

II

TO: Officials In Charge of Headquarters Offices

FROM: B/Headquarters Quality Council Executive Secretary

SUBJECT: Headquarters Quality Council Meeting of December 20, 2001

The NASA Headquarters Quality Council met on December 20, 2001, from 9:30 – 11:30 a.m. in ACR-2. The list of attendees is included at Enclosure 1.

In accordance with the requirements of HQPC 1150.1, Headquarters Quality Council Charter, Mr. Mann provided a presentation (Enclosure 2) assessing the continuing suitability and effectiveness of the Headquarters Quality System. Along with Mr. Mann, Keith Hudkins, Deputy Chief Engineer, Matt Crouch and Richard Beck from the Office of the Chief Financial Officer presented the following points:

- 1) Internal and external audits continue to indicate no major problems with the HQ Quality System.
- 2) Results of the last internal audit revealed an opportunity to improve the management of Councils and Boards at Headquarters. A sub-team of the Quality Council will lead a process to assess the need for the existing Councils and Boards (Enclosure 3).
- 3) Although advantages exist for continuing the four crosscutting processes, the issue of their effectiveness requires a more thorough analysis. Code B will lead this assessment subject to the direction of the new Administrator.
- 4) Program Commitment Agreements (PCAs) were created as a contract between the Administrator and the cognizant Associate Administrator. However, the evolution of the document and concerns about timeliness create, an issue of the utility of this document for meeting internal customer needs. A further review of the PCA process by the Chief Engineers Office and the Enterprises is needed to address this and other related issues.
- 5) Customer feedback mechanisms and proposed performance standards for the Budgeting and Performance Planning/Reporting processes are fully defined and will be used to evaluate the strengths and weakness of the related products.
- 6) Action items from previous Headquarters Quality Council meetings are being managed well and are providing improvements to the Headquarters Quality System.
- 7) There are no resource issues at this time.
- 8) Activities for transitioning the Headquarters Quality System to the ISO 9001:2000 standard continue.

The enclosed briefing (Enclosure 2) provides the details of each of these points. Mr. Mann concluded that the current HQ Quality System is working well and the improved emphasis on the HQ products and business processes are indicators of our maturing Quality System. The following actions as a result of the meeting were identified (due dates are in bold font):

<u>Responsible Organization</u>	<u>Action</u>
All Councils and Boards Chairs	Conduct a self-assessment based on direction provided from the Quality Council sub-team. Provide results to sub-team chair by February 28, 2002.
Quality Council Sub-Team for Councils and Boards <ul style="list-style-type: none"> • R/Greg Reck (chair) • AE/Brian Keegan • F/Vicki Novak • J/Jeff Sutton • JI/M. Washington (Exec. Secretary) 	Review and analyze Councils and Boards inputs regarding their self-assessment, and provide a top down assessment of the utility of the current suite of Councils and Boards. In addition provide recommendations regarding policy for operational procedures for Councils and Boards. All conclusions to be presented at the Quality Council meeting scheduled for April 23, 2002. <ul style="list-style-type: none"> • Resultant policies to be incorporated in NPG 1000.3 para. 6.1.
Codes AE, M, R, S, U, Y	Code AE lead a review of the PCA process with the Enterprise codes and provide consensus recommendations on the PCA scope, length and approval process at the next Quality Council meeting scheduled for April 23, 2002.
Code B	Conduct a more thorough review of the effectiveness of the four crosscutting processes (pending direction from the Associate Deputy Administrator for Institutions) – February 20, 2002
Code I	Continue developing the Advisory Committee process and provide status at the next Quality Council meeting scheduled for April 23, 2002.
Code JI (ISO 9001 Program Office)	Continue to lead the transition activities in support of recertification May 31, 2002.

Additionally, it was agreed that the ISO 9001 Program Office will provide Code B with on-going process management expertise related to performance planning and budgeting for continued process improvements. The Quality Council, as part of its future responsibilities, will provide direction to Code B regarding multiple, sometimes conflicting inputs/feedback from customers for the Performance Plan and Budget.

The next regularly scheduled meeting of the Headquarters Quality Council is scheduled for April 23, 2002.

Marcietta S. Washington

Enclosure

Concurrence:

Michael B. Mann

HQ ISO 9001

Executive Management Representative

Date

Approval:

Michael Christensen

Associate Deputy Administrator for Institution

Date

Distribution:

AI/Dr. Mulville
AA/Mr. Stadd
AB/Mr. Christensen
AE/Mr. Keegan
AM/Dr. Williams
AO/Mr. Holcomb
AS/Dr. Olsen
B/Vacant
C/Mr. Sullivan (Acting)
E/Mr. Reese
F/Ms. Novak
G/Mr. Frankle
H/Mr. Luedtke
I/Mr. Schumacher
J/Mr. Sutton
K/Mr. Thomas
L/Mr. Bingham (Acting)
M/Mr. Gregory (Acting)
P/Mr. Mahone (Acting)
Q/Dr. Greenfield (Acting)
R/Mr. Venneri
S/Dr. Weiler
U/Dr. Olsen (Acting)
W/Ms. Gross
X/Mr. Saleeba
Y/Dr. Asrar

cc: (w/o encls)

AE/Mr. Hudkins
AM/Mr. Shepanek
AO/Mr. Radosevich
AS/Ms. Montrose
B/Mr. Crouch
B/Mr. Mann
BR/Mr. Beck
BR/Ms. Wirsing
CF/Mr. Clement
CIC/Ms. Grimes
EC/Mr. Starnes
F/Ms. Saric
GK/Ms. Drinkard
HC/Mr. Walker

JM/Dr. Tynan
K/Mr. Diamond
LB/Mr. Stehmer
MO/Mr. Capote
QS/Mr. Lyver
RS/Ms. Humphrey
SD/Mr. Albright
YB/Ms. Santa

I/Ms. Cline
JI/Mr. Holliday
JI/Ms. Washington

Headquarters Quality Council Attendees

December 20, 2001

<u>Name</u>	<u>Title/Organization</u>
Michael Christensen	Associate Deputy Administrator for Institutions Official-in-Charge, Headquarters ISO 9001 (Acting)
Brian Keegan	Chief Engineer
Lee Holcomb	Chief Information Officer
Mayra Montrose	Representing Kathie Olsen Chief Scientist
Michael Mann	Director of Integrated Financial Management Program Office of the Chief Financial Officer, and Headquarters ISO 9001 Executive Management Representative
Stephen Varholy	Chief Financial Officer (Acting)
Timothy Sullivan	Associate Administrator (Acting) Office of Headquarters Operations
James Starnes	Representing George Reese Associate Administrator Office of Equal Opportunity
Vicki Novak	Associate Administrator Office of Human Resources and Education
Robert Stephens	Deputy Associate Administrator Office of General Counsel
Lynn Cline	Deputy Associate Administrator Office of External Relations
Jeffrey Sutton	Associate Administrator

Office of Management Systems

Ralph Thomas	Associate Administrator Office of Small and Disadvantaged Business Utilization
Mary D. Kerwin	Deputy Associate Administrator Office of Legislative Affairs
Frederick Gregory	Associate Administrator (Acting) Office of Space Flight
Glenn Mahone	Associate Administrator (Acting) Office of Public Affairs
Thomas Whitmeyer	Representing Michael Greenfield Associate Administrator (Acting) Office of Safety and Mission Assurance
Jay Henn	Representing Sam Venneri Associate Administrator Office of Aerospace Technology
Kenneth Ledbetter	Representing Edward Weiler Associate Administrator Office of Space Science
Dave Saleeba	Director, Office of Security Management and Safeguards
Desiree Santa	Representing Ghassem Asrar Associate Administrator Office of Earth Science

Enclosure 1