

TOP TEN TIPS FOR PLANNING & PREPARING FOR YOUR NQA VISIT

1

Read the last report in preparation. This contains useful information regarding the Assessor's impression of how things looked last year.

2

Ensure that any corrective actions required have been addressed and closed out. Have evidence ready proving action has been taken.

3

Detail if you have taken advantage of any opportunities for improvement (OFIs) identified in the report and prepare evidence of doing so.

4

Make sure that your management system is fully up to date and reflects changes that have happened in your business (any updates follow your document control procedure).

5

Prepare a summary detailing any changes that have occurred in the business.

6

Check to ensure you are up to date with required events, like auditing, management reviews, etc. A management systems calendar can help keep you on track.

7

Review your last report for the plan of the forthcoming visit. Discuss any problems you foresee with the Assessor.

8

Ensure staff are available to support the audit as required. Communicate with your auditor as soon as you can if staff are not available.

9

If a customer site visit is required, be sure to plan ahead for any travel, available sites, and Assessor needs.

10

Don't Worry! Your Assessor is there to work with you and to help you get the most from your management systems.