

Program Commitment Agreement

NASA Registration to the United States Version of the International Organization for Standardization's 9000 Series Standard

(NASA ISO 9001 Registration)

Agreements:

none

It is the responsibility of each of the signing parties to notify the other in the event that a commitment cannot be met and to initiate then timely renegotiations of the terms of this agreement.

_____/s/ Frederick D. Gregory_____ 9 July 1999
Associate Administrator for Safety and Mission Assurance Date

_____/s/ Daniel S. Goldin_____ 9 July 1999
Administrator Date

PROGRAM COMMITMENT AGREEMENT

ISO 9001 Registration

PROGRAM OBJECTIVES:

On November 13, 1996, the NASA Administrator stated in a letter to Officials-in-Charge of Headquarters Offices, Directors of NASA Field Installations, and the Director of the Jet Propulsion Laboratory (JPL):

“We are leaders in the world of science and technology. We must also be leaders in the world of quality. To this end, I am requiring that the Agency be third-party certified in our key processes, by an internationally recognized registrar, to ISO 9001. This commitment applies to all Centers and Headquarters.”

The scope of ISO 9001 registration at each NASA site shall encompass the four crosscutting processes contained in the NASA Strategic Plan (NPD 1000.1) as “key processes” as well as the implementation of their associated NPDs as they are released.

PROGRAM OVERVIEW:

The achievement of ISO 9001 registration internationally demonstrates a commitment to management of quality in an organization’s products and processes. In early 1995, NASA began the process of seeking ISO 9001 registration. In December 1995, the NASA Management Instruction (NMI) 1270.3 was issued mandating that NASA installations begin the process of incorporating ISO 9001 Quality Management System (QMS) practices. In June 1998, NMI 1270.3 was updated and replaced with NASA Policy Document 8730.3. Also in late 1995, the White Sands Test Facility achieved registration to ISO 9001 as one of the first government facilities in the world to do so. Each Center, NASA Headquarters, and JPL is responsible for developing a ‘quality management system plan’ which identifies the “key processes” to be certified. These plans are to be approved by the Center Director, the Associate Deputy Administrator for the Headquarters plan, and the Director of JPL for the JPL plan.

PROGRAM AUTHORITY:

The NASA Administrator’s letter, as quoted above, is interpreted that all NASA Centers, Headquarters, and JPL will become registered to the United States version of the ISO 9001 Standard, ANSI/ASQ Q9001 - 1994. The responsibility for coordinating ISO 9001 registration across NASA is the Associate Administrator for Safety and Mission Assurance. Additionally, the responsibility for achieving each facility’s registration is the Center Directors, the Associate Deputy Administrator, and the Director of JPL, respectively.

TECHNICAL PERFORMANCE COMMITMENTS:

The NASA Administrator’s letter of November 13, 1996, states:

“The Marshall Space Flight Center, Johnson Space Center and Stennis Space Center should be certified no later than April 1998. The remaining NASA Centers and Headquarters should be certified no later than September 30, 1999.”

Registration to the appropriate ISO 9000 series standard will be achieved through the use of an internationally recognized third-party registrar auditing each NASA installation and then requesting registration from the United States' Registrar Accreditation Board (RAB) and the Netherlands' Dutch Council for Accreditation (RvA). To maintain registration, the registrar will conduct audits every 6 months and a Registration Extension Audit every 3 years.

SCHEDULE COMMITMENTS:

Currently, the following NASA installations have achieved registration to ISO 9001:

White Sands Test Facility	(Registration audit October 1995, Certificate January 1996 Registration Extension Audit completed October 1998)
Johnson Space Center	(Registration audit February 1998, Certificate May 1998)
Marshall Space Flight Center	(Registration audit March 1998, Certificate May 1998)
Kennedy Space Center	(Registration audit May 1998 including VAFB site Certificate August 1998)
Stennis Space Center	Registration audit February 1999, certificate April 1999

Currently, the following NASA installations have successfully completed the registration audit and are awaiting Certificate presentation:

Ames Research Center (ARC)	Aeronautics Test and Simulation complete May 1998 ARC/IV&V Fairmont, WV October 1998 Remainder of ARC registration audit completed in April 1999
Dryden Flight Research Center	Registration Audit completed in April 1999
Jet Propulsion Laboratory	Registration Audit completed in March 1999 (with Goldstone)
NASA Headquarters	Registration Audit completed in May 1999

Currently, the following schedule is for registration audits for the remaining NASA installations to successfully complete their registration audits by September 1999 per the referenced NASA Administrator's letter:

Glenn Research Center	September 1999
Goddard Space Flight Center	August 1999 (will include WFF)
Langley Research Center	August 1999

After successful completion of the Registration Audit, each NASA installation will undergo a periodic audit every 6 months to maintain registration and a Certificate Extension Audit every 3 years.

COST COMMITMENTS:

The following contract costs are associated with consultation support at the 9 NASA Field Centers, NASA Headquarters, JPL, JSC/WSTF and the ARC/IV&V facility. The costs are only those associated with contractual effort, and do not include civil service salaries, travel, facility, general & administrative costs, or other overhead costs associated with the effort as defined by the agency's full cost initiative policies..

Category (\$M)	FY 97	FY 98	FY 99	Totals thru FY-99	each FY beyond 99
Obtaining Registration	1.7	4.9	4.9	11.5	0
Maintaining Registration	0.1	0.2	1.0	1.3	1.3

Reviewed by the NASA Comptroller: _____

ACQUISITION STRATEGY:

Currently the following initiatives are underway for controlling the costs for ISO 9001 registration:

- 1) A common registrar company (DNV) is under contract for the registration of all NASA installations except for JSC and MSFC. JSC and MSFC began their registration preparations prior to the consolidated contract and the plan is to convert to the common registrar in '01.
- 2) Common training contractors, provided by NASA Headquarters Code Q with Code FT, are being used to maintain the number of internal auditors needed to maintain Registration.
- 3) NASA HQ is providing a forum for the Centers to exchange ideas and successes. This approach will foster sharing of registration experience data through workshops, training, and web sites.
- 4) Common access to ISO standards and related documentation was established for all NASA organizational entities.
- 5) The remaining services for consultant and local training are being procured directly by the Centers.

HIGH RISK AREAS:

none noted

INTERNAL NASA AGREEMENTS:

none

EXTERNAL AGREEMENTS:

none

INDEPENDENT EVALUATION:

Implementation of the ISO 9001 standard within NASA requires a great reliance on internal auditors to ensure continued compliance with the standard. These internal audits focus on the effectiveness of the Quality Management System and will be in addition to the third party auditors who will register NASA sites. It is the responsibility of the Center Director, Associate Deputy Administrator, and Director of JPL to ensure that the internal audit program is viable at their facilities.

TAILORING:

Each NASA Center has the authority to implement the appropriate United States' version of the ISO 9000 series requirements into their Center Quality Management System as best suits the Center's business practices as they support the NASA Strategic Plan's four crosscutting processes.

PCA ACTIVITIES LOG:

This is the initial issue of the ISO 9001 PCA. This PCA will be revalidated annually. This PCA will remain in force until all NASA Centers, NASA Headquarters, and JPL have achieved ISO 9001 Registration.