
PAAB Clients can tag a PAAB review letter or a PAAB phone call in seconds. Here are some commonly asked questions:

What is an eFiles TAG?

In the context of the eFiles system, a “tag” is a label used to categorize and track information related to a specific aspect of performance which can then be audited. In essence, it’s a label that you add to a document to identify a perceived issue or favorable interaction.

Why should the tagging system matter to PAAB clients?

One word: ACCOUNTABILITY.

The tagging system makes us accountable to you. The client tagging system is one of the **quality assurance tools** PAAB employs to support continuous improvement in your preclearance journey. A high-quality review is **clear, comprehensive, consistent, and timely**. The tagging system enables clients to flag instances in which we fall short of these objectives for future internal and external audits. There is also the ability to tag instances in which we exceed your expectations. Reinforcing best practices that assist in the review process so that we can propagate them across the team.

How does one use the tagging system?

We have created two step-by-step instructional videos. One showing how to [tag a review letter](#); the other showing how to [tag a phone call](#).

Are reviewers able to see client tags?

Absolutely not. The tagging system is designed specifically so that reviewers cannot see client tags.



In fact, there is no indication on any reviewer accessible screen that a client tag has been created. For your reassurance, the instructional videos mentioned above conclude with the reviewer view of a submission containing a client tag.

What’s the difference between the CEI and a tag?

The “Tagging System” complements the big picture provided by the CEI as it tracks trends relating to the individual occurrences/elements that contributed most significantly to your overall experience. This allows us to quantify and cross-compare the impact of these elements on the review process.

Does PAAB share any details about tags?

We do! A [Tag Report](#) is published every quarter that tells the number of total tags, number of validated tags, therapeutic areas, breakdown of tags used, and actions taken by PAAB.

What's the most common reason that a tag is "invalid"?

The most common reason for tags being deemed "invalid" is a lack of information to adequately set the context for validation. It's important to ensure that you provide **a detailed description in the "comments" section**. The greater the detail provided, the better the ability of the auditor to validate the tag and develop process improvements, training or take other actions to reduce the likelihood of the issue arising again in the future.

For more information about the eFiles Ticketing and Tagging system, [Click Here](#). If you have any questions, please email info@paab.ca