

January 6, 2004

JI

TO: Distribution

FROM: JI/Headquarters Quality Council Executive Secretary

SUBJECT: Headquarters Quality Council Meeting

On November 5, 2003, the Headquarters Quality Council met, from 10 a.m. to 12:00 p.m., in ACR-2. The list of attendees is enclosed.

In accordance with the requirements of HQPC 1150.1, Headquarters Quality Council Charter, Michael Mann, provided a presentation assessing the continuing suitability and effectiveness of the HQ Quality Management System (QMS). The presentation included assessments of customer and product feedback from the September 15-19, 2003 internal audit. Copies of the presentation are located at <http://HQISO9000.hq.nasa.gov/project.htm>.

The following actions were identified as a result of the meeting:

1. The ISO 9001 Program Office will work with the Office of Headquarters Operations (Code C) to develop the process and content for training new Associate/Assistant Administrators, Center Directors, and senior Agency executives by **March 31, 2004**.
2. The Office of the Chief Financial Officer (Code B), will lead an effort with the Strategic Enterprises to develop the process for Enterprise inputs to the annual budget by **April 17, 2004**.
3. Each Code, the Chief Engineer, the Chief Health & Medical Officer (Code AM), the Chief Information Officer, the Chief Scientist, and the Chief Technologist provide to the ISO 9001 Program Office their customer interface/feedback process and performance measures, demonstrating the organization's effectiveness by **March 31, 2004**.

The following key points were made during the meeting:

1. The September 15-17, 2003 internal QMS audit, emphasized process performance measures. These measures were cited as a nonconformance in several Headquarters Codes during the May 2003 external surveillance audit. The audit yielded many

positive observations in the areas of Enterprise strategic planning, the Science procurement process, and the Functional Leadership Plans (FLP) usage. However, one nonconformance was issued in the area of FLP integrity and implementation resulting from: the Office of Public Affairs FLP being out of date and having no identified performance measures; no existence of an FLP in Code AM; no process existing for the re-approval of an FLP; and no defined guidance for the use of metrics data to evaluate FLP performance. This nonconformance was identified as systemic and was assigned to Code J for resolution.

2. At the time of the Quality Council meeting, National Quality Assurance USA, Inc. (NQA) was performing a surveillance audit (conducted November 4-6, 2003.) The audit focused on Headquarters documentation and quality records. Two Strategic Enterprises (Codes S & Y) and three functional offices (Codes K, Q and the Office of Legislative Affairs (Code L)) were audited. Open surveillance audit for non-conformances and observations were reviewed. The audit resulted in no non-conformances. These audit results will be reviewed at the next Quality Council meeting.
3. Codes B, L, N, R and U each provided a presentation on customer and product feedback processes and results. Based on the informative nature of these presentations, an action was given for all codes to provide their customer interface/feedback process and performance measures demonstrating the organization's effectiveness.
4. Following the Headquarters assessment, Jeffrey E. Sutton provided the status of the Agencywide Management Systems functional leadership activities. This was in continued support of the NASA Policy Directive (NPD) 1280.1, NASA Management Systems Policy. The key topics presented were the status of the Ames Research Center Management System implementation, the proposed Code J reorganization, and an informational overview of the Corrective Action Tracking System (CATS II).

The next meeting of the Headquarters Quality Council is scheduled for May 12, 2004, from 1 to 3 p.m., in ACR-2. Officials-In-Charge are reminded that the analysis of our customer and stakeholder inputs at Quality Council meetings will continue with emphasis on appropriate recommendations for improving customer satisfaction. The purpose of the analysis is for the Council to determine if corrective or preventive actions are necessary to address any issues.

The ISO 9001 Program Office will contact the appropriate codes to assist each office in developing the information before the May 12, 2004 meeting. Questions should be directed to me at 358-4427 or marcietta.s.washington@nasa.gov.

Marcietta S. Washington

Enclosure

Officials-in-Charge of Headquarters Offices:

AD/Mr. Gregory
AA/Mr. Schumacher
ADI/Mr. Jennings
ADT/Dr. Greenfield
AE/Mr. Bradley
AG/Mr. Ciganer
AL/Mr. Jezierski
AM/Dr. Williams
AO/Ms. Dunnington
AS/Dr. Grunsfeld
B/Ms. Brown
C/Mr. Frelk
E/Dr. Hayden-Watkins
F/Ms. Novak
G/Mr. Pastorek
H/Mr. Luedtke
I/Mr. O'Brien
J/Mr. Sutton
K/Mr. Thomas
L/Mr. Forsgren
M/Mr. Readdy
N/Dr. Loston
P/Mr. Mahone
Q/Mr. O'Connor
R/Dr. Lebacqz (Acting)
S/Dr. Weiler
U/Ms. Kicza
W/Mr. Cobb
X/Mr. Saleeba
Y/Dr. Asrar

A/Ms. Whewell
ADI/Ms. Soper
AE/Weinstein
AM/Dr. Shepanek
AO/Mr. Radosevich
AS/Ms. Montrose
B/Ms. Brown
BFZ/Mr. Denwiddie
BR/Dr. Beck
BR/Ms. Wirsing
BX/Mr. Comstock
BX/Mr. Schurr
CF/Mr. Clement
CIC/Ms. Grimes
E/Mr. Gonzales
EC/Mr. Starnes
F/Ms. Saric
HC/Ms. Guenther
HC/Mr. Walker
I/Ms. Geisz
J/Ms. Dominguez
JI/Ms. Bloxon
JI/Mr. Kovach
JI/Mr. Thomas
JI/Ms. Verbeck
JI/Ms. Washington
JM/Dr. Tynan
JM/Mr. Werner
K/Mr. Diamond
LB/Mr. Stehmer
M/Ms. Cline
M/Mr. Fishkind
N/Ms. Bray
QS/Mr. Lyver
RS/Ms. Humphrey
S/Dr. Allen
SD/Mr. Albright
U/Mr. Abreau
UM/Ms. Kreykenbohm
YB/Ms. Santa
X/Mr. Piasecky

AD/Mr. Gregory
AO/Ms. Dunnington
AS/Ms. Montrose
B/Mr. Blanchard
B/Mr. Schurr
B/Ms. Wirsing
C/Mr. Frelk
F/Ms. Novack
G/Mr. Mannix
H/Mr. Luedtke
IM/Ms. Jones
J/Mr. Sutton
K/Mr. Diamond
L/Mr. Stehmer
M/Mr. Cremins
M/Mr. Fishkind

P/Mr. Acosta
Q/Mr. Lloyd
R/Mr. Henn
R/Ms. Humphrey
S/Mr. Scolese

Y/Ms. Santa