

Case Study 3: Regulatory Approval

An NCR (Non-Conformance Report) from an Audit is the last thing anyone wants to see. Especially if you are not familiar with how to handle it. Your business is in production of high precision parts, or providing groceries to consumers, or a business-to-business solution. The last thing you need is an auditor asking questions about your software processes.

NVP was alerted to this problem from a maker of high precision parts for the nuclear, food industry, medical and aircraft verticals. Their parts were beautiful, but the software releases controlling the machines (CNC) were installed without any due process or testing in their particular environment. The auditor caught that omission and issued an NCR.



NVP was asked to help resolve the issue. We provided a full regression test and captured the documentation required by the auditors to ensure:

1. The software upgrade was successful.
2. The software upgrade conformed to the previous version.
3. The process used to upgrade the software was followed properly and issues noted, recorded and resolved.

The documentation of the testing completed was retained in a secure directory and a summary report provided to the auditor.

The next audit was clean with no NCRs issued.

Auditors can show up from your customers or from a regulatory agency. Either way, the entire business may be on the line if you do not pass your audit. If this is a concern, consider the impact and decide if you want to wait for an NCR or be proactive about getting the process right in the first place.

[Contact us now](#) for the Software Quality Assurance required for Regulatory Approval.