



Security.Improved

**National Security Inspectorate**

Sentinel House  
5 Reform Road  
Maidenhead  
SL6 8BY UK

**T** +44 (0)1628 637512

**E** nsi@nsi.org.uk

**W** nsi.org.uk

ML/KL/NSI 012 22

28 April 2022

**To: All NSI Gold approved companies and applicants**

Dear Colleague,

**CORRECTIVE ACTION RESPONSES – REQUIREMENT FOR ACCOMPANYING ‘ROOT CAUSE ANALYSIS’**

As you will be aware, if an Improvement Need or Improvement Observation is identified during an audit, Gold approved companies are required to review the nonconformity raised and provide a response to NSI within the prescribed timeframe.

The response must include appropriate and sufficient root cause analysis in order for the auditor to accept the response.

Please refer to the attached guidance document which provides more information relating to root cause analysis. This document is also available in the approved company login area of the website for future reference.

If you have any questions, please contact me directly.

Yours sincerely,

Max Linnemann  
Director of Certification Services  
DDI: 01628 764863  
Email: max.linnemann@nsi.org.uk