

LW/KL/NSI 019 17

17 August 2017

To: NACOSS Gold Approved Companies - CONFIDENTIAL

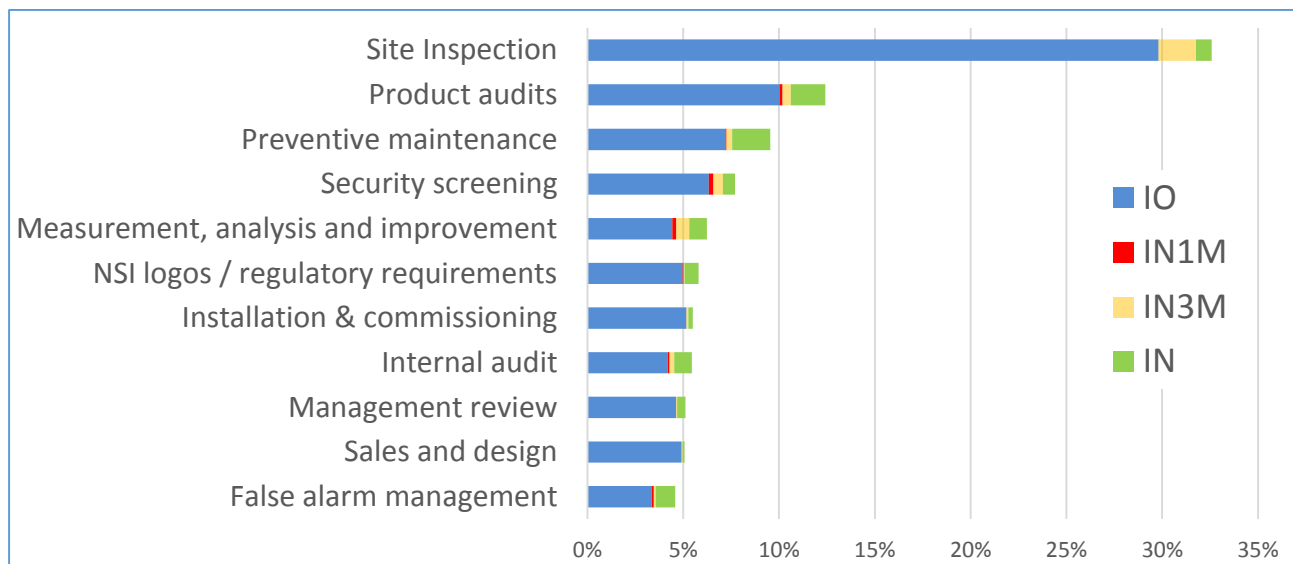
Dear Colleague,

IMPROVEMENT NEEDS AND OBSERVATIONS: COMMON AREAS OF NON-CONFORMITY

With a view to providing guidance that might benefit continual improvement initiatives, we recently conducted an analysis of all Improvement Needs (INs) and Improvement Observations (IOs) issued to all NACOSS Gold approved companies (approximately 700 companies) over a 12 month period, to identify the general areas subject to high frequencies of IN/IOs.

What did the analysis show?

The analysis identified common areas where INs/IOs are raised frequently. During the 12 month period March 2016 – Feb 2017, 78% of INs/IOs issued to NACOSS Gold Companies were raised within 11 main areas. The graph below highlights these findings.



Areas subject to high frequency of IN/IOs in 12 month Period Mar 2016- Feb 2017

What were the reasons behind these IN/IOs?

On investigation of the top 5 areas, common reasons for the raising of INs/IOs also appear.

The following is a short summary of the findings. Some of these may resonate with you, and others may be of less interest. Either way, they are a cause for reflection in our shared aim of raising standards for buyers and end users of the services NSI approved companies deliver.

Areas with High Frequency of IN/IOs	Most common/typical reasons for IN/IOs being raised
Site Inspection:	<ul style="list-style-type: none"> Errors and omissions on 'as fitted' spec (Device locations, out of date standards.) Faults on the ATS, which should prevent the system from being set, are not indicated to the user at the time of setting. Wireless device back tampers on all grade of systems or not installed on all devices. Level 3 access without consent, engineer able to log in without prior signed consent. Battery not large enough to hold up system for required period. Keypad not locked during the entry time on intruder alarm.
Product Audits:	<ul style="list-style-type: none"> Approved Company's Auditor unsure of exact role (what he's looking for.) Incorrect recording of remarks/deviations. Companies utilise marking tables then do not use them correctly and score the system/engineer incorrectly. Lack of follow up and recording of actions from deviations raised. No evidence that the deviation has had corrective action applied or recorded.
Preventive Maintenance:	<ul style="list-style-type: none"> Completion rate below required 90% per month. Lack of detail when recording readings taken during maintenance. Docket refers to out of date standard.
Security Screening:	<ul style="list-style-type: none"> Lack of confirmation that screening has been reviewed on completion by a third party service. Lack of understanding between credit check and public information request. ID cards not having all requirements of PD6662:2010.
Measurement, Analysis and Improvement:	<ul style="list-style-type: none"> Non effective corrective action seen due to repeat non-conformances on sequential visits.

Top 5 Areas and typical reasons for IN/IOs being raised in 12 month Period Mar 2016- Feb 2017

We welcome your feedback!

If you find this analysis helpful in your own internal benchmarking and it assists in prioritising areas to focus your own improvement efforts, we would welcome your feedback.

Given the feedback received we will consider repeating the exercise again next year, to see what trends persist and what changes might be happening.

NSI is committed with you to raising standards in all our interest, and believes that making relevant and appropriate guidance available to you is worthwhile.

I look forward to hearing from you.

Yours sincerely,



Laura Welford, Quality Manager

laura.welford@nsi.org.uk