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| **FAQ** | **Answer** |
| Can suppliers facing an audit find information on common issues found during audits? | Most task groups publish a list of top NCR's written in audits to help suppliers learn from past audit. These are posted on eAuditNet under Public Documents. |
| Do auditors and/or staff engineers get rewarded when a supplier fails an audit? | Absolutely not. In fact, a failed audit creates more work for auditors and staff engineers than does a successful audit.Auditors and staff engineers want suppliers to be well prepared and have successful audits, because successful audits mean less work and quicker closure for all involved (supplier, auditor, staff, task group subscribers). |
| Does the time a supplier spends contesting an NCR count against the allotted time, jeopardizing accreditation or merit? | Not if the NCR is going through the appeals process. If the contesting is being done pre-appeals, task groups have the discretion of overlooking the time violation and granting accreditation or merit if there is a justifiable reason to disregard the time violation. |
| How do task groups find out what happens in SSC meetings? | Each task group is to have a supplier appointed as that task group representative to the SSC. It is the responsibility of the SSC representative to be a conduit for information between the task group and the SSC, including report outs from SSC meetings. |
| Is there a "guidebook" for mapping out the path to success in Nadcap? | The PRI and eAuditNet websites have many resources to help suppliers have successful audits. The non-commodity specific resources are summarized in a spreadsheet found at [http://www.p-r-i.org/nadcap/supplier-support-committee/.](http://www.p-r-i.org/nadcap/supplier-support-committee/) In addition, commodity-specific resources are available in Resources/Documents/Public Documents on eAuditNet. |
| Where can suppliers record documented evidence on checklists? | Word copies of checklist are available for suppliers on eAuditNet in Resources/Documents/Public Documents/ then click on the specific Commodity Folder. |
| Who should you contact to understand a standard question or what the standard is looking for to be compliant to a requirement? | Checklist questions must be based on industry standards or Subscriber requirements and approved by the Task Group. For further clarification on the standard’s intent, please contact the appropriate staff engineer or refer to the appropriate handbook, located on eAuditNet under the commodity folder. |
| Is there an avenue for suppliers to voice concerns about checklists and the audit process? | Suppliers may and should use the post-audit survey to raise any concerns related to the audit. These surveys are reviewed by the task group and by the NMC Oversight Team. |
| Why can't the SSC general meeting be held during normal business hours? | The primary purpose of the Nadcap meeting is the task groups. The SSC has held the general meetings at various times over the years. Because most suppliers attend Nadcap meetings to participate in task groups, SSC meeting attendance has been greatest when it has been held at the end of the day, when task group meetings have concluded. |
| What do the NMC Task Group Metrics posted on eAuditNet mean? | The NMC assigned metrics to each TG to gauge their performance. The metrics are established to chart progress to meeting specific goals, chart the program. |
| What do I do if I have a technical issue?  |  Contact the appropriate staff engineer or your customer. |
| What do I do if I have a general/non-technical issue or suggestions? | Complete SSC Request Form, which can be found at [http://www.p-r-i.org/nadcap/supplier-support-committee/.](http://www.p-r-i.org/nadcap/supplier-support-committee/) |
| What do I do if I have an issue that effects more than my commodity? | Contact your SSC Task Group rep or complete the SSC Request Form. For technical issues, contact your Staff Engineer. |
| How do I reduce cost and time of audits? | Through careful planning and preparing utilizing the resources on the webpage and achieving merit. |
| What's merit and how do I achieve it? | The information on merit can be found at Nadcap procedure. Based on past audit performance, the frequency between audits can be extended as far as 24 months to the achievement of merit. |