

	DEPARTMENT OF COMMERCE National Institute of Standards and Technology National Voluntary Laboratory Accreditation Program	ISSUE DATE: September 8, 2020
	LAB BULLETIN	NUMBER: LB-132-2020
		LAP: ALL
SUBJECT: Implementing Cause Analysis for the Non-Conformity Response submission through the NVLAP Interactive Web System (NIWS)		

The purpose of this bulletin is to notify laboratories of a change being made to the submission information for a laboratory responding to any nonconformities cited during an assessment.

ISO/IEC 17011:2017, Section 7.6.8 requires *“the conformity assessment body to provide an analysis of the extent and cause (e.g. root cause analysis) of the nonconformities and to describe within a defined time the specific actions taken or planned to be taken to resolve the nonconformities.”*

Pursuant to this requirement, NVLAP has updated the nonconformity response submission in the NIWS to include a field for Cause Analysis information. This field is currently visible to all laboratories with open nonconformities in the NIWS.

For any assessment performed after **October 5, 2020**, the Cause Analysis information will be required to be provided for an initial response to a nonconformity.

The information will be verified upon review of the nonconformity responses, and should this information not be included with the submission, the program manager will request submission of this information to complete the resolution and closure of the nonconformity.

NOTE: If a laboratory is in the process of resolving cited nonconformities AND the laboratory had previously provided a response for those nonconformities before October 5, 2020, submission of the Cause Analysis information is not required at this time.

Starting **January 1, 2021**, all initial nonconformity responses submitted will require submission of the Cause Analysis information. At that time, the NIWS will not permit a laboratory to submit the responses if the Cause Analysis information is not included for each response.

If you have any questions, please contact your program manager.