

MH/KL/NSI 008 23

17 July 2023

To: All NSI approved companies

Dear Colleague,

GUIDANCE ON RESPONDING TO VISIT REPORTS GENERATED IN THE NSI APPROVED COMPANY AREA WEBSITE

As part of NSI's series of notifications introducing NSI's new auditee portal, this guidance aims to assist approved companies in responding to audit findings that were generated in the Visit Reports area of the approved company area of the NSI website after the new auditee portal goes live.

There will be some cases where audit reports were made available in the Visit Reports area of the company area of our website. In order to respond to these findings, you will need to log into the new NSI auditee portal and, under the Findings menu, locate the 'non-conformity report' in question where there will be a facility to respond. See Youtube video at <https://youtu.be/EZ0inEYLpKQ> for guidance on how to respond in the new auditee portal.

You will receive an email with details of how to log onto the new NSI auditee portal nearer to the go-live date.

Access to legacy visit reports

You will be able to access both In Progress and Archive visit reports and site inspection reports in the traditional way by navigating from the Visit Reports tab in the approved company area of the NSI website. However, you will no longer be able to respond to them from there but, instead, will need to add your responses in the new NSI auditee portal. For ease of navigation, a hyperlink to the new portal will be provided on the visit reports page of the NSI website.

Identifying the finding in the new portal

Once logged in the new portal, you will have access to a menu-titled findings area where findings can be found. Past findings from 01/01/2019 will be migrated into the new auditee portal. There is a search facility provided where you can isolate the finding you want to view, re-view or respond to. An easy way to search for a finding is to use the audit number.

Naming convention

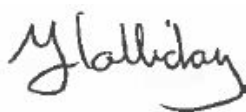
Approved company website: The visit number is a combination of your Approval Number and 2-digit visit number, e.g. 1234-01. The visit number can be found in column 2 of the non-conformities listed on the Visit Reports page.

New NSI auditee portal: The visit number for a visit that was originally generated in the approved company website will have a prefix 'IOVN' followed by the approval number and visit number from the approved company area, e.g. IOVN-1234-01. Any new finding generated in the new auditee portal will be prefixed with 'TNR' then a sequential number, e.g. TNR-012345.

Glossary of terms

OLD		NEW	
Term	Description	Term	Description
Non-Compliance report	An audit non-compliance	Finding	An audit non-compliance
Approved company area	A website where approved company documents, certificates of compliance, standards on subscriptions and audit activity could be located	NSI auditee portal	Online portal where approved companies can view and respond to all audit activity
Approved company	A company certificated and approved by NSI after successful audit	Auditee	A company certificated and approved by NSI
Visit report	A report listing any non-compliances reported during an audit of an approved company	Audit report	A report listing any findings reported during an audit of an approved company
Improvement Observation (IO)	Non-conformance	Minor	Non-conformance
Improvement Need (IN)	Non-conformance	Major	Non-conformance
Improvement Need 3 Months (IN3M)	Non-conformance to be responded to within 3 months	Major 3M	Non-conformance to be responded to within 3 months
Improvement Need 1 Month (IN1M)	Non-conformance to be responded to within 1 month	Major 1M	Non-conformance to be responded to within 1 month

Yours sincerely,



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