

National Aeronautics and
Space Administration

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



February 18, 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 18, 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.

ALERTs (John McPherson/HEI):

ALERTs have been cut in half during this past month. This marks a dramatic improvement. The status charts were provided in the last meeting minutes.

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

As of 02/17/2004 we have seven open RCARs with one open to the POC. All others are in a CAB for closure. The one open to the POC has recently been extended by the CAB until May 2004. There are no REDs or Yellows to the POC at this time. Closure is taking longer than expected for RCARs 200, 201, and 203; however, reminders have been sent out. The status charts are included as Enclosure 3.

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 and submit them by Friday, March 12. 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

All charts from all presenters are due by close of business on Friday, March 19. The dry-run will be conducted on Wednesday, March 24. (Updates for current numbers will still be possible through March 26.)

Next NQA Audit – Triennial Audit (Don Miller/QS40, Mary DeMurray/HEI):

The next NQA audit will be our triennial audit and will be conducted on April 6-9. Input has been received from Rick Giguere on planning the upcoming Triennial Audit.

- There will be two auditors (Rick Giguere and Bill Hartman) for the first three days of the audit (Tuesday-Thursday). Rick Giguere will finish the audit alone on the fourth day (Friday). The exit briefing will be rescheduled from 11:00 a.m. to 3:30 p.m.
- The audit will be more process-based than any of the previous audits by NQA.
- Several clauses will be evaluated for specific projects or areas (departments or groups).
- Based on the planning requests by NQA, five organizations will receive updated requests for information to support the audit (emails will go out before COB tomorrow):
 - AD – Add 6.2 and 7.1
 - FD – Add 6.2
 - MP – Add 6.3, 6.4, 7.5.2, and 7.5.5
 - QS – Add 6.3 and 6.4
 - SD – Add 6.3 and 6.4
- All organizations should consider the process approach in supplying their input for audit planning. Points of contact/auditees for the selected clauses should support a project/process/interrelated processes.
- Please review the general audit plan available today. The audit plan is included as Enclosure 4.

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 DeMurray at 544-1342.

Metrology Update (Don Miller/QS40):

There were 43 delinquent Category I items as of February 17. AD owned 20 of these items, and ED owned 16. The Organization Representatives were requested to look into this issue so that we keep these numbers down as low as possible.

Other:

Deborah Wills/AD35 has sent out CAITS actions and reminders for the organizations that committed to directives revisions as a result of the annual directives review. The status of these directives will continue to be tracked to completion and reported on during MMS and DCB meetings, as appropriate. The actions from the 2003 annual review of MSFC Management Directives is included as Enclosure 5.

The next MMS meeting will be held on Wednesday, March 3.

No other issues for record were discussed.

Mary DeMurray, for
Don Miller
ISO 9000 Coordinator

Enclosures

1. Meeting Agenda
2. Roster of Attendees
3. RCAR Status Report
4. NQA Audit Plan as of February 18
5. Actions from the 2003 Annual Review of MSFC Management Directives

Distribution: Team Members

Marshall Management System Implementation Team Meeting

WEDNESDAY, February 18, 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>JK</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			
_____ Pat Schultz	CD20 (ALT)	544-7559	544-4809
<i>fw</i> _____ Caroline Wang	CD30 (MEM)	544-3887	544-6030
<i>mm</i> _____ Michael McLean	CD40	544-0397	
Director's Office			
<i>AR</i> _____ Axel Roth	DE01	544-0451	544-xxxx
Engineering Directorate			
<i>BM</i> _____ Barry Musick	ED01 (MEM)	544-1002	
_____ Terry Roberts	ED16 (MEM)	544-3717	544-0900
<i>pal</i> _____ 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>KI</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	
Chief Counsel			
<i>JS</i> _____ 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
John Pea	MP71	(MEM)	544-8437	544-5799

Equal Opportunity Office

_____ Billie Swinford	OS01	(MEM)	544-0087	544-2411
_____ 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

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

Office of Financial Officer

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

Science Directorate

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

Space Transportation Directorate

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

2nd Generation Reusable Launch Vehicle Program Office

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

MMS Implementation Team Meeting on 02/18/04 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**
 - **Success Stories to be turned in by March 12th, 2004 (only one or two to be presented. Note: can be in any category)**
 - **Charts by all presenters due by March 19th, 2004**
- **Next Audit – April 6 – 9 (Triennial Audit)**
- **Audit Planning – (Mary DeMurray)**
- **Metrology Update – (item delinquency @ 43 - AD has 20/43 and ED has 16/43*)**
- **Other ?**

PAC OPEN RCAR ACTION TRACKING

As of February 17 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	02/04/04	02/04/04 Extend	02/04/04 Extension until 05/01/04 Approved	05/01/04 extension ends	Green to POC
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.CAB approved extension until 05/01/04										
QSDN 147	208	08/04/03	Thomason	08/11/03	QS01	angela.walker@msfc.nasa.gov	08/25/03	10/16/03		02/17/2004 Closures to CAB	02/25/2004 Resolution Approval by CAB	Green in CAB
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.										
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

PAC OPEN RCAR ACTION TRACKING

As of February 17 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
<i>Problem</i>		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		02/17/2004 Closure to CAB	02/25/2004 Cloure Approval by CAB	GREEN to CAB
<i>Problem</i>		Violated MSFC-STD-2594C also quality sensitive parts have same part number as off shelf parts.										
Total Open RCARs= 7												

NQA Triennial Audit Planning

Input has been received from Rick Giguere on planning the upcoming Triennial Audit.

- There will be two auditors (Rick Giguere and Bill Hartman) for the first three days of the audit (Tuesday-Thursday). Rick Giguere will finish the audit alone on the fourth day (Friday). The exit briefing will be rescheduled from 11:00 a.m. to 3:30 p.m.
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- All organizations should consider the process approach in supplying their input for audit planning. Points of contact/auditees for the selected clauses should support a project/process/interrelated processes.
- Please review the general audit plan available today.

Clauses Selected for the Next NQA Triennial Audit

April 6-9, 2004

- *5.4.1 Quality Objectives
- *5.6 Management Review
- *8.2.1 Customer Satisfaction
- 8.4 Analysis of Data
- *8.5.1 Continual Improvement
- *8.5.3 Preventive Action

<i>Axel Roth/DE01</i>	<i>4200/918A, 4-0451</i>
Warren Woods/QS40	4202/302C, 4-2275
<i>John McPherson/HEI</i>	<i>4471/A119, 4-7479</i>
<i>Michael McLean/CD40</i>	<i>4200/101C, 4-0397</i>
Deborah Wills/AD35	4200/538, 4-4525
Pat Schultz/CD20 (TBD)	4200/346C, 4-7559
Rich Gladwin/VS10	4201/617, 4-9407
Dennis Davis/QS50	4202/307B, 4-8628
Don Miller/QS40	4202/323A, 4-8361
Mary DeMurray/HEI	4202/323, 4-1342
<i>TBD</i>	

-
- 8.1 Measurement & Monitoring Planning
 - 8.2.3 Measurement & Monitoring of Process
 - 8.2.4 Measurement & Monitoring of Product
 - 8.3 Nonconforming Processes/Products
 - *8.5.2 Corrective Action

Project/Area 1 TBD
Project/Area 2 TBD
QS
HEI

-
- *8.2.2 Internal Audits
 - Verification of CAP from last audit
 - *8.5.2 Corrective Action
 - *8.5.3 Preventive Action

Warren Woods/QS40 (4202/302C, 4-2275)
Kerry Warner/QS40 (4202/302C, 4-7350)

Clauses Selected for the Next NQA Triennial Audit

April 6-9, 2004

*4.2.2 Quality Manual changes

Mary DeMurray/HEI

7.1 Product Realization Planning
7.5.1 Production and Service Provision
7.5.2 Validation of Processes
7.5.3 Identification and Traceability
7.5.5 Preservation of Product
7.6 Control of Monitoring and Measuring Devices
8.3 Control of Nonconforming Product
6.2 Human Resources
6.3 Infrastructure
6.4 Work Environment
4.2.3 Control of Documents
4.2.4 Control of Records

Project/Area 3 TBD

Project/Area 4 TBD

CD

AD

7.2 Customer-related Processes & Communication
7.3 Design & Development

Project/Area 5 TBD

Project/Area 6 TBD

7.4 Purchasing
7.4.3 Verification of Purchased Product

PS

QS

TBD

Clauses Selected for the Next NQA Triennial Audit

April 6-9, 2004

7.5.4 Customer Property

AD
TBD

4.3 Configuration Management

ED
TBD

=====
The following items are not currently scheduled for audit time. (Note: These items may be assessed indirectly during other interviews.)

- 4.1 QMS, General Requirements
- 5.1 Management Focus
- 5.2 Customer Focus
- 5.3 Quality Policy
- 5.4.2 Quality Management System Planning
- 5.5.1 Responsibility and Authority
- 5.5.2 Management Representative
- 5.5.3 Internal Communication

Note: Highlighted clauses have additional AS9100 requirements/notes.

Tuesday, April 6

Rick Giguere

Bill Hartman

9:00 Entrance Briefing
Bldg. 4203/1201

9:30 5.4.1 Quality Objectives
5.6 Management Review
8.2.1 Customer Satisfaction
8.4 Analysis of Data
8.5.1 Continual Improvement
8.5.3 Preventive Action

Axel Roth/DE01
TBD

9:30 8.1 Measurement & Monitoring Planning
8.2.3 Measurement & Monitoring of Process
8.2.4 Measurement & Monitoring of Product
8.3 Nonconforming Processes/Products
8.5.2 Corrective Action

Project/Area 1 TBD

12:00 Lunch

12:00 Lunch

1:00 8.2.2 Internal Audits
Verification of CAP from last audit
8.5.2 Corrective Action
8.5.3 Preventive Action

Warren Woods/QS40 (4202/302C, 4-2275)
Kerry Warner/QS40 (4202/302C, 4-7350)

1:00 8.1 Measurement & Monitoring Planning
8.2.3 Measurement & Monitoring of Process
8.2.4 Measurement & Monitoring of Product
8.3 Nonconforming Processes/Products
8.5.2 Corrective Action

Project/Area 2 TBD

2:30 4.2.2 Quality Manual changes

Mary DeMurray/HEI

3:00 Prep for Daily Brief
Bldg. 4203/1201

3:00 Prep for Daily Brief
Bldg. 4203/1201

3:30 Daily Brief
Bldg. 4203/1201

Wednesday, April 7

Rick Giguere

Bill Hartman

8:00 7.1 Product Realization Planning
7.5.1 Production and Service Provision
7.5.2 Validation of Processes
7.5.3 Identification and Traceability
7.5.5 Preservation of Product
7.6 Control of Monitoring and Measuring Devices
8.3 Control of Nonconforming Product
6.2 Human Resources
6.3 Infrastructure
6.4 Work Environment
4.2.3 Control of Documents
4.2.4 Control of Records

8:00 7.1 Product Realization Planning
7.5.1 Production and Service Provision
7.5.2 Validation of Processes
7.5.3 Identification and Traceability
7.5.5 Preservation of Product
7.6 Control of Monitoring and Measuring Devices
8.3 Control of Nonconforming Product
6.2 Human Resources
6.3 Infrastructure
6.4 Work Environment
4.2.3 Control of Documents
4.2.4 Control of Records

Project/Area 3 TBD

Project/Area 4 TBD

12:00 Lunch

12:00 Lunch

1:00

Project/Area 3 continued TBD

1:00

Project/Area 4 continued TBD

3:30 Daily Brief
Bldg. 4203/1201

Thursday, April 8	
Rick Giguere	Bill Hartman
8:00 7.2 Customer-related Processes & Communication 7.3 Design & Development <i>Project/Area 5 TBD</i>	8:00 7.4 Purchasing 7.4.3 Verification of Purchased Product <i>TBD</i>
	10:30 7.5.4 Customer Property <i>TBD</i>
12:00 Lunch	12:00 Lunch
1:00 7.2 Customer-related Processes & Communication 7.3 Design & Development <i>Project/Area 6 TBD</i>	1:00 Report writing
3:30 Daily Brief <i>Bldg. 4203/1201</i>	

Friday, April 9
Rick Giguere
8:00 4.3 Configuration Management <i>TBD</i>
10:30 Follow-Ups As Needed
12:00 Lunch
1:00 Prep Report
3:30 Exit Briefing <i>Bldg. 4203/1201</i>