

Responsible Office: Code AI/Office of the Associate Deputy Administrator
Subject: Management of Quality Council Meetings



Office of the Associate Deputy Administrator

Office Work Instruction

Management of Quality Council Meetings

Original Approved by: _____
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Associate Deputy Administrator

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DOCUMENT HISTORY LOG

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Baseline		12/17/99	

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1.0 Purpose

The purpose of this procedure is to document the process used by the Associate Deputy Administrator (ADA) and the Headquarters Quality System Executive Management Representative (EMR) in managing the NASA Headquarters Quality Council (QC) and decisions and actions resulting from its meetings.

2.0 Scope and Applicability

This OWI covers the process for scheduling Quality Council meetings, preparing and approving Executive Management Representative briefings, preparing and approving records of Council Decisions and Actions, and managing Council-approved actions.

This OWI applies to the activities of the Office of the Associate Deputy Administrator (Code AI), the EMR, and ISO 9001 Project Office staff in support of the Quality Council. The Headquarters Correspondence Management Office (HCMO), Code CIC, supports the process by tracking Quality Council actions using the Headquarters Action Tracking System (HATS).

3.0 Definitions

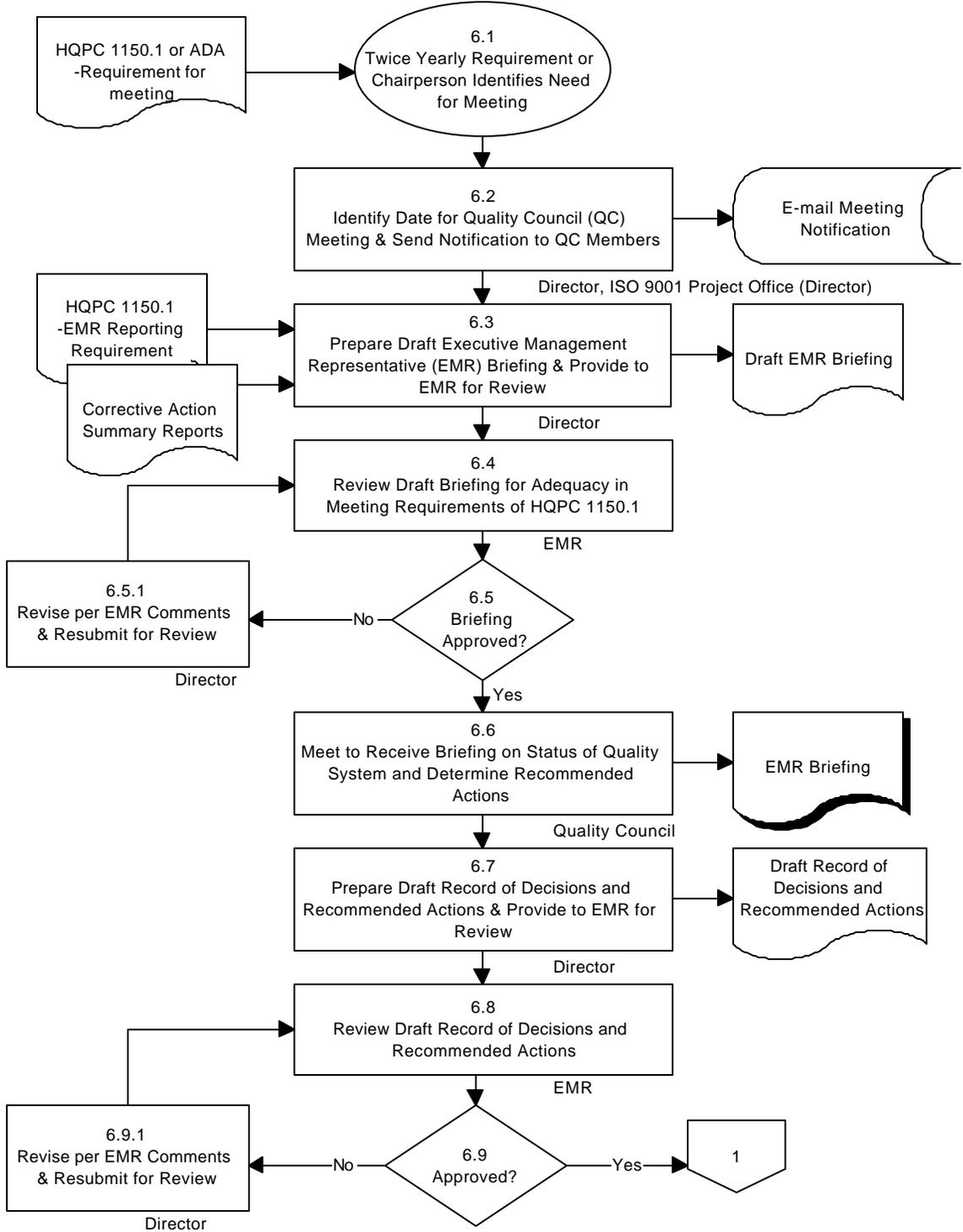
- 3.1 ADA. The Associate Deputy Administrator. ADA is the Official-in-Charge of the Headquarters Quality System which includes chairing of meetings of the NASA Headquarters Quality Council
- 3.2 Code AI. The Office of the Associate Deputy Administrator.
- 3.3 Code CIC. The Headquarters Correspondence Management Office (HCMO). Code CIC supports the EMR in managing and controlling QC actions in HATS.
- 3.4 EMR. Quality System Executive Management Representative. The EMR has overall responsibility for implementation of the Headquarters Quality System. The EMR provides assessments on the suitability and effectiveness of the Quality System to the Quality Council.
- 3.5 HATS. Headquarters Action Tracking System. HATS is a database used by Code CIC to manage and control Quality Council actions.
- 3.6 HQPC. NASA Headquarters Policy Charter. HQPCs are available through the NASA Online Directives System Documents Library (NODIS).
- 3.7 QC. The NASA Headquarters Quality Council (QC). The Quality Council is responsible for reviewing the performance of the HQ Quality System to ensure its continuing suitability and effectiveness. The charter for the QC is contained in HQPC 1150.1.

4.0 References

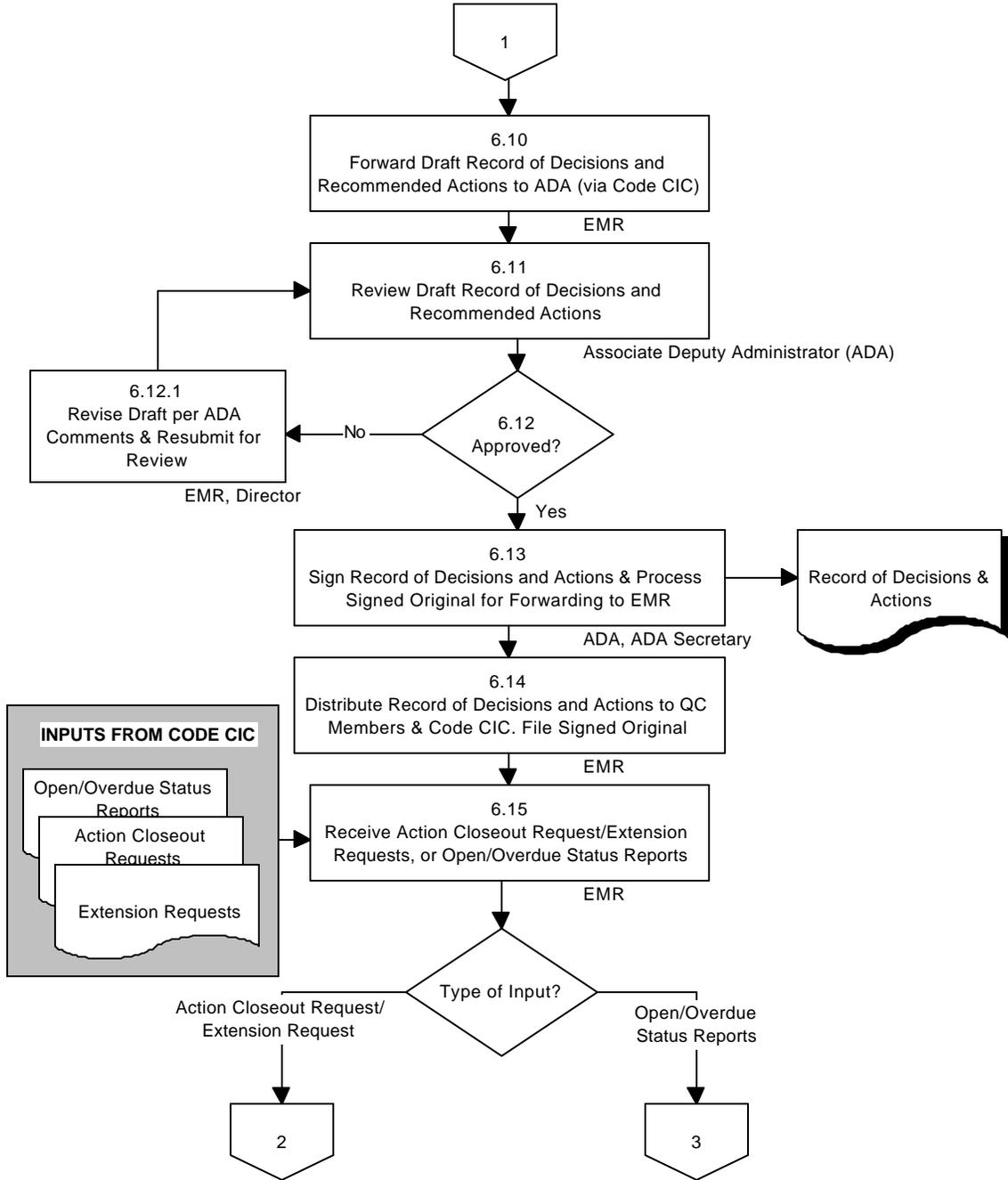
- 4.1 HQPC 1150.1 Headquarters (HQ) Quality Council
- 4.2 HCP1280-2 Corrective and Preventive Action

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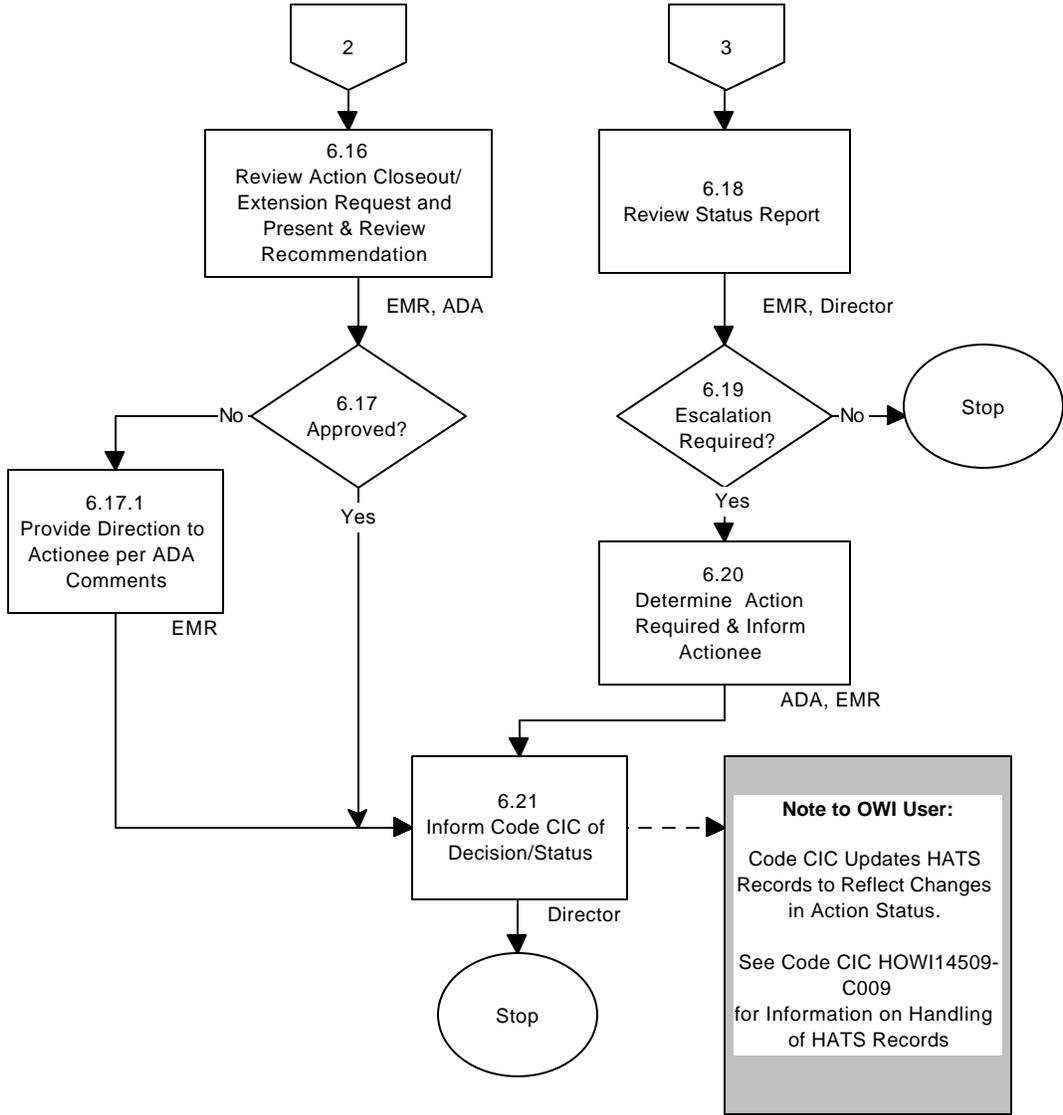
5.0 Flowchart



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Shaded symbol identifies activity occurring outside the scope of this OWI. Symbol is included for clarity and process completeness.

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6.0 Procedure

<u>Step</u>	<u>Actionee</u>	<u>Action</u>
6.1		HQPC 1150.1 requires that the Quality Council meet at least twice per year. The Chairperson of the QC can call additional meetings as deemed necessary.
6.2	Director, ISO 9001 Project Office (hereinafter, Director)	Coordinates with the EMR and Code AI to identify an appropriate date for QC meeting. Prepares and sends e-mail message to QC members and EMR with notification of meeting date.
6.3	Director	Prepares draft EMR briefing based on requirements for briefing contents which are described in HQPC 1150.1. In preparing briefing, also refers to Corrective Action Summary Reports (see HCP1280-2 for format requirements) received from QC members before each QC meetings (see HQPC 1150.1 for reporting requirement). Provides draft briefing to EMR for review and approval.
6.4	EMR	Reviews briefing to determine that it adequately fulfills reporting requirements in HQPC1150.1.
6.5	EMR	If briefing is approved, proceed to Step 6.6. If not approved, provides comments to Director. Proceed to Step 6.5.1.
6.5.1	Director	Revises briefing to incorporate comments received from EMR. Provides revised briefing to EMR. Return to Step 6.4.
6.6	Quality Council	Meets per e-mail announcement in Step 6.2. EMR presents briefing. QC reviews decisions and actions recommended in briefing. ISO 9001 Project Office representative notes any modifications to decisions and recommended actions resulting from review.
6.7	Director	Prepares draft Record of Decisions and Recommended Actions based on notes from QC meeting. Provides draft to EMR for concurrence.
6.8	EMR	Reviews draft Record of Decisions and Recommended Actions for completeness and accuracy.
6.9	EMR	If approved, proceed to Step 6.10. If not approved, provides comments to Director. Proceed to Step 6.9.1.
6.9.1	Director	Revises draft Record of Decisions and Recommended Actions in response to EMR direction. Provides revised draft to EMR. Return to Step 6.8.
6.10	EMR	Forwards draft Record of Decisions and Recommended Actions to ADA for approval. Draft is forwarded to ADA via Code CIC.
6.11	ADA	Reviews draft Record of Decisions and Recommended Actions for completeness and accuracy.
6.12	ADA	If approved, proceed to Step 6.13. If not approved, provides comments to EMR. Proceed to Step 6.12.1.

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6.12.1	EMR Director	Relays ADA direction to Director. Revises draft and submits to EMR who resubmits it to ADA for review. Revised draft is resubmitted to ADA via Code CIC. Return to Step 6.11.
6.13	ADA ADA Secretary	Signs Record of Decisions and Actions. Provides signed original to Code CIC. Code CIC forwards signed original to EMR.
6.14	EMR	Arranges for distribution of copies of signed Record of Decisions and Actions to QC members and Code CIC. (Note: Code CIC processes actions in accordance with the Code CIC Standard Operating Procedure.) Arranges for filing of signed original.
6.15	EMR	Receives action closeout request, extension request, or weekly Open/Overdue status report from Code CIC. If action closeout request or extension request, go to Step 6.16. If weekly Open/Overdue status report is received, go to Step 6.18.
Processing of Action Closeout Requests and Extensions Requests		
6.16	EMR ADA	Reviews action closeout with Director to determine if action has been completed in accordance with Record of Decisions and Actions. Reviews extension request to determine if extension should be approved. Presents recommendation to ADA. Reviews EMR recommendation.
6.17	ADA	If request is approved, informs Code CIC. Go to Step 6.21. If request is not approved, provides reason for disapproval and expectations to EMR. Go to Step 6.17.1.
6.17.1	EMR	Provides direction to Actionee per ADA comments, including reason for denial from ADA. Communicates ADA direction to Actionee. Go to Step 6.21.
Processing of Weekly Open/Overdue Status Reports		
6.18	EMR, Director	Reviews status reports with Director. Determines if action will be completed in accordance with Record of Decisions and Actions and due dates in HATS. Identifies actions which require escalation to ADA.
6.19	EMR	If no escalation is required, process stops. If escalation is required, proceed to Step 6.20.
6.20	ADA, EMR	Meet to determine action required. ADA provides direction to EMR. EMR informs Actionee of ADA expectations and informs Director of status.
6.21	Director	Informs Code CIC of ADA direction to Actionee so that Code CIC can update the relevant HATS record to reflect changes in action status.

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7.0 Quality Records

<i>Record ID</i>	<i>Owner</i>	<i>Location</i>	<i>Record Media</i>	<i>NPG 1441.1 Schedule & Item Number</i>	<i>Retention/Disposition</i>
EMR Briefing	EMR	EMR files	Hard Copy	Schedule 1, Item 14.B.1	Permanent Retire to FRC when 2 years old. Transfer to NARA when 20 years old, whichever is sooner
Record of Decisions and Actions	EMR	EMR files	Hard Copy	Schedule 1, Item 14.B.1	Permanent Retire to FRC when 2 years old. Transfer to NARA when 20 years old, whichever is sooner