

National Aeronautics and  
Space Administration

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



May 20, 2003

DA01

TO: Distribution

FROM: DA01/A. G. Stephenson

SUBJECT: Minutes of the MSFC Quality Council Meeting

The MSFC Quality Council (MQC) met on Wednesday, May 14, 2003. The meeting began at 9 a.m., in Building 4200, Conference Room P110. The roster of attendees for the meeting is Enclosure 1. The presentation charts for the meeting are included as Enclosure 2.

OPENING REMARKS (A. ROTH/DE01):

There was nothing to note in opening remarks except that the next NQA audit will take place June 17-18. The agenda for the meeting was reviewed.

The agenda for the meeting is included on page 4 of Enclosure 2.

MQC ACTION ITEMS (A. ROTH/DE01):

The MQC actions were reviewed. As noted on the charts, three actions were closed, and two actions were left open until the next meeting. No new actions were assigned. The MQC action items are included on pages 6-10 of Enclosure 2.

The open actions are as follows:

**MQC-0052 – The audit program should provide for additional targeted audits to be planned when systemic problems are identified during the audits of the organizations. Also, follow-ups for effectiveness should be performed sooner, instead of waiting for the next audit of each organization. (Warren Woods/QS40, Due: January 31, 2003)**

Status: MPG 1280.6, "Internal Quality Audits," has been revised to include additional follow-ups for effectiveness in the closure process. Corrective actions will be reverified between 60 and 90 days of closure, and additional targeted audits will be conducted as systemic problems are identified. Only three audits have been completed this year to date, so additional time is needed for implementation. Follow-up at the next MQC is recommended.

**MQC-0055 - Include a report on Freedom to Manage (F2M) process improvements/success stories at the next MQC meeting.  
(Axel Roth/DE01 and Johnny Stephenson/ED02, Due: Next MQC Meeting)**

Status: Due to a new MQC approach, the report will be provided at the next MQC meeting, which is planned for sometime in August.

This meeting begins a new approach to our MQC meetings. Today's agenda only covers the required items for ISO 9001. A second meeting will be held to discuss any items that need attention, as well as the success stories that have been requested by the Center Director. Meetings will be held quarterly, and will be 1-hour in length, instead of 2-hour meetings on a 6-month interval. It has been difficult to get a 2-hour block of time on the Center Director's calendar, and it is difficult to reschedule when necessary. The explanation of the new meeting approach is included on page 3 of Enclosure 2.

**BALANCED SCORECARD, CONTINUAL IMPROVEMENT, AND CUSTOMER SATISFACTION (M. MCLEAN/CD40):**

Michael McLean provided a status on the Balanced Scorecard, Continual Improvement, and Customer Satisfaction web sites. Because the FY 2003 Implementation Plan was cancelled by NASA Headquarters, the four metrics that have been submitted to the Center Director will be used to populate the Balanced Scorecard Web site. We will begin work on the FY 2004 metrics this month for next year's Implementation Plan. The next Plan will be for 3 years, with 1-year breakouts. It was noted that this year will be a departure, and that the program/project metrics will not be reflected in the Balanced Scorecard.

The Continual Improvement web site has not been utilized much by the organizations, but there have been several recent continual improvement success stories. The procedure for continual improvement has been revised to reflect additional continual improvement efforts that are in place. Additional data is available from these other systems.

All organizations have posted a summary status on the Customer Satisfaction web site; however, not all organizations have posted actual satisfaction results. Directorates/Offices are requested to post hard data if they have it, and if they do not have any results yet, they need to get it done. Axel Roth/DE01 emphasized that we need to keep this information up-to-date on a constant basis, not just in response to an audit. Directors should want to keep this information current and know what is going on in this area.

The presentation charts are included as pages 12-16 of Enclosure 2.

**PROCESS PERFORMANCE AND PRODUCT CONFORMITY (R. GLADWIN/VS10):**

Richard Gladwin provided the report on process performance and product conformity. Trend charts for programs and projects included data through February, so the data is a little stale. Gravity Probe B is now actually in a yellow status. Microgravity Science

Glovebox and GLAST Burst Monitor are both green now. The ECLSS issue was also noted as actually being a HOSC issue, so there may have been a reporting error.

There was also some discussion about the use of the colors in providing cost status. Dale Thomas/VS01 was requested to pursue this further with Tony Lavoie/FD01.

The Program/Project Status Chart is included on page 18 of Enclosure 2.

The status of the Marshall Directives was also provided as a measure of our processes. There are currently eight active waivers against seven of the 191 Directives that are in place today. The documented system appears to be adequate. The status is provided on page 19 of Enclosure 2.

Axel Roth/DE01 emphasized that most of the deviations/waivers have been approved for 1-time use only. These are not intended to be ongoing, and will not be repeatedly issued for other projects.

INTERNAL QUALITY AUDIT REPORT (K. WARNER/QS40):

Kerry Warner presented the status of the internal audit program. The 2003 audit schedule has been revised to reschedule three audits this year due to the Columbia accident, IFMP implementation, and a major process change in one organization.

Audit concerns from the first two audits conducted this year include records and documentation control issues. Actions being taken to alleviate these concerns were also discussed. These areas are likely to be ongoing areas of concern due to their nature, and all we can do is continue to work the issues.

Axel Roth/DE01 emphasized the need for Office Managers and Directors to take a few minutes once in awhile to discuss this with responsible individuals and ensure that documents are being kept up to date. Mr. Roth also stated that when audits are done, the Manager, Deputy, or Director should make it a point to attend the exit briefings.

The status chart for internal nonconformance reports (NCRs) was discussed. As of today, there are six open NCRs, none of which are late, although they are all over 200 days old (one is over 400 days old).

The nonconformance related to training of program/project personnel was discussed briefly. This finding was in the Science Directorate, but could easily exist in other areas. NPG 7120.5 is being revised, but it is unclear whether the training requirement will be changed during the revision. Organizations need to be aware of this requirement and we need to determine how to meet it, in terms of what types of training are acceptable. The Shuttle Office does meet the requirement and has a tracking system for personnel training. Training is discussed with personnel during their performance appraisal.

The other five nonconformances can be closed pending completion of training that will be provided in June. Several safety issues were involved in each of the NCR's, and all issues have been corrected with the exception of the training.

The presentation charts are included as pages 21-24 of Enclosure 2.

CORRECTIVE AND PREVENTIVE ACTION PROGRAM (J. MCPHERSON/HEI):

John McPherson provided a status of the corrective and preventive action program at MSFC. The corrective and preventive action programs are being employed by the Center, with trends indicating a healthy system.

Acute Launch Emergency Restraint Tips (ALERTs) continue to be worked down. The number of delinquent ALERTs is down from over 3,000 last Fall to just over 600. The use of ALERTs for non-flight hardware was discussed briefly, and general consensus was that this is appropriate, as well as required by NASA procedure.

It was also noted that the MSFC ALERT organization was recognized by GIDEP and NASA Headquarters with a FY 2002 Outstanding Cost Avoidance Award for their assistance in procuring a part for a project with a \$2.2 million cost avoidance.

Three organizations reported on their delinquent status:

Science Directorate – Tom Dollman/SD40 provided the report. Tremendous progress has been made in working off the delinquent ALERTs. Weekly meetings will be held with contractors to status their ALERTs. It was also noted that this directorate issues each ALERT to 28 projects/activities.

Flight Projects Directorate – Tony Lavoie/FD01 provided the report. There is a slug of these issues in the HOSC that will continue to be worked.

Shuttle Office – Jolene Martin/MP71 provided the report. There is one ALERT in the SRB area that has just become delinquent. The individual working this is currently involved in the Columbia investigation. An extension may be sought.

The presentation charts are included as pages 26-29 of Enclosure 2.

Axel Roth/DE01 reiterated that the action item was for the Directors/Managers of the organizations with delinquent ALERTs to provide the status at this meeting. The next time, the Direct Report will be expected to provide the status of any delinquent ALERTs.

Mr. Roth also emphasized that ALERT status should be part and parcel of monthly project reviews and that all projects should be having monthly reviews.

STATUS OF NQA FINDINGS (M. DEMURRAY/HEI):

Mary DeMurray provided a status of the eight findings that resulted from the last surveillance audit of MSFC by NQA on November 5-7, 2002. Nine nonconformance reports (NCRs) were generated from the eight NQA findings. Actions have been

completed for four NCRs, four NCRs are in progress, and one NCR is not due yet. The open issues were briefly discussed. Most, if not all of the NCRs are expected to be ready for closure by NQA during the next audit on June 17-18.

The presentation chart is included as page 31 of Enclosure 2.

CLOSING REMARKS (A. ROTH/DE01):

Axel Roth provided closing remarks. The next NQA surveillance audit will be conducted on June 17-18 by two auditors. All MSFC activities are subject to audit; however, emphasis will continue to be on those activities providing products/services to external customers. Everyone is encouraged to visit the ISO Web page for self-assessment checklists and other information about the upcoming audit.

The Integrated Financial Management Program (IFMP) and full cost management are the only major activities that are expected to affect the Marshall Management System. Procedures are being updated in these areas.

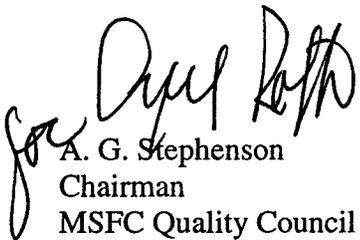
Organizations need to continue implementation of their customer satisfaction systems.

Overall, the suitability, effectiveness, and adequacy of the Marshall Management System appear to be acceptable. No major problems have been identified by any means, including internal and external audits, and customer satisfaction indicators are positive overall. However, it was noted again that customer satisfaction results must be available on the Customer Satisfaction Web site.

Organizations should be aware of the NQA audit dates and begin visiting the ISO web site to refresh themselves beginning in June.

The presentation charts are included as pages 33-36 of Enclosure 2.

No other items for record were discussed at the meeting. M. DeMurray/HEI kept the meeting minutes.

  
A. G. Stephenson  
Chairman  
MSFC Quality Council

Enclosures

- 1 Attendance Roster
- 2 MQC Presentation Charts

**ISO 9000 MSFC QUALITY COUNCIL MEETING**

DATE: Wednesday, May 14, 2003 LOCATION/ TIME: BLDG. 4200/P110, 9:00 – 10:00 a.m.

MEETING ATTENDANCE: [Please initial next to your name to record meeting attendance.]

<u>NAME</u>	<u>ORGANIZATION</u>	<u>PHONE</u>	<u>FAX</u>
<b>Director's Office</b>			
<u>Art Stephenson</u>	DA01	544-1912	544-5228
<u>James W. Bilbro</u>	DA01	544-3467	544-8345
<u>Bob L. Sackheim</u>	DA01	544-1938	
<u>David King</u>	DD01	544-1914	544-5896
<u>Axel Roth</u>	DE01	544-0451	544-5590
<b>Center Operations Directorate</b>			
<u>Sheila Cloud</u>	AD01	544-0120	544-5893
<u>Jim Carter</u>	AD01	544-6630	544-7920
<u>Dan Adams</u>	AD10	544-1614	544-8259
<u>Allen Elliott</u>	AD10	544-0662	
<u>Lucy Boger</u>	AD21	544-0320	
<u>Annette Tingle</u>	AD30	544-4522	544-8752
<u>Deborah Wills</u>	AD33	544-4525	544-8610
<u>Jackie Fletcher</u>	AD35	544-4524	
<u>Lisa Adkins</u>	AD40	544-7546	544-6570
<u>Dawn Cross Stanley</u>	AD40	544-1835	
<u>Polly Edwards</u>	AD50	544-4536	544-2101
<u>Brad Garland</u>	AD50	544-4537	
<u>Ken Smith</u>	AD61	544-0327	
<u>WBC Cliff Bailey</u>	AD01	544-5482	
<b>Customer &amp; Employee Relations Directorate</b>			
<u>Tereasa Washington</u>	CD01	544-7491	544-6420
<u>Susan Cloud</u>	CD01	544-5377	544-2610
<u>Pat Shultz</u>	CD20	544-7559	544-4809
<u>Caroline Wang</u>	CD30	544-3887	544-6030
<u>Steve Durham</u>	CD40	544-0390	544-0007
<u>Michael McLean</u>	CD40	544-0397	544-0007
<b>Engineering Directorate</b>			
<u>Bill Kilpatrick</u>	ED01	544-1001	544-5896
<u>Ed Kiessling</u>	ED01	544-1002	544-5896
<u>David Throckmorton</u>	ED01	544-1001	544-5896
<u>Pat Layky</u>	ED12	544-3481	544-3098
<u>Terry Roberts</u>	ED16	544-3717	544-0900
<u>Jim Lindsay</u>	ED20	544-1301	544-0236
<u>Craig Garrison</u>	ED27	544-7197	544-8838
<u>Angie Williams</u>	ED31	544-2797	
<u>Rich Wegrich</u>	ED35	544-2626	
<u>Richard Lamb</u>	ED37	544-1037	544-4307
<u>Herb Shivers</u>	ED43	544-8903	544-9614
<b>Flight Projects Directorate</b>			
<u>Jan Davis</u>	FD01	544-0455	544-7580
<u>Anthony R. Lavoie</u>	FD01	544-2332	
<u>Jackie Steadman</u>	FD10	544-1940	544-5590
<u>Jack Stokes</u>	FD22	544-1764	544-5194
<u>Steve Meacham</u>	FD30	544-0241	544-4393
<u>Mike Kearney</u>	FD40	544-2029	
<u>Bill Mordan</u>	FD40	544-2011	

**Chief Counsel**

<u>UAI</u> Bill Hicks	LS01	544-0010	544-0258
Jim Frees	LS01	544-0123	544-5867
Abbie Johnson	LS01	544-0014	544-0258
Jerry Seeman	LS01	544-6580	

**Space Shuttle Projects Office**

Alex McCool	MP01	544-0718	544-2432
<u>gga</u> Jodie Singer	MP01	544-0612	544-4155
Jeff Spencer	MP21	544-7498	544-7713
<u>jmp</u> John Pea	MP71	544-8437	544-5799

**Equal Opportunity Office**

Charles Scales	OS01	544-4927	544-2411
Willie Love	OS01	544-0088	544-2411
<u>BS</u> Billie Swinford	OS01	544-0087	544-2411

**Procurement Office**

Steve Beale	PS01	544-0257	544-3214
<u>DWB</u> Byron Butler	PS01	544-0253	544-4400
Ray Woods	PS10	544-0384	544-3223
Jerry Williams	PS10	544-0295	544-4401
Jim Young	PS10	544-0362	544-3223

**Safety and Mission Assurance**

Amanda H. Goodson	QS01	544-2353	544-2053
Roy Malone	QS01	544-0506	
<u>STH</u> Terry Hamm	QS10 01	544-7402	544-3241
<u>PTM</u> Don Miller	QS40	544-8361	544-4857
Ron C. Mize	QS40	544-2485	
<u>KW</u> Kerry Warner	QS40	544-7350	544-8585
<u>JKW</u> Warren Woods	QS40	544-2275	544-5685
<u>AWW</u> Angelia Walker	QS40	544-1064	544-

**Office of Financial Officer**

Dave Bates	RS01	544-0052	544-0635
<u>LC</u> Frank D. Mayhall	RS01	544-7266	544-4479
Peggy Williamson	RS24	544-3357	544-5863
<u>Shh</u> Sharal Huegele	RS30	544-7286	544-9055

**Science Directorate**

<u>QFW</u> Ann Whitaker	SD01	544-2481	544-5877
Rex Geveden	SD01	544-9335	544-5975
Tom Fleming	SD01	544-3962	544-5975
Emily Kendall	SD02	544-3775	
Robin Henderson	SD10	544-1738	544-8639
Steve Lambing	SD12	544-2277	
Lloyd Love	SD20	544-7702	544-2559
Wes Darbro	SD22	544-7742	544-2559
Cassandra Thompson	SD30	544-3993	
Todd May	SD31	961-1769	
Clark Darty	SD40	544-2728	544-5892
<u>BD</u> Tom Dollman	SD40	544-6568	544-8500
Melanie Bodiford	SD44	544-2067	
Mike Purvey	SD44	544-3592	
Mike McCollough	SD50	544-4368	544-5800
Ed Reichmann	SD50	544-7603	544-5800
Tim Miller	SD60	922-5882	922-5823
Diane Samuelson	SD60	922-5832	922-5723
Roy Young	SD70	544-4965	544-2659
Tommy L. Thompson	SD72	544-3489	544-2659





Enclosure 2

George C. Marshall  
Space Flight Center

# Marshall Quality Council

May 14, 2003



# Opening Remarks

Art Stephenson – Axel Roth



- Trying a different approach for MQC's – we plan to meet once a quarter instead of once every six months
  - Reasons
    - Time and scheduling (easier to schedule 1 hr meetings vs. 2hrs)
    - Opportunity to meet more often – minimizes delays for items that may need attention
  - Approach
    - Phase I – 1hr
      - Required items for ISO – Overall health of the Marshall Management System (today's agenda)
      - Items that need immediate attention
    - Phase II – 1hr
      - Success Stories
        - Continual Improvement (including Continual Learning)
        - F2M
        - Collaborative Agreement
        - Customer Satisfaction
      - Items that need immediate attention



- MQC Action Items Status (Axel Roth – DE01)
- Balanced Scorecard, Continual Improvement, and Customer Satisfaction (Michael McLean – CD40)
- Process Performance and Product Conformity (Richard Gladwin – VS10)
- Internal Quality Audit Report (Kerry Warner – QS40)
- Corrective and Preventive Action Program (John McPherson - HEI)
- Status of NQA Findings (Mary DeMurray - HEI)
- Closing Remarks (Axel Roth – DE01)
  - Next NQA Audit – ISO 9001
  - Changes That Could Affect the MMS
  - Issues & Recommendations
  - Assessment of the suitability, adequacy, and effectiveness of the MMS

# MQC Action Items Status

Axel Roth



MQC-0051 – *All Organizations should provide plans to Axel Roth/DE01 and Warren Woods/QS40 on how they are addressing the top four findings presented for the audit program: industrial safety issues; document and data control; quality records; and lack of awareness of quality objectives.*

- All organizations have provided feed back on their top four findings and corrective action plans
- Recommend closure of this action



MQC-0052 – *The audit program should provide for additional targeted audits to be planned when systemic problems are identified during the audits of the organizations. Also, follow-ups for effectiveness should be performed sooner, instead of waiting for the next audit of each organization.*

- Updated MPG 1280.6 to include additional follow-up for effectiveness in the closure process.
  - Re-verify Corrective Action between 60 and 90 days of closure
  - Perform additional targeted audits as systemic problems are identified
- We recommend follow-up at the next MQC



MQC-0053 – *Each Organization should designate a single point of contact to be accountable for getting the delinquent ALERT numbers down.*

*(All Manager/Directors, Due: October 29, 2002)*

- An individual was assigned as the POC for each organization and communications are working well.
- Recommend closure of this action item



MQC-0054 – *Each Organization will present their own ALERT numbers at the next MQC meeting.*

*(Affected Managers/Directors, Due: Next MQC Meeting)*

- This issue is being monitored in the Marshall Management System team meeting once each month
- As long as the delinquent ALERT numbers are considered high or negative trends exist, the status will be reported as an agenda item with the affected Manager/Director reporting status to the MQC
- Recommend closure of this action item



MQC Action Items Status

MQC-0055 - Axel Roth

MQC-0055 – *Include a report on Freedom to Manage (F2M) process improvements/success stories at the next MQC meeting. (Axel Roth/DE01 and Johnny Stephenson/ED02, Due: Next MQC Meeting)*

- Report will be provided at the next MQC meeting being planned for sometime in August.



# **Balanced Scorecard, Continual Improvement & Customer Satisfaction**

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**May 14, 2003**

***Presented to the Marshall Quality Council  
by***

***Michael McLean***

***Customer & Employee Relations (CaER) Directorate***



*“We are not here to mark time,  
but to make progress,  
to achieve results, and  
to leave a record of excellence.”*

*George W. Bush  
October 15, 2001  
(remarks to the Senior Executive Service)*



**Balanced Scorecard, Continual Improvement & Customer Satisfaction**  
**Michael McLean / CD40**

**– BALANCED SCORECARD –**

- ▶ **FY 2003 Implementation Plan cancelled by NASA HQ.**
- ▶ **Each directorate submitted top 3 metrics, plus one safety metric, to Center Director.**
- ▶ **Four metrics from each directorate will be used to populate the Balanced Scorecard website.**



Balanced Scorecard, Continual Improvement & Customer Satisfaction  
Michael McLean / CD40

**– CONTINUAL IMPROVEMENT –**

Org.	Success Stories
AD	16
CD	11
ED	7
FD	24
LS	1
MP	1
OS	2

Org.	Success Stories
PS	2
QS	3
RS	1
SD	18
TD	5
UP	0
VS	1

Total of 92 success stories

Note: Data from CI Website



**Balanced Scorecard, Continual Improvement & Customer Satisfaction**  
**Michael McLean / CD40**

**– CONTINUAL IMPROVEMENT –**

**MPG 1280.9, “Continual Improvement,” revised to include references to:**

- ▶ Freedom to Manage (F2M)**
- ▶ Formal Suggestion Program**
- ▶ Lessons Learned**
- ▶ Safety Concerns and Reporting System (SCRS)**

**– April 2003**



**Balanced Scorecard, Continual Improvement & Customer Satisfaction**  
**Michael McLean / CD40**

**– CUSTOMER SATISFACTION –**

- ▶ **Customer Satisfaction (CS) activities conducted at Center have been recorded in the CS database.**
- ▶ **POC's asked to post results in real time.**
- ▶ **Most results positive (80%-95%) range.**
- ▶ **All Directorates provided summaries in last two months; however, overall satisfaction results are not readily available for some.**



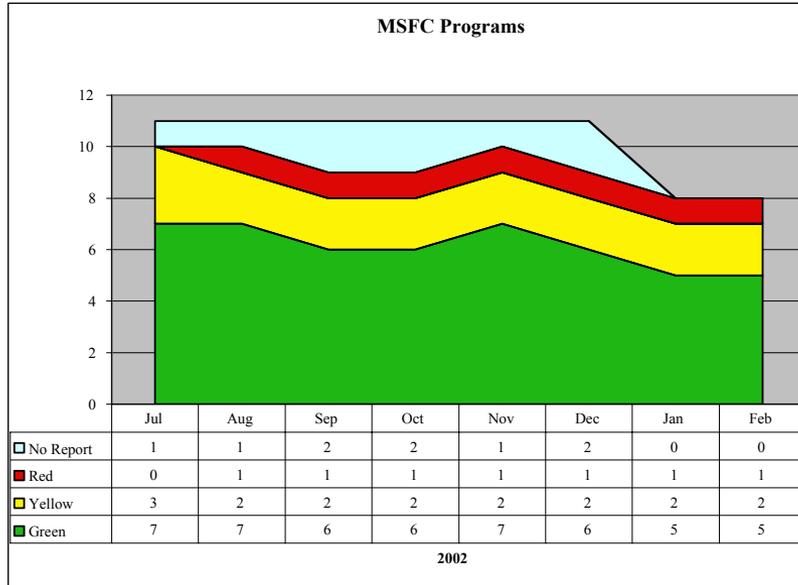
# Process Performance and Product Conformity

Richard Gladwin



# Health Status Trend of MSFC Programs/Projects

Process Performance and Product Conformity – Richard Gladwin/ VS10



## Programs with Red Status

Gravity Probe B: Schedule and Cost.

## Projects with Red Status

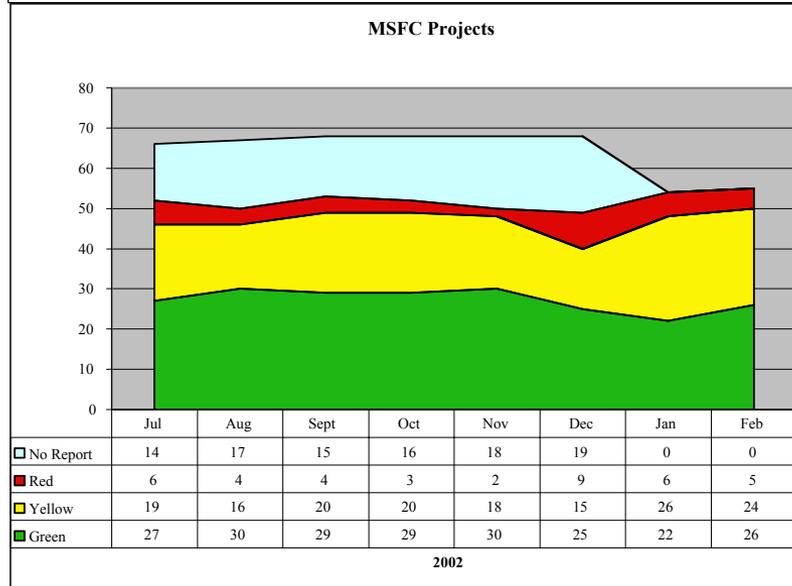
SOLAR-B: Schedule (Japanese delivery of flight camera has slipped)

Microgravity Science Glovebox (MSG) - Technical (Failed on-orbit, operating as of 3-31-03)

GLAST Burst Monitor - Cost (German partners have not received funds; funding problem was solved as of 3-31-03)

ECLSS - Cost (Voice switch replacement funding unsolved, Program holds budget reserves)

PROSEDS: Cost (FY03 cost identified but no funding available)





Process Performance and Product Conformity – Richard Gladwin/ VS10

- 191 Directives
- 8 active Deviations/Waivers against 7 Directives
  - MWI 1280.5 – MSFC ALERT Processing– 1 Waiver (for Glove box)
  - MPG 1410.2 – Processing MSFC Directives – 1 Deviation (MPG to be revised)
  - MPG 5000.1 - Purchasing - 1 Waiver
  - MWI 5113.1 – Credit Card Operating Procedures – 2 Waivers
  - MWI 7120.6 - Program/Project Risk Management - 1 Waiver
  - MWI 7120.2 – Data Requirements Identification/Definition – 1 Deviation
  - MPG 8060.2 – Non-Flight & Non-Facility Design – 1 Deviation (STS-107 investigation test hardware only)
- The documented system appears to be adequate.



# **Internal Quality Audit Report**

Kerry Warner



- **Activities Since the Last MQC**

- Completed the 2002 Internal Audit Schedule early November
- Revised 2003 Internal Audit Schedule
  - Rescheduled three (3) Audits
    - Due to Columbia Accident (DA/DE/DD/LS/OS/QS)
    - IFM Implementation Efforts (RS)
    - Major Document Re-write/Process Change (VS)

- **Audit Concerns**

- Records and Document and Data Control
  - Records Plans not kept up-to-date, missing or unidentified records, retention schedule not being followed, disposition of electronic records
  - References not kept up-to-date or obsolete



- **How we are handling Audit Concerns?**

- Records

- We are working with MSFC Records Manager, Annette Tingle/AD34 to stimulate conversation of how to deal with the disposition of electronic records as well as develop a refresher course concerning preparation and maintenance of records plans

- Document and Data Control

- Prior to each audit, the audit teams perform a document review and the results of that review are given to the organization to assist them in updating their documents. Recently, several documents have been submitted through the DCB process which indicates people are attempting to update documentation. It is expected this will be a work in progress concern.



- **Status of Open NCRs**

- Twenty-five (25) Open Nonconformance Reports (NCRs).
  - None are Late
- One (1) NCR is over 400 days old (due 07/30/03)
  - NCR # 482 SD01
    - **4.18: Training** MPG 3410.1 Rev C para 3.5 states “Program and Project Management Processes and Requirements,” program/project managers as well as program/project personnel shall maintain competence in project management by making a commitment to continuous learning. This learning can take the form of formal training developmental assignments, academic programs, or self-paced study. These responsible personnel shall have an annual minimum of 40 hours of project-management-related learning...



- ***Status of Open NCRs cont.***

- Five (5) NCRs are over 200 days old
  - NCR # 537/538/540/541/542 SD01
  - ***4.21: Safety*** MWI 3410.1 Safety Certification Requirements:
    - Employee(s) using High Pressure System did not have training (2 places – facility specific);
    - Employee(s) did not have Lock-out/tag-out training;
    - Employee(s) working in laboratory area did not have Job Hazardous Analysis (JHAs);
    - Employee(s) did not have Personal Protective Equipment (PPEs)



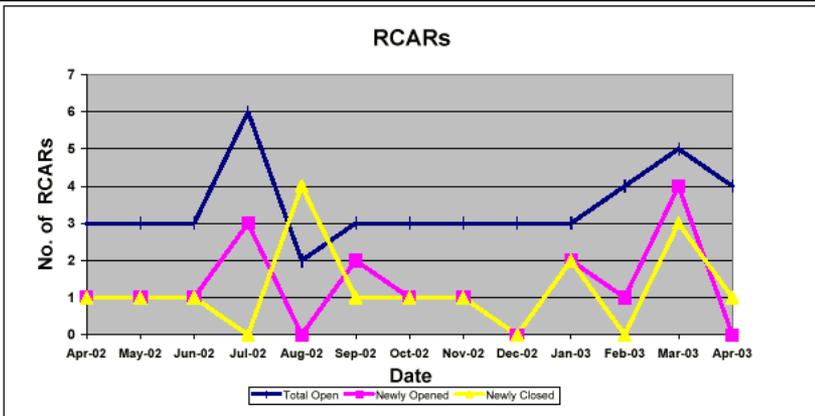
# Corrective & Preventive Action Program

John McPherson

05/14/2003

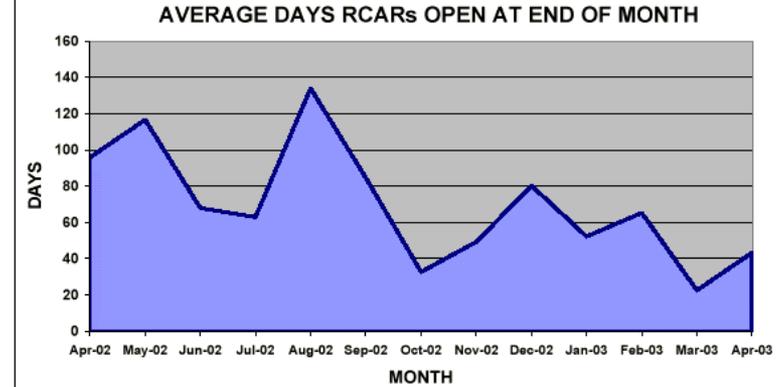


## Corrective & Preventive Action Program – John McPherson



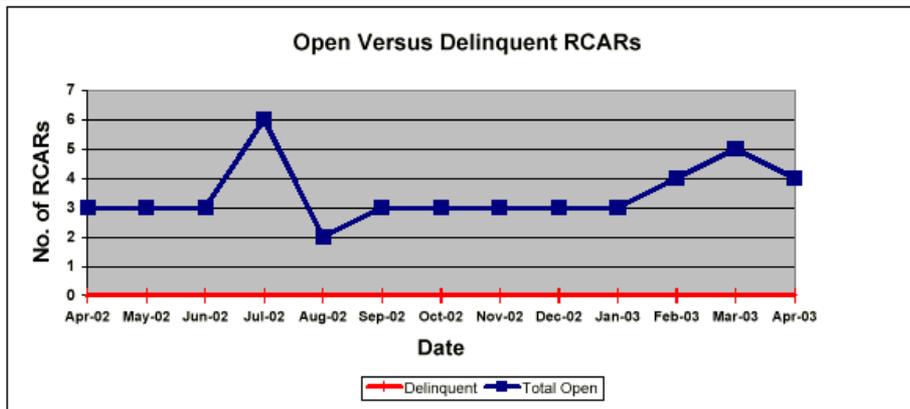
Total Open RCARs:	3	3	3	6	2	3	3	3	3	3	4	5	4
Newly Opened RCARs:	1	1	1	3	0	2	1	1	0	2	1	4	0
Newly Closed RCARs:	1	1	1	0	4	1	1	1	0	2	0	3	1

HEI/J McPherson 04/30/2003



Average Days Open:	96	117	68	63	134	85	33	49	80	52	65	23	43
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HEI/J McPherson 04/30/2003



Delinquent Responses:	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Open RCARs:	3	3	3	6	2	3	3	3	3	3	4	5	4
Percent Delinquent:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

HEI/J McPherson 04/30/2003

	TOTAL Since 10/97	Made to RCARs	TOTAL Since 10/9/02	Made to RCARs
DR	501	61	65	5
QSDN	117	77	4	2
Cust Fdbk	167	2	37	1
<b>TOTAL</b>	<b>785</b>	<b>140</b>	<b>106</b>	<b>8</b>

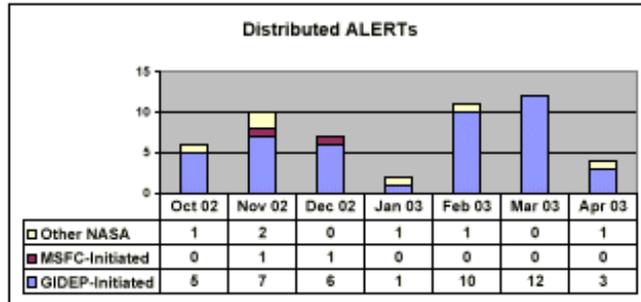
HEI/J McPherson 4/30/2003



Preventive Action Program – John McPherson

**Corrective/Preventive Action Notifications (CANs) – NONE Issued**

**GIDEP and NASA ALERTs and Parts Advisories**

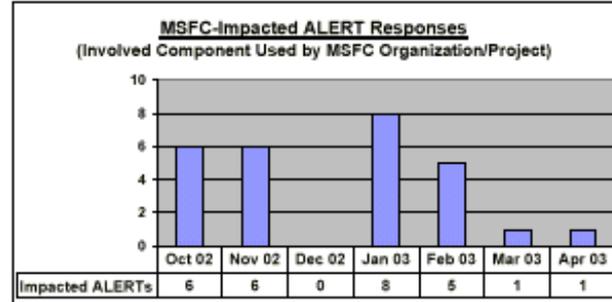


**MSFC-Initiated ALERTs**

NA-MSFC-2003-01	ALLEGED FALSIFICATION OF QUALIFIED ELECTRICAL CONNECTOR PINS - RAM ENTERPRISES	HQ OIG
NA-MSFC-2003-02	CONNECTOR CONTACTS, CABLE - AMPHENOL CORPORATION	USA-SRB

**MSFC-Impacted ALERTs**

H1-P-00-01	ESD PACKAGING PROBLEM WITH RESISTORS - ALL	SOLAR-B
C6-P-01-01	FITTING, LUBRICATION, ZERK TYPE - STEWART-WARNER ALEMITE CORP	AD23
GX-P-01-01	FLEXIBLE CONFINED DETONATING CORD ASSEMBLY, FAILURE TO PROPOGATE - ENSIGN BICKFORD CO.	X-37
VV-A-01-06B	FILTER, EMI - RFI CORP	MSRR1.SSPCM
NA-MSFC-02-02	CABLE, CONNECTOR - AMPHENOL BENDIX	ED35
VV-P-02-02	DIODES, POWER RECTIFIER, STANDARD & FAST RECOVERY, AXIAL & SURFACE MOUNT - SENSITRON	MSRR1.SSPCM
NA-GSFC-02-02	SINGLE EVENT INDUCED TRANSIENTS IN LINEAR TECHNOLOGY MICROCIRCUITS	SOLAR-B
NA-HQ-OIG-02-06	NOTIFICATION OF POTENTIALLY DEFECTIVE METROLOGY/ CALIBRATION PRODUCT - L.S. STARRET CO.	SRB



**MSFC-Impacted ALERTs (continued)**

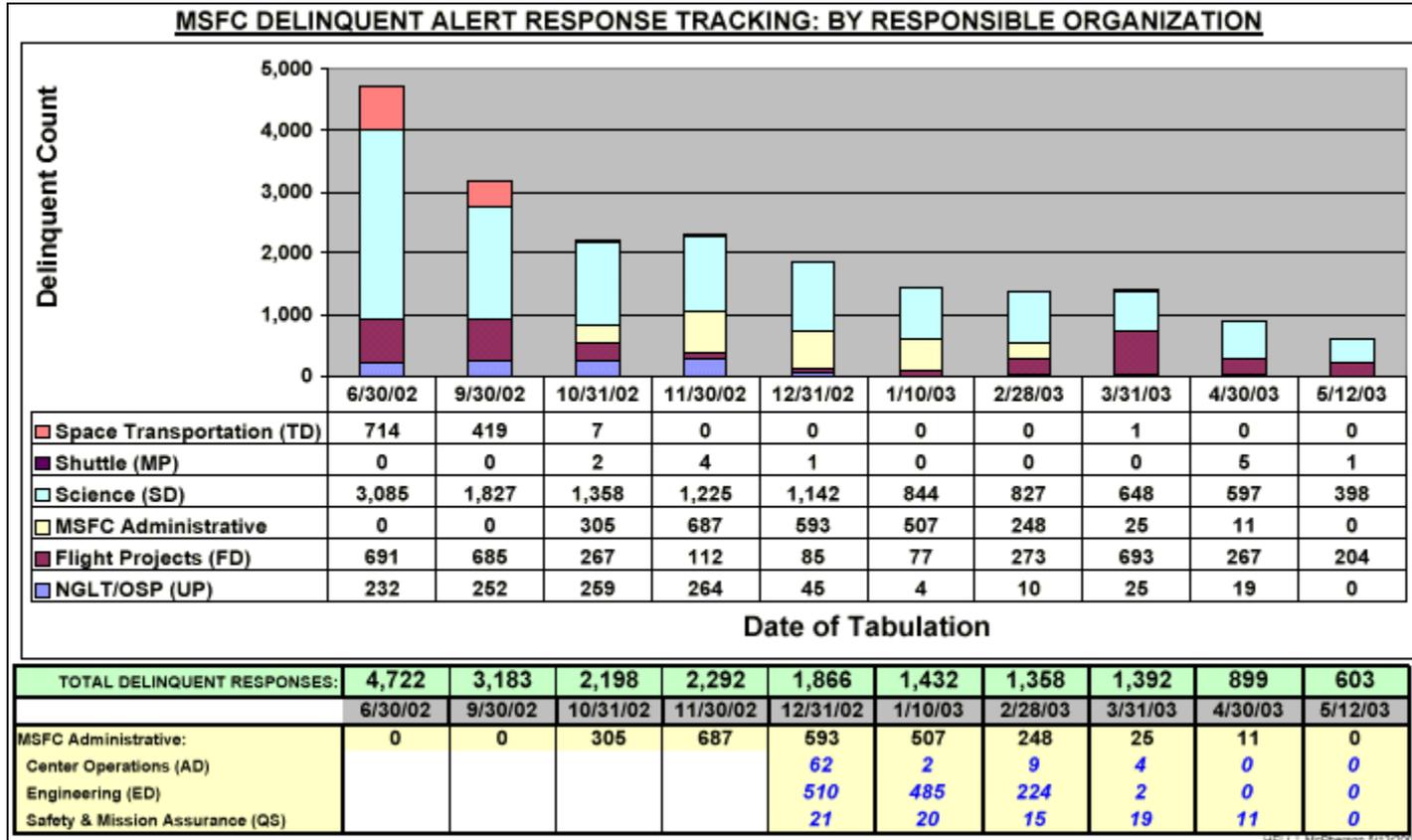
NA-GSFC-02-03	KAPTON TAPE IDENTIFICATION	G-LIMIT, MGM, MSRR1.SSPCM, SUBSA/PFM, SSME
F1-P-02-01	CONNECTOR (CONNECTOR SAVER) - GLENAIR, INC	SSME
NA-MSFC-03-01	ALLEGED FALSIFICATION OF QUALIFIED ELECTRICAL CONNECTOR PINS - RAM ENTERPRISES	SRB
N9-S-03-01	3MODE SURGE, SPIKE PROTECTION, BURNED OUT, PASSED HIGH CURRENT - QVS, INC.	SED23, AD23
B29-P-03-01	TAPE, POLYIMIDE (KAPTON) FILM, 1 MIL - WALCO CORP.	MGM
DW3-S-03-01	BRAKE, POTENTIAL ASBESTOS EXPOSURE - DINGS BRAKE CO./DYMANICS GROUP	SRB
NA-MSFC-03-02	CONNECTOR CONTACT, CABLE - AMPHENOL CORP.	SRB
NA-GSFC-03-01	CONTACT SOCKET ASSEMBLY - TYCO ELECTRONICS CORP.	SOLAR-B
NA-GSFC-03-02	APPLICATION NOTE ON GROUNDING THE MODE PIN IN ACTEL FIELD PROGRAMMABLE GATE - ACTEL	G-LIMIT
N9-A-03-02	FIRE ALARM PANEL, ANOMALOUS OPERATION OF NOTIFICATION APPLICATION - SIMPLEX GRINNELL LP	ED35, AD23
CE9-A-03-02	MICROCIRCUIT, PROM, UV ERASABLE, 128K X 8300 NS ACCESS TIME - TEXAS INSTRUMENTS	AD23

HEJ: McPherson 4/30/2003



### Major MSFC ALERT Activities

- **MSFC ALERT organization recognized by GIDEP and NASA HQ with FY02 Outstanding Cost Avoidance Award**
- **Delinquent ALERT responses down from 3,183 on September 30, 2002 to 603 on May 12, 2003**





*Science Directorate's ALERTS*

- Each ALERT is transmitted to each of 28 SD projects/activities mostly in Phases C/D or E
- For most projects, progress has been made in clearing late ALERTS
  - June '02: 3,085 late
  - Nov. '02: 1,226 late
  - May '03: ~400 late
- Most contractors respond/keep up - except a few
  - “G” (181 late) – funding is now being held up
  - “B” (98 late) – POC Change; handoff ineffective
  - 6 Other contractors (170 total late) – various reasons



# Status of NQA November 2002 Surveillance Audit Findings

Mary DeMurray



Status of NQA November 2002 Surveillance Audit Findings - Mary DeMurray/ HEI

- NQA Surveillance Audit Findings

Observations	3
Minor Nonconformances (3 Carry-Over)	5
Total Findings	<hr/> 8

- Generated 9 NCRs from the 8 NQA Findings

- Completed – 4
- In Progress – 4
- Not Due Yet - 1



# Closing Remarks

Axel Roth



- Next Surveillance Audit June 17-18, 2003
- All MSFC activities are subject to audit
- Emphasis will be on activities providing products/services to external customers
- Self-Assessment Checklists will be provided on the [ISO web site](#) for reference



ISO 9001 Clauses Selected for June Surveillance Audit – Axel Roth/ DE01

<b>4.2.1/4.2.2</b>	<b>Quality Manual</b>
<b>4.2, 5.1, 5.2, 5.3, 5.4.2, 5.5</b>	<b>Management Activities – Documentation Requirements, Management Commitment, Customer Focus, Quality Policy, QMS Planning, and Responsibility, Authority, &amp; Commitment</b>
<b>5.4.1</b>	<b>Quality Objectives</b>
<b>5.6</b>	<b>Management Review</b>
<b>6.1 &amp; 6.2</b>	<b>Provision of Resources &amp; Human Resources</b>
<b>8.2.1</b>	<b>Customer Satisfaction</b>

<b>8.2.2</b>	<b>Internal Audit</b>
<b>8.2.3</b>	<b>Monitoring &amp; Measurement of Processes</b>
<b>8.2.4</b>	<b>Monitoring &amp; Measurement of Product</b>
<b>8.4</b>	<b>Analysis of Data</b>
<b>8.5.1</b>	<b>Continual Improvement</b>
<b>8.5.2/ 8.5.3</b>	<b>Corrective/Preventive Action</b>

Notes: Control of Documents and Records will be included as it pertains to the selected clauses.



Signifies clauses that will be reviewed each visit



- Changes That Could Affect the MMS
  - IFMP
  - Full Cost Management
  - There are no other significant changes at this time
- Issues & Recommendations
  - Recommend everyone visit the ISO web site
  - Organizations need to complete implementation of their Customer Satisfaction systems



Overall Status of the Marshall Management System – Axel Roth/ DE01

- Overall, the suitability, effectiveness, and adequacy of the Marshall Management System (MMS) appear to be acceptable
  - Internal and external audits indicate no major problems with the MMS
  - 3 deviations and 1 waiver have been approved since the last MQC
  - Customer satisfaction indicators appear to be positive overall; however, not all Directorates have posted satisfaction results on the Customer Satisfaction site