REVISION A

Manage NASA-wide ISO 9000 Lead Assessor/Auditor Training

Frederick D. Gregory
Associate Administrator for
Safety and Mission Assurance

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Date

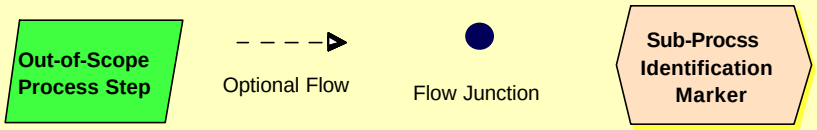
DOCUMENT HISTORY LOG

Status (Draft/ Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		January 13, 2000	
Revision	A	April 14, 2000	Editorial corrections to Section 2, steps 6.04, 6.05 and 6.06. Modified the Section 5 flowchart and added new reference 4.1 and steps (new #) 6.07, and 6.08.

HOWI Author: QS/John Lyver

OSMA Staff Member Responsible for this HOWI: QS/Jim Lloyd

OSMA Flowcharting Symbology Used which is in addition to the symbology defined in HCP 1400-1: Document and Data Control



Note: For All OSMA intermediate and final outputs: page numbers, the date, and document owner will be marked on the document.

1. Purpose

The purpose of this Office of Safety and Mission Assurance (OSMA) Headquarters Office Work Instruction (HOWI) is to document the process for the management of NASA-wide ISO 9000 Lead Assessor/Auditor Training. This OSMA HOWI provides the flowchart, form to be used and the rules for using the form for task initiation. Additionally, this OSMA HOWI specifies the Quality Records associated with this process.

2. Scope and Applicability

This OSMA HOWI is applicable to the NASA ISO 9000 Integration Manager who is the course sponsor, technical point of Contact and student quota controller.

3. Definitions

3.1. 9000IM: NASA's ISO 9000 Integration Manager

3.2. Code FT: NASA Headquarters Agency Training Division

3.3. International Registry of Certificated Auditors (IRCA): The IRCA maintains the review/oversight/control of the curriculum and accreditation of ISO 9000 training.

3.4. NASA Headquarters Code FT: NASA Headquarters Training and Development Division (Agency-level training).

3.5. NASA ISO 9000 Integration Manager (9000IM): The OSMA Staff Member who coordinates the integration of ISO 9000 within NASA.

3.6. NASA Site for On-Line Learning and Resources / Professional Development Initiative (SOLAR/PDI): The NASA web-based training site.

3.7. SOW: Statement of Work

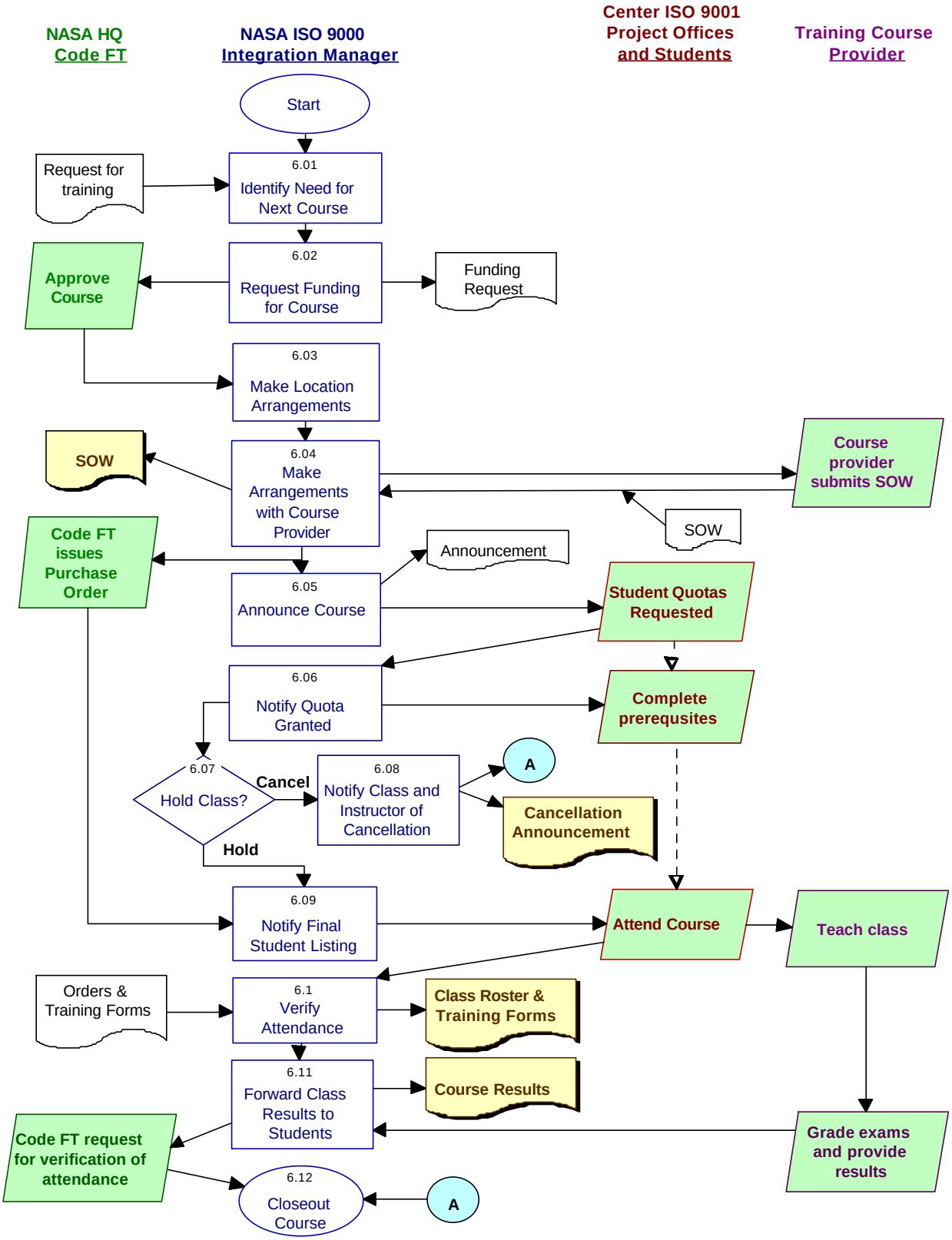
3.8. Student Quota Control: The NASA employee who is responsible for assigning seats in the class to prospective students.

4. Reference Documents

The documents listed in this section are used as reference materials for performing the processes covered by the Quality Management System (QMS). Since all NASA Headquarters Level 1 (QMS Manual) and level 2 (Headquarters Common Processes) documents are applicable to the QMS, they need not be listed in this Section unless specifically referenced in this OSMA HOWI.

4.1. NASA HQ Form 228: NHQ-228: HQ No cost Training Form

5. Flowchart


NASA HQ Code FT
NASA ISO 9000 Integration Manager
Center ISO 9001 Project Offices and Students
Training Course Provider
Start
Request for training
6.01 Identify Need for Next Course
Approve Course
6.02 Request Funding for Course
Funding Request
6.03 Make Location Arrangements
SOW
6.04 Make Arrangements with Course Provider
Course provider submits SOW
SOW
Code FT issues Purchase Order
Announcement
6.05 Announce Course
Student Quotas Requested
6.06 Notify Quota Granted
Complete prerequsites
6.07 Hold Class?
Cancel
6.08 Notify Class and Instructor of Cancellation
A
Cancellation Announcement
Hold
6.09 Notify Final Student Listing
Attend Course
Teach class
Orders & Training Forms
6.1 Verify Attendance
Class Roster & Training Forms
6.11 Forward Class Results to Students
Course Results
Code FT request for verification of attendance
Grade exams and provide results
6.12 Closeout Course
A

6. Procedure

As of the end of 1999, the ISO 9000 Lead Assessor/Auditor Course is offered approximately five times per year. In 1998 the 9000IM offered an ISO 9000 Internal Auditor course. This course was canceled after three offerings. Normally, this course has been offered at the Ramada Inn, Hagerstown, MD, where NASA has a special training contract for facility use.

6.01 9000IM Identify Need for Next Course:

The NASA ISO 9000 Integration Manager (9000IM) regularly reviews the training needs of the NASA Centers. This review is done via the semi-annual meeting of the Center ISO 9001 Coordinators or via E-mail or telecoms. The courses are offered approximately quarterly.

6.02 9000IM Request Funding for Course:

Notifies NASA HQ Code FT of the need for a training course and requests funding for the course. This request can be done via the annual budget request with other OSMA Agency-Level training requests or via additional request direct to NASA HQ Code FT.

NASA HQs Code FT will review the need for an additional course and the budget for the course.

6.03 9000IM Make Location Arrangements:

The 9000IM will contact the Center/hotel where the course will be held and makes macro-level arrangements for group food and lodging for the students. Macro-level arrangements include group reservation at the hotel and for a training room. The dates for the course are provided to NASA HQ Code FT after the Arrangements are made with the Course Provider.

6.04 9000IM Make Arrangements with Course Provider:

The 9000IM contacts course provider(s) to arrange for a provider to offer the course for the dates requested. After a course provider has submitted an acceptable SOW, it is forwarded to Code FT for processing. The SOW must contain a brief statement of the course to be provided, number of students permitted in the course, IRCA compliance, location of course, certificates for course completion sent to 9000IM, total cost of course (includes all instructor and materials fees), credit card availability and Point of Contact for billing.

After the 9000IM receives the SOW, it is forwarded to Code FT for processing and issuing of a purchase order or other procurement documents so that the provider can offer the course.

NASA HQ Code FT will issue a purchase order for the hotel arrangements and the Course Provider. The 9000IM will work with the Code FT to ensure the arrangements are complete and accurate.

6.05 9000IM Announce Course:

The 9000IM announces that a new course has been added. Means of advertising may include: E-mail to the Center ISO 9001 Project Offices, NASA HQ "Heads Up" newsletter and adding the course to the NASA ISO 9000 web page. The NASA ISO 9000 webpage for training can be found at: http://iso9000.nasa.gov/training.htm

Quotas for seats in upcoming NASA-wide ISO 9000 courses can be requested either by the Center ISO 9001 Project Office or directly by the student. The request can be made via phone, fax, E-Mail or inter-Center mail to the 9000IM (vice Center Training Contacts). Additionally, there is an electronic request form on the training webpage to request a quota via the internet. (See above web site)

6.06 9000IM Notify Quota Granted:

The 9000IM notifies the student and the Center ISO 9001 Point of Contact that the student has received a quota for the course. The 9000IM also notifies the student of the prerequisite work.

On the webpage http://www.hq.nasa.gov/iso/leadaud.htm students will find a listing of the prerequisite assignments to be completed prior to attending the course. It is the student's responsibility to obtain NASA Site for On-Line Learning and Resources / Professional Development Initiative (SOLAR/PDI) access and complete the course.

6.07 9000IM Hold Class?

If the number of students is less than the minimum required by NASA HQ Code FT to hold the class then the class is cancelled. Additionally, if the Instructor or the training site are unable to support the class then the class may be cancelled at the discretion of the 9000IM.

6.08 9000IM Notify Class and Instructor of Cancellation:

All registered students, the NASA Center ISO 9000 representatives, the instructors and NASA HQ Code FT are notified of the class cancellation via e-mail or other method deemed effective for the specific personnel involved. (i.e.; the Ramada Inn Hagerstown must be told via telephone and fax.)

6.09 9000IM Notify Final Student Listing:

Approximately two weeks before the class, the 9000IM will notify the students, the Center ISO 9001 project offices, the hotel and the instructor(s) of the student roster via E-mail. Students will be asked to verify the listing. Prior to the start of the class, the prospective student list will be updated and a final sent to the students and the Center ISO 9001 Project Offices via E-mail.

During the first day of the class, each student will provide a copy of their Travel Orders and their training authorization form to the 9000IM (or his representative). Students can use the local forms for orders and training. The NASA HQ electronic forms library or the NASA ISO 9000 Webpage http://www.hq.nasa.gov/iso/training.htm provides the NASA HQ No Cost Training form (NHQ 228).

Class is presented per the International Registry of Certificated Auditors (IRCA) guidelines.

6.10 9000IM Verify Attendance:

The 9000IM will verify that all registered students have arrived and that their full name and organization is recorded. The Final Roster is a Quality Record for that class.

The Instructor will provide an IRCA certified exam at the end of the course. The exams and Class participation will be graded and a Pass/Fail grade will be assigned. The grades and attendance/graduation certificates will be provided to the 9000IM.

6.11 9000IM Forward Class Results to the Students:

The 9000IM will ensure that each student is notified of passing/failing the course. Certificates will be forwarded as appropriate. The course results comprise a Quality Record for that class.

Code FT requests that the 9000IM verify the attendance so the purchase order(s) can be paid/completed/closed.

6.12 9000IM Closeout Course:

When all records have been updated, the course file is closed.

7. Quality Records

Record ID	Owner	Location	Media Electronic /hardcopy	Schedule Number & Item Number	Retention & Disposition
Statement of Work	9000IM	9000IM Files	Hardcopy	Schedule: 3 Item: 33.C.1	Keep 5 years after course then destroy
Cancellation Anouncement	9000IM	9000IM Files	Hardcopy	Schedule: 3 Item: 33.C.1	Keep 5 years after course then destroy
Class Roster and Training Forms	9000IM	9000IM Files	Hardcopy	Schedule: 3 Item: 33.C.1	Keep 5 years after course then destroy
Course Results	9000IM	9000IM Files	Hardcopy	Schedule: 3 Item: 33.C.1	Keep 5 years after course then destroy

Appendix A: Training Course Target Schedule

Course - 6 months:	Identify need (6.01)
Course - 2 months:	Advertise course and make arrangements (6.03 - 6.05)
Course – 2 weeks:	Go/No-Go decision (6.07)
Course - 1 week:	Finalize Student Listing (6.09)
Course:	Conduct Course (6.10)
Course + 12 weeks:	Get Course results from provider and closeout (6.12)