



Centerwide System Level Procedure

ISO 9001 - Ames Research Center

Document #:

53.ARC.0001

Rev.:

8

Title:

Management Responsibility and Authority

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REVISION HISTORY

REV	Description of Change	Author	Effective Date
0	Initial Release	M. Walsh	4/20/98
1	Corrected grammar, moved chairing of quality management review, revised agenda. (See DCR 98-003)	R. Serrano	7/17/98
2	Clarifications based on 7/98 DNV Audit and 6/98 Internal Audit (See DCR 007). Major rewrite.	M. Hines	9/2/98
3	Clarifications based on 11/98 DNV Audit (DCR 98-055)	R. Serrano	12/18/98
4	Clarifications based on 4/99 DNV Audit. Quality Records matrix deleted from Section 8 (DCR 99-028)	W. Berry	8/19/99
5	Changed Quality Management Reviews to twice a year instead of quarterly (DCR 00-004)	J. Mills	2/15/00
6	Change Code S name	R Chase	3/7/00
7	Change Code A and Code I name (DCR 00-018)	J. Weller	5/31/00
8	Change to address NQA findings to clarify agenda topics for Quality Management Review, CAR ARC-00916, (DCR 01-006)	J. Weller	9/6/01

REFERENCE DOCUMENTS

Document Number	Document Title
53.ARC.0000	Ames Research Center Quality Manual, Sections 2.0 and 4.1
53.ARC.0016	Quality Records

Documents referenced in this procedure are applicable to the extent specified herein.

1. Purpose

The purpose of this procedure is to implement the Ames Research Center (ARC) Quality Manual and to define management responsibility and authority for implementation of the Quality System.

2. Scope



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This procedure applies to all management responsible for development, implementation, and maintenance of the Quality System.

3. Definitions and Acronyms

- | | | |
|-----|---------------------|---|
| 3.1 | Quality Planning | Activities that establish the objectives and requirements for quality and for the application of Quality System elements |
| 3.2 | Quality Policy | Overall intentions and directions of ARC with regard to quality as formally expressed by executive management |
| 3.3 | Quality System | ARC organizational structure, procedures, processes, and resources needed to implement quality management |
| 3.4 | Responsible Manager | Person having the responsibility and authority to accomplish/implement a specific activity or process (includes organizational line managers, project managers, etc.) |

4. Flowchart

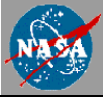
There is no flowchart required for this document.

5. Responsibilities

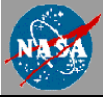
Refer to the Procedure section of this document.

6. Procedure

- 6.1. The **Center Director** shall:
 - 6.1.1. Define the ARC Quality Policy.
 - 6.1.1.1. Review the ARC Quality Policy whenever there is a significant change in ARC quality objectives, organizational goals, or customer needs and expectations. The ARC Quality Policy shall be revised when necessary, based on the review.
 - 6.1.1.2. Ensure that the ARC Quality Policy is communicated to and understood by ARC management and staff.
 - 6.1.2. Appoint a member of the ARC executive management team to act as the Quality System Management Representative.
- 6.2. The **Quality System Management Representative** shall:

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- 6.2.1. Document and maintain the ARC Quality Policy.
- 6.2.2. Ensure that the Quality System is established, implemented, and maintained in accordance with the ARC Quality Manual.
- 6.2.3. Coordinate and chair the Quality Management Review meetings to determine if the performance of the Quality System is suitable, **adequate** and effective in meeting the goals, and objectives of the ARC Quality Policy and the Quality System.
 - 6.2.3.1. Quality Management Review meetings shall be held twice a year and shall include the following attendance of the Ames Management Council Quorum members or their designees:
 - ? Center Director or Center Deputy Director
 - ? Associate Director for Aerospace Programs
 - ? Director of Aerospace
 - ? Director of Center Operations
 - ? Director of Information Sciences and Technology
 - ? Director of Research and Development Services
 - ? Director of Safety, Environmental, and Mission Assurance
 - ? Director of Astrobiology and Space Research
 - 6.2.3.2. Quality Management Review meeting agendas shall include **reports in the following areas by the Quality Management Program Office and Directorates:**
 - ? Open action items from previous Quality Management Review meetings
 - ? **Changes that could affect the quality system, including strategic, financial, partnership and regulatory changes**
 - ? **Review of Quality Management System data in accordance with the Metrics section of this procedure**
 - ? **Opportunities for improvement**
 - ? Discussion on the suitability, **adequacy** and effectiveness of the ARC Quality Management System in meeting the Quality Policy and its objectives
- 6.2.4. Ensure minutes of the Quality Management Review meetings are

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prepared and distributed and that the status of assigned action items is tracked. Quality Management Review meeting minutes are to be controlled in accordance with the Quality Records section of this document.

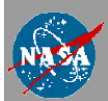
- 6.2.5. Act as the ARC interface with external customer and third-party organizations interested in the operation of the Quality System.
- 6.2.6. Coordinate improvements of the Quality System to achieve strategic objectives.

6.3. Responsible Managers shall:

- 6.3.1. Ensure that managers of each program, project, product, or contract undertake quality planning in accordance with the ARC Quality Manual and implementing documents.
- 6.3.2. Ensure documented procedures define the responsibility, provide the necessary authority, and describe the relationship of all personnel who manage, perform, or verify work that affects quality.

Define the authority and provide for the organizational freedom of those personnel whose assigned responsibilities include the following:

- ? Identification and recording of process, product, or Quality System problems
 - ? Development of solutions to such process, product, or Quality System problems
 - ? Implementation of corrective or preventive actions to preclude recurrence of process, product, or Quality System nonconformances
 - ? Verification of the effective implementation of corrective or preventive actions
 - ? Control of nonconforming product
- 6.3.3. Ensure all work governed by the Quality System is conducted in accordance with documented policies, plans, procedures, and work instructions.
 - 6.3.4. Ensure action items resulting from management's review of Quality System performance are implemented within established time frames.
 - 6.3.5. Identify resource requirements and provide adequate resources, including the assignment of trained personnel to manage, perform, verify, and internally audit work that affects the quality of the final product.



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7. Metrics

To assess quality system suitability, adequacy and effectiveness, the patterns and trends in appropriate data sources shall be evaluated, including:

- ? Results of audits, including internal, customer and registrar audits
- ? Customer satisfaction, including complaints
- ? Status of corrective and preventive actions
- ? Metrics identified in other System Level Procedures

8. Quality Records

The following Quality Record shall be generated and managed in accordance with 53.ARC.0016.

Required Record	Custodian
Minutes of Quality Management Review meetings	Quality System Management Representative

9. Forms

There are no forms required for this document.