

A healthcare worker in blue scrubs is smiling warmly at an elderly patient in a hospital room. The patient is wearing a green hospital gown and has their hands clasped. In the background, another patient is lying in a hospital bed, and a walker is visible on the floor. The scene is brightly lit and conveys a sense of care and connection.

# This is Essity

Elisabeth Hammar  
Quality System Manager och GMS ägare

# Contents

1. Vad är Essity?
2. Essity's historia
3. CANEA ONE – GMS
4. Leverantörers CAPA Workflow

Every day we  
care for 1 billion  
people across  
150 countries.



# Essity – ett globalt företag för hygien och hälsa

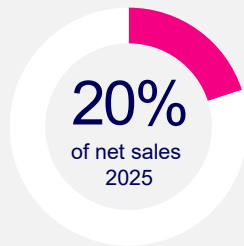


# Fyra olika affärs områden – Fyra olika QMS behov



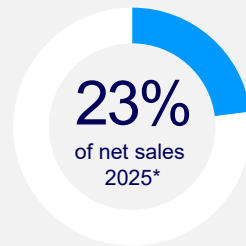
## Health & Medical

Improving healthcare through pioneering solutions in wound care, incontinence, compression and orthopedics



## Personal Care

Leading brands in incontinence, feminine, and baby care for well-being and confidence in all stages of life

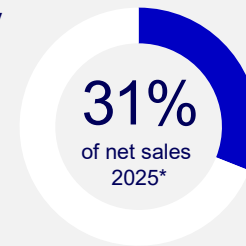


\*Proforma reporting of Essity's business area structure as per January 1, 2026, based on 2025 results



## Consumer Tissue

Affordable, high-quality and sustainable tissue products for everyday hygiene in homes and households

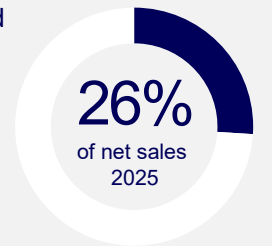


\*Proforma reporting of Essity's business area structure as per January 1, 2026, based on 2025 results



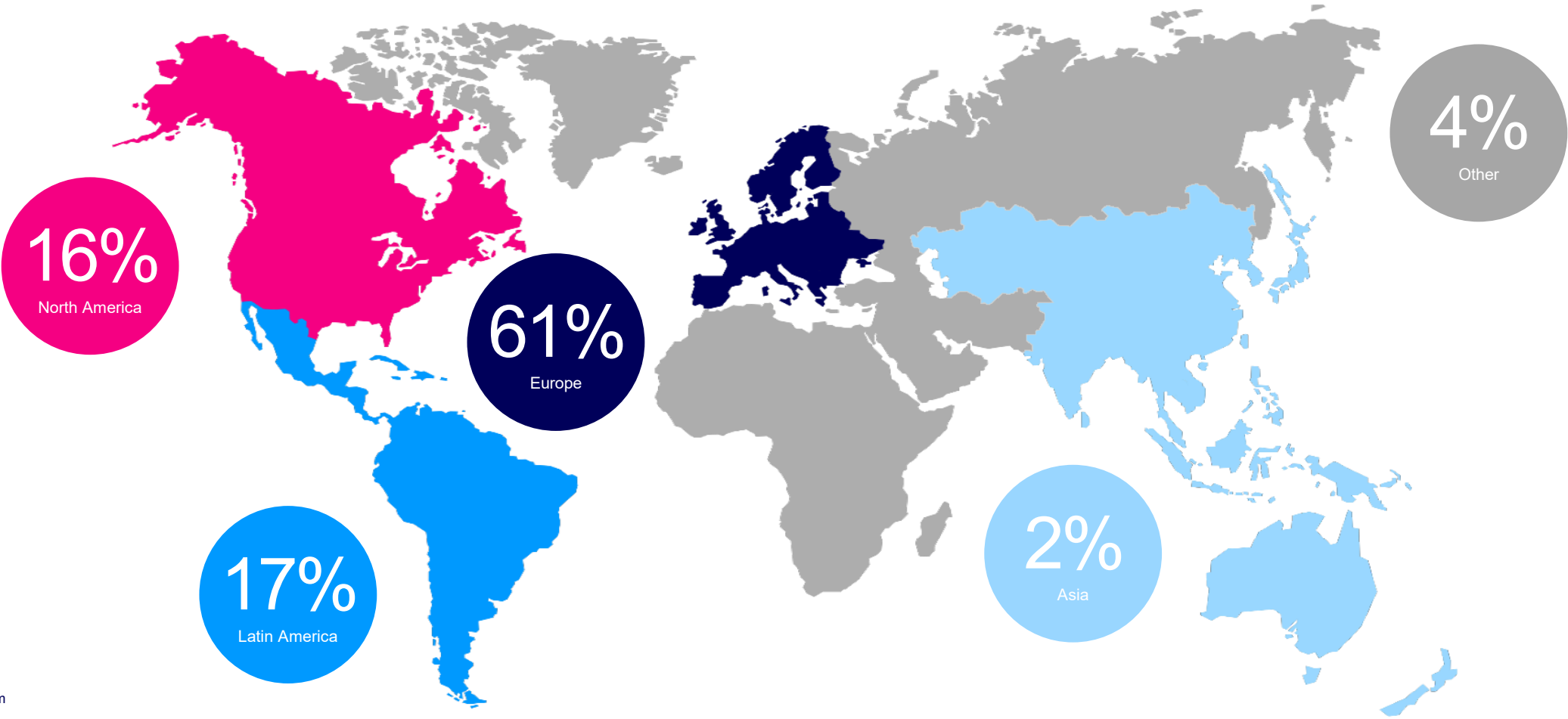
## Professional Hygiene

Innovative, efficient and sustainable hygiene management solutions for public and commercial spaces



Source: Essity.com

# Net sales 2025 per region



Source: Essity.com

# Essity's Historia



1929



1975



2017



2020



2021



2022



2024



2025



“Maggan med pärmen”, excel och SharePoints



2015

2017

2019

2025/26

## GMS – Global Management System

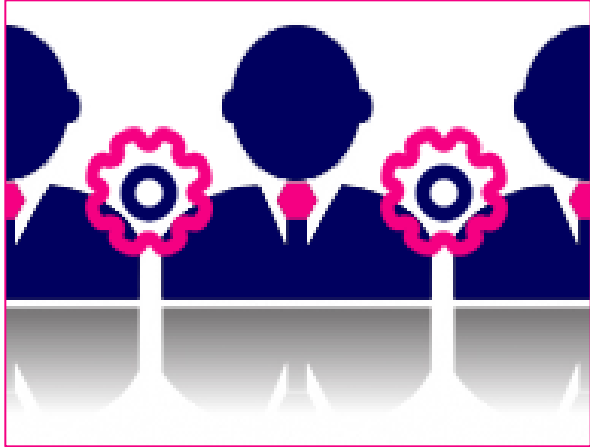
- Globala policys och processer
- Work flow för Audit, CAPA och actions
- Fabrikers QMS

## De första fabrikerna

- Key User network, hantering, Service Management
- Fler fabriker...
- Fabriker med begränsad access, egna doc typer och mallar
- Förbättringar i och med Medicin Teknik

- Ca 50 fabriker
- >40 000 godkända document
- 180 Key Users
- 1-3 aktiva Super Users
- **Externa leverantörers CAPA**
- System application för Redovisande document

# Canea roller



## Super Users

- 1-3 aktiva Essity SU
- Samarbete med Global IT och CANEA Service Manager



## Key Users

- 180 Essity KU
- Ca 50 fabriker
- Ansvarar för access hantering, utbildning, rätt PL/PO och dagliga admin



## Författare

- 1900 Författare / Process Ledare
- WF i CANEA ONE för access efter e.learning

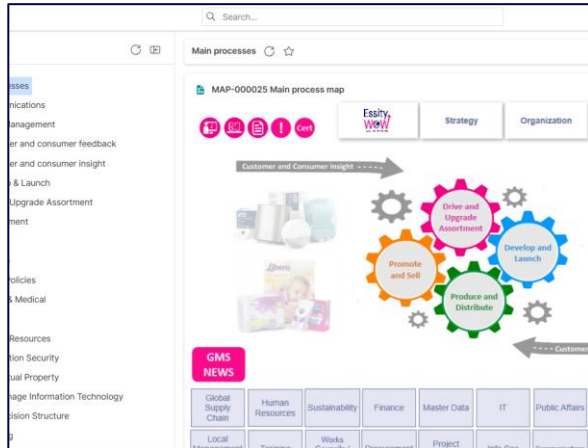


## Godkännare

- 1200 Godkännare / Process Ägare
- WF i CANEA ONE för access efter e.learning

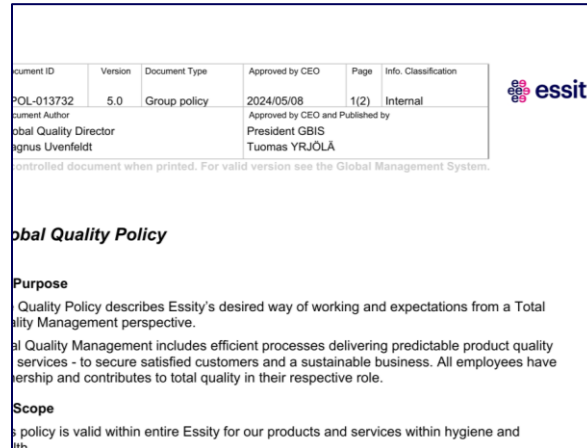
# CANEA ONE applikationer

## Process, Dokument och Workflow



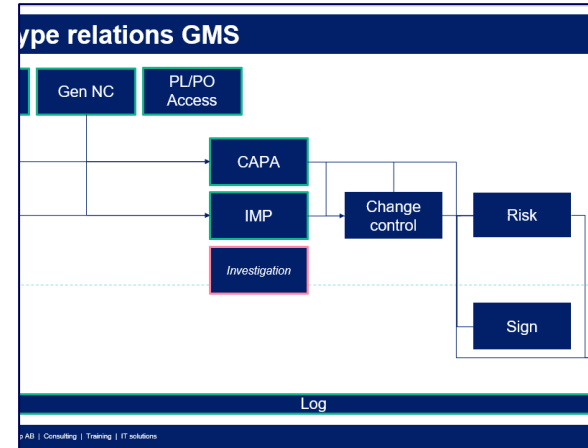
### Process

- Process och navigeringskartor



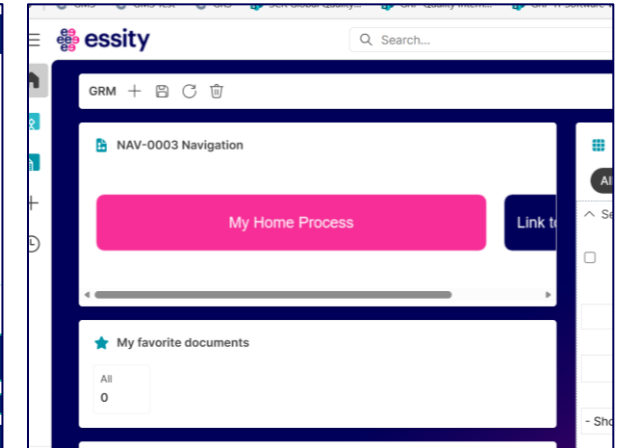
### Dokument

- **Styrande** document - GMS



### Workflow

- Audit
- CAPA
- NC
- Onboarding av PL o PO
- Avvikelser
- Förändringar
- **Leverantörer - extern**

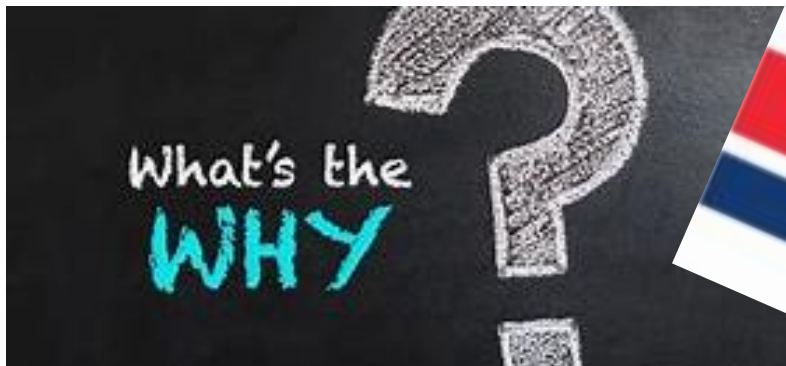


### Dokument

- **Redovisande** document - GRS
- System application till GMS
- Bevis, resultat, signerade protokoll mm

# Externa Leverantörer

## Bakgrund och Scope



### Bakgrund och Varför?

- Audit, CAPA planer och avvikelser mot leverantörer,
- Harmoniserad process och system för SQM teamet

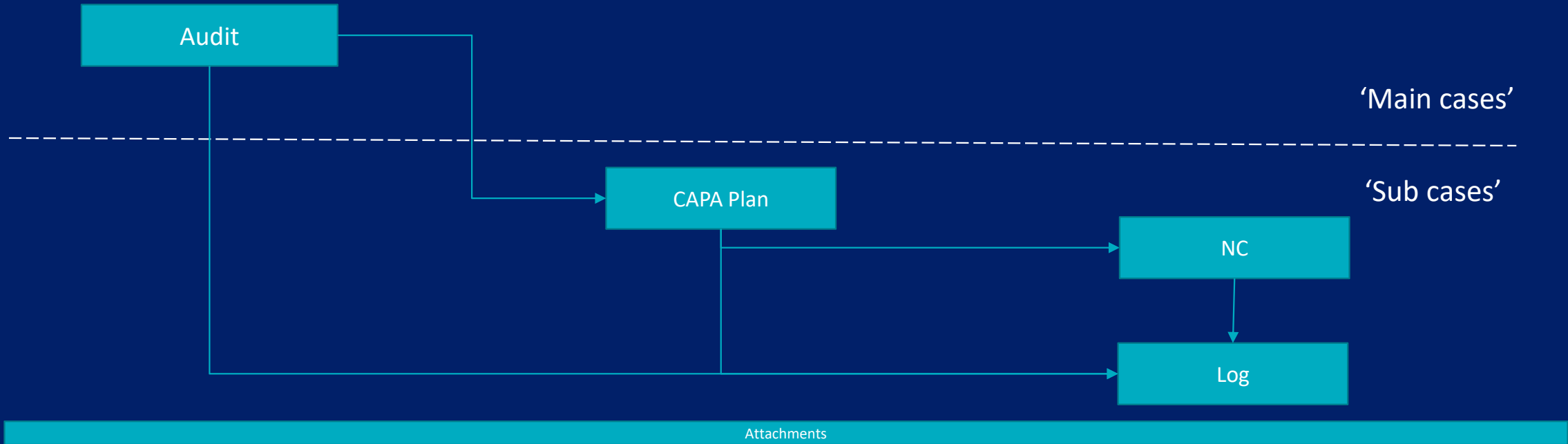
### Krav spec

- Hantera och följa upp leverantörs Audits
- Bibliotek för document, rapporter, bilagor mm.
- Möjlighet att kunna integrera med Ariba /SAP

### Begränsningar

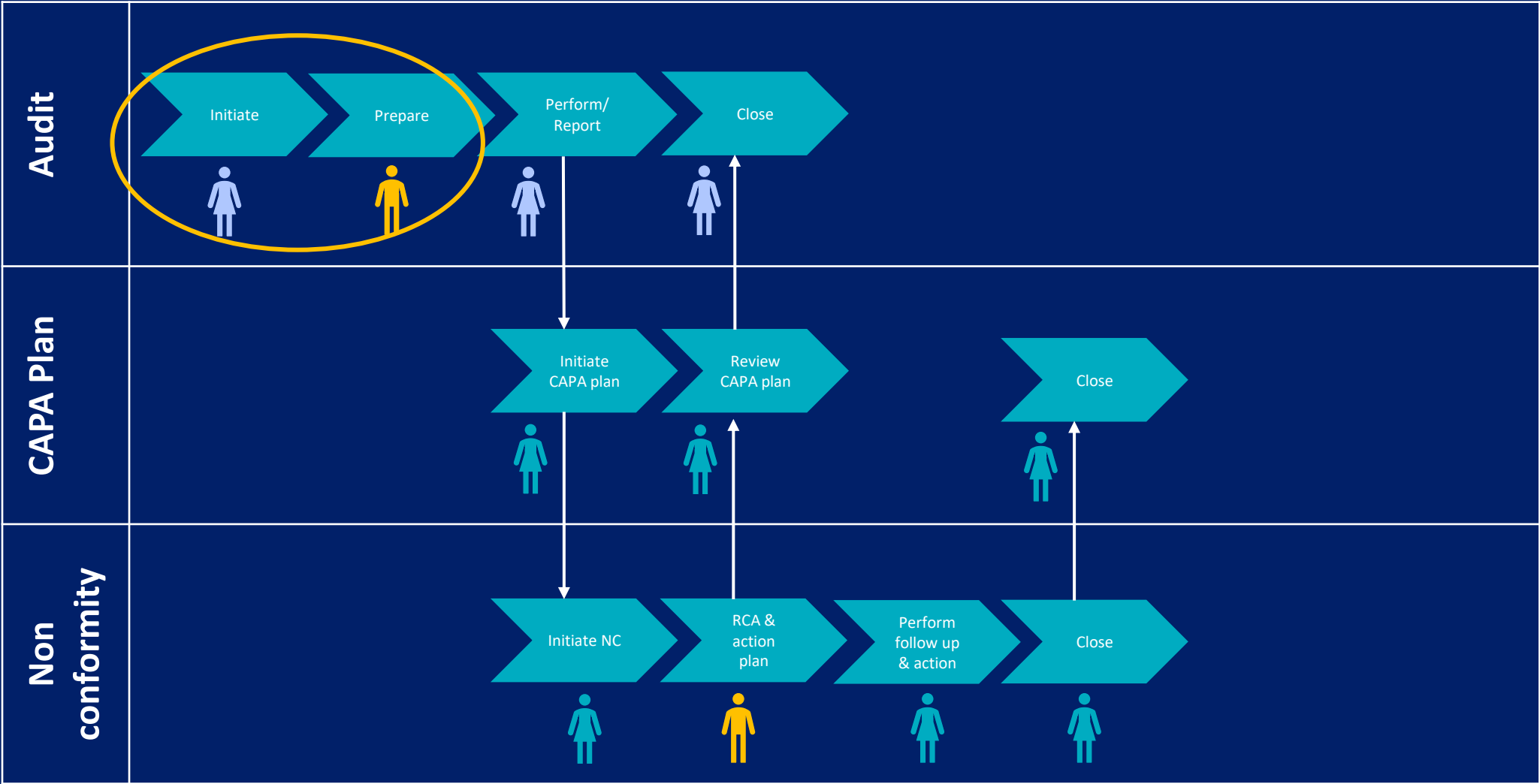
- Styrd grupp för access, internt Essity
- Bara den utpekade leverantören ska se sina egna cases
- SQM ska själva administrera accesser till leverantörerna

# SQM Audit, CAPA Plan och NC relationer

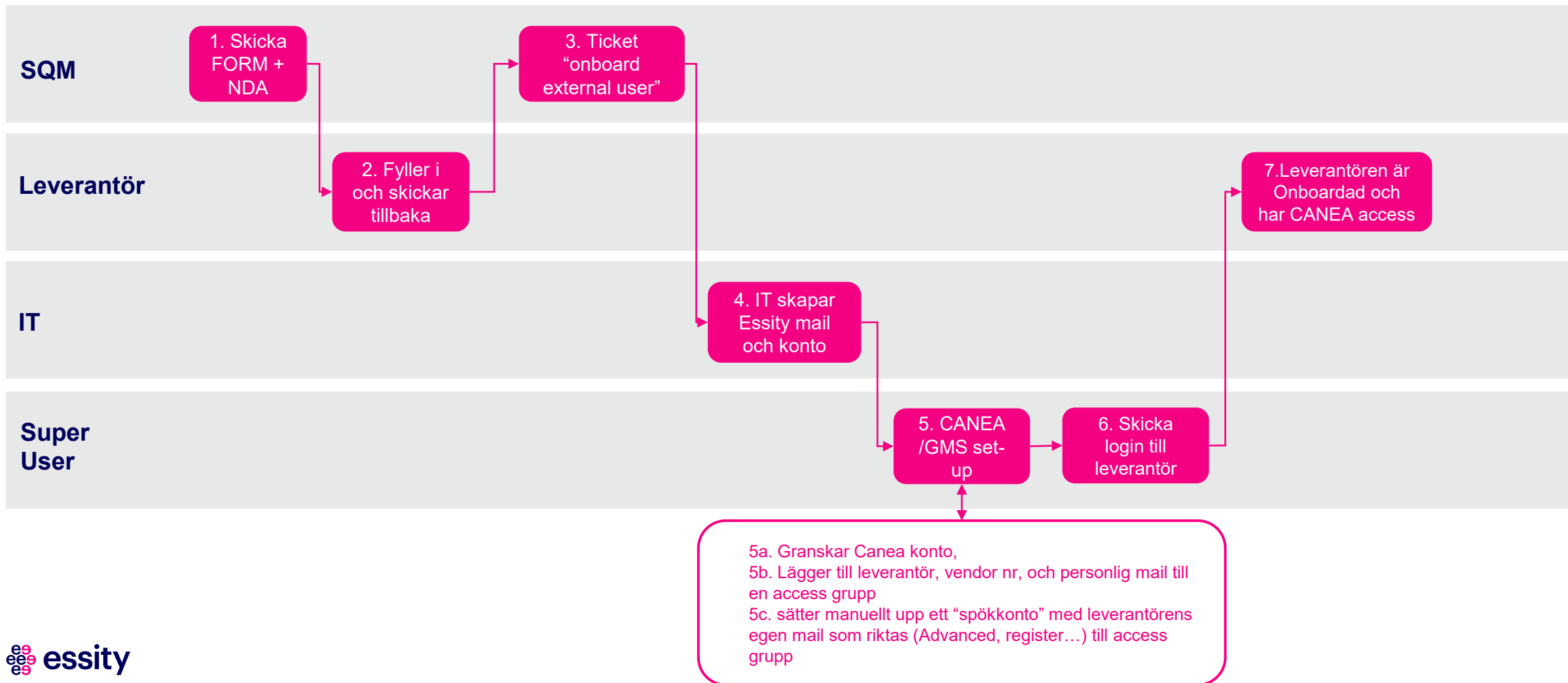


# SQM Audit, CAPA Plan and NC

-  Creator /Lead auditor
-  Supplier
-  Responsible SQM



# Onboarding av leverantörer



# Test Case

SQMAUDIT81193 SQM Audit för CANEA användarekonferens, <https://gms.app.essity.com/Case/Case?CaseID=81193>  
SQMCAPA-A81194 SQM CAPA plan, SQMNC81195 NC 1 CANEA användarekonferens

## 2. FORMs och NDA – fylls i av leverantör och skickas tillbaka till SQM

**Fw: Access to GMS platform at Essity**

BRANTLID Andreas  
To: HAMMAR Elisabeth  
Wed 05-20

Internal

Follow up. Start by Wednesday, 20 May 2026. Due by Wednesday, 20 May 2026.

Outlook-Logo.png 11 KB  
5b9468613b5540a49d4c4254fc7baf2b.png 11 KB

Dear **Supplier Name**,

You are receiving this message as part of the process to grant you access to the **GMS platform at Essity**. The platform will allow us to **collaborate on Audit and CAPA activities** in a structured and efficient way.

**What you need to do**

To ensure a smooth process, please complete the steps below **in the given order**:

- 1 Complete and submit the form**  
[Link to form](#)
- 2 Sign the Confidentiality Acknowledgement**  
[Link to confidentiality acknowledgement](#)

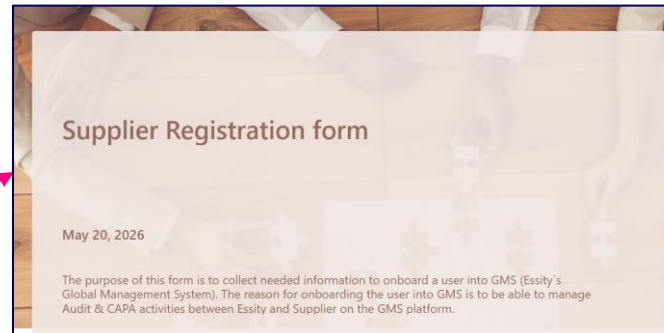
**What happens next**

Once we have received:

- the completed form (**Step 1**), and
- the signed Confidentiality Acknowledgement (**Step 2**),

we will proceed with **user creation** and get back to you with:

- your **login credentials**, and
- guidelines** on how to access and use the GMS platform.



essity Powered by Adobe Acrobat

**Provide your email to access the form data**

We will send you an email with a link to access the webform

Enter your first name \*  
Enter your last name \*

Enter your email address \*  
sample@email.com

Re-enter email address \*  
sample@email.com

Name the form \*  
Confidentiality Acknowledgement

[Access Form](#)

# Test Case

SQMAUDIT81193 SQM Audit för CANEA användarekonferens, <https://gms.app.essity.com/Case/Case?CaseID=81193>

## 4. Skapa Essity mail och konto – görs av IT

The screenshot shows the 'Onboard External User' form in the ServEss portal. The form includes a 'Confidentiality Agreement' section with an 'Important' note: 'It is the responsibility of the line manager or their nominee to ensure that the external user's assignment is subject to a contract with a confidentiality clause and that a purchase order (PO) is issued with reference to the Essity's terms and conditions. In case of any doubt, please reach out to Procurement according to the locally applicable process. In addition, a Non-Disclosure Acknowledgement, signed by the External User, must be uploaded to'. At the bottom, there are three buttons: 'Save for Later', 'Review & Submit', and 'Cancel'.

The screenshot shows a 'Users' table with the following columns: First name, Last name, Username, Common sys. role, Documents sys. role, Cases sys. role, and No. of daily logins. Two rows are visible, with the second row highlighted in pink. The second row contains the following data: First name: Andreas, Last name: Brantlid (SQM), Username: sehanrt (SQM), Common sys. role: User, Documents sys. role: None, Cases sys. role: External user SQM - Supplier, No. of daily logins: 2.

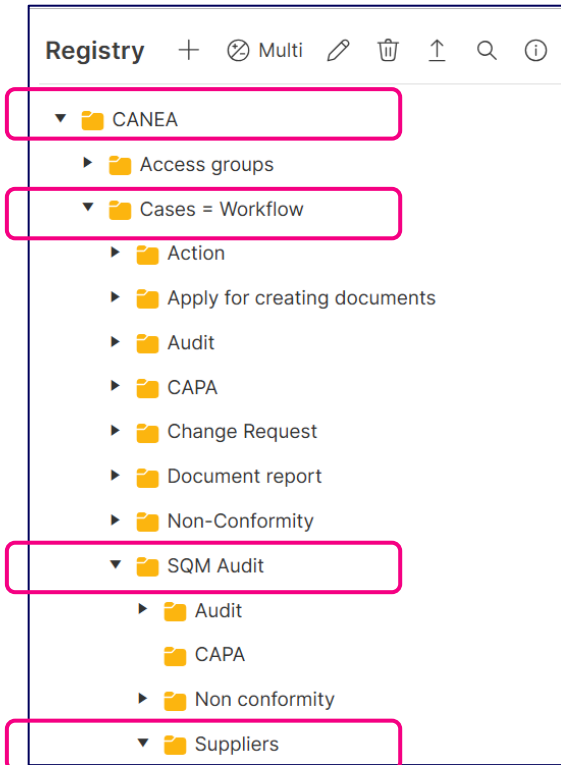
|  | First name | Last name      | Username          | Common sys. role | Documents sys. role | Cases sys. role              | No. of daily logins |
|--|------------|----------------|-------------------|------------------|---------------------|------------------------------|---------------------|
|  |            | brantlid       |                   |                  |                     | sqm                          |                     |
|  | Andreas    | Brantlid       | persmailsupplierA | User             | None                | External user SQM - Supplier | 0                   |
|  | Andreas    | Brantlid (SQM) | sehanrt (SQM)     | User             | None                | External user SQM - Supplier | 2                   |

Essity konto

# Test Case

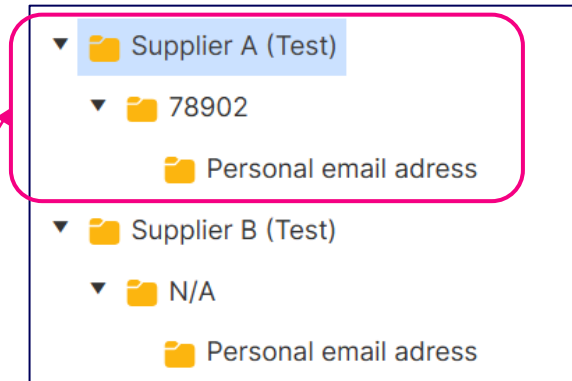
SQMAUDIT81193 SQM Audit för CANEA användarekonferens, <https://gms.app.essity.com/Case/Case?CaseID=81193>

## 5. CANEA / GMS set-up, Register i CANEA - görs av Super User

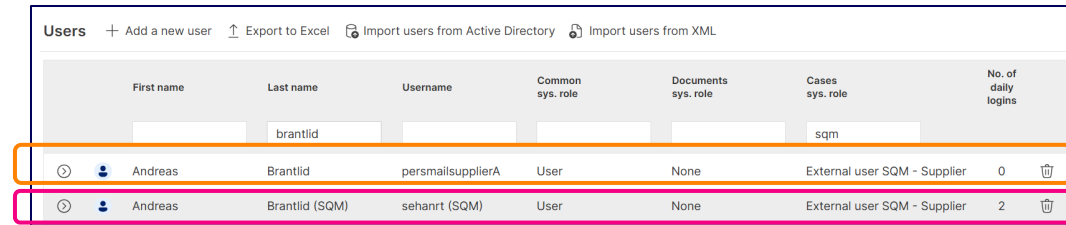


Registry + Multi [edit] [trash] [up] [search] [info]

- ▼ CANEA
  - ▶ Access groups
  - ▼ Cases = Workflow
    - ▶ Action
    - ▶ Apply for creating documents
    - ▶ Audit
    - ▶ CAPA
    - ▶ Change Request
    - ▶ Document report
    - ▶ Non-Conformity
  - ▼ SQM Audit
    - ▶ Audit
    - ▶ CAPA
    - ▶ Non conformity
  - ▼ Suppliers

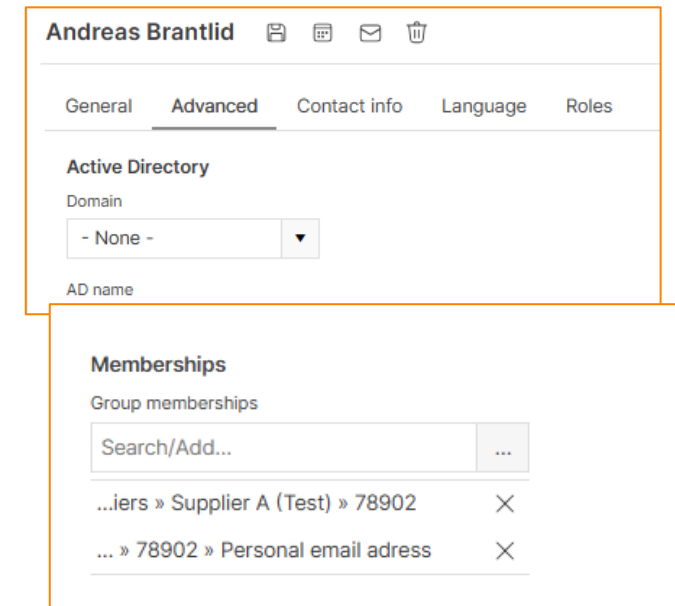


- ▼ Supplier A (Test)
  - ▼ 78902
    - ▶ Personal email adress
- ▼ Supplier B (Test)
  - ▼ N/A
    - ▶ Personal email adress



|   | First name | Last name      | Username          | Common sys. role | Documents sys. role | Cases sys. role              | No. of daily logins |   |
|---|------------|----------------|-------------------|------------------|---------------------|------------------------------|---------------------|---|
| ⌂ | Andreas    | Brantlid       | persmailsupplierA | User             | None                | External user SQM - Supplier | 0                   | 🗑 |
| ⌂ | Andreas    | Brantlid (SQM) | sehanrt (SQM)     | User             | None                | External user SQM - Supplier | 2                   | 🗑 |

Leverantörs konto  
Essity konto



**Andreas Brantlid** [print] [calendar] [mail] [trash]

General Advanced Contact info Language Roles

**Active Directory**

Domain  
- None - ▼

AD name

**Memberships**

Group memberships

Search/Add... [button]

- ...iers » Supplier A (Test) » 78902 ✕
- ... » 78902 » Personal email adress ✕

# Test Case

SQMAUDIT81193 SQM Audit för CANEA användarekonferens, <https://gms.app.essity.com/Case/Case?CaseID=81193>  
SQMCAPA-A81194 SQM CAPA plan för CANEA användarekonferens  
SQMNC81195 NC 1 CANEA användarekonferens  
SQMNC81196 NC 2 CANEA användarekonferens

## SQM Audit - Initiate

**Quick link till användareguide**

**Leverantör Essity E.mail**

**Leverantör Företags E.mail**

# Test Case

SQMAUDIT81193 SQM Audit för CANEA användarekonferens, <https://gms.app.essity.com/Case/Case?CaseID=81193>  
SQMCAPA-A81194 SQM CAPA plan för CANEA användarekonferens  
SQMNC81195 NC 1 CANEA användarekonferens  
SQMNC81196 NC 2 CANEA användarekonferens

## SQM Audit – Report

Egen document typ  
gör att man får en ett  
eget fält

SQMAUDIT81193 SQM Audit för CANEA användarekonferens Save case Attached files (5)

Elisabeth HAMMAR  
Currently editing  
Creator, Lead auditor,  
Responsible SQM

Prepare Perform/Report Close

Title\* SQM Audit för CANEA användarekonferens

Tips & Tricks/Guide for suppliers - How to use the GMS application.  
Go to the guide

Information from previous phases

Initiate

Prepare

Audit - Perform/Report

Upload audit report and other evidence

Audit report

Add Supplier audit report

| Filename  | Changed by       | Changed          |
|---|------------------|------------------|
| SREPORT-114486-v.1.0 Användarekonferens audit report 2026.pdf | Elisabeth HAMMAR | 21/05/2026 16:44 |

Download files and evidences

Attach file

| Filename                                    | Changed by       | Changed          |
|---|------------------|------------------|
| Användarekonferens audit agenda 2026.docx   | Elisabeth HAMMAR | 21/05/2026 15:17 |
| Användarekonferens audit sections 2026.docx | Elisabeth HAMMAR | 21/05/2026 15:17 |
| Användarekonferens test doc A 2026.docx     | Elisabeth HAMMAR | 21/05/2026 15:25 |
| Användarekonferens test doc B 2026.docx     | Elisabeth HAMMAR | 21/05/2026 15:25 |

Audit report completed and uploaded? Yes

Comment if no report is uploaded\*

SREPORT-114486-v.0.1 Användarekonferens audit report 2026 Check in Save

Parent SQMAUDIT81193 SQM Audi... Create

Elisabeth HAMMAR  
Currently editing  
Creator, Lead auditor

Content Properties Settings Document language Attached files References

Title\* Användarekonferens audit report 2026

Document type Supplier audit report

Supplier Supplier A (Test)

ERP Vendor ID 78902

Supplier audit responsible (Primary) Andreas BRANTLID

Supplier audit responsible (Secondary) Malin BAGGE LINDROTH

Audit type Full

Remote/On site On site

Supply stream category BIFG

Supply stream

Overall audit score 95

Roles

Lead auditor Elisabeth HAMMAR

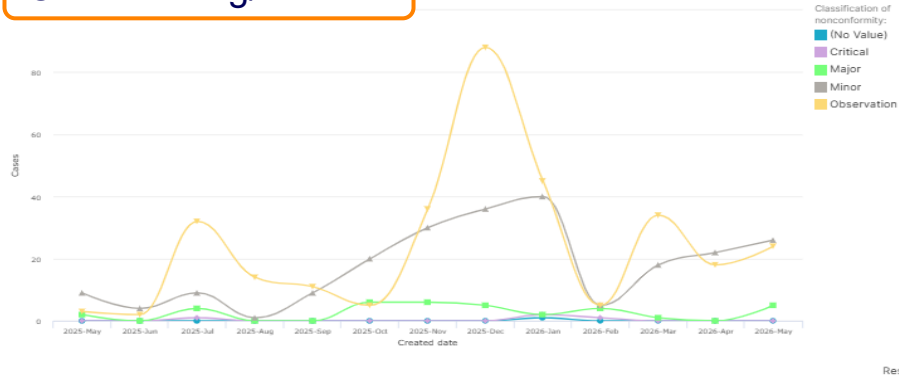
Responsible SQM Elisabeth HAMMAR

Read access: List of lead auditors SQM Lead Auditors

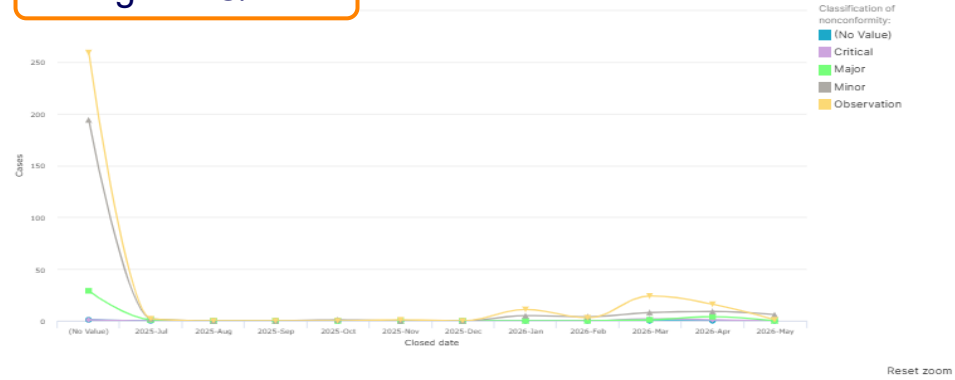
# Analyser och vyer

Essity Global Management System → SQM

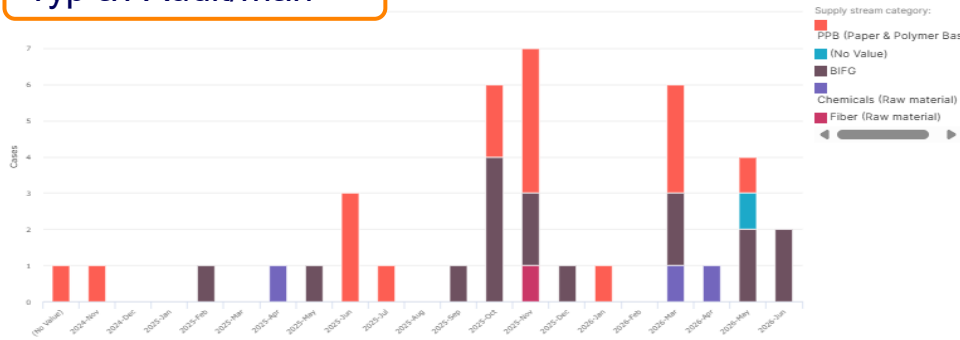
Classificering/mån



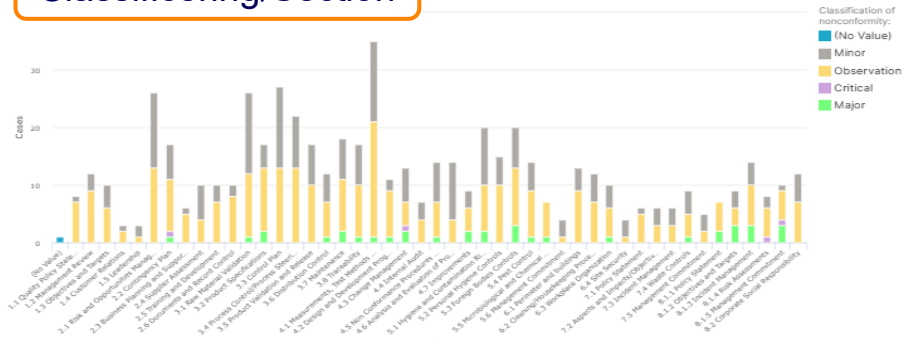
Stängda NC/mån



Typ av Audit/mån



Classificering/Section



# Röster från användare och stakeholders

Lätt att använda internt, få frågor från Essity teamet. 90% jobbar självständigt efter intro, resten funkar efter lite coaching (Coach)

**Streamen** är toppen för kommunikation (Coach)

Digitalisering!  
(SQM)

“CAPA och mail påminnelser”  
(SQM o Admin)

Tydlig instruktion, både inbyggt i workflow och som info material  
(SQM)



“Registrering av CAPA plan straight forward”  
(SQM)



“Historik och all documentation summerade i ett system”  
(SQM)

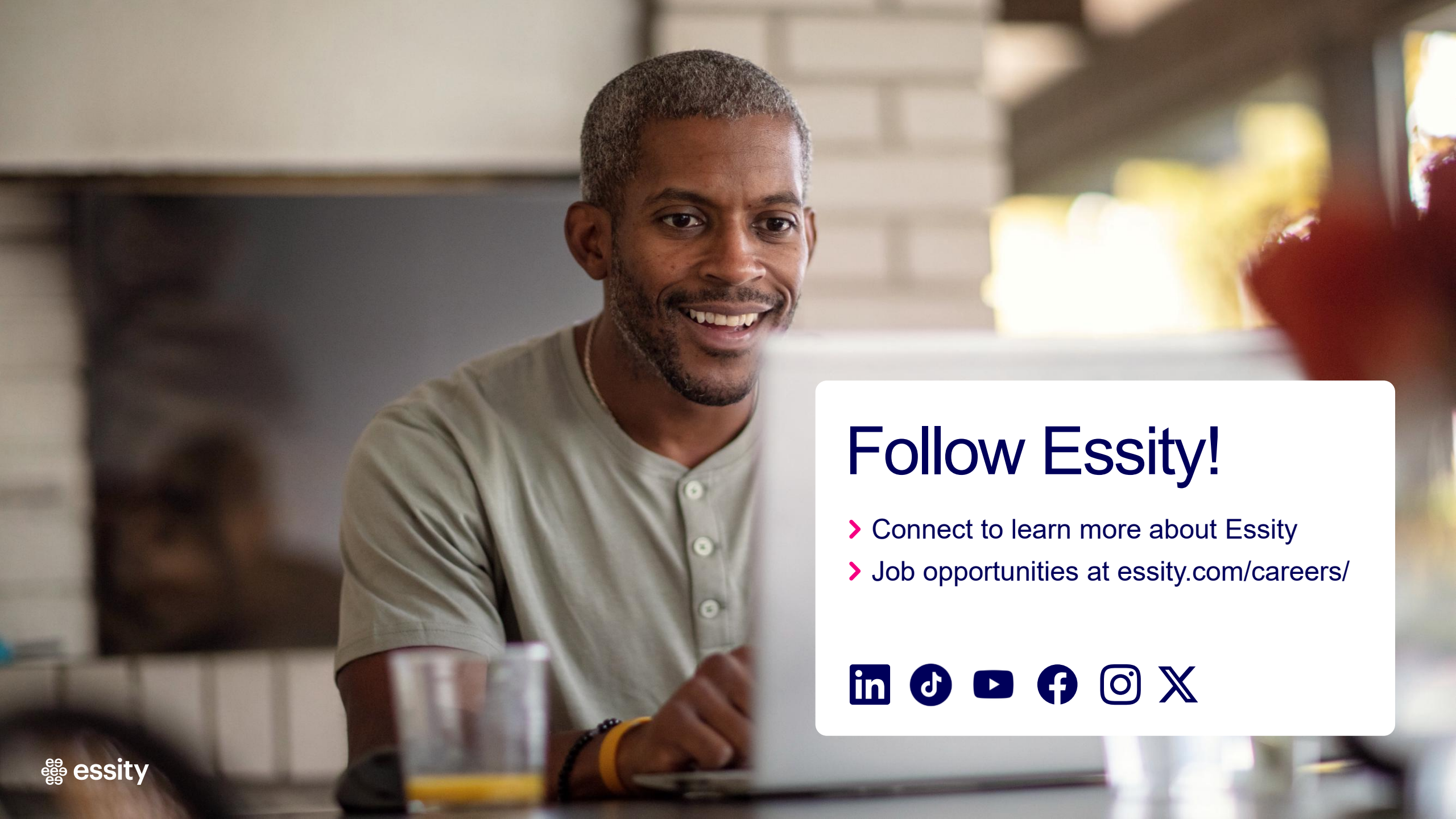
**Utmaning:** svårt att få överblick över access, inkl. Brandväggar och relaterade IT-förutsättningar internt Essity (nu har vi en work-around) (Coach)

**CANEA** upplevs som ett flexibelt system, lätt att konfigurera och anpassa efter behov (Coach)

Användarvänligt ur leverantörs perspektiv, (väldigt få frågor från leverantörer)  
(Leverantörer)







## Follow Essity!

- > Connect to learn more about Essity
- > Job opportunities at [essity.com/careers/](https://essity.com/careers/)



