



What is prepared before an audit

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No NC is reclosed, consolidated or removed from a count ahead of an audit.**

Element prepared	Content
Real state of each NC	Its three dates
Handling times	Actual against target
Recurrences	Attached to the original NC
Actions verified effective	With their signatory
Cause analyses	With their supporting items

What an auditor looks at

Not how many NCs you have, **but whether the ones you have are handled, verified and free of recurrence. A falling count with no documented recurrence is an unfavourable signal.**

What is flagged before the deadline

Flag	Why it comes early
Action done but unverified	Verification takes time
Cause analysis followed by a recurrence	The file will not hold as it stands
NC open beyond your target time	Your own requirement

If the state is bad three weeks before the audit, **three weeks is exactly the notice you need to know it.**

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.