NONCONFORMITY REPORT — NCR-25-006

Version 1 — FOR SIGNATURE

1. IDENTIFICATION OF THE NONCONFORMITY

NC No.	NC-25-006	**Status**	Closed
Opening date	2025-11-04	**Approval date**	2025-12-01
Verification date	—	**Closure date**	2025-12-02
Department	Administration	**Detection source**	IT systems
Reported by	Mélanie P.	**Contact**	melanie.p@exemple.ca
Responsible	Isabelle B.	**Approver**	Marc D.

Title

A folder missing from the backup

2. DESCRIPTION OF THE NONCONFORMITY

On November 4, 2025, Mélanie P. noticed in the backup log that the supplier evaluation records had not been included for two weeks. The original files remain intact.

Evidence — nonconformity

Evidence No.	Type	Description	File
P25006001	IT evidence	Backup log: supplier evaluation records excluded for two weeks	P25006001.pdf

3. CAUSE ANALYSIS

CA25006 — root cause: Incomplete work instruction

The records folder had been moved outside the backup scope; the folder relocation instruction did not require any check of that scope.

Why	Answer
1	Why are the records excluded from the backup? The folder had been moved.
2	Why did the move exclude them without being detected? The folder relocation instruction did not require any check of the backup scope.
3	—
4	—
5	—

4. IMMEDIATE ACTION

Secure copy of the supplier evaluation records made on November 4, 2025 (Mélanie P.); original files intact. Backup scope corrected by the service provider from November 5 to 7.

Action No.	Title	Responsible	Start	Due	Completed	Status
AC25006001	Make a secure copy of the supplier evaluation records	Mélanie P.	2025-11-04	—	2025-11-04	Approved
AC25006002	Have the service provider correct the backup scope	Mélanie P.	2025-11-05	—	2025-11-07	Approved

Evidence — immediate action

Evidence No.	Action	Type	Description	File
P25006002	AC25006002	IT evidence	Backup execution log after scope correction	P25006002.pdf

5. CORRECTIVE ACTION

From November 5 to 7, 2025, Mélanie P. added a backup scope check to the folder relocation instruction.

Action No.	Title	Responsible	Start	Due	Completed	Status	Follow-up
AC25006003	Add a backup scope check to the folder relocation instruction	Mélanie P.	2025-11-05	—	2025-11-07	Approved	SU0004

Evidence — corrective action

Evidence No.	Action	Type	Description	File
P25006003	AC25006003	Technical document	Revised folder relocation instruction: backup scope check	P25006003.pdf

6. EFFECTIVENESS OF ACTIONS

Three full restores on November 10, 17 and 24, 2025, all successful: effectiveness concluded by Julie L. on November 24.

Follow-up No.	Status	Responsible	Planned	Due	Verification	Effectiveness criterion	Description
SU0004	Approved	Julie L.	2025-11-24	2025-11-24	2025-11-24	Three successful full restores, on November 10, 17 and 24, 2025	All three restores succeeded; record of November 24.

7. APPROVAL

Role	Name	Position	Date	Signature
Author	Isabelle B.	General Manager	2025-11-25	
Approver	Marc D.	Technical Director	2025-12-01	

— End of report NCR-25-006 —