

ML/KL/NSI 008 19

25 February 2019

To: All NSI Approved Companies and applicants

Dear Colleague,

AUDIT MANAGEMENT AND THE NSI AUDIT CANCELLATION POLICY

As a not-for profit Certification Body, NSI is working hard to deliver a professional efficient approvals service at a competitive price. Cancellations of scheduled audits by our clients are few but, when they happen, directly impact on utilisation, efficiency and costs and at times impact re-certifications. They are not a 'no cost' option. We do everything we can to re-allocate auditors where possible though, at short notice, this is challenging. We are equally mindful it is not reasonable for companies who work hard to honour agreed schedules to indirectly bear the cost of unallocated resource due to short notice cancellations and hence our Cancellation Policy.

After careful consideration we have now, with immediate effect, extended the latest no-charge cancellation point to **20 working days** prior to the audit date subject only to truly exceptional circumstances which we reserve the right to determine. This fits well with the planning time most approved companies adopt in scheduling audits and so is in the best interests of all. Please find the revised policy as an attachment to this letter.

We would also like to take this opportunity to offer the gentle reminder to those that need it that NSI is not alone responsible for managing their individual audit schedule.

As your Certification Body, we aim to deliver your audits in a timely fashion with minimum disruption to your business, ensuring good time to address IN/IOs arising that left unaddressed might jeopardise your approval. The majority of approved companies demonstrate understanding of our approach by planning accordingly. However, we politely remind others that they are responsible for maintaining their approval including both meeting the requirements associated with it and appropriate participation in completing the requisite audits.

We reflect that, with the cooperation of all approved companies, the transition to ISO 9001:2015 was completed in good time and with no unplanned loss of approval from NSI approved companies. Together we avoided any serious disruption caused by late cancellations. This record reflects the



professionalism that pervades NSI approved companies and we ask your support in maintaining this momentum.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Max Linnemann', with a long horizontal flourish extending to the right.

Max Linnemann
Head of Certification Services
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