

National Aeronautics and
Space Administration

George C. Marshall Space Flight Center
Marshall Space Flight Center, AL 35812



February 5, 2004

Reply to Attn of: QS40

TO: Distribution

FROM: QS40/Don Miller

SUBJECT: Minutes of the Marshall Management System Implementation Team Meeting

The Marshall Management System Implementation Team held its regular team status meeting on Wednesday, February 4, 2004. The meeting began at 1:00 p.m. in Building 4200, Conference Room 409. The agenda for the meeting is included as Enclosure 1. The roster of attendees for the meeting is attached as Enclosure 2.

Monthly Corrective Action System (CAS) Status Report (Jim Thomason/HEI):

There were seven open RCARs at the end of January 2004. Only one RCAR was opened during this past month. Three RCARs were closed. None were delinquent at the end of the month. Average age of RCARs continues to climb and is up to 201 days. The status charts were not available during the meeting, but are included as Enclosure 3.

ALERTs were cut in half during this past month. The status charts were not available during the meeting, but are included in Enclosure 3.

Recurrence Control Action Request Status (Jim Thomason/HEI):

There are currently seven open Recurrence Control Action Requests (RCARs), with five of these in the CAB, one in the DCB process, and one ready to go to the CAB. Issues are currently being worked. None are in a red status. The status charts are included as Enclosure 4.

Internal Audit Status (Warren Woods/QS40):

There are four late NCRs at this time, all of these in UP. The organization no longer has an Organization Representative or his support contractor. Axel Roth/DE01 asked Warren to set up a meeting with him to discuss the details of the NCRs, and he will set up a meeting with UP to ensure nonconformances are addressed appropriately.

Marshall Quality Council Meeting (Don Miller/QS40):

The next MQC meeting is currently scheduled for March 30, 9-11 a.m., in conference room P110. All Organization Representatives are requested to solicit candidates for success stories for the MQC. Only one or two stories will be selected for presentation, and these could be in any

category. Success stories should be recent and should not have already been presented in a Center Staff meeting. Success stories should be in one or more of the following categories:

- Continual Improvement
- Customer Satisfaction
- Collaborative Efforts with Organizations External to MSFC
- Continual Learning
- Freedom to Manage

Next NQA Audit – Triennial Audit (Don Miller/QS40):

The next NQA audit will be our triennial audit and will be conducted on April 6-9. Rick Giguere and Bill Hartman will be the auditors for this seven audit-day effort. All clauses will be included in the audit. The entrance meeting is currently scheduled for Tuesday, April 6 at 9 a.m., and the exit briefing is currently scheduled for Friday, April 9 at 11:00 a.m.

NQA Audit Planning (Mary DeMurray/HEI):

Mary DeMurray/HEI will begin contacting Organization Representatives tomorrow via email. An attempt will be made to minimize and tailor the requests for audit candidates from each Organization since we must cover all of the ISO 9001/AS9100 clauses. Prior audit information will also be provided to assist with this effort. Responses are requested from the Organization Representatives by Friday, March 12, or sooner if possible. If anyone has any questions or needs any assistance, please feel free to contact Mary at 544-1342.

Metrology Update (Don Miller/QS40):

There are currently approximately 50 delinquent Category I items. As of Feb. 3, AD owned 35 of these items. The Organization Representative was requested to look into this issue. Don Miller/QS40 demonstrated how to access the Marshall Calibration Management System to obtain the latest equipment calibration information.

Other:

Warren Woods/QS40 mentioned to the team that the new software for the internal audit system was demonstrated last week, and will be rolling out shortly. The new system should simplify the audit report and NCR process.

Organization Representatives were invited to stay for a round-table discussion of their roles and responsibilities in supporting the audit program and the MMS team immediately following this meeting.

The next MMS meeting will be held on Wednesday, February 18.

No other issues for record were discussed.

Mary DeMurray, for
Don Miller
ISO 9000 Coordinator

Enclosures

1. Meeting Agenda
2. Roster of Attendees
3. Monthly CAS Status Report & ALERT Status Report
4. RCAR Status Report

Distribution: Team Members

MMS Implementation Team Meeting on 02/04/04 Agenda

- **Issues that need attention - only reds and yellows for the following:**
 - **Corrective Action Status (Jim Thomason & John McPherson)**
 - **NCR's & Audit Status (Warren Woods or Kerry Warner)**
- **Next MQC – March 30th , 9:00 – 11:00, P110**
- **Next Audit – April 6 – 9 (Triennial Audit)**
- **Audit Planning – (Mary DeMurray)**
- **Metrology Update – (item delinquency @ 50 - AD has 35/50*)**
- **Other ?**

Marshall Management System Implementation Team Meeting

WEDNESDAY, February 4, 2004 LOCATION/ TIME: BLDG. 4200/409, 1:00 p.m.

MEETING ATTENDANCE: [Please Initial Beside Your Name to Record Meeting Attendance.]

<u>NAME</u>	<u>ORGANIZATION</u>	<u>PHONE</u>	<u>FAX</u>
Center Operations Directorate			
_____ Jim Carter	AD01 (ALT)	544-6630	544-5893
_____ Dan Adams	AD10 (MEM)	544-1614	544-8259
_____ Allen Elliott	AD10 (ALT)	544-0662	
_____ Lucy Boger	AD21 (MEM)	544-0320	
_____ Mark Hyder	AD22 (ALT)	544-8821	
<i>KN</i> _____ Kim Narmore	AD34 (MEM)	544-4512	
_____ Annette Tingle	AD34	544-4522	544-8752
<i>DW</i> _____ Deborah Wills	AD35 (ALT)	544-4525	544-8610
_____ Jackie Fletcher	AD35 (MEM)	544-4524	
_____ Lisa Adkins	AD40 (MEM)	544-7546	544-6570
_____ Vic Cordier	AD40 (ALT)	544-5626	
_____ Dawn Cross Stanley	AD40	544-1835	
_____ Polly Edwards	AD50 (MEM)	544-4536	544-2101
_____ Brad Garland	AD50 (ALT)	544-4537	
_____ Ken Smith	AD61 (MEM)	544-0327	
Customer & Employee Relations Directorate			
<i>EW</i> _____ Pat Schultz	CD20 (ALT)	544-7559	544-4809
_____ Caroline Wang	CD30 (MEM)	544-3887	544-6030
<i>MM</i> _____ Michael McLean	CD40	544-0397	
Director's Office			
<i>✓</i> _____ Axel Roth	DE01	544-0451	544-xxxx
Engineering Directorate			
<i>Sam</i> _____ Barry Musick	ED01 (MEM)	544-1002	
_____ Terry Roberts	ED16 (MEM)	544-3717	544-0900
_____ Pat Layky	ED12 (ALT)	544-3481	544-3098
_____ Jim Lindsay	ED20 (MEM)	544-1301	544-0236
_____ Craig Garrison	ED27 (ALT)	544-7197	544-8838
_____ Patricia Johnson	ED33 (MEM)	544-2633	
_____ Rich Wegrich	ED35 (ALT)	544-2626	
<i>KH</i> _____ Karen Iftikhar	ED44 (MEM)	544-3653	
Flight Projects Directorate			
<i>RC</i> _____ Robert Crumbley	FD01 (MEM)	544-2464	
_____ Jack Stokes	FD22 (MEM)	544-1764	544-5194
<i>DU</i> _____ Debrah Underwood	FD30 (MEM)	544-2191	
_____ Mike Kearney	FD40 (ALT)	544-2029	
_____ Bill Mordan	FD40 (MEM)	544-2011	
<i>Kam</i> _____ KAY MARTIN	FD30		
Chief Counsel			
_____ Jerry Seemann	LS01 (MEM)	544-6580	
_____ Abbie Johnson	LS01 (ALT)	544-0014	544-0258

Space Shuttle Propulsion Office

<u>JSP</u> Jeff Spencer	MP21	(ALT)	544-7498	544-7713
<u>JSP</u> John Pea	MP71	(MEM)	544-8437	544-5799

Equal Opportunity Office

<u>_____</u> Billie Swinford	OS01	(MEM)	544-0087	544-2411
<u>_____</u> Charles Scales	OS01	(ALT)	544-4927	544-2411

Procurement Office

<u>JW</u> Jerry Williams	PS10	(ALT)	544-0295	544-4401
<u>MS</u> Mike Sweigart	PS20	(MEM)	544-0281	

Safety and Mission Assurance

<u>_____</u> Herb Shivers	QS01	(MEM)	544-8903	
<u>_____</u> Roy Malone	QS01	(MEM)	544-0506	
<u>TJH</u> Terry Hamm	QS01	(MEM)	544-7402	544-3241
<u>R</u> Don Miller	QS40	(MEM)	544-8361	544-4857
<u>_____</u> Ron C. Mize	QS40	(ALT)	544-2485	
<u>_____</u> Kerry Warner	QS40	(MEM)	544-7350	544-4155
<u>JKW</u> Warren Woods	QS40	(MEM)	544-2275	544-5685

Office of Financial Officer

<u>_____</u> Peggy Williamson	RS24	(ALT)	544-3357	544-5863
<u>Shh</u> Sharal Huegele	RS30	(MEM)	544-7286	544-9055

Science Directorate

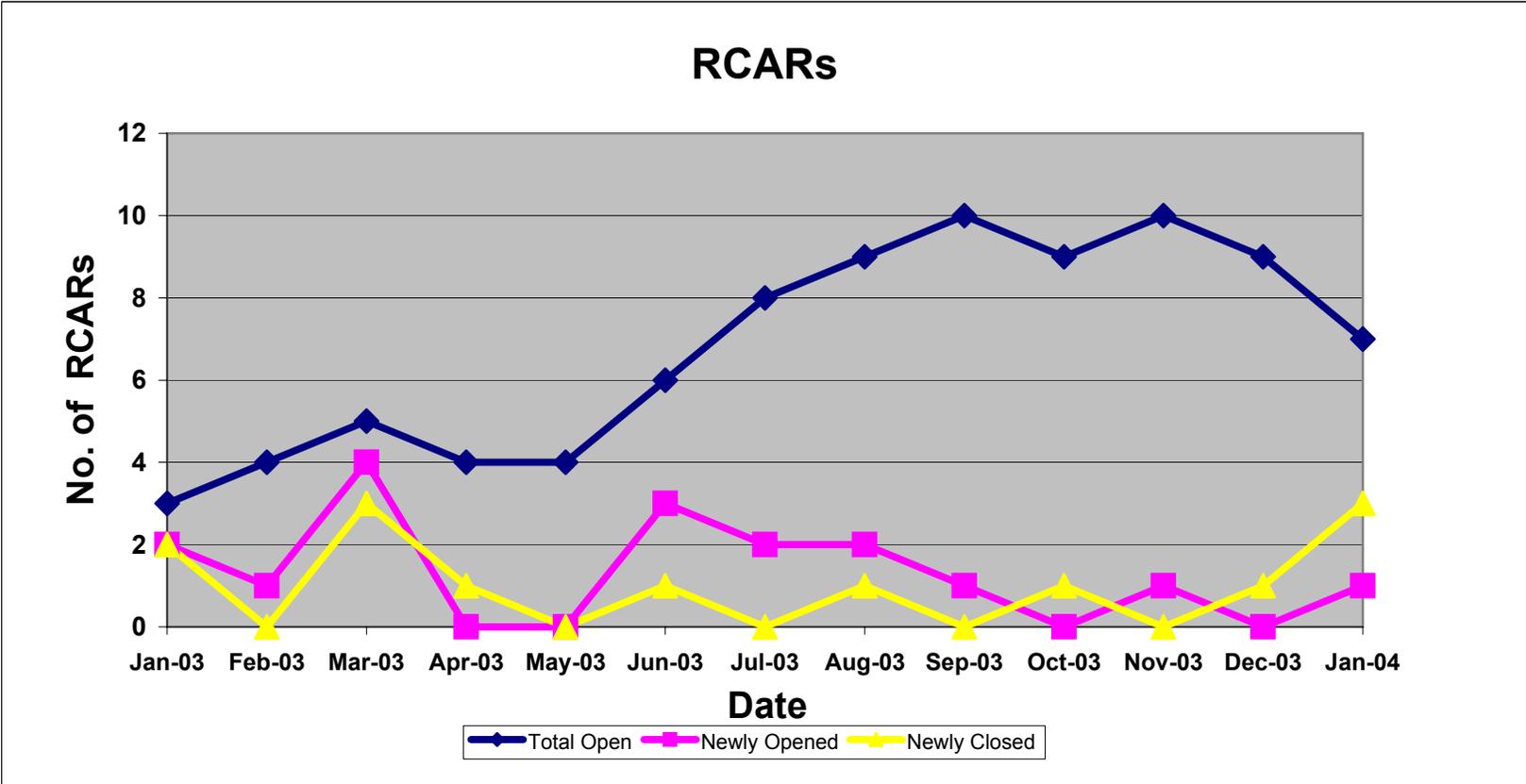
<u>MF</u> Tom Fleming	SD01	(ALT)	544-3962	544-5975
<u>_____</u> Emily Kendall	SD02	(MEM)	544-3775	
<u>_____</u> Steve Lambing	SD12	(MEM)	544-2277	
<u>_____</u> Robin Henderson	SD10	(ALT)	544-1738	544-8369
<u>ldl</u> Lloyd Love	SD20	(MEM)	544-7702	544-2559
<u>_____</u> Wes Darbro	SD22	MESA	544-7742	544-2559
<u>_____</u> Todd May	SD31	(ALT)	961-1769	
<u>_____</u> Cassandra Thompson	SD30	(MEM)	544-3993	
<u>_____</u> Clark Darty	SD40	(ALT)	544-2728	544-5892
<u>_____</u> Tom Dollman	SD40	(MEM)	544-6568	544-8500
<u>_____</u> Melanie Bodiford	SD44	(MEM)	544-2067	
<u>_____</u> Mike Purvey	SD44	(MEM)	544-3592	
<u>_____</u> Mike McCollough	SD50	(ALT)	544-4368	544-5800
<u>_____</u> Ed Reichmann	SD50	(MEM)	544-7603	544-5800
<u>_____</u> Tim Miller	SD60	(MEM)	922-5882	922-5823
<u>_____</u> Diane Samuelson	SD60	(ALT)	922-5832	922-5723
<u>_____</u> Tommy L. Thompson	SD72	(MEM)	544-3489	544-2659
<u>_____</u> Roy Young	SD70	(ALT)	544-4965	544-2659

Space Transportation Directorate

<u>st</u> Joan Trolinger	TD02	(MEM)	544-7068	544-0300
<u>_____</u> James Wyckoff	TD02	(ALT)	544-7922	544-0300
<u>_____</u> Ed Reske	TD64	(ALT)	544-1753	544-1215

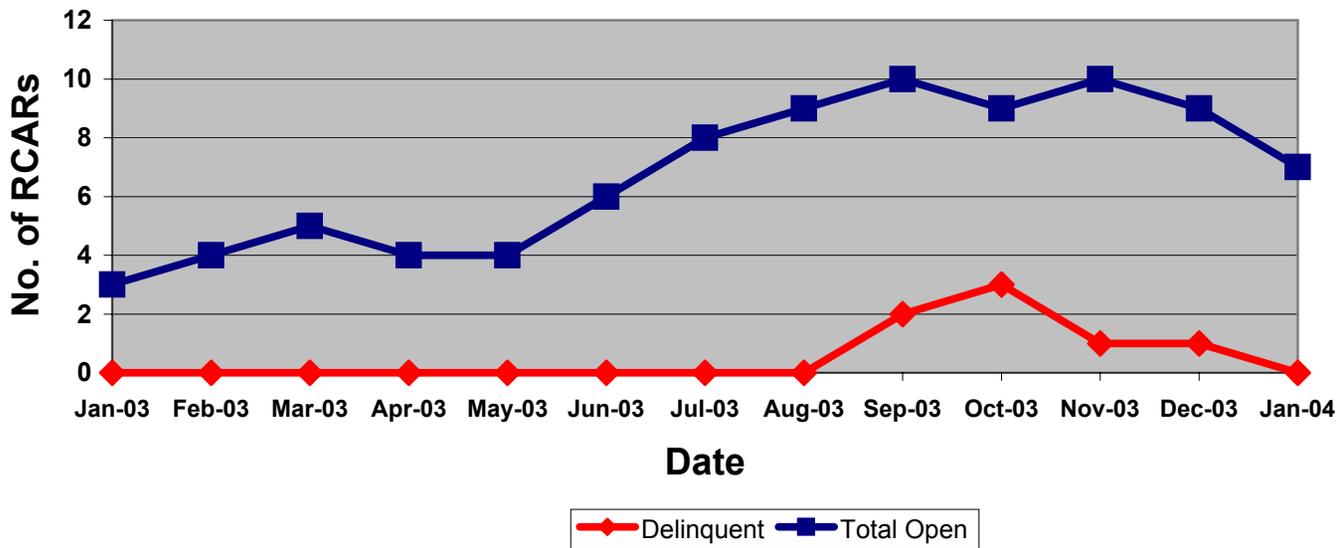
2nd Generation Reusable Launch Vehicle Program Office

<u>_____</u> Charles Chesser	UP01	(MEM)	544-0107	544-2053
<u>_____</u> Nikhat Shahzad	UP30	(ALT)	544-2496	



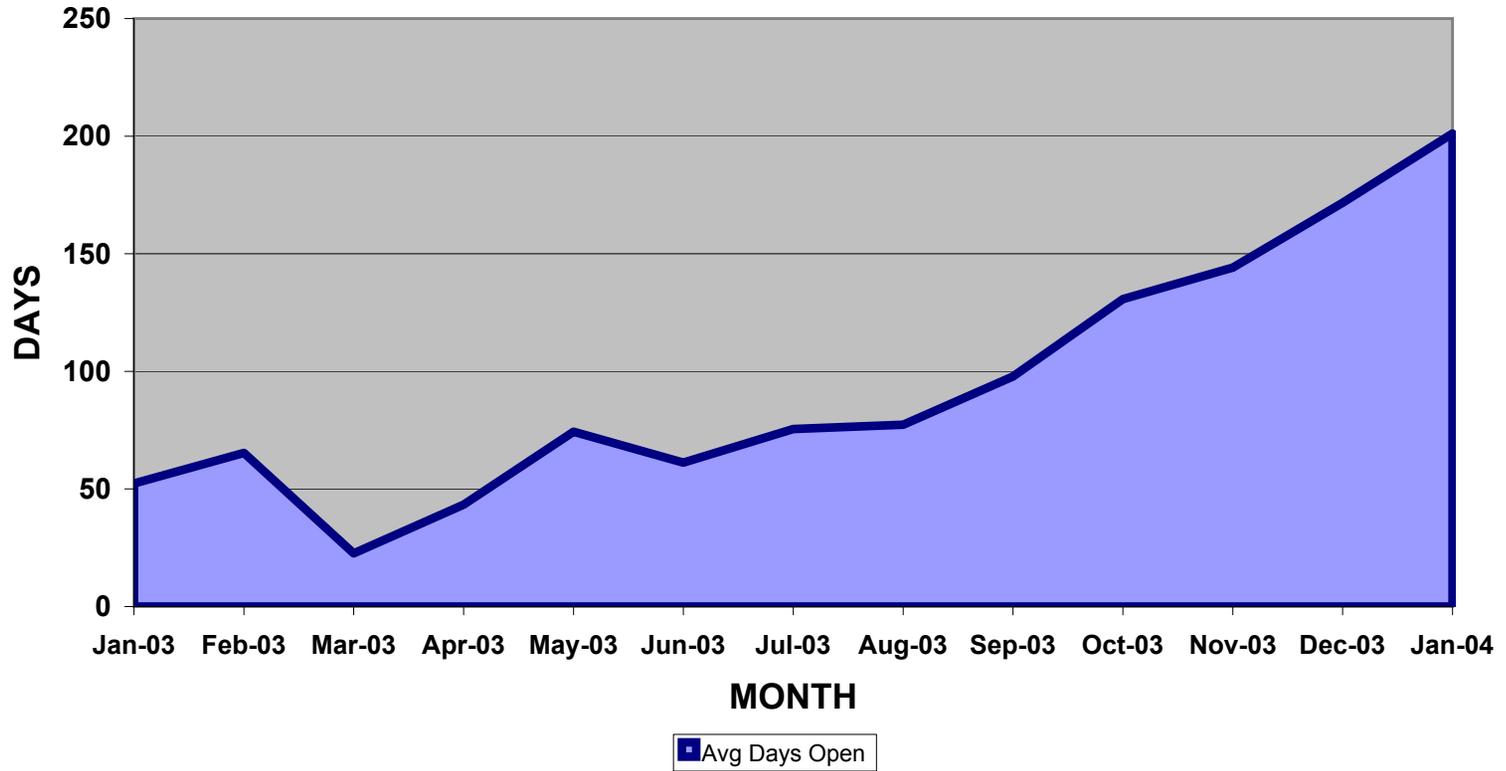
Total Open RCARs:	3	4	5	4	4	6	8	9	10	9	10	9	7
Newly Opened RCARs:	2	1	4	0	0	3	2	2	1	0	1	0	1
Newly Closed RCARs:	2	0	3	1	0	1	0	1	0	1	0	1	3

Open Versus Delinquent RCARs



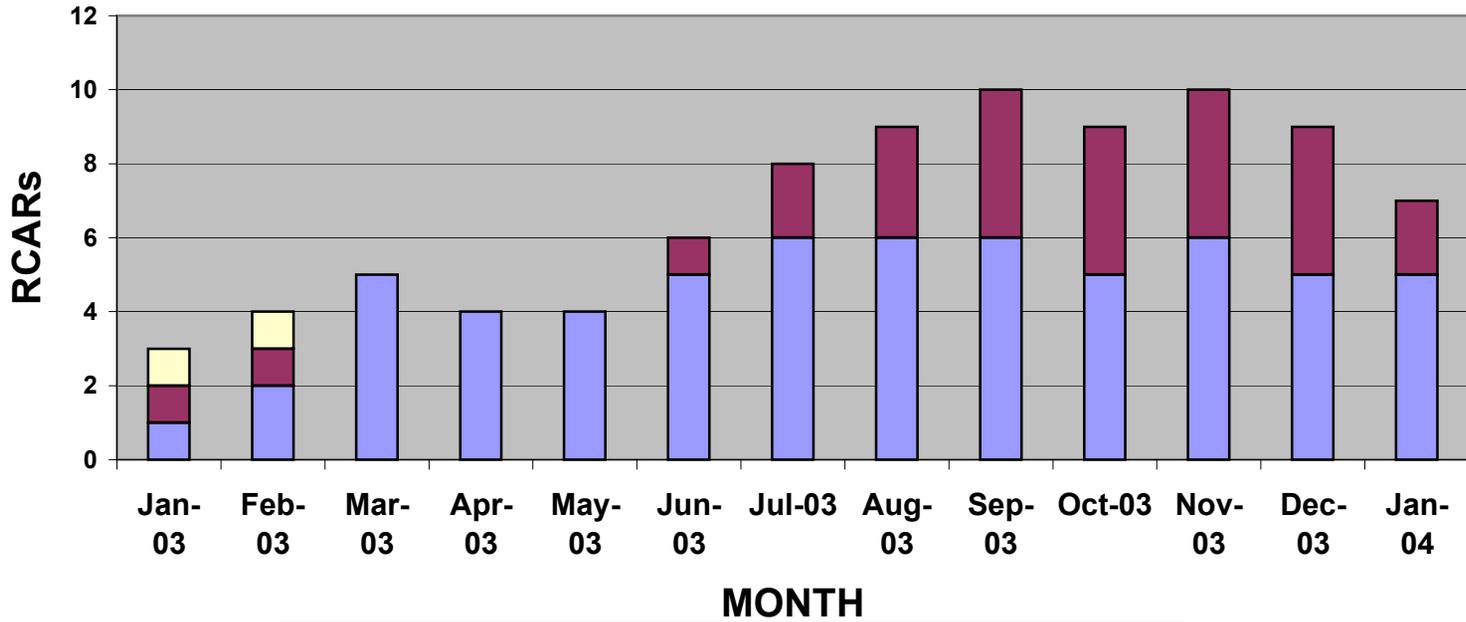
Delinquent Responses:	0	2	3	1	1	0							
Total Open RCARs:	3	4	5	4	4	6	8	9	10	9	10	9	7
Percent Delinquent:	0%	20%	33%	10%	11%	0%							

AVERAGE DAYS RCARs OPEN AT END OF MONTH



Average Days Open:	52	65	23	43	74	61	76	77	98	131	144	172	201
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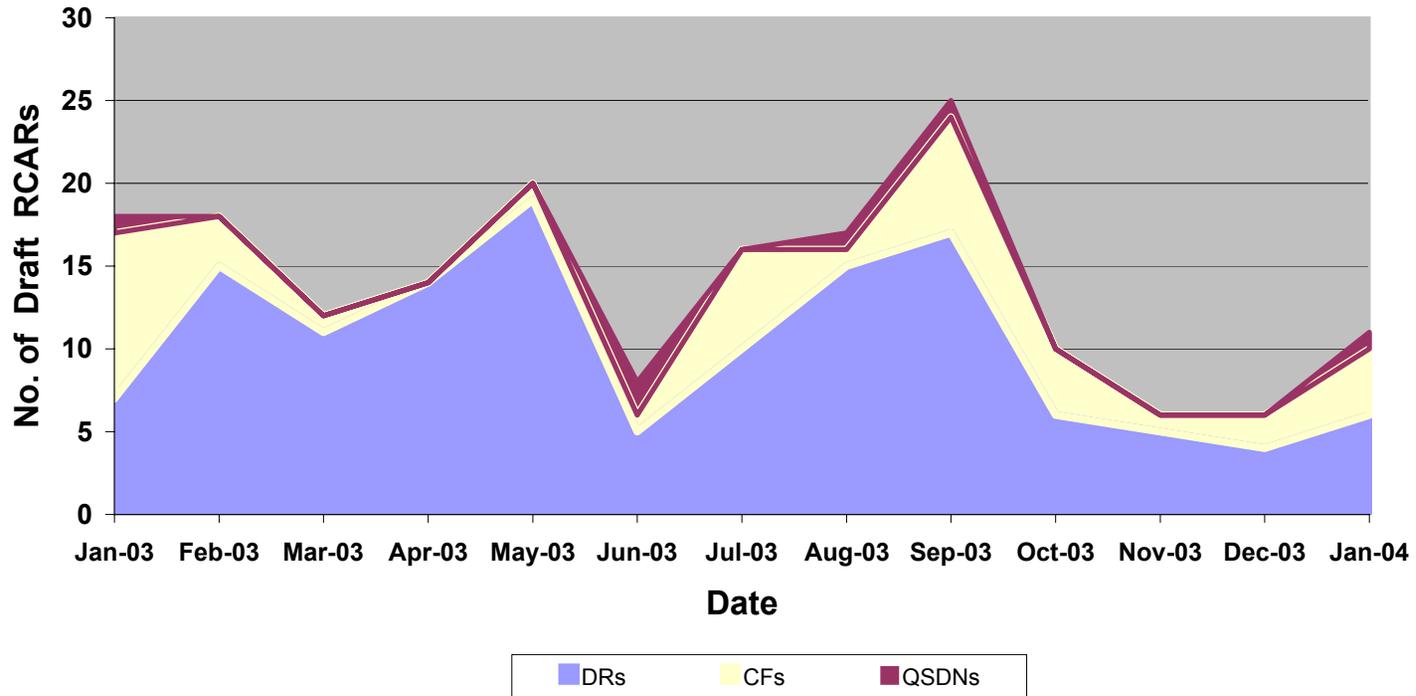
OPEN RCARs AT END OF MONTH



■ Open DR RCARs
 ■ Open QSDN RCARs
 ■ Open CF RCARs

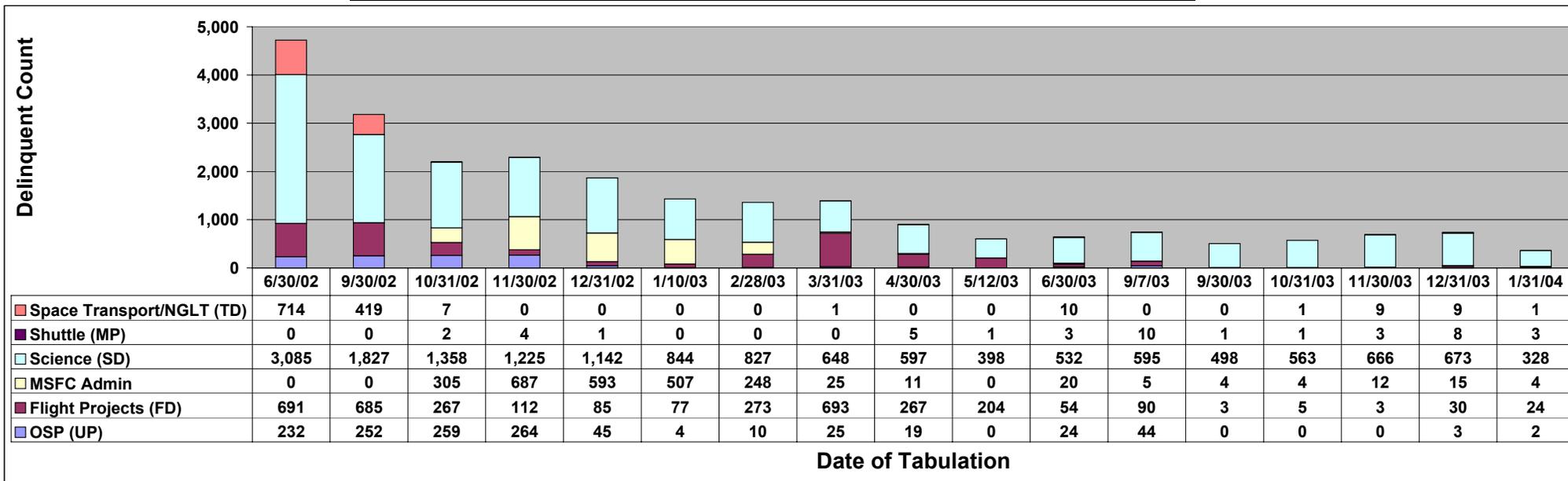
Open DR RCARs:	1	2	5	4	4	5	6	6	6	5	6	5	5
Open QSDN RCARs:	1	1	0	0	0	1	2	3	4	4	4	4	2
Open Cust Fdbk RCARs:	1	1	0	0	0	0	0	0	0	0	0	0	0
Total Open RCARs:	3	4	5	4	4	6	8	9	10	9	10	9	7

DRAFT RCARs RECEIVED



New DRs:	7	15	11	14	19	5	10	15	17	6	5	4	6
New Customer Feedbacks:	10	3	1	0	1	1	6	1	7	4	1	2	4
New QSDNs:	1	0	0	0	0	2	0	1	1	0	0	0	1
Total Draft RCARs:	18	18	12	14	20	8	16	17	25	10	6	6	11
New CANs:	0	0	0	0	0	0	0	0	0	0	0	0	0

MSFC DELINQUENT ALERT RESPONSE TRACKING: BY RESPONSIBLE ORGANIZATION



TOTAL DELINQUENT RESPONSES:	4,722	3,183	2,198	2,292	1,866	1,432	1,358	1,392	899	603	643	744	506	574	693	738	362
	6/30/02	9/30/02	10/31/02	11/30/02	12/31/02	1/10/03	2/28/03	3/31/03	4/30/03	5/12/03	6/30/03	9/7/03	9/30/03	10/31/03	11/30/03	12/31/03	1/31/04
MSFC Administrative:	0	0	305	687	593	507	248	25	11	0	20	5	4	4	12	15	4
Center Operations (AD)					62	2	9	4	0	0	9	0	2	0	0	0	1
Engineering (ED)					510	485	224	2	0	0	10	5	1	4	9	2	3
Safety & Missn Assur (QS)					21	20	15	19	11	0	1	0	1	0	3	13	0

PAC OPEN RCAR ACTION TRACKING

As of February 4 2004

Delinquent to POC

Items in CAB or DCB out of POC control

QA #	RCA R #	DR/QD /QC Init Date	PAC AE	Evaluated for RCAR	Project / Org	POC Name	POC Date Due	Latest POC Response	Last CAB Date/ Finding	Last Action	Next Action Required	Response Status
DR7237	200	03/17/03	Thomason	03/19/03	ECLSS UPA	melanie.c.gregory@msfc.nasa.gov	04/03/03	04/02/03			07/28/03 Closure in CAB for resolution	Yellow in CAB
Problem		CAB meeting on November 7 to close this RCAR. CAB came up with a solution to close the RCAR after fix put in place. CAB members will provide proof of correction.										
DR7238	201	03/17/03	Thomason	03/19/03	ECLSS UPA	Mark.Anderson@msfc.nasa.gov	04/03/03	05/05/03			07/28/03 Closure in CAB for resolution	Yellow in CAB
Problem		CAB meeting on November 7 to close this RCAR.CAB came up with a solution to close the RCAR after fix put in place. CAB members will provide proof of correction.										
DR7209	203	05/29/03	Thomason	06/05/03	ECLSS UPA	MARK.ANDERSON@MSFC.NASA.GOV	06/19/03	06/19/03			07/28/03 Closure in CAB for resolution	Yellow in CAB
Problem		CAB meeting on November 7 to close this RCAR.CAB came up with a solution to close the RCAR after fix put in place. CAB members will provide proof of correction.										
QSDN 146	206	06/26/03	Thomason	07/02/03	ED12	sharal.huegele@msfc.nasa.gov	07/16/03	10/14/03	12/19/03 Extend	Request for extension until 05/01/04	02/04/04 extension approval by CAB	In CAB for extension
Problem		Documentation problem for managing NRA funding distribution. 3 month extension request to CAB Document in DCB process DCB process for subject document will require another extension of at least four months.										
QSDN 147	208	08/04/03	Thomason	08/11/03	QS01	angela.walker@msfc.nasa.gov	08/25/03	10/16/03		10/16/03 extension until 12/09/03 granted by CAB	12/09/03 Resolution due to PAC	In DCB
Problem		Inconsistent requirements creating conflicting solutions to document requirements. Incorrect reference in MWI7120.6 which should be corrected. Changes to document to be addressed and will be in DCB process.										

PAC OPEN RCAR ACTION TRACKING

As of February 4 2004

Delinquent to POC

Items in CAB or DCB out of POC control

QA #	RCA R #	DR/QD /QC Init Date	PAC AE	Evaluated for RCAR	Project / Org	POC Name	POC Date Due	Latest POC Response	Last CAB Date/ Finding	Last Action	Next Action Required	Response Status
DR7295	209	08/15/03	Thomason	08/26/03	SD43 MSG	todd.bates@msfc.nasa.gov	10/28/03	11/03/03		11/03/03 Resolution to CAB	11/04/03 Closure in CAB for resolution	Yellow in CAB
Problem		Cable rejected and returned to vendor 3 times for same problem.										
DR7313	212	01/08/04	Thomason	01/16/04	ECLSS UPA	Mark.Anderson@msfc.nasa.gov	01/30/04	01/30/04		01/30/04 Resolution entered into RCAR by POC	02/13/04 Resolution to CAB	GREEN to PAC
Problem		Violated MSFC-STD-2594C also quality sensitive parts have same part number as off shelf parts.										
Total Open RCARs= 7												