



EVM

Setting a standard for the
vaccine supply chain

Effective Vaccine Management (EVM) 2.0

EVM Assessor Guide

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V0.1

DRAFT

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Glossary

Term	Definition
Standalone	An EVM assessment that is limited in range to a single location. The scope of a standalone assessment is always <i>full</i> (requirements in all categories and criteria are assessed).
Assessment	In EVM, an assessment is determined by its <i>range</i> and <i>scope</i> .
Location	A health facility
PQS	Performance, Quality, Safety
Questionnaire	Used to assess a single location
Assessor	A person who assesses a location
Assigned	A questionnaire can be assigned to one or more assessors
Section	Questionnaires are divided into sections. Each section contains questions
Dashboard	A collection of reports used to present data from an assessment
Range	An assessment attribute that determines how many locations will be included in the assessment. Can be: <ul style="list-style-type: none">• National (a random sample of locations from the entire country are assessed)• Subnational (a random sample of locations from one or more subnational areas are assessed)• Targetted (locations to be assessed are chosen by the country manager)• Standalone (a single location is assessed)
Scope	An assessment attribute that determines the requirements that will be assessed. Can be: <ul style="list-style-type: none">• Full (requirements in all categories and criteria)• Partial (requirements in selected categories and criterion only)

1. Introduction

Effective Vaccine Management (EVM) is a national EPI planning process endorsed and supported by WHO and UNICEF to assess and prioritize improvements in the immunization supply chain. The EVM Assessor mobile app (“the app”) enables EVM assessors to conduct health facility assessments as part of a national EVM assessment or standalone facility assessment. Assessors can use the app to:

- Create standalone EVM questionnaires for self-assessment or training purposes;
- Download questionnaires they have been assigned;
- Conduct health facility assessments by completing EVM questionnaires;
- Analyze health facility performance based on assessment scores;
- Upload completed questionnaires.

This user guide provides assessors with:

- A conceptual overview of the EVM framework, questionnaire, and scoring system;
- Comprehensive guidance on how to use the EVM Assessor app.

The EVM framework

EVM is an assessment tool that sets the standard for vaccine management and immunization supply chain systems. EVM assesses each level of the supply chain:

- Primary level (PR): Vaccine stores that receive vaccine direct from an international vaccine manufacturer or distributors or a local vaccine manufacturer.
- Sub-national level (SN): Vaccine stores that receive vaccine from a primary store or higher level sub-national store. There may be 0, 1, or more SN levels.
- Lowest distribution level (LD): Vaccine stores that receive vaccine from a primary level or a sub-national store and supply vaccine to one or more health facilities.
- Service point level (SP): Facilities that receive vaccine from any higher-level store and supply immunization services.

The standard set by EVM is defined by *requirements*, organized into *categories*, that a well-functioning immunization supply chain must meet. There are over 300 requirements and more than 500 sub-requirements. The applicability of a requirement at a health facility is determined by its level in the supply chain and the immunization services it provides.

To assess whether a health facility meets an applicable requirement, an EVM assessor visits a facility and answers questions using the EVM app. The EVM assessor:

- Inspects records and equipment;
- Assesses staff knowledge;
- Checks if systems for routine monitoring and evaluation are in place and operational;
- Promotes and supports quality management principles;
- Is supported by in-app guidance, supporting documents and supplementary tools.

There are over one thousand questions in EVM. However, no single facility will encounter this number, because only applicable questions are asked. Question applicability is determined by supply chain level and answers to previous questions.

In summary, the EVM framework is defined by *criterion*, *category*, *requirement*, and *questions*.

- *Criteria* determine the operational and management functions the health facility must perform
- *Categories* determine the necessary inputs, outputs and performance of the health facility
- *Requirements* define the minimum standards for vaccine management at a health facility

- *Questions* are asked by EVM assessors to assess whether a requirement has been met

EVM criteria

EVM assesses supply chain functions at each level. These supply chain functions represent EVM *criteria*. The assessment by criteria is conducted as follow:

- A representative sample of sites is selected at each level of the supply chain;
- Each of the EVM criteria is assessed at each supply chain level by observation, inspection of infrastructure and records, and by interview of staff;
- Inputs, process and performance indicators are evaluated in each area at each level;
- Indicator scores are combined to give criterion scores for each area at each level;
- An area of vaccine management is considered “Effective” if its criterion score is greater than or equal to 80% - the EVM standard.

EVM criteria are organized into three groups:

- Facility operations (E1-9)
- Facility management (M1-4)
- Immunization programme management (ST & R1-R6)

The EVM criteria for facility operations and facility management are described in the following tables. The EVM criteria for immunization programme management are only assessed at the national level and are not described here.

Table 1. Facility operations criteria (E1-E9)

Code	Name	Description
E1	Vaccine arrivals	Inspection of shipments, customs clearance and transportation from Port of entry to the primary store
E2	Temperature management	Storage and transportation of vaccines and diluent.
E3	Storage and transport capacity	Physical capacity of the infrastructure and the equipment and the utilization of this available capacity.
E4	Storage of vaccines and dry goods	Quality of the infrastructure and equipment of the facility.
E5	Maintenance	Maintenance and repair of buildings, cold chain equipment and vehicles.
E6	Stock management	Replenishment, receipt and put-away, stock recording, release and dispatch as well as managing returns, damaged and expired stock.
E7	Distribution of vaccines and dry goods	Distribution planning and transportation.
E8	Vaccine management	Knowledge of vaccine management policies: shake test, use of diluent, multi-doses vial policy.
E9	Waste management	Handling of syringes after use, the interim storage of immunization waste and the treatment and disposal of immunization waste.

Table 2. Facility management criteria (M1-M4)

Code	Name	Description
M1	Annual needs forecasting	Annual needs forecasting of vaccine and dry goods

Code	Name	Description
M2	Annual work planning	Annual work planning, including budgeting and monitoring of the planned activities
M3	Supportive supervision	Supportive supervision, including planning of supervision visits, recording the supervision visits and providing feedback of supportive supervision
M4	iSC performance monitoring	immunization supply chain performance monitoring, including monitoring the immunization supply chain key performance indicators, monitoring the availability and performance of cold chain equipment and vehicles

EVM categories

EVM criteria are organized into the following categories:

- Inputs (C1 to C6) – what is required
- Outputs (O) – what is done
- Performance (P) – what are the key outcomes of the input and output

There are six input categories.

Table 3. Input categories

Code	Name	Description
C1	Infrastructure	Utilities and services as well as buildings and amenities
C2	Equipment	Cold chain equipment (storage and transportation) and vehicles (refrigerated, non-refrigerated)
C3	Information technology	General IT equipment (telephone, computers, printers) and data management technologies (standard data collection forms, software, reporting forms)
C4	Human resources	Staffing (availability and quality), training, knowledge and understanding
C5	Policies & procedures	Evidence generation (official studies, program reviews and assessments), formal documents of policies and strategies, SOPs/guidance, contact details of service providers
C6	Financial resources	Salaries, for operations and for development activities

The O (Output) category cover deliverables dues from the staff in the implementation of each EVM function/criterion. These outputs include, records, charts or reports produced by staff while implementing the supply chain functions and provide traceability to the root causes of supply chain performance.

The P (Performance) category cover the outcome from proper implementation of supply chain functions (e.g. no stock out, no close vial wastage, full functionality of the CCE, no injury from immunization waste).

EVM system indicators

The EVM P (Performance) category aligns with the achievement of the three supply chain objectives: Availability of vaccines, Quality of vaccines, and Efficiency of the vaccine supply chain.

- Availability: ensuring that vaccines and dry goods are available where and when required

- Quality: ensuring that any damaged vaccine is not being administered to recipient; this implies the ability of identifying and removing any damage vaccine from the supply chain
- Efficiency: eliminating wastage (vaccines and dry goods) in the supply chain (e.g. close vials wastage, damaged vaccines due to expiry, physical damage, temperature damage)




The EVM questionnaire

An EVM questionnaire is composed of 36 *sections*. To make data-collection easier, many sections relate to a physical location or asset in a health facility, such as the store manager’s office, the electricity generator, the refrigerated vehicle, and the cold room. However, some sections may be inapplicable for certain health facilities. To address this, the EVM questionnaire is presented dynamically based on your responses to questions. For example, you may be asked the following question.

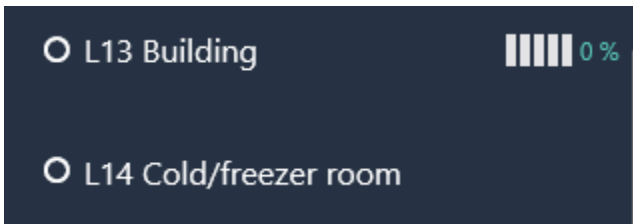
16. Does the facility have any refrigerators and/or freezers?

Yes

No

If you answer “No”, then the section on refrigerators and freezers will be marked as inapplicable and all questions relating to refrigerators and/or freezers will be disabled (hidden) from the questionnaire. Inapplicable sections will still be shown in the questionnaire menu; however, they are not given a percentage completion score as they do not contain any questions.



If you return to the same question and change your answer to “Yes”, then all related questions will be re-enabled (displayed).

Assessment scoring

EVM assesses the required inputs, the expected outputs and the performance of EVM functions (criteria). Inputs, outputs and performance of the EVM criteria are organized into categories.

EVM defines minimum requirements (standards) for each category, applicable to particular criteria. Each EVM requirement is given a weighting (1 or 5), depending the supply chain level. EVM questions are used to assess whether a requirement has been met. If a requirement is met, it scores one (1), otherwise it scores zero (0). EVM scoring is then based on a multilayer aggregation of the requirement scores to the scores for categories, criteria and finally to the composite score for the EVM assessment.

Non-applicable requirements are not scored and do not affect the composite scoring of the correspondent category and criterion. The applicability defines whether the requirement is relevant to given level and location.

There are two type of requirement scores:

- The maximum score possible = weight x applicability
- The total score recorded = weight x applicability x binary score

Category scores

A category score = the total score recorded / maximum score possible, where:

- Total score recorded = Sum over requirements (Maximum score x Applicability x Score)
- Maximum score possible = Sum over requirements (Maximum score x Applicability)

Note that the Sum over requirements = sum over requirements for the selected Category, including its sub-categories (Cn.1, Cn.2, ...).

Criterion scores

A criterion score = the total *score recorded* / maximum *score possible*, where:

- Total score recorded = Sum over requirements (Maximum score x Applicability x Score)
- Maximum score possible = Sum over requirements (Maximum score x Applicability)

Note: Sum over requirements = sum over requirements for the selected Criterion, including its sub-criteria (En.1, En.2, ...)

Composite requirement scores

This is a single percentage score that:

- For a location questionnaire is obtained by aggregating E1-9 and M1-4 criteria scores.
- For an EVM assessment is obtained by aggregating E1-9, M1-4 and R1-6 criteria scores.

If you want a single indicator to reflect location or assessment performance, this is it.

A composite requirement score = the total *score recorded* / maximum *score possible*, where:

- Total score recorded = Sum over requirements (Maximum score x Applicability x Score)
- Maximum score possible = Sum over requirements (Maximum score x Applicability)

Note that a composite requirement score is applicable if any of its sub-requirements are applicable, and that composite requirement Applicability = Maximum of sub-requirement Applicability.

2. Installing the app

The EVM Assessor app is available on Android, UWP (Windows) and iOS (Apple) devices. Whichever device you choose, we recommended using a device with a screen size of at least six inches. In other words, using a tablet or laptop rather a mobile phone is recommended.

Anyone can download and install the app, and once installed you can use it to create questionnaires. However, to download and upload questionnaires that are part of an EVM assessment, you must have an EVM account. Refer to 'Creating an EVM account' for details.

To install the app, please follow the instructions below for your device. Note that during the installation, an internet connection is also required. This is only required during the installation process. Once the installation has completed, the app will function without an internet connection.

Android

Note: These instructions will be updated once the EVM app is released on the Android Play Store. Until then, please follow the instructions below.

Prerequisites

Before installing the app, please ensure that your device meets the system requirements listed below.

Table 4. EVM system requirements for Android

Requirement	Minimum	Description
Android OS	Version 6	Although the app may work on earlier versions, this is not recommended as not all functionality will be supported.
Internal hard disk	8GB	16GB or higher is recommended.
RAM	2GB	4GB or higher is recommended.
CPU	1.5 GHz / quad-core	
Battery	4000mAh	

Downloading and installing

To install the app:

1. On the Android device, click the following link
https://install.appcenter.ms/orgs/evm2/apps/prd-evm-for-android/distribution_groups/public
Short link: <https://tinyurl.com/y2k3znzI>
2. Next to the most recent version displayed, click **DOWNLOAD**.
3. Once the install file has been downloaded, click the file to begin the installation. Note that your device must allow installation of "unknown apps" (apps not downloaded from the Android Play Store).

- Once the app has been installed, open the app. The app will check to see if any content updates are available. If an internet connection is available and content updates are found, they will be downloaded, and a success message will be displayed.

Windows (UWP)

NOTE: These instructions will be updated once the EVM app is released publicly on the Windows Store. Until then, please follow the instructions below.

Prerequisites

Before installing the app, please ensure that your device meets the system requirements listed below.

Table 5. EVM system requirements for UWP (Windows)

Requirement	Version	Description						
Windows 10 OS build	10.0.16299 or higher	The app can only be installed on Windows 10 devices with OS build 10.0.16299 or higher. Click here to find out which Windows operating system you are running.						
<div data-bbox="673 804 1302 1094" data-label="Complex-Block"> <p>Windows specifications</p> <table border="1"> <tr> <td>Edition</td> <td>Windows 10 Enterprise</td> </tr> <tr> <td>Version</td> <td>1709</td> </tr> <tr> <td>OS Build</td> <td>16299.1029</td> </tr> </table> </div>			Edition	Windows 10 Enterprise	Version	1709	OS Build	16299.1029
Edition	Windows 10 Enterprise							
Version	1709							
OS Build	16299.1029							
Sideloaded apps enabled		Your device must have sideloading apps enabled. Click here for instructions on how to do so.						
Microsoft.NET core runtime	2.1	Please double-click to install: <div data-bbox="743 1255 802 1312" data-label="Image"> </div> Microsoft.NET.Core Runtime.2.1.appx						

Downloading and installing

To install the app:

- On the Windows device, click the following link
https://install.appcenter.ms/orgs/evm2/apps/evm-assessor/distribution_groups/public
- Next to the most recent version displayed, click **DOWNLOAD**.
- Once the install file has been downloaded, click the file to begin the installation.
- Once the app has been installed, open the app. The app will check to see if any content updates are available. If an internet connection is available and content updates are found, they will be downloaded, and a success message will be displayed.

Apple (iOS)

To install the app:

1. On the iOS device, click the following link
<https://apps.apple.com/gb/app/evm-assessor/id1465486280>
Alternatively, open the App Store and search for “EVM”.
2. Click the **Download** button and follow the on-screen instructions.



3. Once the app has been installed, open the app. The app will check to see if any content updates are available. If an internet connection is available and content updates are found, they will be downloaded, and a success message will be displayed.

3. Changing language

The default language in the app is English. To change language, you will need an internet connection.

1. On the Home screen, click the Menu button and select **Settings**.



2. In the **Language** dropdown, select a language.

When you create or download a questionnaire, the language in which it is created or downloaded cannot be changed. For example, if you download a questionnaire in Arabic and then change the app language to English, the questionnaire will remain in Arabic even though the app itself will be in English.

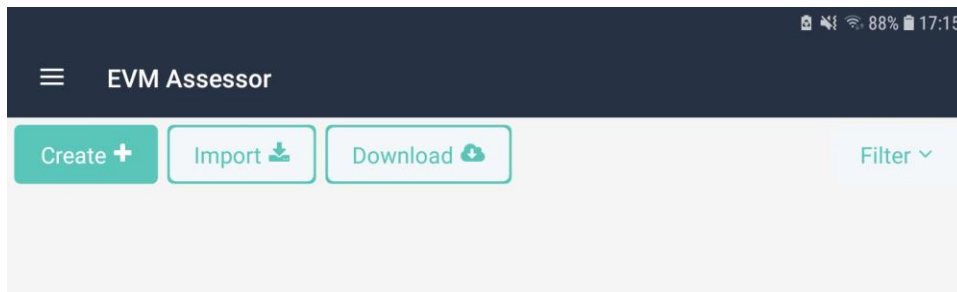
4. Creating a standalone assessment

Once you have installed the app, you can create “standalone” assessments. A standalone assessment is one that is not part of any EVM assessment (for example, “Nigeria 2020 national EVM assessment”). It is a questionnaire that has been created on the app to assess a single facility. You may wish to create a standalone assessment for several reasons:

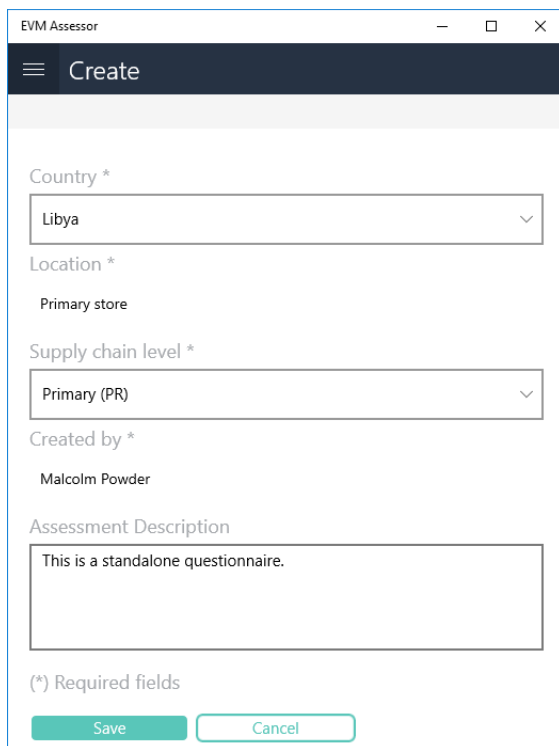
- To learn how the app works – test its features, etc.
- To self-assess a single location

To create a standalone assessment:

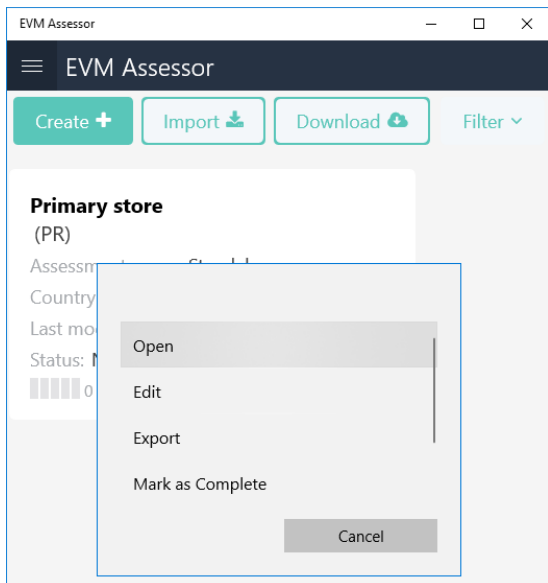
1. Open the app.
2. On the Home screen, click **Create +**



3. Enter the location details and click **Save**.

A screenshot of the "Create" form in the EVM Assessor app. The form is titled "Create" and has a dark blue header. It contains several fields: "Country *" with a dropdown menu showing "Libya"; "Location *" with a sub-label "Primary store"; "Supply chain level *" with a dropdown menu showing "Primary (PR)"; "Created by *" with the text "Malcolm Powder"; and "Assessment Description" with a text area containing "This is a standalone questionnaire." Below the form is a note "(*) Required fields" and two buttons: "Save" and "Cancel".

4. Your standalone questionnaire will be displayed on the home screen. To open the questionnaire, click it and select **Open**.



5. Accessing the EVM environment

Anyone can download, install and use the EVM Assessor app to create standalone assessments for a single facility. Standalone assessments are always full (all criteria/categories assessed).

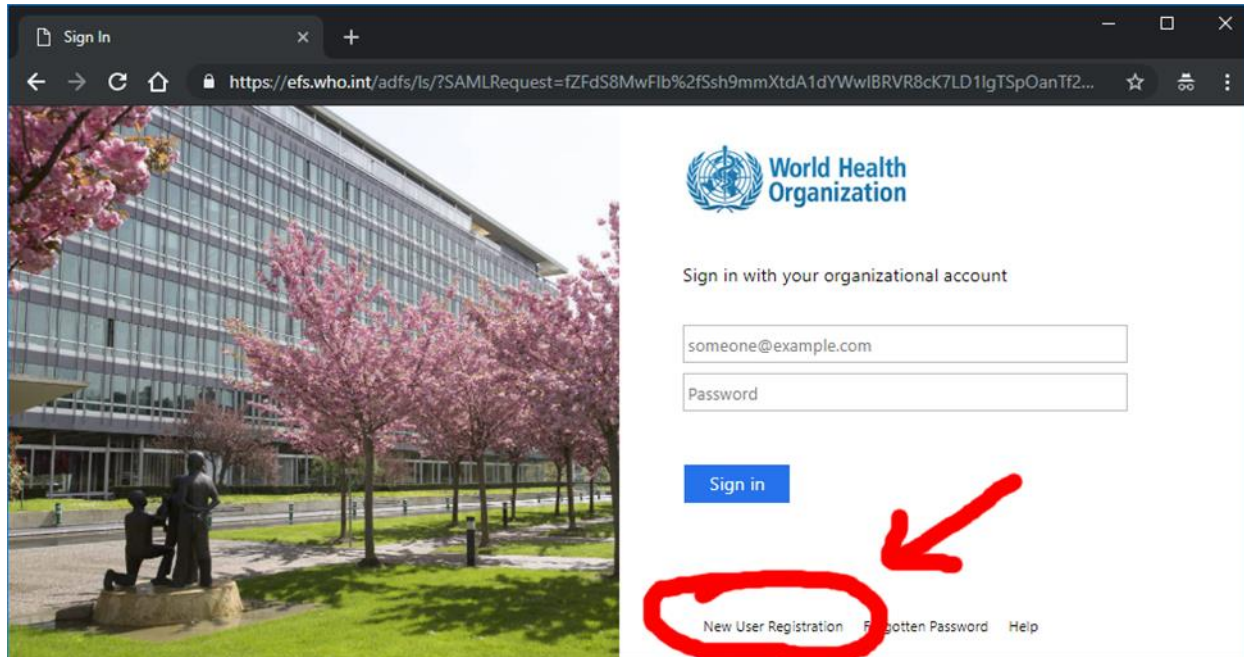
Before you can assess a location as part of an EVM 2.0 assessment, you must first:

- Create your EVM account
- Request assessor access for the country you want to be an assessor for

Creating an EVM account

To create an EVM account:

1. Open the EVM2 website <https://extranet.who.int/evm2/web>
Recommended: add the website to your browser bookmarks.
2. In the top-right, click **Login**
3. Choose the type of account to create:
 - a. If you have a WHO email, click **WHO staff (WIMS)**
 - b. If you have a PAHO email, click **PAHO staff**
 - c. If you have any other email, click **External partner (ADS)**
4. If you clicked **External partner (ADS)**, click "New User Registration" at the bottom of the screen.



5. Complete the form and click **Create**.
6. Verify your account by clicking a link in the email that will be sent to you.

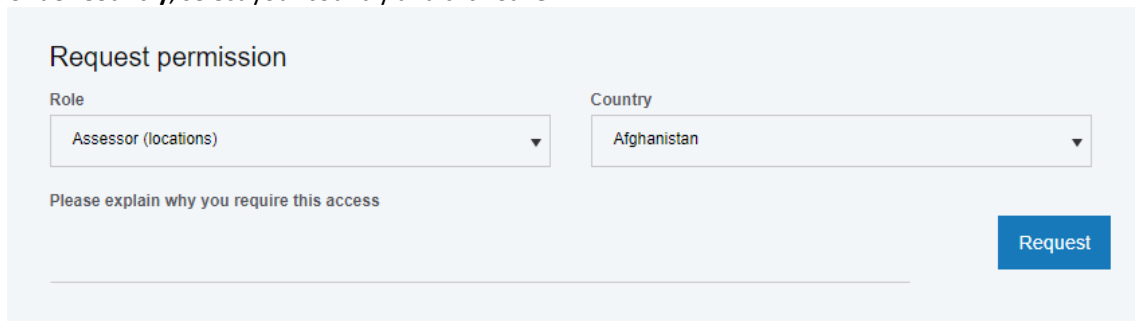
Requesting access

Once you have created an account, you need to request assessor access for the country to assess. To do so:

1. Log in to the EVM website <https://extranet.who.int/evm2/web>
2. Hover the cursor over your name in the top right and click **PROFILE**.



3. Under **Request permission**, select **Assessor (locations)**.
4. Under **Country**, select your country and click **Save**.

A screenshot of the 'Request permission' form. The form has a light blue background. At the top, the title 'Request permission' is displayed. Below the title, there are two dropdown menus. The first is labeled 'Role' and has 'Assessor (locations)' selected. The second is labeled 'Country' and has 'Afghanistan' selected. Below the dropdowns, there is a text input field with the placeholder text 'Please explain why you require this access'. To the right of the input field, there is a blue button labeled 'Request'.

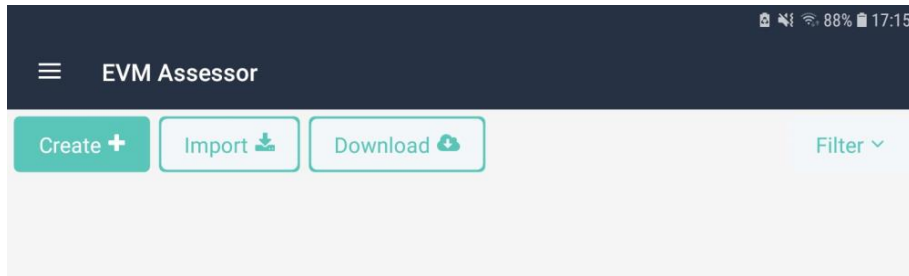
5. The EVM Manager for the selected country will review your request. You will receive a notification once your request has been approved.

If your request is approved, you will be able to download and upload any questionnaires you are assigned.

6. Downloading questionnaires

If your EVM account has been granted *Assessor (locations)* access and you have an internet connection, you can download any questionnaires you have been assigned. To do so:

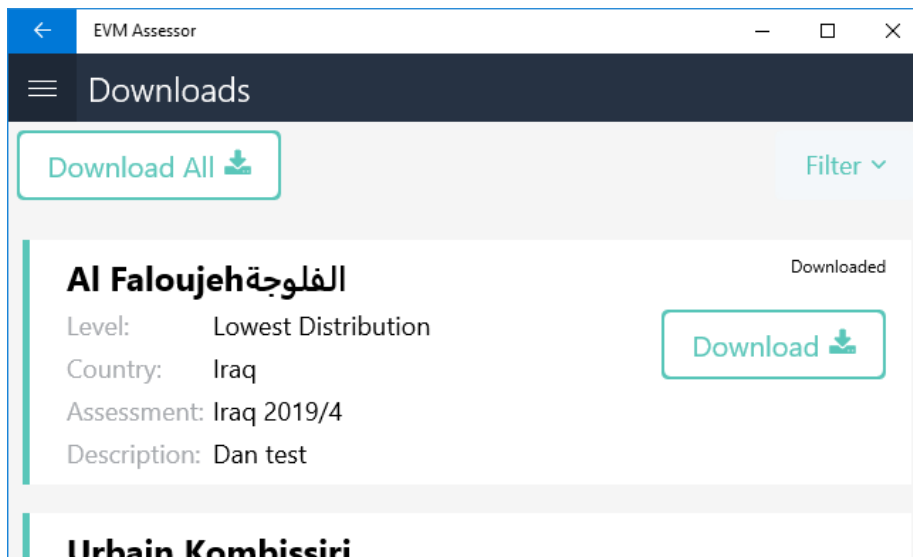
1. On the EVM Assessor homepage, click **Download**.



2. Sign in with your EVM account.
3. On the **Downloads** page, a list of assigned questionnaires will be displayed. You can download questionnaires one by one or download them all by clicking **Download all**.
4. If you have already uploaded the same questionnaire, you will be asked whether you want to download:
 - a. The questionnaire you uploaded previously
 - b. A blank questionnaire

Select an option to begin downloading the questionnaire.

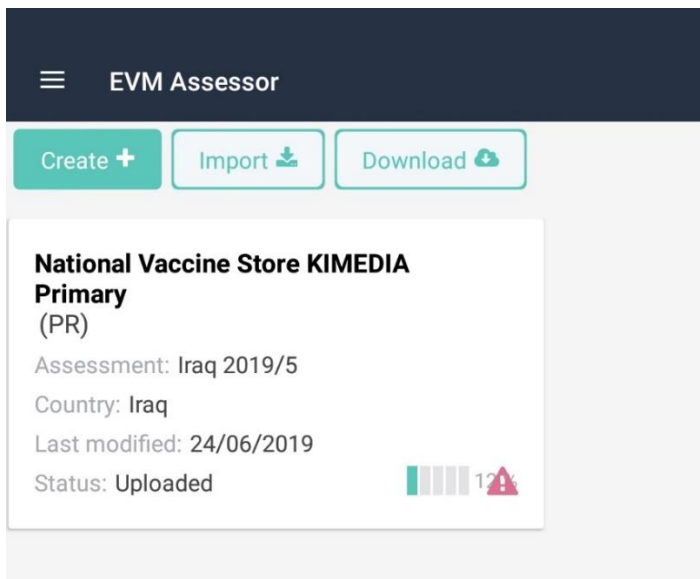
5. Once a questionnaire has been downloaded, it will be marked as "Downloaded".



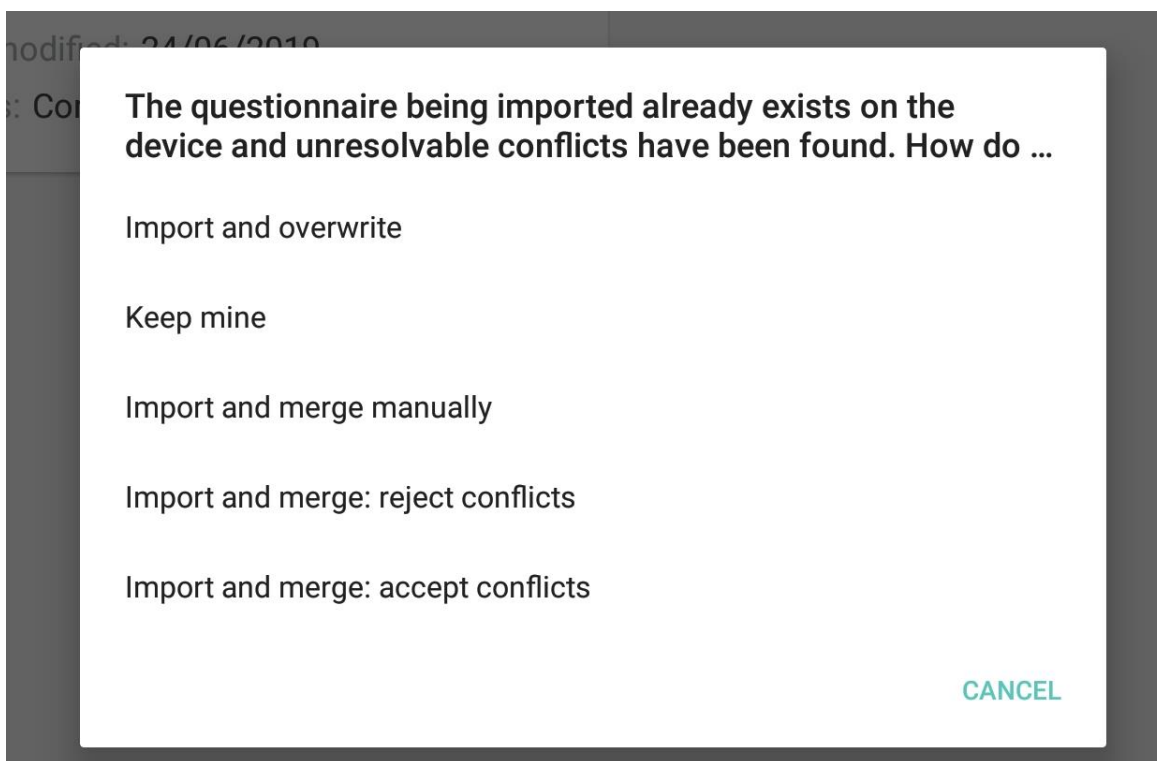
6. Once you have finished downloading questionnaires, return to the home screen.

Downloading or importing a questionnaire already on your device

If you download or import a questionnaire that is already on your device, a merge process will be triggered. This is because the device can only store one version of the same questionnaire. The questionnaire will be downloaded onto the device, but on the Home screen a red warning triangle will be displayed in the bottom-right corner of the questionnaire tile. This indicates that you must complete the merge process before you can open the questionnaire.



To complete the merge process, click the tile, select **Resolve conflicts**, and choose how to resolve the differences (conflicts) between the two questionnaires.



These options available are described in the table below.

Table 6. Merge options

Merge option	Description
Import and overwrite	Import the new version of the questionnaire and delete the version that was already on the app
Keep mine	Keep the questionnaire that is already on the app and delete the new version of the questionnaire
Import and merge manually	Merge the questionnaire that is already on the app with the new version of the questionnaire: compare every difference between the two and specify for each which value to use

Import and merge: reject conflicts	Merge the questionnaire that is already on the app with the new version of the questionnaire: if there are any differences between the two, keep the values from the questionnaire that is already on the app
Import and merge: accept conflicts	Merge the questionnaire that is already on the app with the new version of the questionnaire: if there are any differences between the two, keep the value from the new version of the questionnaire
Cancel	Cancel the merge process (complete the merge process later)

7. Sharing a questionnaire

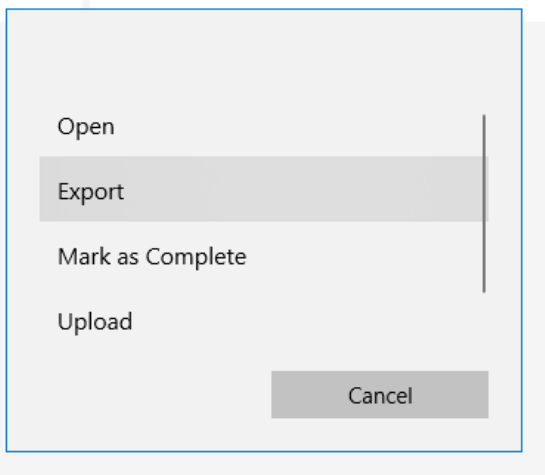
Questionnaires can be shared as files between devices. There are many reasons you may wish to do so. For example, if your device is running out of battery power you may wish to share a copy of the questionnaire with another device that has more power. Or perhaps one assessor may wish to leave a health facility early and give his or her partially finished questionnaire to another assessor who will complete the data-collection.

To share a questionnaire, it must first be exported from the first device. This creates an exact copy of the questionnaire that is stored as a simple text file. Then, once it has been transferred to a second device, for example by email or Bluetooth, it can be imported into the app. Instruction for doing so are provided below.

Exporting

To export a questionnaire:

1. Open the app.
2. On the Home screen, select the questionnaire you wish to export and click **Export**.



3. A list of export options is displayed. Specify how you wish to export the file by selecting an option, for example by saving to the device, by email or by Bluetooth.
4. Complete the instructions depending on the export option you have chosen.

Importing

To import a questionnaire into the app, the questionnaire file must be available on your device, for example in the Downloads folder. Once the questionnaire file is available, import the file as follows:

1. Open the app.
2. On the Home screen, click **Import**.



3. Specify the location of the questionnaire file and click **Import**.

If you import a questionnaire that is already in the app, a merge process will be triggered. Refer to 'Downloading or importing a questionnaire already on your device' on page 18 for more information.

8. Data-collection

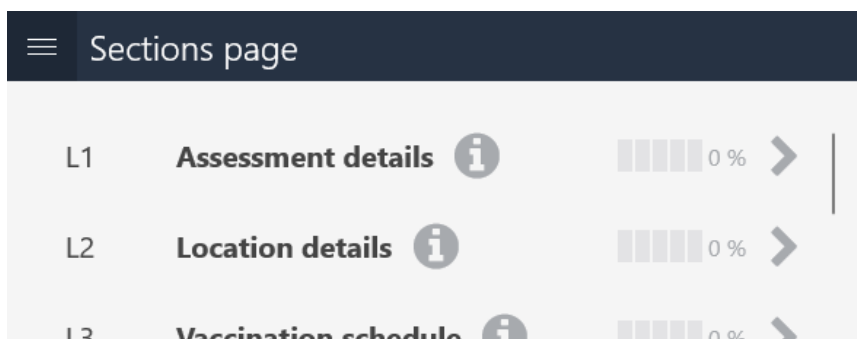
The EVM Assessor app is designed to make assessment data-collection as easy as possible. Once you have created or downloaded a questionnaire on your device, the process of completing the questionnaire is the same regardless of its scope or range.

A questionnaire is organised into 36 sections. Typically, an assessor begins collecting data in the first section (L1 Assessment details) and proceeds from one section to the next until the final section (L36 Feedback) is reached. It is possible to change this order if circumstances require; however, the second section (L2 Location details) **MUST** be completed before any subsequent sections are attempted. This is because L2 is used to determine the applicability of all subsequent sections.

Opening a questionnaire

To open a questionnaire:

1. On the Home screen, click the questionnaire and select **Open**.
2. The *Questionnaire Details* screen is displayed.
3. Click **Sections** to view the *Questionnaire Contents* screen.
4. A list of questionnaire sections is displayed, along with the percentage completion of each section.



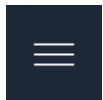
To go to a section, click the chevron.

To view a description of each section, click the i.

Navigating between sections

To navigate between sections at any time while in a questionnaire:

1. Click the menu button.



2. Select a section (for example, L1 Assessment details) to go directly to that section.

Entering GPS coordinates for the health facility




If not already entered, you can specify the exact location of a health facility. This can be done on the *Questionnaire Details* screen of a questionnaire by clicking **GET**.

Answering questions

Questions are answered either by making a selection from a list of options, or else by entering the required information. For example, in the following question we enter the number 871927.

9. What is the total population served by the facility?

871927

Three buttons are presented below each question. These are:

- Add note
- Add file
- Information

Each is described in the following sections.

Add note



Use this to add a note to the question for reference. For example, "Need to double check this figure later". Click the button to add a note as plain text and click **Save**.

EVM Assessor

— □ ×

☰ Add note: Location details 9. What is the total population




Need to double check this figure later

Save Cancel

Once the note has been added the button will change colour.

9. What is the total population served by the facility?

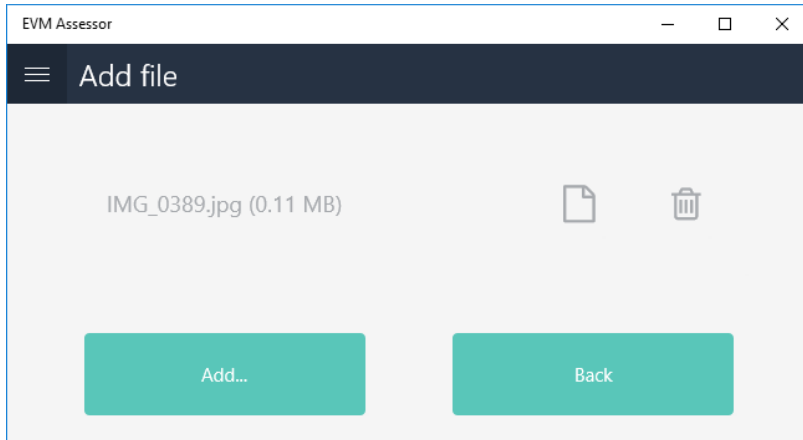
871927

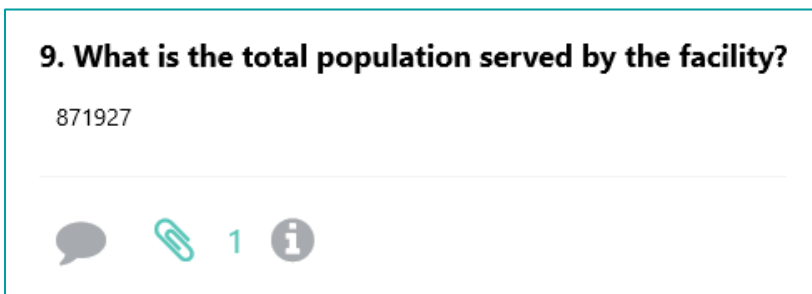
Attach file or photo



Use this to attach one or more files or photos to the question for reference. Click the button to view a list of files and photos that have been added. To add a file or photo, click **Add** and choose to: add a photo; take a photo (if the device has a camera); add a file on the device. You can view or remove added files by clicking the File or Trash button.



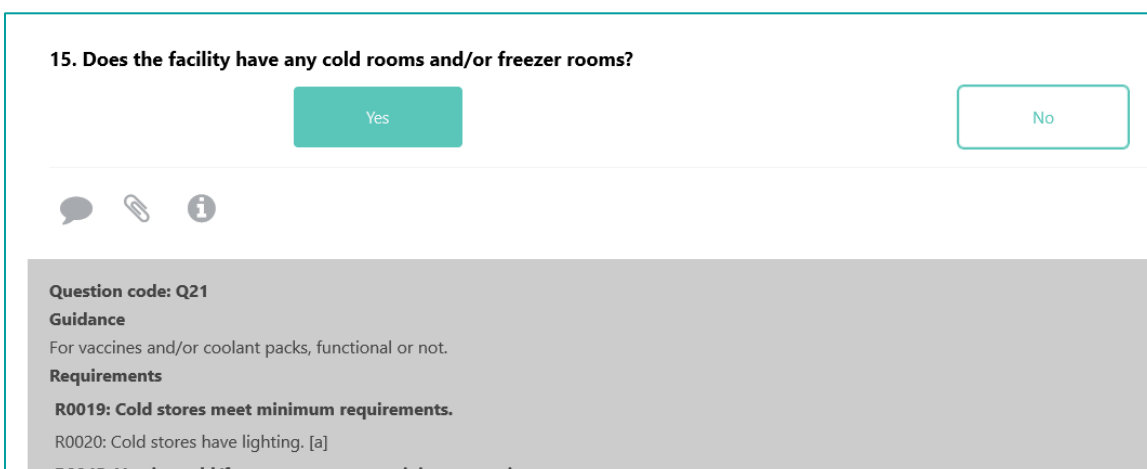
Once the file or photo has been added the button will change colour and the number of added files will be shown.



Information



Use this to view guidance on how the question should be asked.

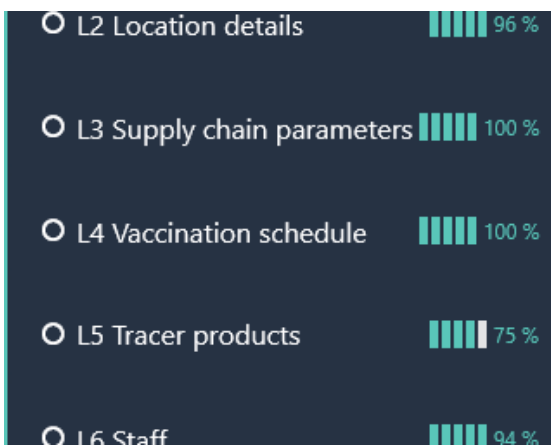


Click the button to see the following:

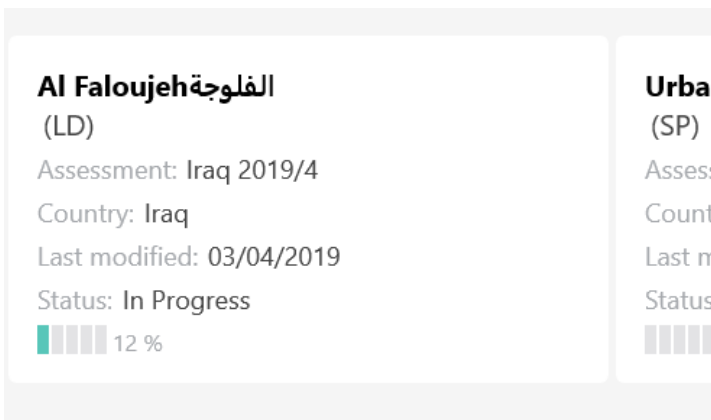
- Question code – useful for troubleshooting
- Guidance – can be one sentence or several paragraphs (or nothing at all)
- Requirements – displays a list of all requirements that the question relates to; useful for understanding why the question is being asked and what it is scoring
 - Requirements in bold are top-level requirements (contain sub-requirements)
 - Requirements with [a] indicate that their applicability is determined by the question
 - Requirements with [s] indicate that the question affects their scoring
 - Click a requirement to view more details on that requirement

Keeping track of progress

Assessors can keep track of their progress by referring the percentage complete icons shown in the menu for each section. Where the icon shows a section score of less than 100%, the section should be considered as incomplete.



Overall questionnaire progress is displayed on the Home screen.



Marking as complete

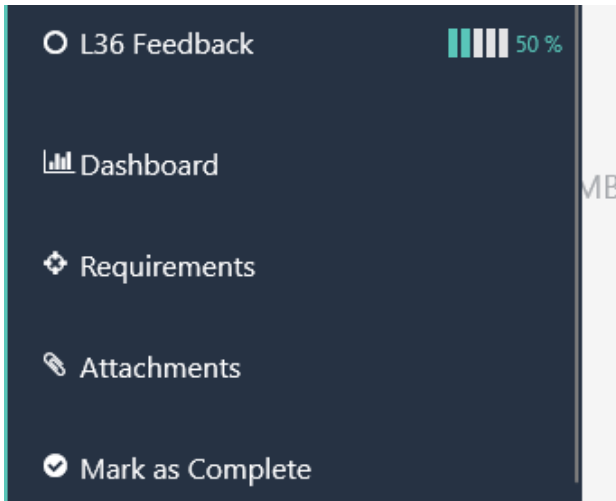
Marking a questionnaire as complete is a useful way to signify that you have completed all work on a questionnaire.

Once you have completed a questionnaire, all sections should be shown as 100% complete, and the questionnaire itself should be shown as 100% complete on the home screen. To mark a questionnaire as complete: On the Home screen, click the questionnaire and select **Mark as Complete**.

It is not necessary to mark a questionnaire as complete before it is uploaded; however, doing so can be useful for an assessor to mark questionnaires that require no further work.

Managing attachments

On the Attachments screen, a list of all files attached to questions in the questionnaire is displayed. To view the Attachments screen, at the bottom of the questionnaire menu click **Attachments**.

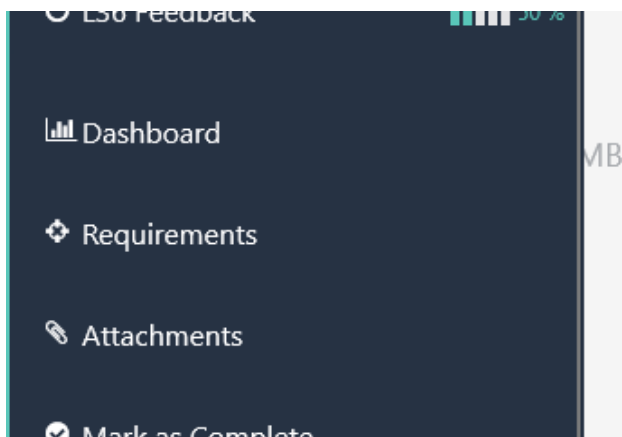


The filename, type, and size are indicated. You can also click the icons to open the attachment, delete it, or view the question it is attached to. The total number of attachments and the total size of all attachments is also displayed.

Attachments are not included when a questionnaire is uploaded. However, they are included when a questionnaire is exported and imported.

9. Viewing questionnaire scores

Detailed information on the score for a questionnaire can be viewed in the Dashboard. To view the Dashboard, at the bottom of the questionnaire menu click **Dashboard**.



The following reports are available in the Dashboard.

Table 7. EVM dashboard reports

Report	Description
Heatmap	Presents in matrix form the criteria and category scores for the location. Criterion scores are displayed as rows, while category scores are displayed as columns. On the column to the right, the composite criterion scores are shown. The overall score for the location, which is obtained as the average of the criterion scores, is displayed in the bottom right.
Category score	Presents the category scores for the location. Select a category to view sub-category scores.
Criterion score	Presents the criteria scores for the location. Select a criterion to view sub-criteria scores.
Storage capacity	Presents the available and required cold chain and dry storage capacity for the location.
Transport capacity	Presents the refrigerated and non-refrigerated (dry) storage capacity for the location.
AQE	Presents the system indicator scores (Availability, Quality, Efficiency) for the location.

10. Uploading questionnaires

If your EVM account has been granted *Assessor (locations)* access for a country and you have an internet connection, you can upload any questionnaires you have been assigned for that country, or any standalone questionnaires for that country. To do so:

1. On the EVM Assessor homepage, click the questionnaire you want to upload
2. In the menu, click **Upload**.
3. Sign in with your EVM account.
4. If you have already uploaded the same questionnaire, you will be asked to confirm that you want to replace your previously uploaded questionnaire.
5. Once a questionnaire has been uploaded, it will be marked as "Uploaded".

11. Resources

12. Advanced features

Working as a team

It is possible to distribute the process of data-collection between several assessors. To do so, each assessor must have the same questionnaire on their device. The following process is recommended:

- Ensure that the L2 section is identical in each version
- Assign each assessor their own sections to complete, do not divide one section between assessors
- Agree beforehand who will complete which sections and which version will be the “master”
- ALWAYS make a backup of a questionnaire before you merge it with another; if you do not, and the merge process encounters a problem, your data may be lost. To make a backup, either upload the questionnaire (if you have an internet connection) or export it to a safe location
- Once you have completed the data-collection, import the questionnaire you wish to merge onto the device with the “master” questionnaire; this will trigger the merge process. Refer to ‘Downloading or importing a questionnaire already on your device’ on page 18 for more information

Viewing requirements

PQS Finder

13. Troubleshooting

The app is not installing...

If the app is already installed, please uninstall the current version before installing the new one.

What version of the app am I using?

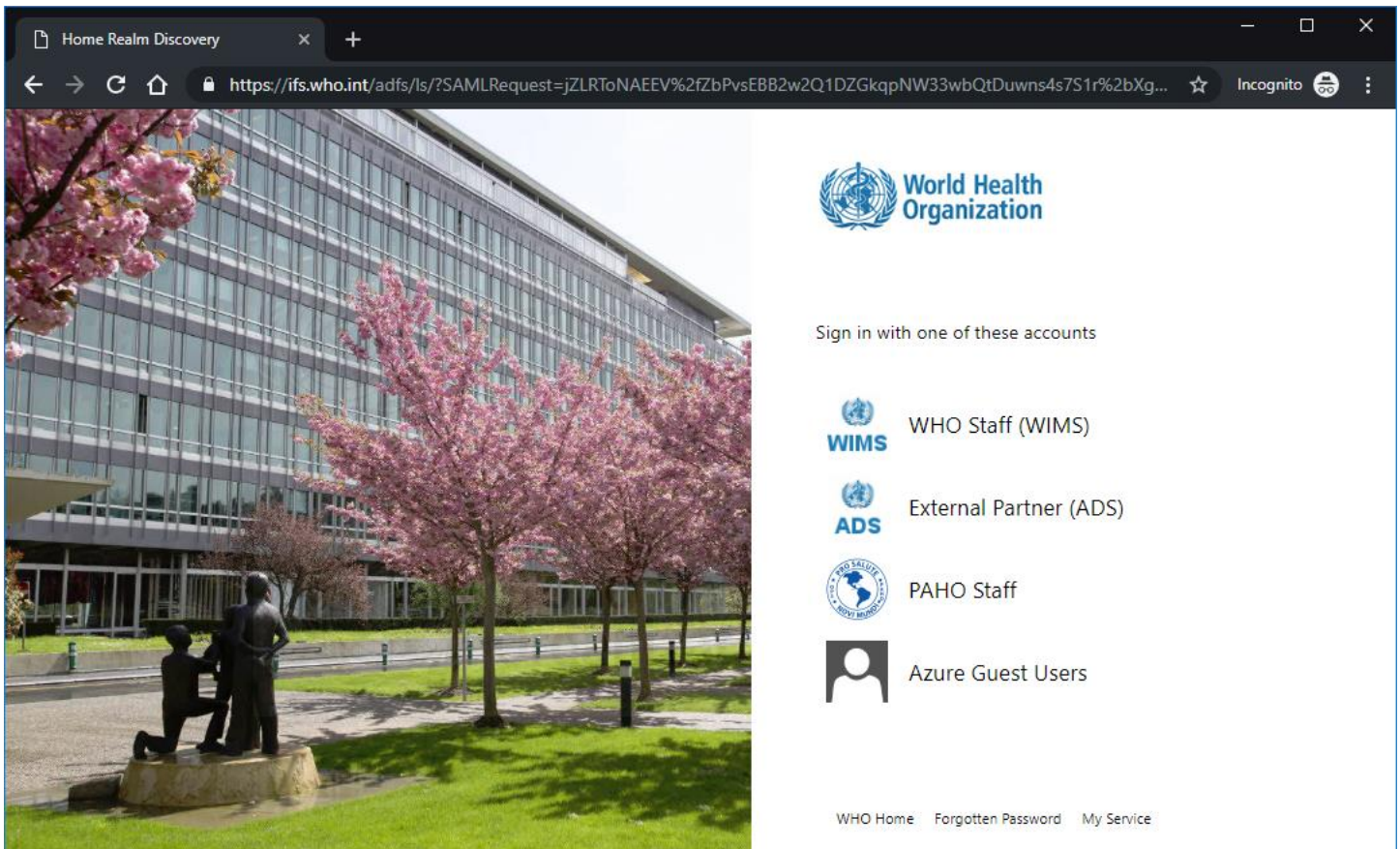
1. On the Home screen, click the Menu button and select **Settings**.



2. Note the app version listed.

I've forgotten my password...

On the **Sign in** page, click **Forgotten Password** at the bottom of the screen and follow the instructions.



I have been assigned a questionnaire, but it is not appearing on the Downloads screen...

- Contact the country manager to confirm the questionnaire is assigned to you.
- Logout, close app, and try again to download

Why are some questions missing?

Why are some section empty?

Questionnaire versions