

RJ/LP/NSI 003/16

31st March 2016

To: All NSI Approved Companies

Dear Colleague,

A MESSAGE FROM THE CHIEF EXECUTIVE

"The only constant is change". If the last year has done nothing else, it has proved once again this old adage. Looking forward, it's clear there's more to come.

ISO 9001:2015

For NSI and all Gold approved companies the biggest news of change was the long awaited 2015 revision of the core ISO 9001 Quality Management System. There's no avoiding it! It's a major challenge for us all.

Nobody likes change, but the rationale behind the latest version of 9001 makes a lot of sense: it is more accessible to service providers, has a strong focus on leadership, is less bureaucratic, and far easier to integrate with EMS and H&S. It encourages business leaders not yet doing it, to think proactively about risk: more 'outside the box' than 'tick the box'. On the face of it - all good.

However, the challenge is in the getting there: in the transition of 'learning the ropes'. It's clear that progressive business leaders are already working in the spirit of the new standard, and final alignment should not be feared.

At NSI, while it has proved a slower journey than we would have liked, we've been working hard to get to grips with the 2015 version, what it means for approved companies and auditors alike. We have been developing the guidance for approved companies to make the transition simpler, are delivering training and ensuring NSI auditors are fully up to speed and trained in the new approach to QMS.

A key part of our own preparations is the auditing of Early Adopters amongst approved companies. Those of you participating in this group have the advantage of retaining your approval against the 9001:2008 whilst actively working to establish your own gap analysis and action plan to secure transition with reduced, or even minimum, risk of your approval expiring before being fully "9001:2015 Ready". Remember the transition period ends in September 2018 when all businesses should have completed the transition.

We expect NSI to be fully accredited by UKAS during the coming few months. We open our own operations up to annual inspection by UKAS in July and are optimistic, though not complacent, that their findings will be positive.

New Gates Scheme

In terms of new products the big news is the launch of the Gates scheme. It fits with our core mission to improve standards of safety and security for users, and provides approved companies installing and maintaining powered gates with a robust standard to demonstrate their expertise.

We are currently in the pilot phase and we intend to launch scheme in June at IFSEC 2016. It's the culmination of 2 years of hard work with the Door and Hardware Federation to develop a Code of Practice relevant to the ½ million or more powered gates in service in the UK. And has involved a significant investment by both organisations. Companies wanting more information about the Gates Scheme should contact Mark Gallagher mark.gallagher@nsi.org.uk

NSI Auditor Team Strengthened

In the last year NSI has expanded the nationwide team of auditors which now numbers 34. We have seen a number of prominent retirements from within the ranks at NSI. Such moments are poignant in being a turning point for those concerned who we wish well as they move on, and for new team members who face the challenge of training, integrating into the business and delivering NSI's high quality of service.

At NSI, we strongly believe in, and are committed to, maintaining the experience of our expert full time auditing teams in Systems and Guarding Services - and only exceptionally appoint contract auditors.

The teams build their own best practise, and bring that added value to you through NSI's industry specific auditing regime. When new standards and versions of standards are released, NSI can leverage the strength of this unique collective experience in supporting all approved companies.

This remains the firm policy and mainstay of the quality of NSI approval.

NSI Gold - Unique 'Double Tick-and-Crown'

NSI Certification continues to be seen as confirmation of service excellence in the sector, with end-users and stakeholders insisting on the value of the NSI Brand. We are committed to the growth of NSI Gold as the hallmark of service excellence in the industry.



NSI GOLD remains unique in being matched alongside a 'double tick and crown' – unique not only in our industry but UK-wide. It reflects NSI-GOLD companies' commitment to re-certification every 3 years and the integrity, expertise and professionalism marking them out from the crowd.

NSI Customer Complaints down

It's pleasing to note that in the last 12 months the number of complaints received by NSI is a little down on recent years. Given the number of Certificates of Compliance issued has grown year on year, and the activity in Guarding Services, this is positive news. Service across the board continues at a high level. Many of the complaints that are brought to our attention are on reflection avoidable, and the message remains that better management of customer expectations is the key to delivering quality service. But the trend of the year is encouraging and most welcome.

NSI Installer Summit

NSI continues to host Installer Summits – with the third National Summit held this month – again at the National Motor Cycle Museum in Birmingham.

With over 200 delegates, 50 exhibitors and a range of speakers from within the industry, the event is now firmly established in the industry calendar. There is already a waiting list for next year's event the details of which will follow in due course.

Certificates of Compliance – Paperless in 2016

It was recently announced that paper Certificates of Compliance will be discontinued during the coming 12 months. In 2015 electronic formats surpassed the 85% mark, and the legacy paper format has become difficult to justify going forward.

Companies needing assistance with this change should contact Carole Whitfield at carole.whitfield@nsi.org.uk sooner rather than later. The feedback we have from those already in the 'electronic camp' is that the accuracy and flexibility this brings, makes life much simpler all around.

Guarding Gold and ACS – Top Quartile

Regarding ACS – the Approved Contractor Scheme – we continue to provide assessments to more than our fair share of top quartile companies, and for the most part companies we assess also hold NSI-Guarding Gold.

Simplifying the NSI Back Office

We have also been working hard to rationalise our billing processes, and we will continue to make more improvements in the coming months. The far wider use of Direct Debit has simplified administration, saving both you and NSI time, better spent elsewhere.

Pricing 2016

NSI is a 'not-for-profit' business, and cost effectiveness always important. Delivering a good value premium service remains a primary aim. The fee increase this year has been set overall at 1.5%, which balances the needs to deliver value for money with the need to invest appropriately for the long-term.

Infrastructure and Process Renewal

Last year saw an investment in much needed infrastructure renewal at NSI. The coming 12 months will see more renewal with:

- Upgraded business tools to support audit delivery - in particular facilitating ISO 9001:2015 transition audits, integrated audits, and related refinements to the approved company portal
- A refreshed web-site that will be more audience centric, both for approved companies through the secure portal, and for users of security services seeking information about approved companies, and what that means for them.

NSI seeks to maintain and improve audit delivery. Our service is aimed to bring added value in supporting a continual improvement culture, in which your clients can have the ultimate confidence. I believe NSI is unique in its capability to do this and I am proud of the team we have in place.



Approved Companies continue to deliver the most complete service in the industry and you should be proud of your achievements. Feedback you give us, including through the on-line survey we have now run for the second successive February, tells us we are broadly on track, and that our service remains strong. That is a message that all NSI staff welcome, as they strive to improve service and standards.

'Thank-you' for your business.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R. Jenkins', written over a horizontal line.

Richard Jenkins
Chief Executive