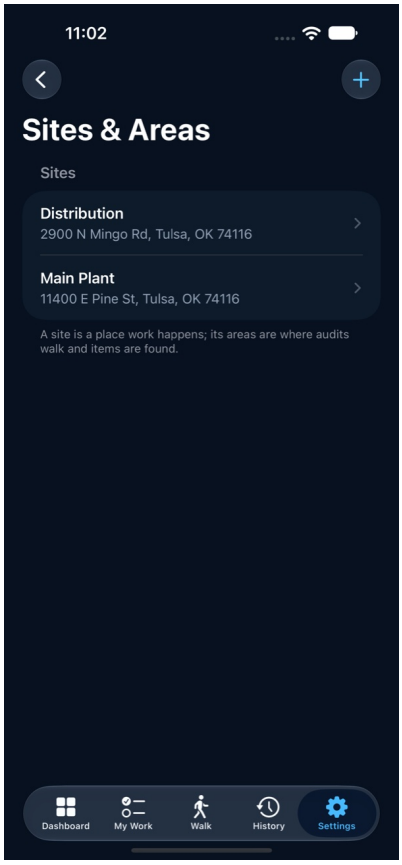
3.1 Sites and Areas

A **site** is a location — a plant, a building. **Areas** are the parts of it: weld, receiving, the break room. Everything in Vector hangs off this: a walk is of an area, an item is at a site, and who can see what is decided by site.

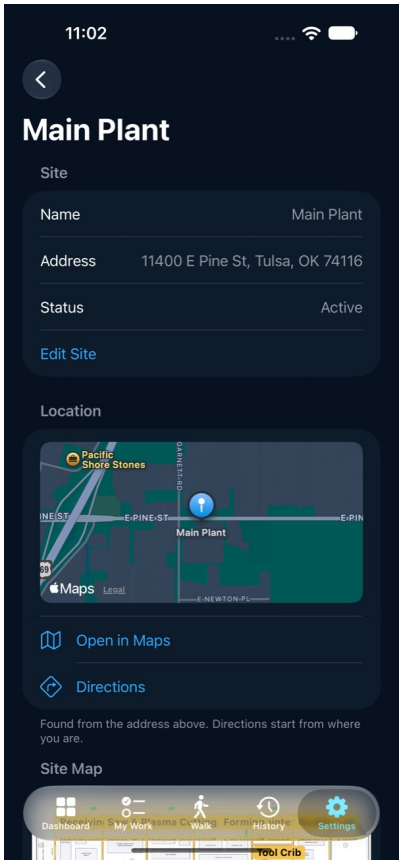
1. Go to **Settings** → **Sites & Areas**.
2. Add the site, with its full street address.
3. Add each area under it.

> **Name areas the way your people say them out loud**
> Not "Production Cell 4B" if everyone on the floor calls it "the weld bay". The name appears on findings, on items and in evidence packs, and it is read by people in a hurry. An area's name is used once per site, so two sites can both have a "Receiving".

The address is worth typing carefully. Vector puts the site on a map from it, so anyone can tap **Open in Maps** or **Directions** to get there — useful the first time a contractor drives to one of your plants. If the pin lands in the wrong place, fix the address with **Edit Site**. In the list of sites, swipe right on a site for directions.



Settings → Sites & Areas



A site, with its location

> **Who can edit areas**
> An admin can edit any area. A **site manager** can edit areas of the sites they manage, and only those. An area always stays on the site it was created under — it cannot be moved to another one.

3.2 Site Maps — the Ten Minutes People Thank You For

A site map is a picture of the site with each area boxed on it. The usual source is a photograph of the evacuation plan already hanging on your wall.

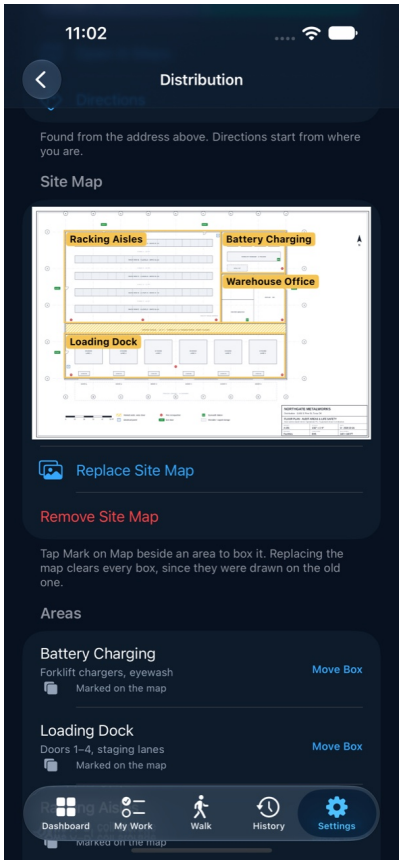
Here is why it is worth the time. Somebody gets assigned an item in "Weld". If they do not know your plant — a contractor, a new starter, a manager visiting from another site — the word "Weld" tells them nothing, and finding the right corner of a large building costs real time. With a site map, the item shows them where it is, and a pin shows them where in the area the problem is.

1. In **Settings** → **Sites & Areas**, open the site.
2. Under **Site Map**, tap **Add Site Map** to choose a picture, or **Photograph the Plan** to take one there and then.
3. Under **Areas**, tap **Mark on Map** beside an area.
4. Drag across the area to draw its box, or tap **Place a Box**.
5. Drag the box to move it; drag a corner to resize it. For a small room, pinch or double-tap to zoom in first. Tap **Save**.
6. Do the same for each area. To fix one later, tap **Move Box**.

For a large area — a whole weld shop — you can give that area its own closer picture with **Add Area Map**. Pins in that area then go on that map instead.

> **Replacing a site map clears every box**
> The boxes were drawn on the old picture, so they cannot survive a new one. If you replace the site map you will redraw the areas. Take the photograph you intend to keep.

Once an area is marked, every item and walk in it shows the site map with that area lit up. **Show Map** opens it full screen — pinch to zoom, drag to look around. A map you have opened once stays on the phone, so it works with no signal.



A site with its areas boxed



Drawing a box: Mark on Map

3.3 Programs — and Saying Exactly What You Audit

A **program** is a kind of work with its own checklist: 6S, safety, machine guarding. As the app puts it: a program decides what a checklist asks, and what an item filed under it needs before it can close. Each check in a program is a criterion — a standard a walk measures against.

A team can only meet a standard it can read. So every program says **what it covers** — what is audited, where, and against which standard — and every check says **what good looks like**, in plain words. Both show on the walk and print in the walk pack, frozen as they stood the day the walk started.

Quick Walk or Formal Audit

Every program is one of two kinds. They walk the same way and leave the same record; the difference is how much must be written down first.

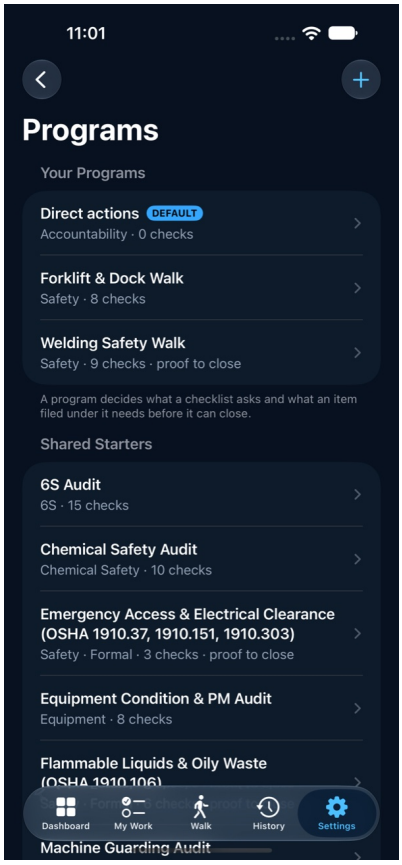
	Quick walk	Formal audit
Plan	Every plan	The Formal audits add-on (Part 8)
For	Everyday walks: 6S, housekeeping, quick safety checks	Announced audits against a written standard: OSHA, ISO, a customer spec
Who walks it	Anyone on the team	Usually a trained auditor, with the team present
Each check needs	What good looks like	What good looks like **and** what it is based on
Undefined checks	The walk starts, with a warning naming them	The walk will not start until every check in play is complete
Choose it when	The point is keeping the area right week to week	The result may be shown to a regulator, a customer or a certifier

The test for a good definition

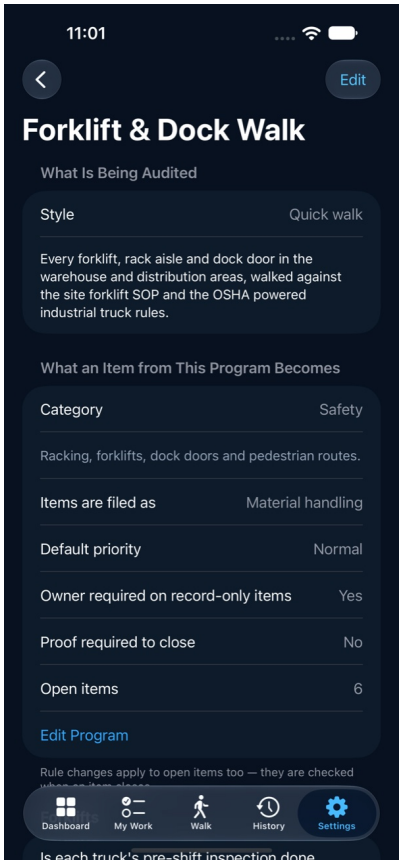
Two different people would reach the same result, and the area owner could check it the day before. Write what passing looks like, not what the auditor should do: not *"Is the area clean?"* but *"No oil, chips or debris on the walking surface; benches hold only today's job."* Words like *clean, proper, adequate, as needed* sound like a standard and let two auditors disagree — Vector shows a hint when a definition leans on one.

Settings → Programs shows two groups. **Your programs** are yours to change. **Shared starters** — 6S Audit, Chemical Safety, Machine Guarding and the rest — come with Vector and can be walked and filed under, but **not edited**.

1. Go to **Settings** → **Programs**.
2. Read the shared starters and decide whether any of them fits your plant as it stands. If one does, you are finished — walk it.
3. If one is close but not right, add your own program with **+**. Choose **Quick walk** or **Formal audit** (Formal audit needs the add-on, Part 8), and fill in **What this covers**. You cannot edit a starter.
4. Tap **Add Check**. Write the check as a statement — *Walkways and exits are clear* — and say **what good looks like**. Under **More detail**, add how to check it, what it is based on (required on a Formal audit) and the evidence expected.
5. Drag the questions into **walking order** — the order someone physically moves through the area.
6. Swipe to retire a check that no longer applies.
7. Clear every **Needs definitions** badge in the Programs list before your team walks.



Your programs, and the shared starters



A program's questions, in sections

Walking order is worth getting right

The order of your questions is the order a person walks the floor. Getting it wrong means people doubling back, and people who double back start skipping. Retired questions are not deleted — swipe one in the Retired list to bring it back.

Work that does not belong to any program goes under **Direct actions**, which every organization has and which cannot be retired. That is where a manager's "please sort this out" lives.

Proof to close is set per program

A program can require a photograph of the fixed condition before any item filed under it may close — the list shows it as *proof to close* beside the question count. Turn it on for the work where a photograph is the only thing an outsider can check for themselves. Rule changes apply to items that are already open, too: the rule is checked when an item closes, not when it was raised.

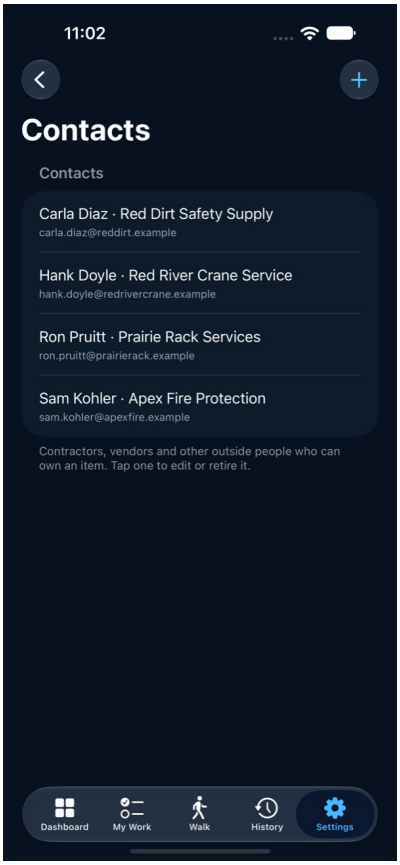
Who can change programs

Admins only. Site managers, auditors and action owners cannot create or edit a program. This is deliberate: a checklist that different people quietly edit is a checklist you cannot compare across months.

3.4 Contacts

Contacts are people outside your team — contractors, vendors — who can own an item like anyone else. They are emailed when something becomes theirs. Add them in **Settings** → **Contacts**.

One email address is one contact; entering it again finds the one already on file rather than making a duplicate.



Settings → Contacts

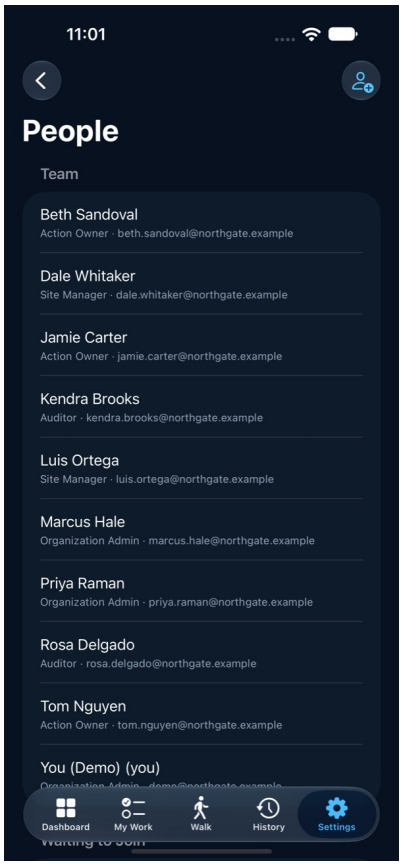
> **Contractors do not cost you anything**
> Vector is priced per site, not per person, so there is no reason to be sparing about who you add. That matters more than it sounds: the moment people start rationing who gets added is the moment problems go back to living in somebody's inbox.

3.5 Inviting Your Team

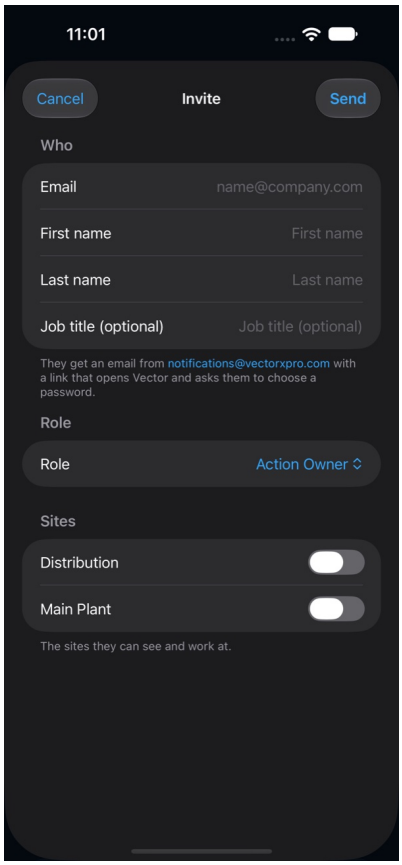
1. Go to **Settings** → **People**.
2. Tap the invite button at the top.
3. Enter their email address, choose a role, and choose the sites they can see.
4. Tap **Send**.

They get an email with a button that opens the app and a 6-digit code as a fallback. Invitations waiting for an answer are listed under **Waiting to join**; swipe left on one to **Send Again** or **Revoke** it.

You can also do all of this on the website: sign in at **vectorxpro.com/team**. Some people find inviting twenty people easier on a keyboard.



Settings → People



The invite sheet: role, and which sites

Who can invite whom

Admins invite anyone, to any site. **Site managers** invite auditors and action owners, and only to sites they manage — they cannot create another admin or another site manager. **Auditors and action owners** cannot invite anyone.

An email address can only be invited once

If someone already has a profile in your organization — even a deactivated one — the invitation is refused. That is what stops two people quietly sharing one account. If someone genuinely needs to start over, they can delete their own account from Settings, which frees the address.

3.6 The Org Chart — Who Hears When Work Is Late

The org chart says who reports to whom. It is the path overdue work climbs, and it is a separate list from People: most of a plant's people never sign in, but the chain still has to run through them. Someone on the chart who does use the app is linked to their sign-in by email.

Load it from your HR system rather than typing it. Export the employee list as Excel or CSV — each person's name, who they report to, and ideally their email and employee ID — then, on the website:

1. Sign in at **vectorxpro.com/team** and open **Org chart**.
2. Click **Import from a spreadsheet** and drop in the file.
3. Check the column matching. Vector reads the headings; change any it got wrong. The manager column can hold the manager's name, email or employee ID.
4. Click **Check it**. Nothing is saved yet: you see who is new, who changed, who is leaving, and anyone whose manager wasn't found.
5. Click **Import**.

Import again whenever HR sends a new file. People are matched by email, then employee ID, then name, so nobody is added twice; anyone missing from the new file is marked as left, and Vector lists leavers who still own open work so you can hand it on. To fix one person, use the app: **Settings** → **Org Chart**, tap them, and change their details or who they report to.

How escalation works

When an item is past its due date, Vector emails up the chart: at **5 days** late, the manager of the person doing it; at 10 days, the next manager up; and so on to the top. Whoever the item was first given to is copied every time. Emails go out on weekday mornings, and every notice is written to the item's record. Someone marked as left is skipped. Blocked items don't escalate, and moving the due date moves the count. Change the number of days, or switch it off, in **Settings** → **Org Chart** → **Change escalation rule**.

Managers need an email on the chart

A manager with no email can't be told. Vector sends that notice to the accountable person and your admins instead, naming who should have heard — but fix the chart.

PART 4

Your First Walk

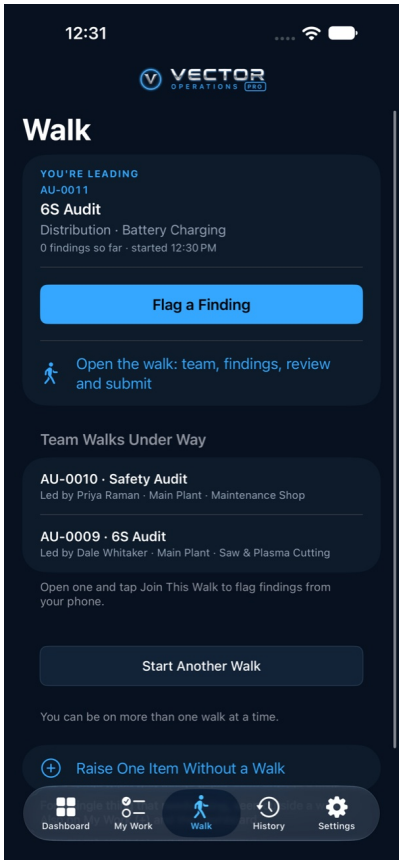
A walk is you moving through an area flagging what you see, in whatever order the floor shows it to you. It is not a questionnaire you answer top to bottom.

4.1 Start the Walk

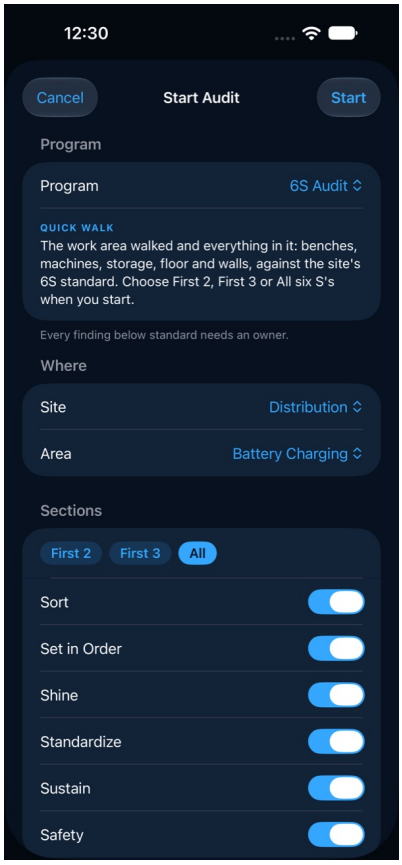
1. Tap **Walk** in the middle of the tab bar, then **Start a Walk**. (**Start Audit** on the Dashboard does the same.)
2. Pick the site, the area and the program. Under the program, read what it covers and whether it is a Quick walk or a Formal audit.
3. Under **Sections**, choose what is in play — **First 2** is a 2S walk, **First 3** a 3S walk, **All** the whole program.
4. Tap **Start**.

> **What gets frozen, and when**
> The criteria, and what good looks like for each, are fixed at the moment the walk starts. Editing the program afterwards will not change a walk already under way — which is exactly what you want when you are comparing this month against last, or showing an inspector the standard in force that day. A Quick walk warns you about checks with no definition; a Formal audit will not start until every one is complete.

Once a walk is under way, the **Walk** tab leads with it: the program, the place, how many findings so far, and **Flag a Finding** one tap away. Below it come announced audits that can start today, team walks you could join, and **Start a Walk**. Open the walk from its card for the team, every finding, and Review & Submit.



The Walk tab, with a walk under way



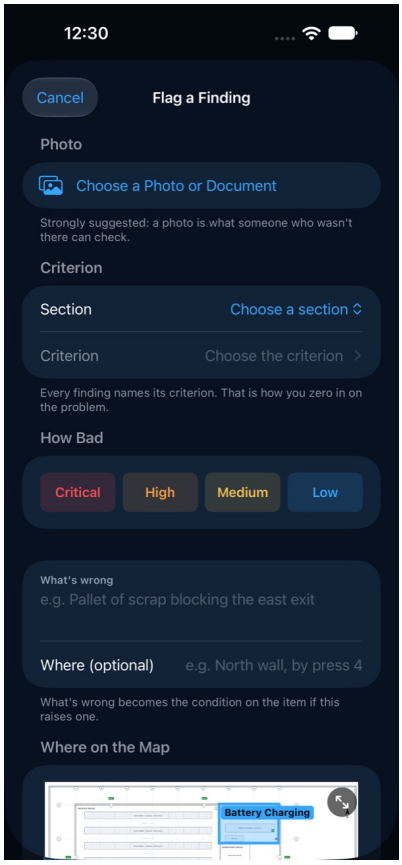
Starting a walk

4.2 Flag What You Find

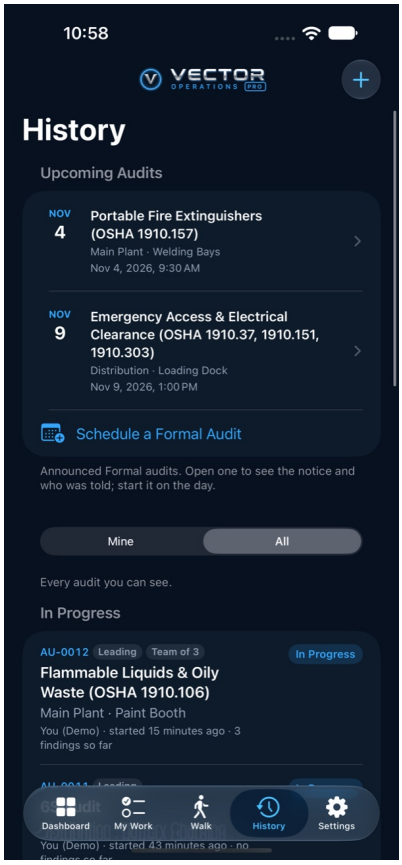
Each finding names one criterion — the standard it falls short of. You can flag as many findings against one criterion as the floor deserves, in any order.

1. Tap **Flag a Finding**. The camera opens first — take a photo, or tap **Cancel** to skip it.
2. Choose the section, then the criterion. Read **What good looks like** under it — that is the standard you are judging against. **More detail** adds how to check it and what it is based on.
3. Choose how bad it is: Critical, High, Medium or Low.
4. Say what is wrong and, if it helps, where.
5. If the area has a map, tap where it is under **Where on the map**. It is required once a map exists, and the pin travels to any item this finding raises.
6. Choose the owner and due date under **Action**.
7. Tap **Save & Flag Another** to keep going, or **Save**.

Tap a finding to edit it any time before the walk is submitted. Swipe left to withdraw one flagged by mistake — it stays on the record and counts for nothing.



Flagging a finding



The History tab

4.3 No Signal on the Floor

Keep walking. Every finding and photo is saved on the phone the moment you tap **Save**, and sent when a signal returns. The line at the top of the walk says what is still waiting. A walk you have opened once with a signal opens again without one.

> **Starting and submitting need a signal; the walk between does not**
> Plan for it. Start the walk where you have coverage — the office, the door — then go. Submit when you are back in range; Submit waits until everything on the phone has been sent, so nothing is lost.

4.4 Walking as a Team

Several people can flag findings on one walk, each from their own phone. Everyone's findings appear on everyone's phone within about 30 seconds, marked with who flagged them.

1. The leader starts the walk as usual.
2. Everyone else finds it on the **Walk** tab under **Team walks under way** and taps **Join This Walk**. Anyone with access to the site can join.
3. For someone without a Vector account, the leader taps **Add a Guest** and types their name. Guests are listed in the pack but do not flag findings.
4. Flag findings as usual. You can edit only your own; the leader can withdraw anyone's.
5. When the team is done, the leader taps **Review & Submit**.

> **Admins have to join before they can flag, too**
> This catches people. Being an Organization Admin does not put you on a walk — if you want to flag findings you tap **Join This Walk** like everybody else. Without joining, an admin can still add guests, withdraw findings and submit, but cannot flag. The reason is that the pack says who found what, and a walk where the admin silently appears as a contributor would be worth less.

4.5 Review and Submit

1. Under **Not applicable here**, switch on any section that truly does not apply to this area.
2. Tap **Review & Submit** and check each criterion's result.
3. Tap **Submit**, then **Submit** again to confirm.

Submitting raises one item for each finding that needs action, carrying its photos across, and locks the walk. Vector takes you back and says how many items were raised. Before you submit it also tells you how many criteria have no findings and will therefore be recorded as meeting the standard.

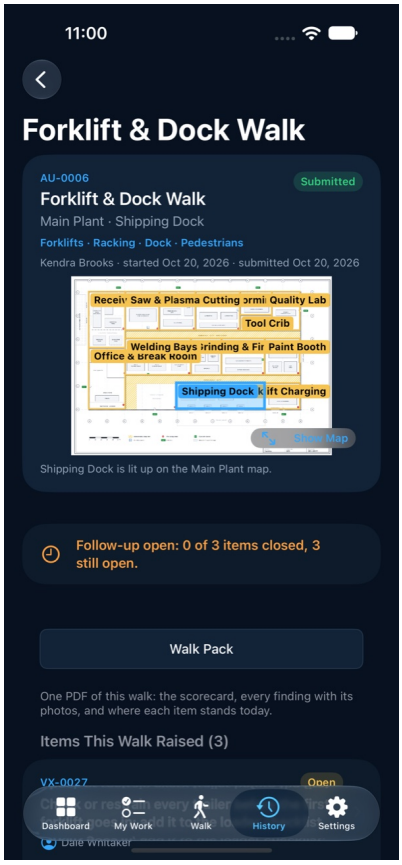
> **A submitted walk cannot be edited by anyone — including us**
> That is not a limitation, it is the product. It is the reason an evidence pack is worth something to an outside auditor. Check the review screen before you confirm.

4.6 How a Walk Is Scored

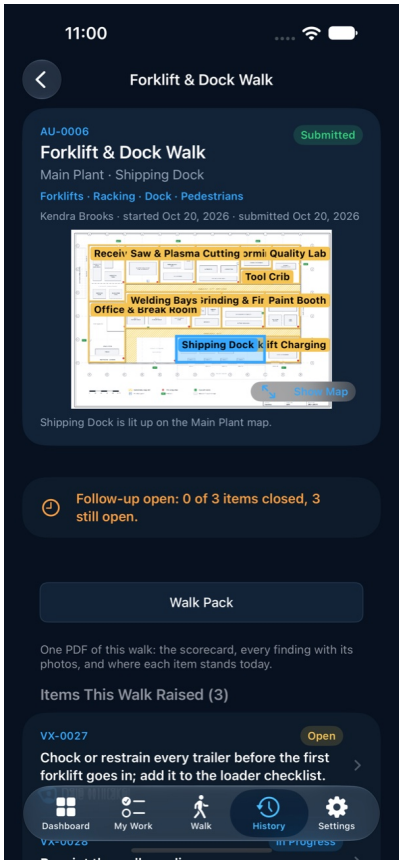
Each criterion scores the average of its findings, as a whole number, with a half rounding **down** to the worse score. Where one finding is worse than the average, it is shown beside it — *3 · Medium, worst: Critical* — so a single serious problem is never hidden inside a comfortable average.

A criterion with no findings is recorded as meeting the standard, scoring 5 — except on a walk ended as **Not ready** (8.2), where it is recorded **Not assessed** and left out of the score. A section marked **Not applicable** is left out of the score entirely.

A section with no findings earns a **Clean** badge, and a walk with none at all earns **Clean walk**. Keeping an area right all month is what the badge is for.



A submitted walk's results



Each criterion, and the items raised

PART 5

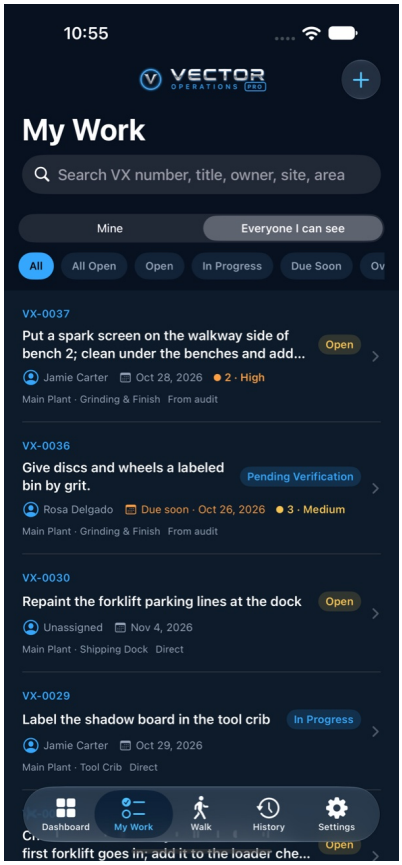
The Work That Follows

A walk that raises twenty items and changes nothing is worse than no walk at all. This part is what your people do between walks — and it is where Vector earns its keep.

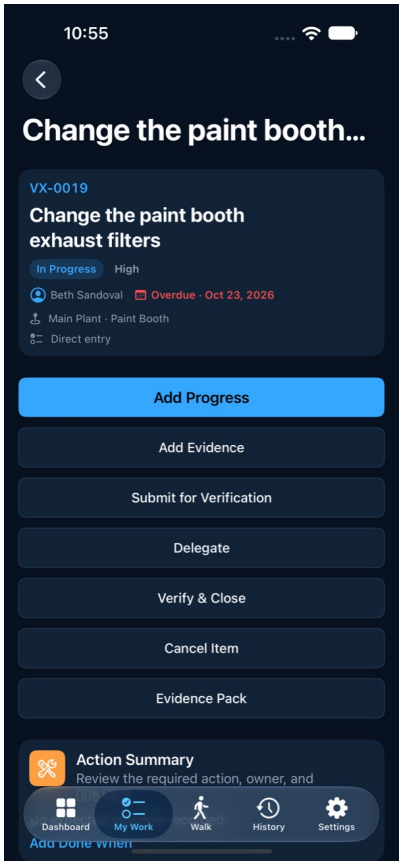
5.1 What Your People See

My Work lists the items someone owns. Filters narrow them; search finds one by title or by number, such as VX-0012. **All Open** is everything not yet closed or canceled; **Open** is only what nobody has started.

Due soon means due within the next few days. **Overdue** means the due date has passed and the item is not closed. An item with no due date is never overdue — which is worth knowing before you decide whether to set them.



My Work



An item

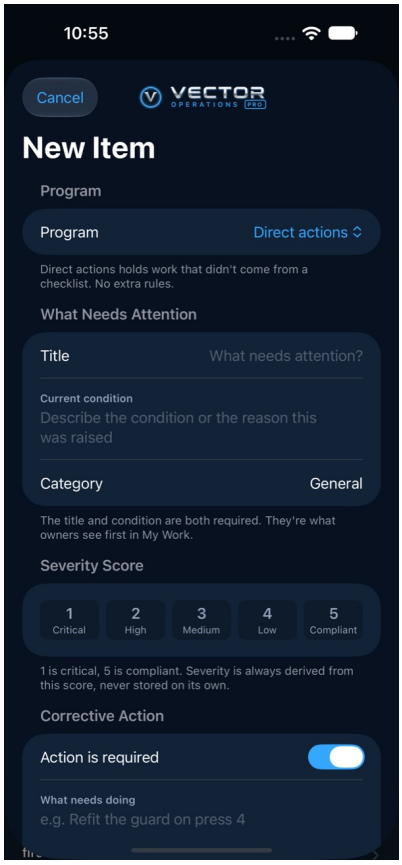
5.2 Raising an Item Without a Walk

1. On **My Work**, tap **+**. (Or **Raise an Item** on the Dashboard, or **Raise one item without a walk** on the Walk tab.)
2. Under **What needs attention**, give it a short title and describe the condition you see.
3. Pick the site and, if it helps, the area.
4. Leave **Action is required** on if somebody has to fix it, and say what needs doing.
5. Under **Done when**, say what counts as fixed.
6. Choose the owner and, if you want one, a due date.
7. Tap **Create Item**.

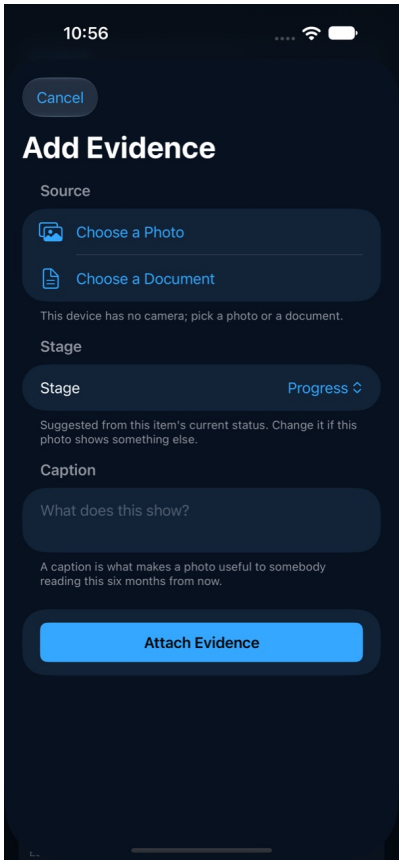
> **Done when: settle what "fixed" means before anyone starts**
>
> *Guard refitted with all four bolts; interlock stops the press.* The owner works to it, and whoever verifies checks against it — so nobody argues afterwards about whether it was really done. Items raised from a walk take it from the check's What good looks like, and it is required on items from a Formal audit. The owner cannot change it; whoever raised or assigned the item, the site manager or an admin can, and every change is written to the item's notes.

> **Write the title for someone who was not standing there**
>
> The title and the condition are the first things the owner reads. "Fix guard" means nothing three days later. "Guard missing on press 4, operator side" means somebody can act without ringing you.

Set **Owner type** to **Internal user** for someone on your team, or **External person** for a contractor or vendor from your contacts. An item that needs action must have an owner. With **Notify the owner** on, Vector emails them — once per assignment. Editing the item later does not email them again; giving it to someone new does.



Raising an item



Adding evidence

5.3 Working an Item

What the owner does, in their own words:

1. Open the item and tap **Add Progress** to say what was done.
2. Tap **Add Evidence** to attach a photo or a document, with a caption saying what it shows.
3. When it is fixed, add an **After** photo of the fixed condition.
4. Tap **Submit for Verification**.

Every photo is filed as **Before** (the problem), **Progress** (during the work), **After** (the fixed condition), **Verification** (the checker's proof) or **Supporting**. Vector suggests a stage from where the item is; the owner can change it.

Statuses run: **Open** (raised, not started), **In Progress**, **Blocked** (waiting on something), **Pending Verification**, **Closed**, **Reopened** and **Canceled**.

Notes are never edited once saved

If something changes, you add another note. It feels strange for about a day, and then it becomes the thing that makes the history worth reading. The same applies to photos: withdrawing one leaves a record that it was attached and withdrawn.

Handing an Item On

Open the item and tap **Delegate**, pick a team member or an outside contact, and add a note if it helps. The new person becomes who is doing it and gets the assignment email; whoever it was given to first stays **accountable** and is copied on every escalation. Every hand-off and its note stays on the item's **People & Escalation** card and in its record.

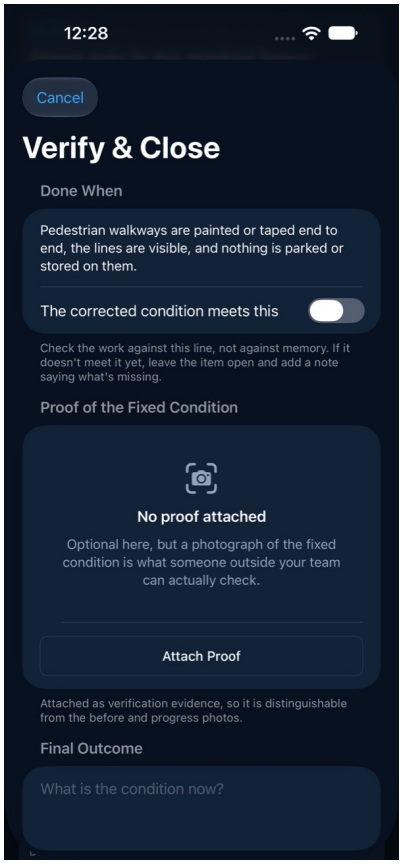
5.4 Verifying and Closing

1. Open an item that is **Pending Verification**.
2. Tap **Verify & Close**.
3. Read **Done when** at the top, check the fixed condition against it, and switch on **The corrected condition meets this**. If it does not, leave the item open and add a note saying what is missing.
4. Under **What is the condition now**, write the final outcome.
5. Under **How was this verified**, say how you checked it.
6. Attach proof of the fixed condition if it is not already there.
7. Tap **Verify & Close**.

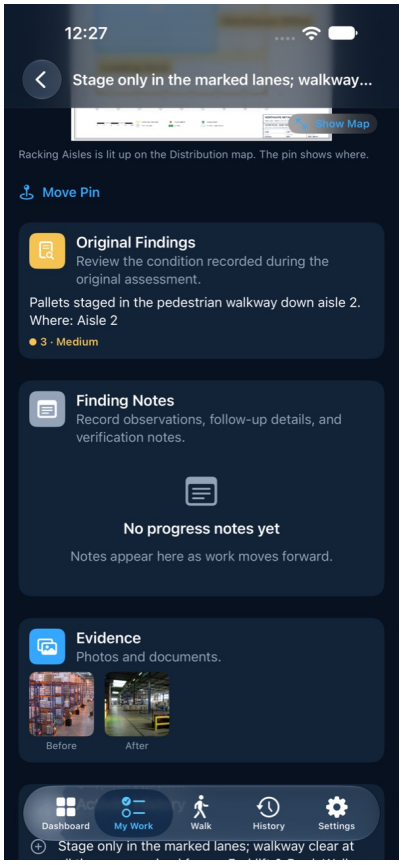
Some programs require a photograph of the fixed condition before an item can close. Even where it is optional, it is the one thing somebody outside your team can check for themselves.

Self-verification is allowed, and always labelled

An owner can close their own item. Vector permits it, because sometimes there is genuinely nobody else — and it marks the closure **Self-verified by the owner** everywhere it appears, including in the evidence pack. Neither hidden nor forbidden. An outside auditor will notice, and should.



Verify & Close



An item's evidence and history

5.5 When a Problem Comes Back

1. Open the closed item and tap **Reopen Item**.
2. Say why it is being reopened, then tap **Reopen Item**.

The earlier closure is not erased. It stays in the history with the reason it was reopened — which, over a year, is how you find the problems that keep coming back rather than the ones that were merely closed.

PART 6

Proving It

This is the part you hand to somebody else: a customer, an insurer, a regulator, or your own head office.

6.1 An Item's Evidence Pack

A pack shows the whole story of one item on a few pages: the condition, the owner, the action, the photographs before and after, who verified it and whether they were the owner, and the score change.

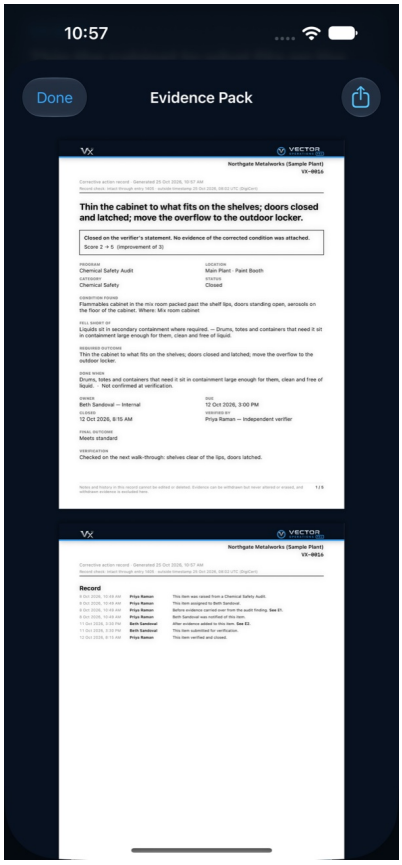
1. Open the item and tap **Evidence Pack**.
2. Wait for the pages to finish building.
3. Use **Share** to send the PDF, or **Print**.

6.2 A Walk's Evidence Pack

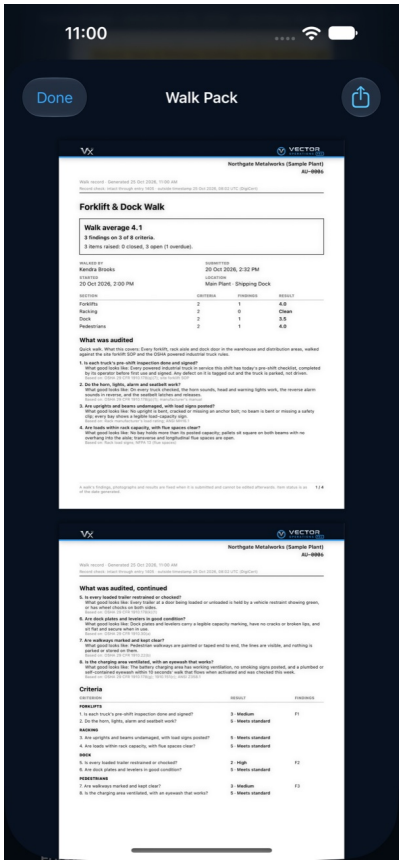
A submitted walk has its own pack, headed by its number. Page 1 is the scorecard: the walk average, each section's result, and how many items were raised and closed. Next, **What was audited**: what the program covers and what good looks like for every criterion, exactly as they stood when the walk started — the part that tells an outside reader what the team was held to. Then every criterion's result, and every finding with its photographs beside it and where its item stands *on the day you make the pack*.

1. Open the submitted walk and tap **Walk Pack**.
2. Wait for the pages to finish building.
3. Use **Share** to send the PDF, or **Print**.

> **Make a new pack whenever you need one**
> The findings never change — they are locked at submission. What moves is where each item stands. A pack made today shows today's progress against a walk from three weeks ago, which is usually exactly the document somebody is asking you for.



An item's pack



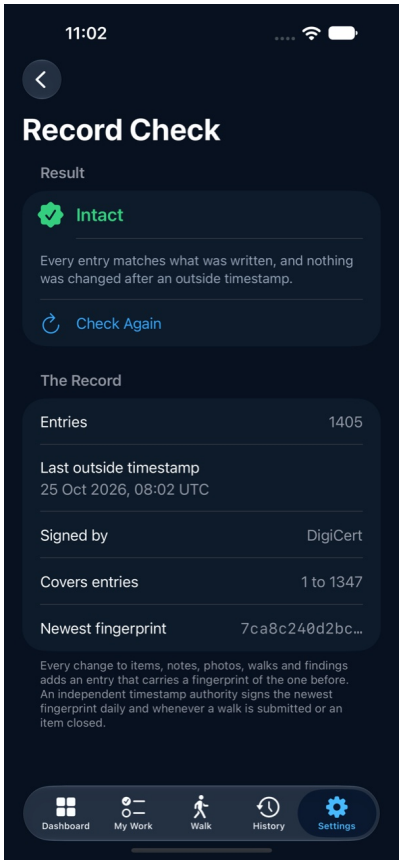
A walk's pack

6.3 Checking the Record

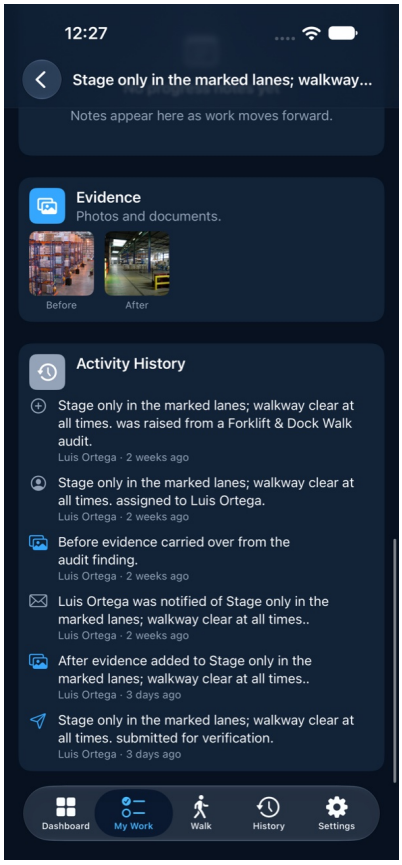
Every pack carries a line in its header like: *Record check: intact through entry 248 · outside timestamp 19 Sep 2026, 18:59 UTC (DigiCert)*. That is the claim. You can check it yourself at any time.

1. In **Settings**, under Organization, tap **Record Check**.
2. Vector checks every entry and shows **Intact**, or exactly what does not match.
3. Tap **Check Again** to run it again.

> **Record Check is admins only**
> Site managers, auditors and action owners do not see it. If the check ever fails, nothing in the app could have caused it — it would mean something was changed in the database directly. Keep the list it shows you and contact Vector support.



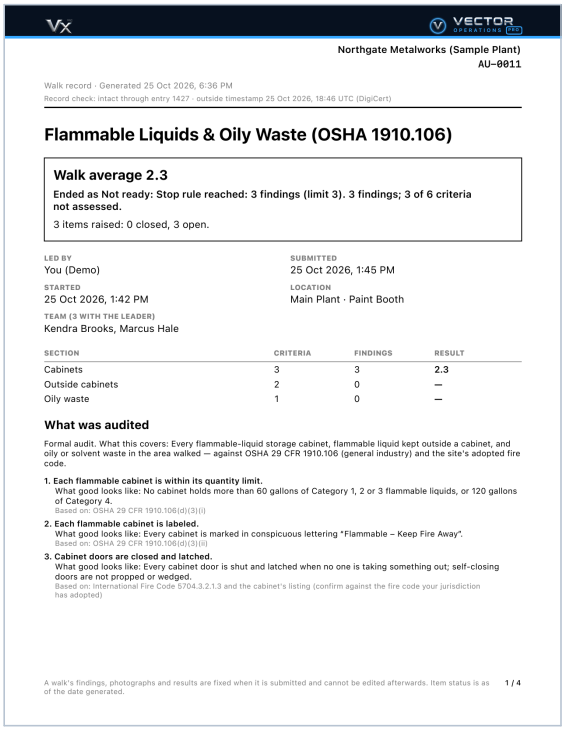
Record Check



An item's activity history

6.4 The Pages You Hand Over

These are the printouts themselves, page 1 of each, exactly as Vector made them from the Northgate Metalworks sample plant. Every page carries the same band: the company, the record's number, when it was made and the record check, so whoever reads it knows where it came from and that nobody has edited it since.



Northgate Metalworks (Sample Plant)
AU–0011

Walk record · Generated 25 Oct 2026, 6:36 PM
Record check: intact through entry 1427 · outside timestamp 25 Oct 2026, 18:46 UTC (DigiCert)

Flammable Liquids & Oily Waste (OSHA 1910.106)

Walk average 2.3
Ended as Not ready: Stop rule reached: 3 findings (limit 3). 3 findings; 3 of 6 criteria not assessed.
3 items raised: 0 closed, 3 open.

LED BY: You (Demo)
SUBMITTED: 25 Oct 2026, 1:45 PM
STARTED: 25 Oct 2026, 1:42 PM
LOCATION: Main Plant · Paint Booth
TEAM (3 WITH THE LEADER): Kendra Brooks, Marcus Hale

SECTION	CRITERIA	FINDINGS	RESULT
Cabinets	3	3	2.3
Outside cabinets	2	0	—
Oily waste	1	0	—

What was audited

Formal audit. What this covers: Every flammable-liquid storage cabinet, flammable liquid kept outside a cabinet, and oily or solvent waste in the area walked — against OSHA 29 CFR 1910.106 (general industry) and the site's adopted fire code.

1. **Each flammable cabinet is within its quantity limit.**
   What good looks like: No cabinet holds more than 60 gallons of Category 1, 2 or 3 flammable liquids, or 120 gallons of Category 4.
   Based on: OSHA 29 CFR 1910.106(d)(3)(i)
2. **Each flammable cabinet is labeled.**
   What good looks like: Every cabinet is marked in conspicuous lettering "Flammable – Keep Fire Away".
   Based on: OSHA 29 CFR 1910.106(d)(3)(iii)
3. **Cabinet doors are closed and latched.**
   What good looks like: Every cabinet door is shut and latched when no one is taking something out; self-closing doors are not propped or wedged.
   Based on: International Fire Code 5704.3.2.1.3 and the cabinet's listing (confirm against the fire code your jurisdiction has adopted)

A walk's findings, photographs and results are fixed when it is submitted and cannot be edited afterwards. Item status is as of the date generated. 1 / 4

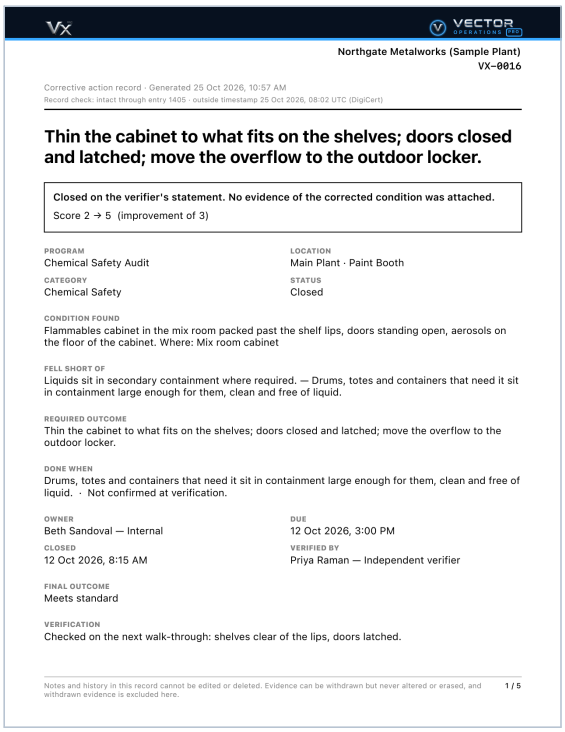
A Formal audit's report, page 1

When: after every Formal audit, for the customer, the auditor or the file. It is the record of what was checked against the written standard.

What it says: the program and the rule it audits against, who led it and who walked with them, when and where, the result, and if it ended early, why: here the stop rule was reached at three findings. Then every section, what was audited and every finding with its photographs.

Where: History, open the audit, then **Walk Pack** (6.2). Part 8 covers Formal audits.

Prints to: PDF, to share or print.



Northgate Metalworks (Sample Plant)
VX-0016

Corrective action record · Generated 25 Oct 2026, 10:57 AM
Record check: Intact through entry 1405 · outside timestamp 25 Oct 2026, 08:02 UTC (DigiCert)

Thin the cabinet to what fits on the shelves; doors closed and latched; move the overflow to the outdoor locker.

Closed on the verifier's statement. No evidence of the corrected condition was attached.
Score 2 → 5 (improvement of 3)

PROGRAM
Chemical Safety Audit

LOCATION
Main Plant · Paint Booth

CATEGORY
Chemical Safety

STATUS
Closed

CONDITION FOUND
Flammables cabinet in the mix room packed past the shelf lips, doors standing open, aerosols on the floor of the cabinet. Where: Mix room cabinet

FELL SHORT OF
Liquids sit in secondary containment where required. — Drums, totes and containers that need it sit in containment large enough for them, clean and free of liquid.

REQUIRED OUTCOME
Thin the cabinet to what fits on the shelves; doors closed and latched; move the overflow to the outdoor locker.

DONE WHEN
Drums, totes and containers that need it sit in containment large enough for them, clean and free of liquid. · Not confirmed at verification.

OWNER
Beth Sandoval — Internal

DUE
12 Oct 2026, 3:00 PM

CLOSED
12 Oct 2026, 8:15 AM

VERIFIED BY
Priya Raman — Independent verifier

FINAL OUTCOME
Meets standard

VERIFICATION
Checked on the next walk-through: shelves clear of the lips, doors latched.

Notes and history in this record cannot be edited or deleted. Evidence can be withdrawn but never altered or erased, and withdrawn evidence is excluded here. 1 / 5

An item's report, page 1

When: when someone asks whether a problem was really fixed: a customer, an insurer, a regulator, your own head office.

What it says: the condition and the action, the owner, the score before and after, the photographs before and after, who verified it and whether they were the owner, and every step on the record.

Where: open the item, then **Evidence Pack** (6.1).

Prints to: PDF, to share or print.

PART 7

Running It Week to Week

Setup is an hour. Keeping it useful is about twenty minutes a week, and mostly consists of not letting items rot.

A Rhythm That Works

When	What	Who
Each walk	Walk one area. Flag what you see. Submit before you leave range.	Auditor or site manager
Daily, briefly	Owners check My Work and add progress to anything moving.	Action owners
Weekly	Look at the Dashboard's **Overdue** tile. Chase what is there, or change the date deliberately.	You
Weekly	Clear the **Pending Verification** queue. Items sitting here are finished work nobody has confirmed.	You or a site manager
Monthly	Compare this month's walk of an area against last month's. That comparison is the point of consistent checklists.	You
Whenever asked	Make an evidence pack and send it.	Anyone with access

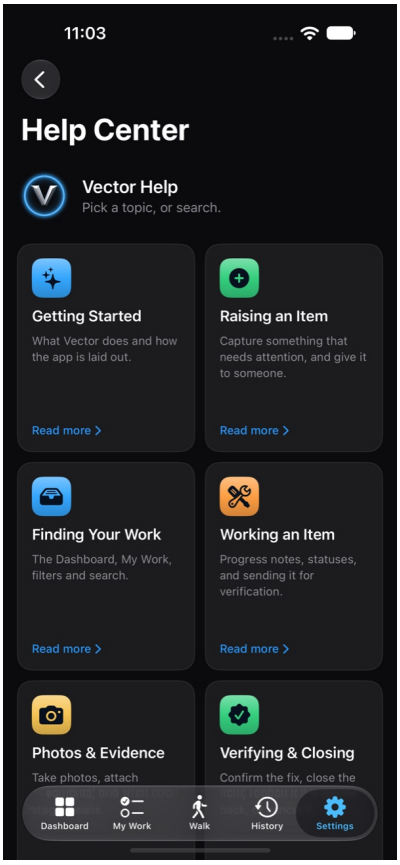
The one number to watch

Items in **Pending Verification**. A growing queue there means people are fixing things and nobody is confirming it — which is the single fastest way for a plant to stop believing in the system. It is also the easiest to fix: it is twenty minutes of somebody's Friday.

Where to Get Help

The **Help Center** is in the app under Settings, and on the web at **vectorxpro.com/help**. It covers every screen in more detail than this manual does, and it is searchable.

Questions? Write to Craig at **support@vectorxpro.com**. A person reads every email.



The Help Center in the app

What This Manual Does Not Cover

Deliberately, so that it stays short enough to read. All of it is in the Help Center:

- Area maps and pins in detail, including moving a pin on an item already raised.
- Reports, and the website's team pages at vectorxpro.com/team.
- Your own account: changing your password, and deleting your account.
- Every filter and search option in My Work.

PART 8

Formal Audits — the Add-On

Quick walks come with every plan. Formal audits — announced, scheduled audits against a written standard — are an add-on to Vector Operations Pro.

8.1 What the Add-On Gives You

With the add-on, admins can write **Formal audit** programs (Part 3.3), announce audits weeks ahead with a notice, a calendar invite and a reminder, run them with a **stop rule**, and reschedule an area that wasn't ready. It costs 25% on top of your band, per site, on the same subscription, so the 30-day trial and the founding discount cover it too.

To check whether your company has it, or to add it, write to **support@vectorxpro.com**.

> **Without the add-on, nothing you already have is lost**
> Every Formal audit already on the record stays readable, printable and in its evidence packs. A walk already under way can still be finished and submitted, and a waiting audit can still be canceled. What stops is new Formal work: scheduling, changing a waiting audit, adding people to it, or starting one. Vector says *Formal audits are an add-on to Vector Operations Pro.*

8.2 Announced Audits and the Stop Rule

A Formal audit can be announced weeks ahead, so the area knows exactly what it will be held to — and the record shows who was told what, and when. Admins schedule anywhere; site managers at their own sites. You can also do it on the website, at vectorxpro.com/team → Audits.

1. Open **History** and tap **Schedule a Formal Audit**, under Upcoming audits.
2. Choose the Formal program, the site and area, and the sections it covers.
3. Set when it starts, how long it lasts and the time zone; add where to meet and what to have ready.
4. Choose the lead auditor, and the **notice**: 14 days before unless you change it.
5. Turn on the **stop rule** if you want one, and say at how many findings.
6. Under **Team and copies**, add auditors, observers, and anyone to copy — a customer, a registrar.
7. Tap **Schedule**.

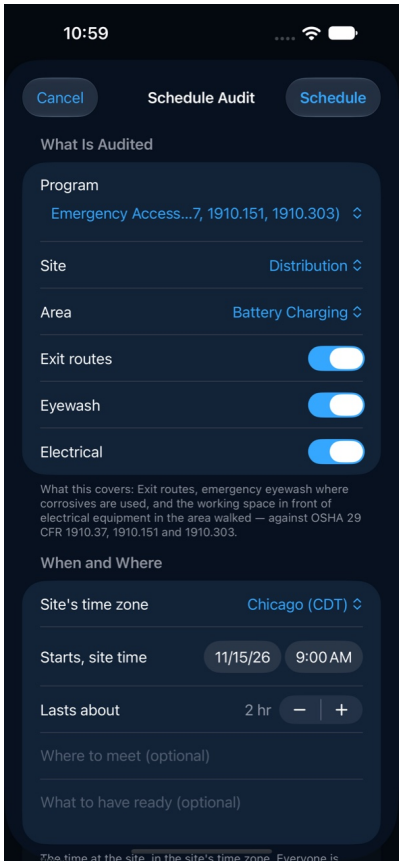
Vector emails the lead, the team, the site's managers and everyone copied. The **notice** arrives on its day with a calendar invite and lists every check the audit covers, what good looks like and what each is based on. A **reminder** goes the day before. Change the time, place, scope or team after the notice and everyone gets an **update** to the same calendar entry; cancel it and they get your reason. When the walk is submitted, the **result** goes to all of them. Open the audit and scroll to **Emails** to see every one, when it

went and who received it.

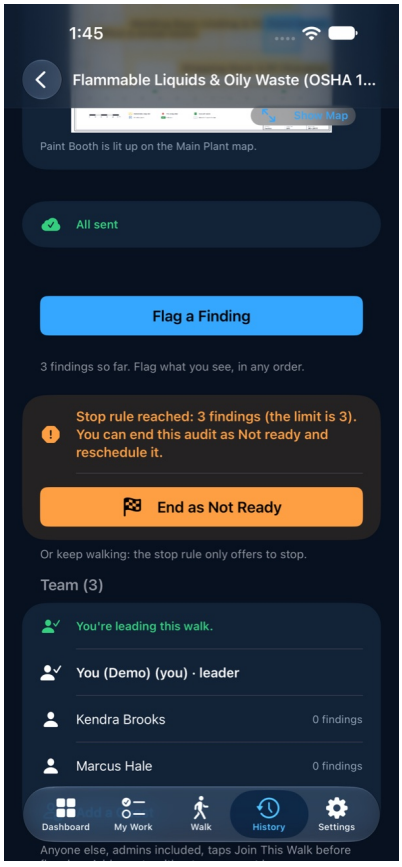
On the day, the audit appears on the **Walk** tab under **Announced for today**. Open it and tap **Start the Audit**: the walk opens with its sections, and its auditors already on the team.

The stop rule: when the area plainly isn't ready

If the stop rule is reached, an orange banner on the walk offers **End as Not Ready**. The lead can end there or keep walking — the rule only offers. Ending submits the walk as Not ready: its findings raise their items as usual, checks with no findings are recorded **Not assessed** — never Meets standard — and everyone told gets the result. Tap **Reschedule this audit** on the finished walk to set the new date; it keeps the team and points back to the first.



Scheduling a Formal audit



The stop rule reached on a walk

APPENDIX A

Who Can Do What

The short version: give people the smallest role that lets them do their job.

	Admin	Site Mgr	Auditor	Owner
Walk an area, flag findings	Yes*	Yes*	Yes*	No
Join someone else's walk	Yes	Yes	Yes	No
Withdraw another person's finding	Yes	Leader only	Leader only	No
Submit a walk	Yes	Leader or admin	Leader	No
Raise an item directly	Yes	Yes	Yes	No
Work an item they own	Yes	Yes	Yes	Yes
Verify and close an item	Yes	Yes	Yes	Own only**
Reopen a closed item	Yes	Yes	Yes	No
Make an evidence pack	Yes	Yes	Yes	Yes
Invite people	Anyone	Auditors & owners, own sites only	No	No
Add or edit sites	Yes	No	No	No
Add or edit areas	Yes	Own sites only	No	No
Set up site maps and boxes	Yes	Own sites only	No	No
Create or edit programs	Yes	No	No	No
Add contacts	Yes	Yes	Yes	No
Delegate an item	Yes	Own sites	If theirs***	If theirs***
Schedule an announced audit	Yes	Own sites only	No	No
End a Formal walk as Not ready	Yes	Leader	Leader	No
Import or edit the org chart	Yes	No	No	No
Change the escalation rule	Yes	No	No	No
Run Record Check	Yes	No	No	No
Change the organization's name and logo	Yes	No	No	No

* Everyone, admins included, must **join a walk** before flagging findings on it. The person who started the walk leads it.
** An action owner can close their own item, and it is always labelled **Self-verified by the owner**.
*** The person doing an item, the person it was given to, or whoever assigned it can hand it on.

APPENDIX B

Setup Checklist

Tear this page out, or print it. Work down it once and Vector is ready.

1 · Sites and areas

- [ ] Site added, with its full street address
- [ ] Address checked on the map — the pin is in the right place
- [ ] Every area added, named the way people say it out loud

2 · Site map *(optional, high value)*

- [ ] Evacuation plan photographed, or a floor plan chosen
- [ ] A box drawn for every area
- [ ] Checked on a phone: open an area and see it lit up

3 · Programs

- [ ] Starter programs read and either kept or replaced
- [ ] Your own program written, if you need one: Quick walk or Formal audit
- [ ] What this covers filled in for every program
- [ ] Every check says what good looks like (no Needs definitions badges)
- [ ] Formal audits: every check says what it is based on
- [ ] Checks dragged into walking order

4 · People

- [ ] Contractors and vendors added under Contacts
- [ ] Your team invited, each with the smallest role that works
- [ ] Site managers given only the sites they actually run
- [ ] At least two Organization Admins — never only one
- [ ] Org chart imported from HR (website → Org chart), managers with an email
- [ ] Escalation rule checked: 5 days, or your own

5 · Prove it works

- [ ] One walk of one area, start to submit
- [ ] One item worked through to Verify & Close, with a photo
- [ ] One evidence pack made and sent to yourself
- [ ] Record Check run once, showing Intact

The last group is not optional

Walking one area and closing one item, all the way through to a pack, is how you find the thing you set up wrong while it still costs you ten minutes instead of a month of people quietly not using it.