AG/LP/NSI 001/17   17 January 2017

To: All NSI Approved Companies

Dear Colleague,

UTILISING THE APPROVED COMPANY LOG-IN AREA FOR RETRIEVAL OF VISIT REPORTS AND RESPONDING TO IN/IOs

Following feedback from our clients, NSI is in the process of systematically providing more user friendly tools and improving business resilience, by upgrading its IT infrastructure and processes.

A step in this programme has been the development of our 'integrated audits' process. We call this 'integrated Windows Audit Manager (iWAM)'. It enables you and our auditors to spend less time and effort on 'admin' and focus more on the audit process.

For approved companies this simplifies your response to Improvement Needs/Improvement Observations (INs/IOs), particularly benefitting the growing number of approved companies who hold multiple approvals with NSI.

This development is evident on the 'VISIT REPORTS' page in the secure log-in area of the NSI web-site as any visitor to that webpage will see.

So what exactly are the changes?

There are 2 main changes.

1. **A "New Show Visit Report" link** allows direct access to auditor(s) recent Visit Report(s) - as well as to IN/IOs.
2. **Responding to IN/IOs is simplified** where they relate to more than one approval

So what exactly does that mean for me?

It means:

* You can now print online at any time any Visit Report for any NSI auditor visit conducted after 1st January 2017.

UKAS PRODUCT CERTIFICATION 0142   **UKAS MANAGEMENT SYSTEMS** 0142

- You now need only respond *once* in the case of replicated IN/IOs (those that are relevant to multiple approvals), since any response you make is automatically replicated for you across all relevant approvals.
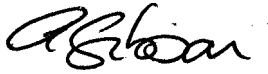
    For example:

    o where an auditor, conducting a single 'integrated audit' visit (eg for Fire Gold and NACOSS Gold, or Guarding/EMS and H&S), identifies during the audit, an IN/IO that is 'common' to more than one approval, the approved company will only need to make one response to the IN/IO (and not make a 'double entry' as previously required).

The attached guide shows in detail how the NSI secure log-in area has been changed to facilitate this.

We hope you will find these improvements beneficial.

If you have any questions or feedback regarding this new approach please contact your Account Coordinator at NSI.

Yours sincerely

Angela Gibson
Operations Administration Manager

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