

SYSTEM AUDIT REPORT NUMBER 01/35812/PRA01



THIS REPORT RELATES TO Preassessment

VISIT ON 8/29-30/01

Company Marshall Space Flight Center

Other Sites Visited

1.

Address

MSFC, AL

2.

Scope: The MMS shall apply to all products and services provided by the Marshall Space Flight Center.

Standard(s) 9001:2000

Support Documentation(s)

Non-English Languages Used

Comments/Concerns of the Assessment Team:

Positioned well for assessment to 9001:2000

- The visit is deemed to be Satisfactory
Unsatisfactory visits may result in a change to the next audit activity.

- Corrective Action Plan (CAP) Instructions:
Return CAP in 20 working days (all NCs & QS-9000 Ois).
Certificate processing initiates after receipt/acceptance of CAPs.
QS-9000 Ncss must be cleared prior to certificate issuance.
Return CAP in ten days for major NCs issued during surveillance.

NQA ASSESSMENT TEAM

COMPANY INFORMATION

LEAD AUDITOR Rick Giguere

MGT REP Axel Roth

TEAM

TEAM

QUALITY MANUAL (REV & ISSUE DATE)

TEAM

TEAM

MPD 1280.1 Rev. G 7/25/01

The contents of this report is confidential and must not be disclosed to a third party without prior agreement of NQA, USA and the company named above.

Non-compliances/non-conformances raised or observations noted within this report are the result of limited sampling and therefore non-compliances/non-conformances may exist which have not been identified.

The company representative's signature indicates their agreement and understanding of any non-compliances/non-conformances and observations contained in this report.

Prior to the assessment, the company must have completed a complete system internal audit and subsequent management review documented. The quality system shall be understood throughout the organization.

Signature NQA, USA Representative

Date

Signature Company Representative

Date

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AUDIT RECORD

**ISO 9000 Applicable
CLAUSES Standard**

**Non Compliances
Or Observations**

Auditor(s) Rick Giguere

5.1, 5.2, 5.3, 9001:2000
5.4

Reviewed management commitment, evidence of customer focus and quality policy including provisions in policy for establishing quality objectives and commitment to improve the effectiveness of the QMS. Reviewed process for establishing objectives, including those related to product and process. Reviewed measurability and the establishment of objectives at relevant functions and levels within the organization.

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8.2.1, 8.2.3, 9001:2000
8.4

Reviewed the methods for obtaining and using information related to customer perception of organization performance including the use of surveys. Also reviewed methods for monitoring QMS processes, including subcontractor/contractor controls, training initiatives, use of statistical techniques. Reviewed methods to determine, collect, and analyze data to determine areas for improvement of the QMS as per MPD 1280.1.

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8.2, 6.3, 6.4 9001:2000

Reviewed methods to determine competency levels for various individuals within the organization as per MPD 1280.1 Included evaluating the effectiveness of actions taken via the performance improvement plans. Sampled individuals on their awareness of the relevance and importance of their activities and how they contribute to the achievement of quality objectives. Interviewed HR manager. Interviewed facilities manager to discuss the provision and maintenance of infrastructure and work environment needed to achieve product conformity.

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4.2.3 9001:2000

Verified the periodic review of Directives as necessary along with method of tracking status.

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4.2.2 9001:2000

Reviewed quality manual for changes and inclusion of scope, details of exclusions and description of interaction between the processes of the QMS. Also verified that all requirements of ISO 9001:2000 were adequately documented in the manual.

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7.4 9001:2000

Reviewed procurement activities to determine the level of review in place to determine performance of suppliers and contractors. Included award fee, fixed price contracts and other procurement activities as per MWI 5330.1.

0 0



AUDIT RECORD

**ISO 9000
CLAUSES** **Applicable
Standard**

**Non Compliances
Or Observations**

Auditor(s) **Rick Giguere**

8.5.1 9001:2000

Reviewed continual improvement activities in various areas of the organization including the Shuttle program office. Reviewed evidence of improvements including development of training database, and specific product enhancements.

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5.5 9001:2000

Interviewed management representative on his awareness of need to ensure promotion of awareness of customer requirements throughout the organization. Also discussed measures taken to communicate within the organization on the effectiveness of the QMS.

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Total

0 4
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Ref No.	Clause No.	Applicable Standard	NON-CONFORMANCE AND OBSERVATIONS/OPPORTUNITIES FOR IMPROVEMENT RAISED	NC/OBS/OI
1	4.2	9001:2000	The scope of the QMS as defined in MPD 1280.1 is more a description of the extent of applicability rather than a description of the activities. The scope should answer the question of what we do as an organization.	0
2	5.3	9001:2000	Although the quality policy is appropriate to the organization and provides a framework for establishing and reviewing quality objectives it lacks a clear commitment to continually improve the effectiveness of the QMS.	0
3	8.2.3,	9001:2000	Objective evidence of process measures lacks evidence of maturity.	0
4	5.4.1	9001:2000	The MSFC Implementation plan identifies a broad landscape of objectives that span the organization, but it is unclear how deep these objectives are employed throughout the organization to the extent that individuals would understand their contribution to established objectives.	0

Signed for NQA

Signed for Company