

UNDERSTANDING ISO

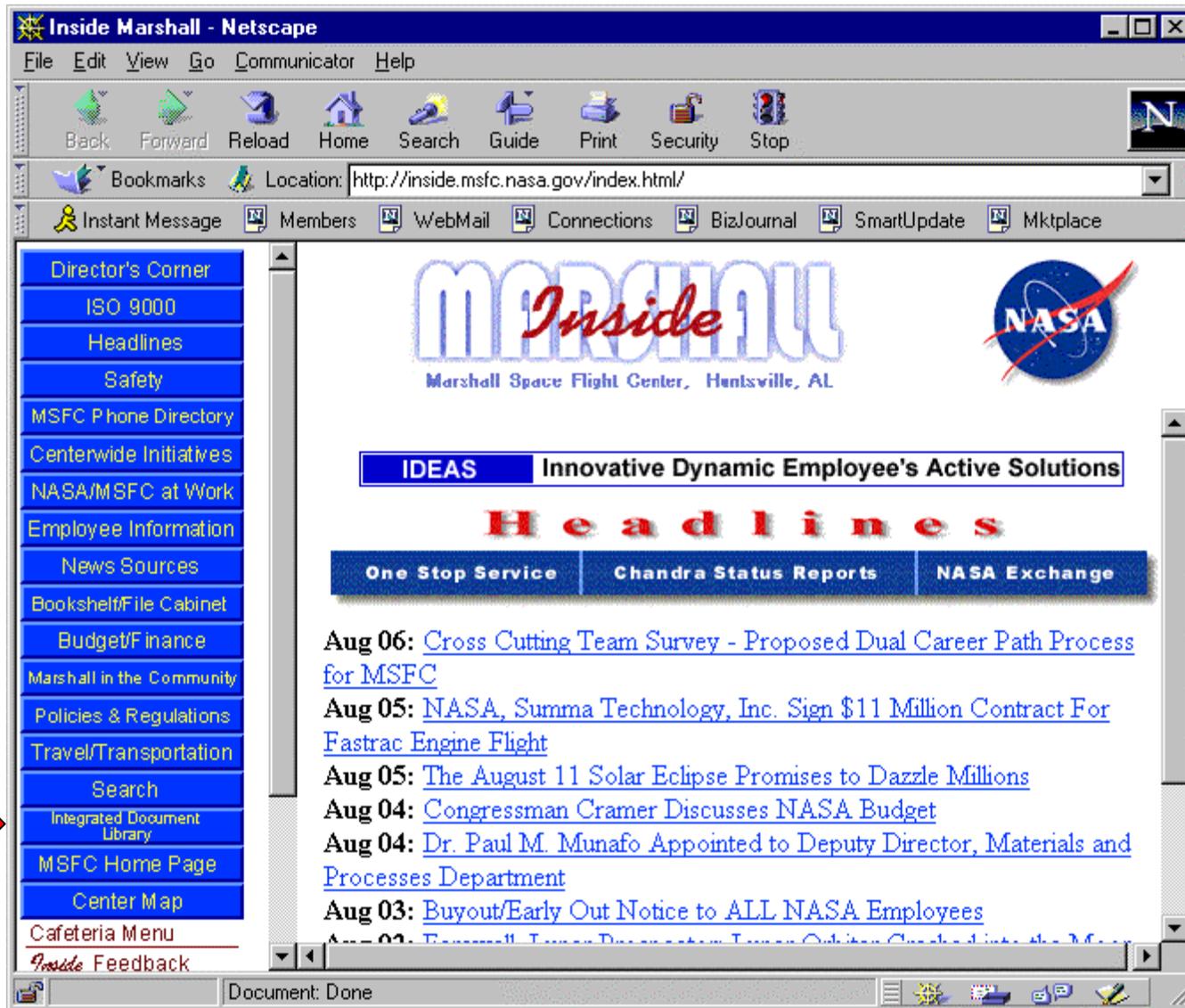
IN THE

SCIENCE DIRECTORATE

20 PICTURES
TO PASSING THE AUDIT DEMONSTRATION SEGMENT

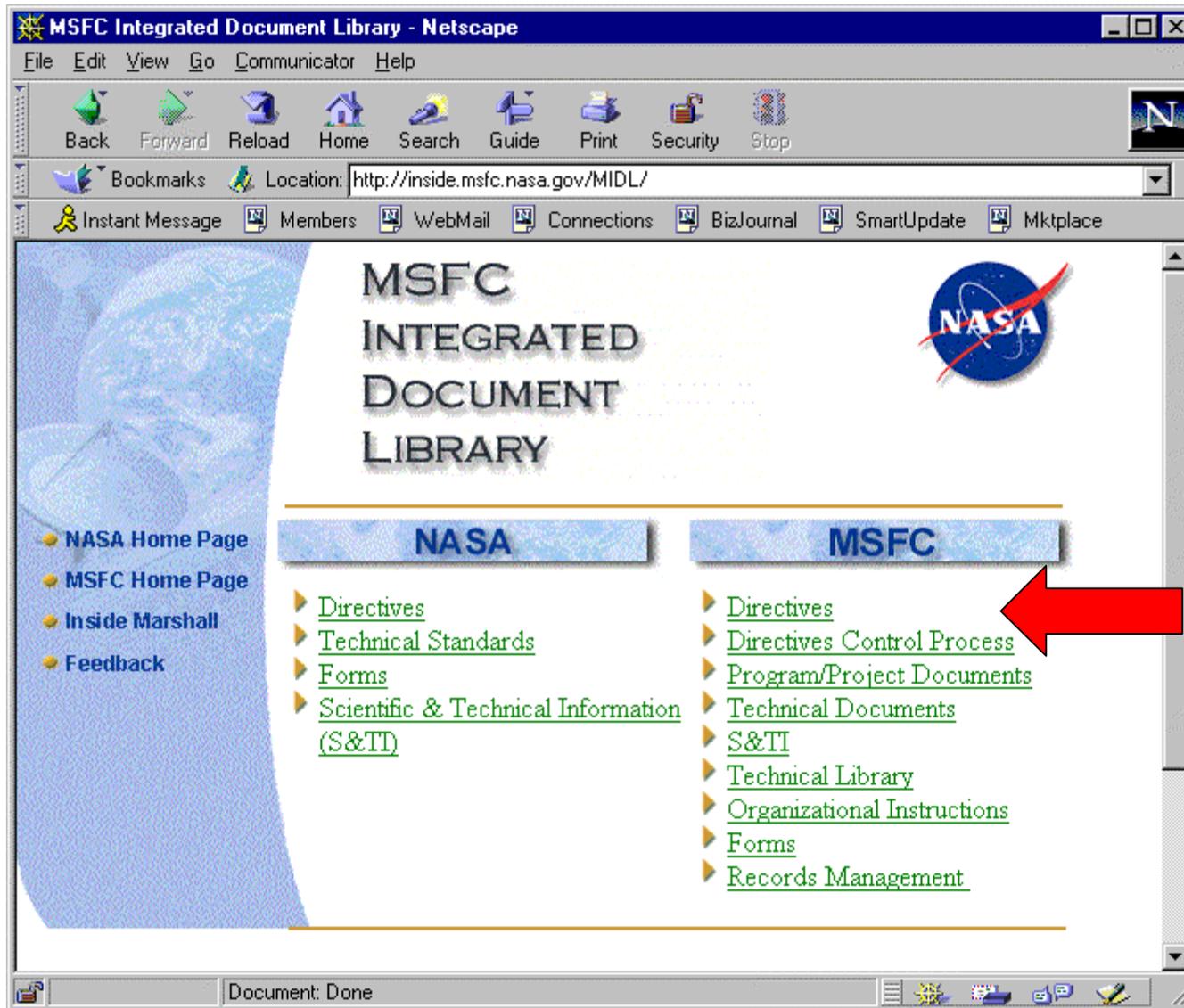
Don Thurman
August, 1999

Starting with INSIDE MARSHALL



Select the Integrated Document Library

The "MIDL" Page



Select "Directives" under MSFC

MSFC Management Directives Master List

MSFC Management Directives Master List

Current as of: 8-6-1999

[QMS Document-to-Directives Cross Reference](#)

The server will be taken offline on Friday, August 6, 1999 at 4:00 p.m. for routine software upgrades. This downtime should last approximately 4 hours.

Sorted by:	Document No.	Type	ISO Element	Responsible Office	Search	Cancellation List
	Document No. (link to document)	Type	ISO Element	Effective Date	Title	Responsible Office (link to details)
	1040.3	MPD	--	04/07/1998	MSFC Emergency Program	AD01
	1040.3G	MPG	--	06/09/1999	MSFC Emergency Plan	AA01
	1050.1	MPD	?	05/14/1999	Contract (Customer Agreement)	CC01

Document: Done

The "Sorted by:" Bar

MSFC Directives List sorted by Document Number - Netscape

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Bookmarks Location: <http://starbase.msfc.nasa.gov/directives/directives.htm>

Instant Message Members WebMail Connections BizJournal SmartUpdate Mktplace

MSFC Management Directives Master List

Current as of: 8-6-1999

[QMS Document-to-Directives Cross Reference](#)

The server will be taken offline on Friday, August 6, 1999 at 4:00 p.m. for routine software upgrades. This downtime should last approximately 4 hours.

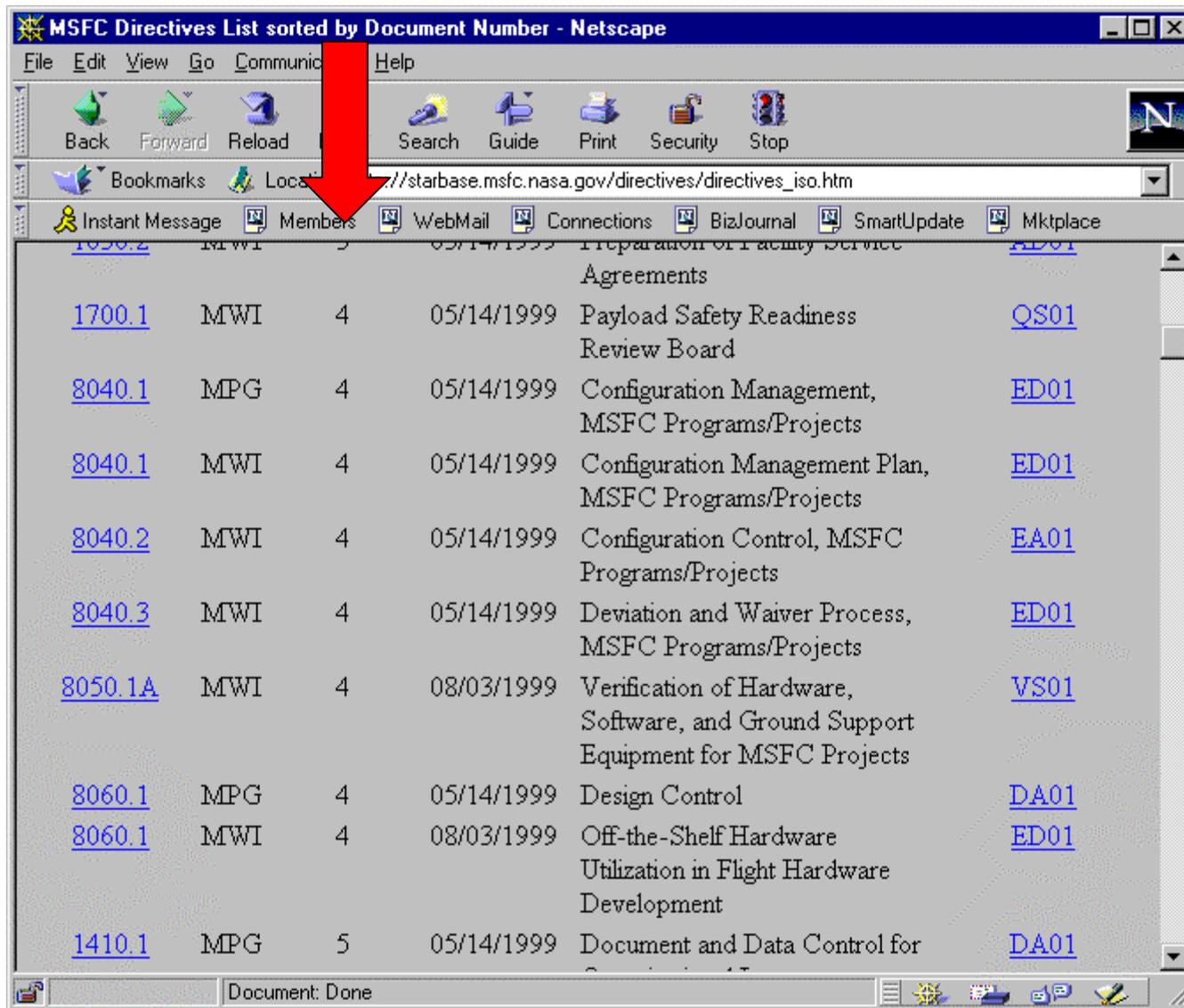
Sorted by: Document No. [Type](#) [Responsible Office](#) [ISO Element](#) [Search](#) [Cancellation List](#)

Document No. (link to document)	Type	ISO Element	Effective Date	Title	Responsible Office (link to details)
1040.3	MPD	--	04/07/1998	MSFC Emergency Program	AD01
1040.3G	MPG	--	06/09/1999	MSFC Emergency Plan	AA01
1050.1	MPD	2	05/14/1999	Contract (Customer Agreement)	CO01

Document: Done

Sort by ISO Element

What Documentation Covers “Design Control”?



The screenshot shows a Netscape browser window titled "MSFC Directives List sorted by Document Number - Netscape". The address bar displays the URL: http://starbase.msfc.nasa.gov/directives/directives_iso.htm. The main content area contains a table of directives. A red arrow points to the number '4' in the fourth column of the row corresponding to document number 8060.1.

Document Number	Category	Count	Date	Description	Reference
1050.2	MWI	5	05/14/1999	Preparation of Facility Service Agreements	MS01
1700.1	MWI	4	05/14/1999	Payload Safety Readiness Review Board	QS01
8040.1	MPG	4	05/14/1999	Configuration Management, MSFC Programs/Projects	ED01
8040.1	MWI	4	05/14/1999	Configuration Management Plan, MSFC Programs/Projects	ED01
8040.2	MWI	4	05/14/1999	Configuration Control, MSFC Programs/Projects	EA01
8040.3	MWI	4	05/14/1999	Deviation and Waiver Process, MSFC Programs/Projects	ED01
8050.1A	MWI	4	08/03/1999	Verification of Hardware, Software, and Ground Support Equipment for MSFC Projects	VS01
8060.1	MPG	4	05/14/1999	Design Control	DA01
8060.1	MWI	4	08/03/1999	Off-the-Shelf Hardware Utilization in Flight Hardware Development	ED01
1410.1	MPG	5	05/14/1999	Document and Data Control for	DA01

That's Element 4. Scroll down to the 4s.

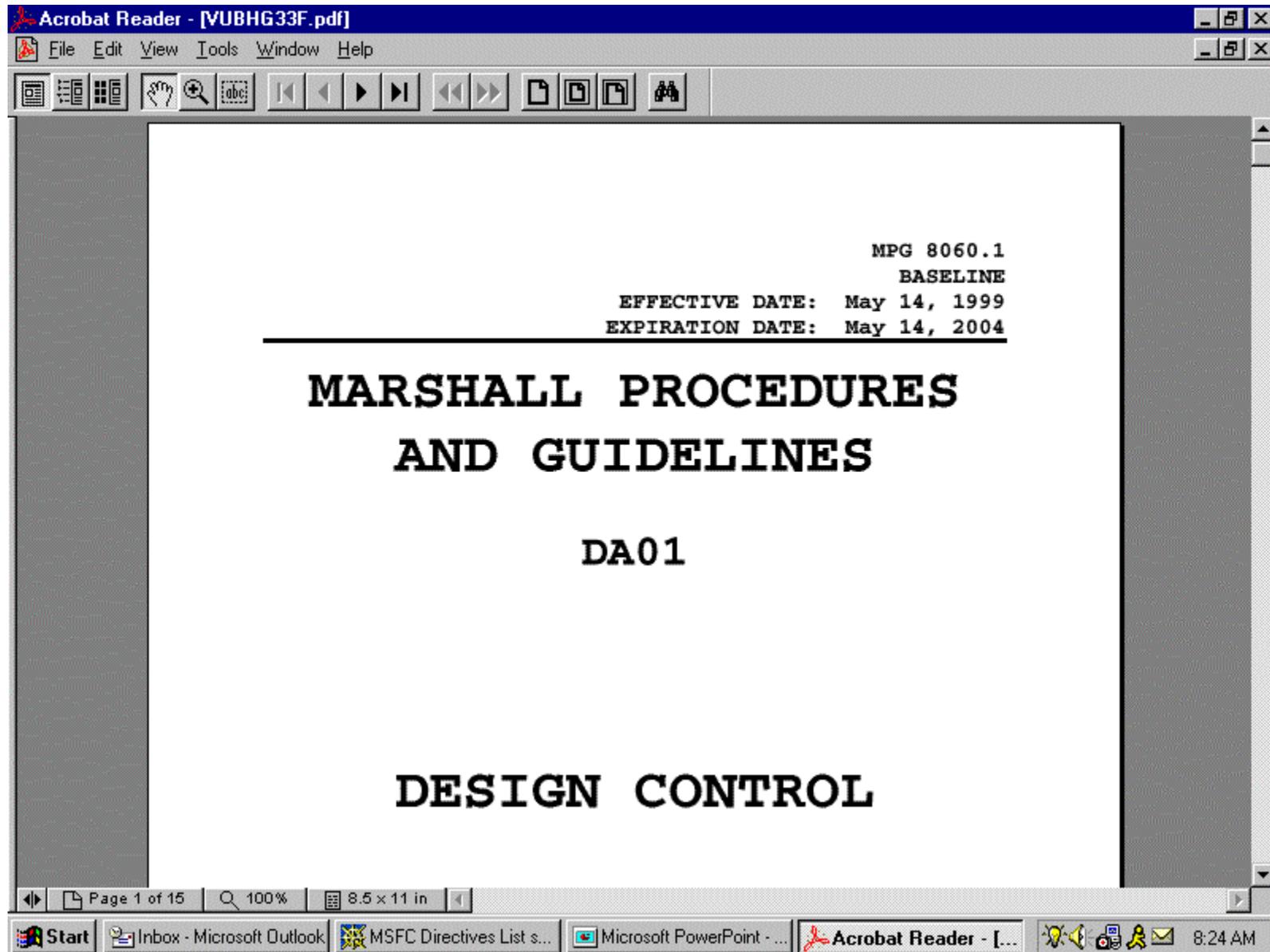
Spot the document you need

The screenshot shows a Netscape browser window titled "MSFC Directives List sorted by Document Number - Netscape". The address bar shows the URL "http://starbase.msfc.nasa.gov/directives/directives_iso.htm". The main content area displays a table of directives. A red arrow points to the document number "8060.1" in the second column of the table.

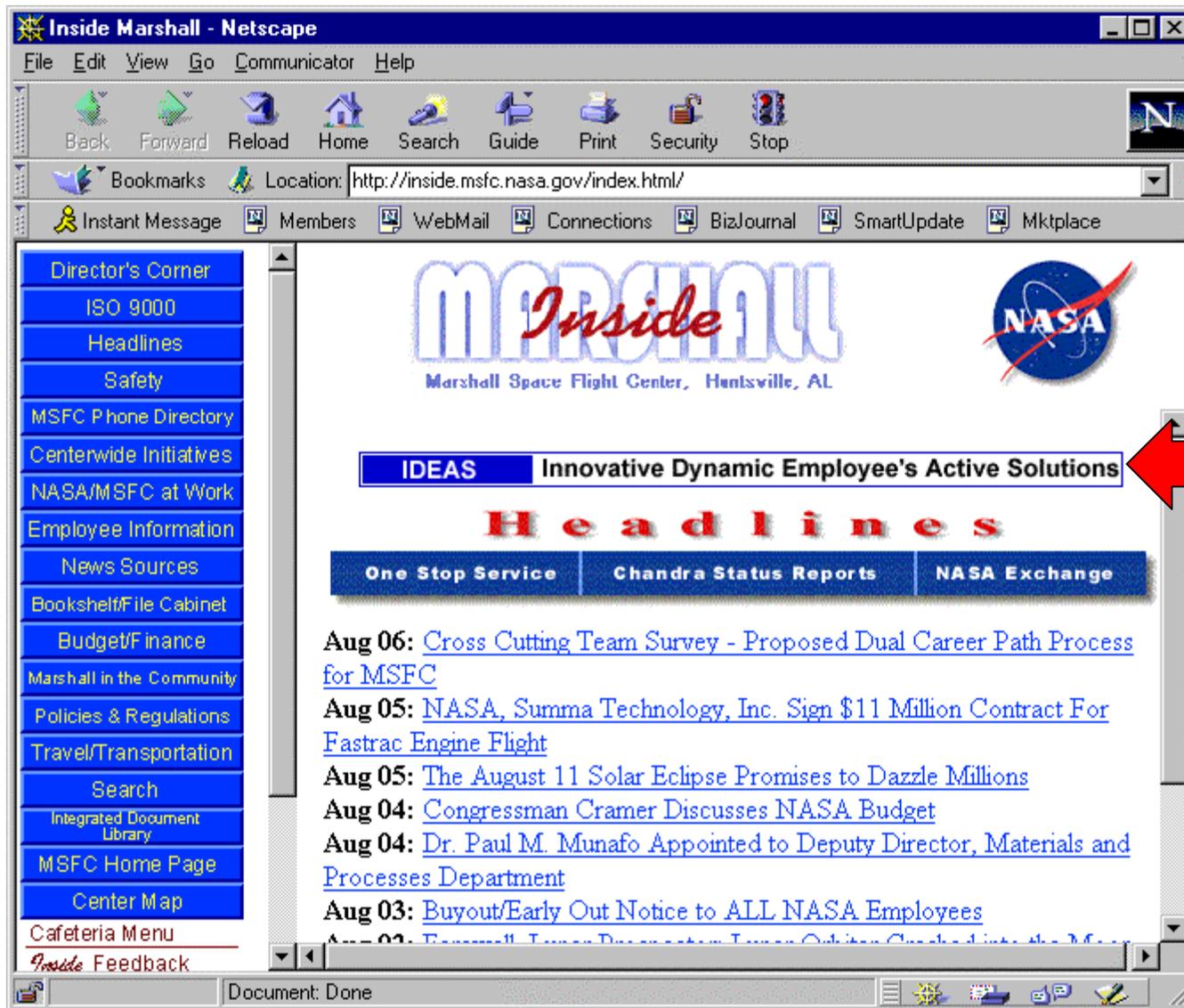
Document Number	Category	Count	Date	Description	Link
1050.2	MWI	3	05/14/1999	Preparation of Facility Service Agreements	AS01
1700.1	MWI	4	05/14/1999	Payload Safety Readiness Review Board	QS01
8040.1	MPG	4	05/14/1999	Configuration Management, MSFC Programs/Projects	ED01
8040.1	MWI	4	05/14/1999	Configuration Management Plan, MSFC Programs/Projects	ED01
8040.2	MWI	4	05/14/1999	Configuration Control, MSFC Programs/Projects	EA01
8040.3	MWI	4	05/14/1999	Deviation and Waiver Process, MSFC Programs/Projects	ED01
8050.1A	MWI	4	08/03/1999	Verification of Hardware, Software, and Ground Support Equipment for MSFC Projects	VS01
8060.1	MPG	4	05/14/1999	Design Control	DA01
8060.1	MWI	4	08/03/1999	Off-the-Shelf Hardware Utilization in Flight Hardware Development	ED01
1410.1	MPG	5	05/14/1999	Document and Data Control for	DA01

Click on its Number

Voila!



Reporting a System Deficiency



Click on the Rotating Bar

Is it Safety related or Quality System related?

The screenshot shows a Netscape browser window titled "Inside Marshall - Netscape". The address bar displays "http://inside.msfc.nasa.gov/index.html/". The page content includes a navigation menu on the left with items like "Director's Corner", "ISO 9000", "Headlines", "Safety", "MSFC Phone Directory", "Centerwide Initiatives", "NASA/MSFC at Work", "Employee Information", "News Sources", "Bookshelf/File Cabinet", "Budget/Finance", "Marshall in the Community", "Policies & Regulations", "Travel/Transportation", "Search", "Integrated Document Library", "MSFC Home Page", "Center Map", "Cafeteria Menu", and "Inside Feedback". The main content area features the "MARSHALL Inside" logo and the NASA logo. Below the logo is the text "Marshall Space Flight Center, Huntsville, AL". A large red text "Hot Topics!" is centered on the page. Below it is a list of links: "IDEAS (Innovative Dynamic Employee's Active Solutions)", "SCRS (Safety Concerns Reporting System)", "CAS (MSFC Corrective Action System)", "QSDN (Quality System Deficiency Notice System)", and "QUALCOMM (Quality Comment System)". A red arrow points to the "QSDN (Quality System Deficiency Notice System)" link. At the bottom of the page, there is a box with the following information: "Owner: Internal Relations & Communications Office", "Curator: Rick Serwedi", and "Web Services by: IDST (Internet Delivery Services Team) - CSC". The browser's status bar shows "http://msfcsma1.msfc.nasa.gov/dbwebs/apps/qsdn/". The Windows taskbar at the bottom shows the Start button, "Inbox - Microsoft Outlook", "Inside Marshall - Nets...", "Microsoft PowerPoint - [8-9...", and the system tray with the time "8:15 AM".

Director's Corner
ISO 9000
Headlines
Safety
MSFC Phone Directory
Centerwide Initiatives
NASA/MSFC at Work
Employee Information
News Sources
Bookshelf/File Cabinet
Budget/Finance
Marshall in the Community
Policies & Regulations
Travel/Transportation
Search
Integrated Document Library
MSFC Home Page
Center Map
Cafeteria Menu
Inside Feedback

Hot Topics!

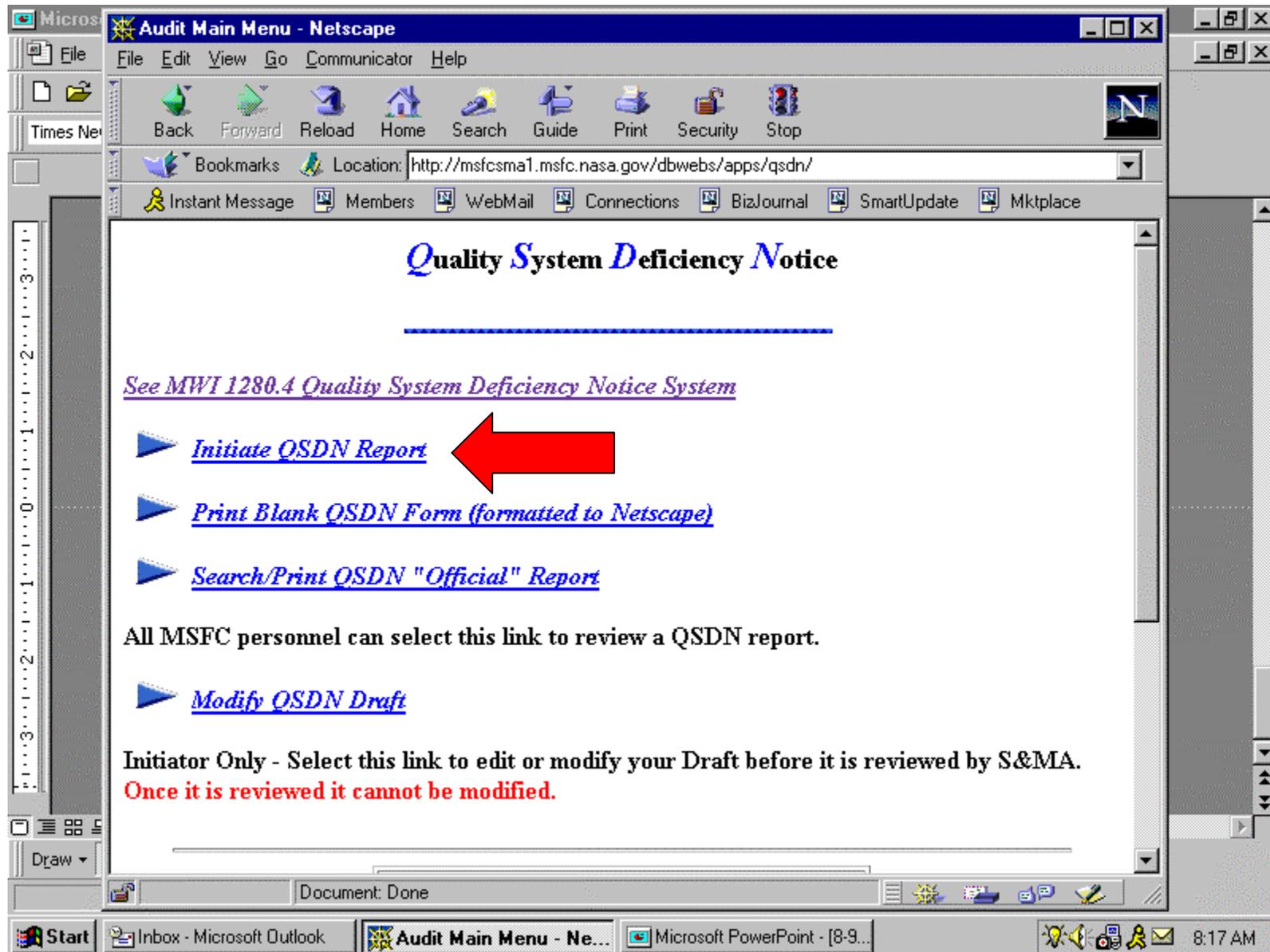
- [IDEAS \(Innovative Dynamic Employee's Active Solutions\)](#)
- [SCRS \(Safety Concerns Reporting System\)](#)
- [CAS \(MSFC Corrective Action System\)](#)
- [QSDN \(Quality System Deficiency Notice System\)](#)
- [QUALCOMM \(Quality Comment System\)](#)

Owner: Internal Relations & Communications Office
Curator: [Rick Serwedi](#)
Web Services by: [IDST \(Internet Delivery Services Team\)](#) - CSC

http://msfcsma1.msfc.nasa.gov/dbwebs/apps/qsdn/

Let's pick Quality

Initiate a Report



Click to bring up a blank form

Finding SD's OWIs

The screenshot shows a Netscape browser window titled "MSFC Integrated Document Library - Netscape". The address bar displays "http://inside.msfc.nasa.gov/MIDL/". The main content area features the NASA logo and the text "MSFC INTEGRATED DOCUMENT LIBRARY". Below this, there are two columns of links under "NASA" and "MSFC" headers. A red arrow points to the "Organizational Instructions" link in the MSFC column.

MSFC INTEGRATED DOCUMENT LIBRARY

NASA

- ▶ [Directives](#)
- ▶ [Technical Standards](#)
- ▶ [Forms](#)
- ▶ [Scientific & Technical Information \(S&TI\)](#)

MSFC

- ▶ [Directives](#)
- ▶ [Directives Control Process](#)
- ▶ [Program/Project Documents](#)
- ▶ [Technical Documents](#)
- ▶ [S&TI](#)
- ▶ [Technical Library](#)
- ▶ [Organizational Instructions](#)
- ▶ [Forms](#)
- ▶ [Records Management](#)

Left Sidebar:

- ▶ [NASA Home Page](#)
- ▶ [MSFC Home Page](#)
- ▶ [Inside Marshall](#)
- ▶ [Feedback](#)

Back to the MIDL and select “Organizational Instructions”

Master List Custodians by Organization

MSFC Directive Control Process System - Netscape

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Netsite: <http://starbase.msfc.nasa.gov:8000/directives/act-master-cust-list.taf>

Instant Message Members WebMail Connections BizJournal SmartUpdate Mktplace

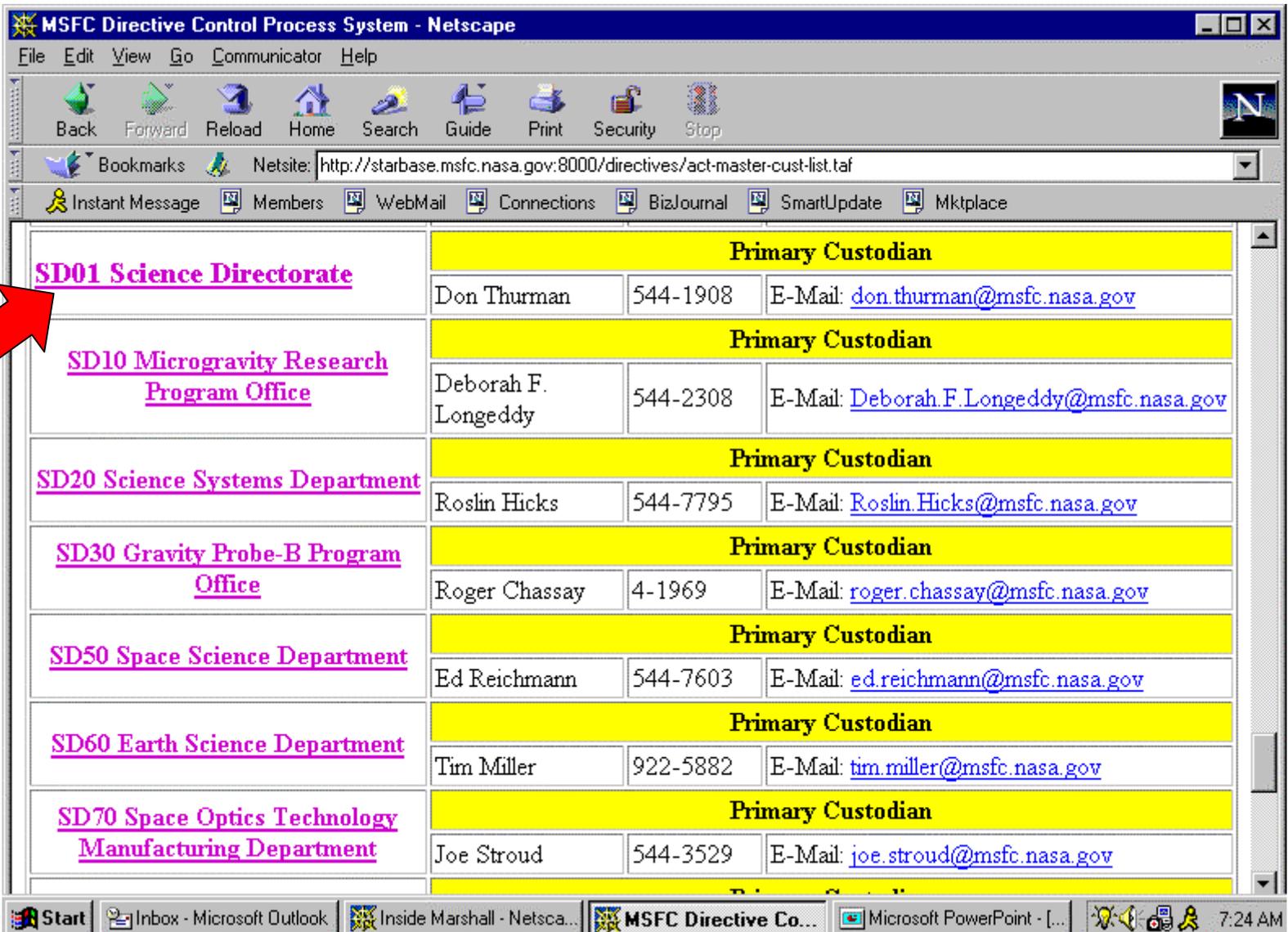
MASTER LIST CUSTODIAN REPORT

There are **46** Organization records on 09-Aug-1999 at 10:40:06.

Custodian's Org. <i>(Linked If Master List Is Electronic)</i>	Custodians	Phone Num	E-Mail
AD01 Center Operations Directorate	Primary Custodian		
	Maria Hicks	544-6570	E-Mail: Maria.Hicks@msfc.nasa.gov
CD01 Customer and Employee Relations Directorate	Primary Custodian		
			E-Mail:
ED01 Engineering Directorate	Primary Custodian		
	Gary McGriff	544-9097	E-Mail: Gary.S.Mcgriff@msfc.nasa.gov
	Alternate Custodian		
	Jill Holland	544-0495	E-Mail: Jill.Holland@msfc.nasa.gov
ED10 Avionics Department	Primary Custodian		

Document: Done

Scroll down to SD01 Science Directorate



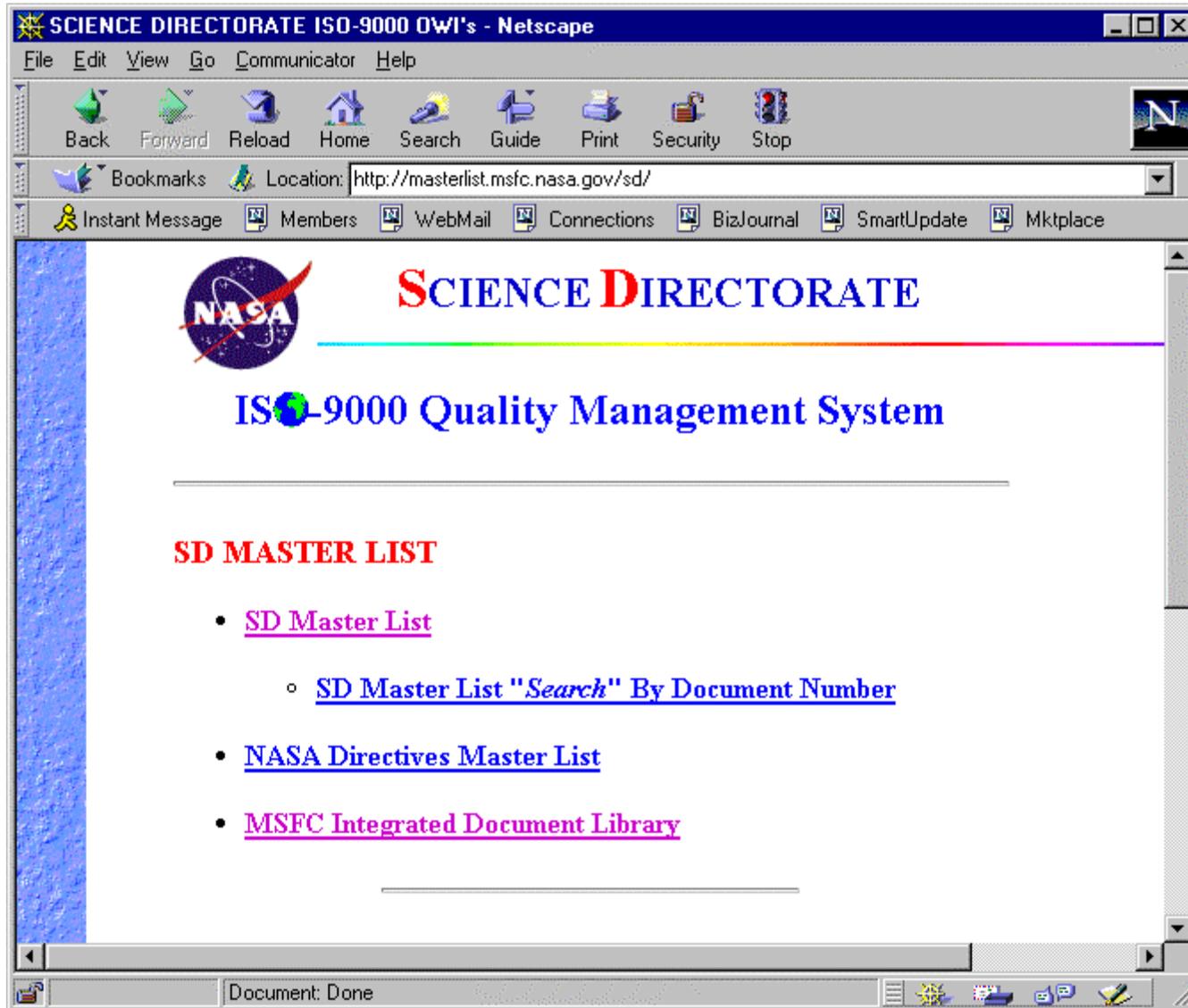
The screenshot shows a Netscape browser window titled "MSFC Directive Control Process System - Netscape". The address bar contains the URL "http://starbase.msfc.nasa.gov:8000/directives/act-master-cust-list.taf". The main content area displays a list of Science Directorates, each with a link to its page and a table of its Primary Custodian's contact information. A red arrow points to the "SD01 Science Directorate" link.

Science Directorate	Primary Custodian	Phone	E-Mail
SD01 Science Directorate	Don Thurman	544-1908	don.thurman@msfc.nasa.gov
SD10 Microgravity Research Program Office	Deborah F. Longeddy	544-2308	Deborah.F.Longeddy@msfc.nasa.gov
SD20 Science Systems Department	Roslin Hicks	544-7795	Roslin.Hicks@msfc.nasa.gov
SD30 Gravity Probe-B Program Office	Roger Chassay	4-1969	roger.chassay@msfc.nasa.gov
SD50 Space Science Department	Ed Reichmann	544-7603	ed.reichmann@msfc.nasa.gov
SD60 Earth Science Department	Tim Miller	922-5882	tim.miller@msfc.nasa.gov
SD70 Space Optics Technology Manufacturing Department	Joe Stroud	544-3529	joe.stroud@msfc.nasa.gov

Click on it

Science Directorate OWIs

Note: You could also “GO TO” <http://masterlist.msfc.nasa.gov/sd/>



The screenshot shows a Netscape browser window with the title "SCIENCE DIRECTORATE ISO-9000 OWI's - Netscape". The address bar contains "http://masterlist.msfc.nasa.gov/sd/". The main content area features the NASA logo on the left and the text "SCIENCE DIRECTORATE" in large blue letters. Below this is a horizontal rainbow bar, followed by "ISO-9000 Quality Management System" in blue. A horizontal line separates this from the "SD MASTER LIST" section, which is in red. Underneath, there is a bulleted list of links: "SD Master List" (purple), "SD Master List 'Search' By Document Number" (blue), "NASA Directives Master List" (blue), and "MSFC Integrated Document Library" (purple). The browser's status bar at the bottom shows "Document: Done".

SCIENCE DIRECTORATE

ISO-9000 Quality Management System

SD MASTER LIST

- [SD Master List](#)
 - [SD Master List "Search" By Document Number](#)
- [NASA Directives Master List](#)
- [MSFC Integrated Document Library](#)

Science Directorate OWIs

SCIENCE DIRECTORATE ISO-9000 OWI's - Netscape

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Bookmarks Location: <http://masterlist.msfc.nasa.gov/sd/>

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 **SCIENCE DIRECTORATE**

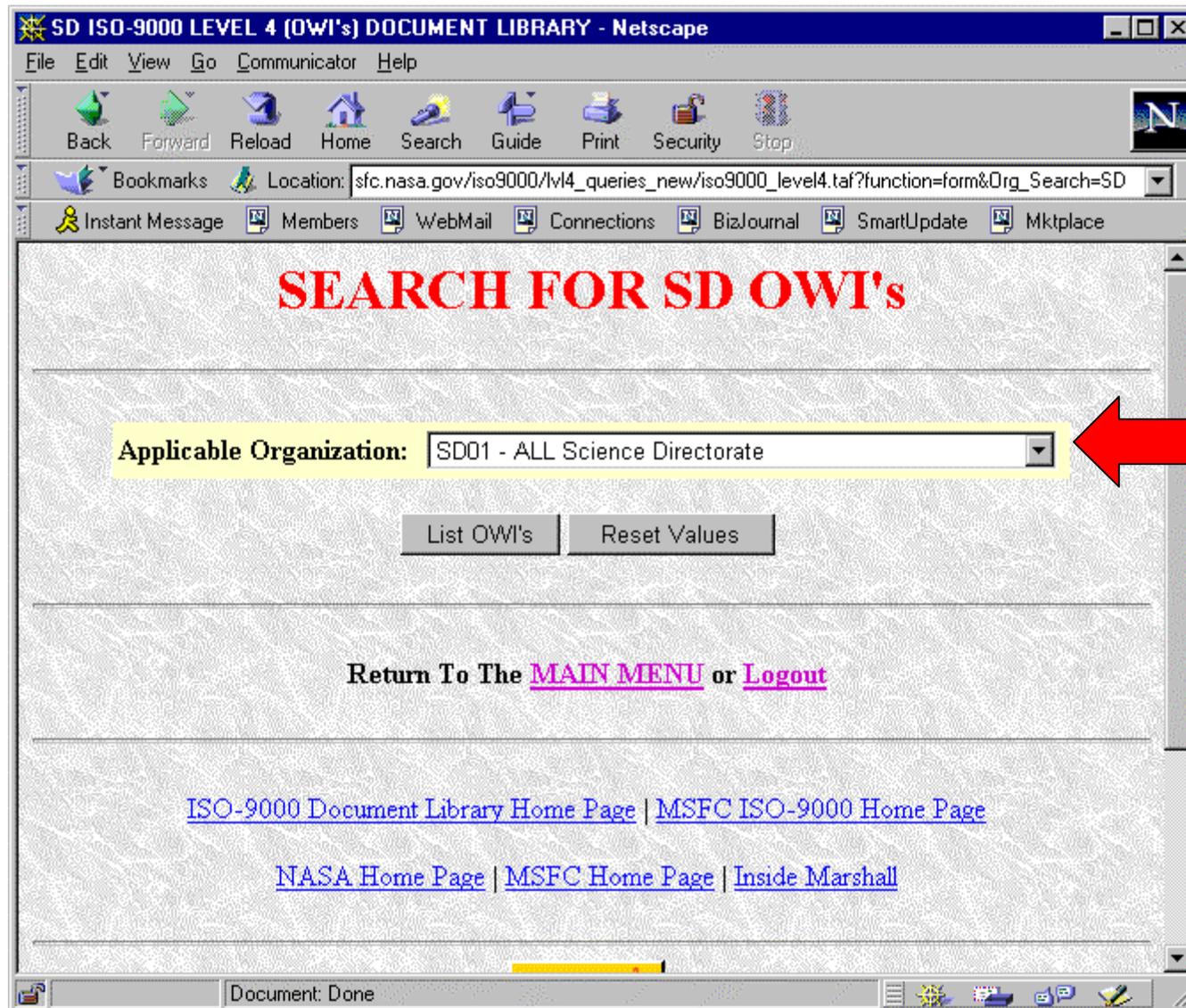
ISO-9000 Quality Management System

SD MASTER LIST

- [SD Master List](#) ← Click on this line
 - [SD Master List "Search" By Document Number](#)
- [NASA Directives Master List](#)
- [MSFC Integrated Document Library](#)

Document: Done

Select the Applicable Organization



The screenshot shows a Netscape browser window titled "SD ISO-9000 LEVEL 4 (OWI's) DOCUMENT LIBRARY - Netscape". The address bar contains the URL: `sfc.nasa.gov/iso9000/lvl4_queries_new/iso9000_level4.taf?function=form&Org_Search=SD`. The main content area features the heading "SEARCH FOR SD OWI's" in red. Below this is a search form with a dropdown menu labeled "Applicable Organization:" containing the text "SD01 - ALL Science Directorate". A red arrow points to this dropdown menu. Below the dropdown are two buttons: "List OWI's" and "Reset Values". At the bottom of the page, there are several links: "Return To The [MAIN MENU](#) or [Logout](#)", "[ISO-9000 Document Library Home Page](#) | [MSFC ISO-9000 Home Page](#)", and "[NASA Home Page](#) | [MSFC Home Page](#) | [Inside Marshall](#)". The status bar at the bottom indicates "Document: Done".

List the OWIs

SD ISO-9000 LEVEL 4 (OWI's) DOCUMENT LIBRARY - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Guide Print Security Stop

Bookmarks Location: sfc.nasa.gov/iso9000/lv4_queries_new/iso9000_level4.taf?function=form&Org_Search=SD

Instant Message Members WebMail Connections BizJournal SmartUpdate Mktplace

SEARCH FOR SD OWI's

Applicable Organization: SD01 - ALL Science Directorate

List OWI's Reset Values

Return To The [MAIN MENU](#) or [Logout](#)

[ISO-9000 Document Library Home Page](#) | [MSFC ISO-9000 Home Page](#)

[NASA Home Page](#) | [MSFC Home Page](#) | [Inside Marshall](#)

Document: Done

The Total Master List

SD ISO-9000 LEVEL 4 (OWI's) DOCUMENT LIBRARY - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Guide Print Security Stop

Bookmarks Location: [tp://masterlist.msfc.nasa.gov/iso9000/lvl4_queries_new/iso9000_level4.taf?function=search](http://masterlist.msfc.nasa.gov/iso9000/lvl4_queries_new/iso9000_level4.taf?function=search)

Instant Message Members WebMail Connections BizJournal SmartUpdate Mktplace

SD's ISO-9000 OWI DOCUMENT MASTER LIST

There are **18** matching records.

Doc. Num. (Applicable Documents & more detail)	Rev.	Type	Title	Eff. Date	OPR Org Code
		Status	Location (if not electronic)		
SD01-OWI-001	Baseline	OWI	Science Directorate Document Control Instruction	July 19, 1999	SD80
		APPROVED	Bldg: Room: Resp. Person:		
SD01-OWI-003		OWI	Science Directorate Travel Tracking System User's Guide	July 30, 1999	SD80
		APPROVED			

Document: Done

Look at a Specific Document

SD ISO-9000 LEVEL 4 (OWI's) DOCUMENT LIBRARY - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Guide Print Security Stop

Bookmarks Location: [tp://masterlist.msfc.nasa.gov/iso9000/lvl4_queries_new/iso9000_level4.taf?function=search](http://masterlist.msfc.nasa.gov/iso9000/lvl4_queries_new/iso9000_level4.taf?function=search)

Instant Message Members WebMail Connections BizJournal SmartUpdate Mktplace

SD's ISO-9000 OWI DOCUMENT MASTER LIST

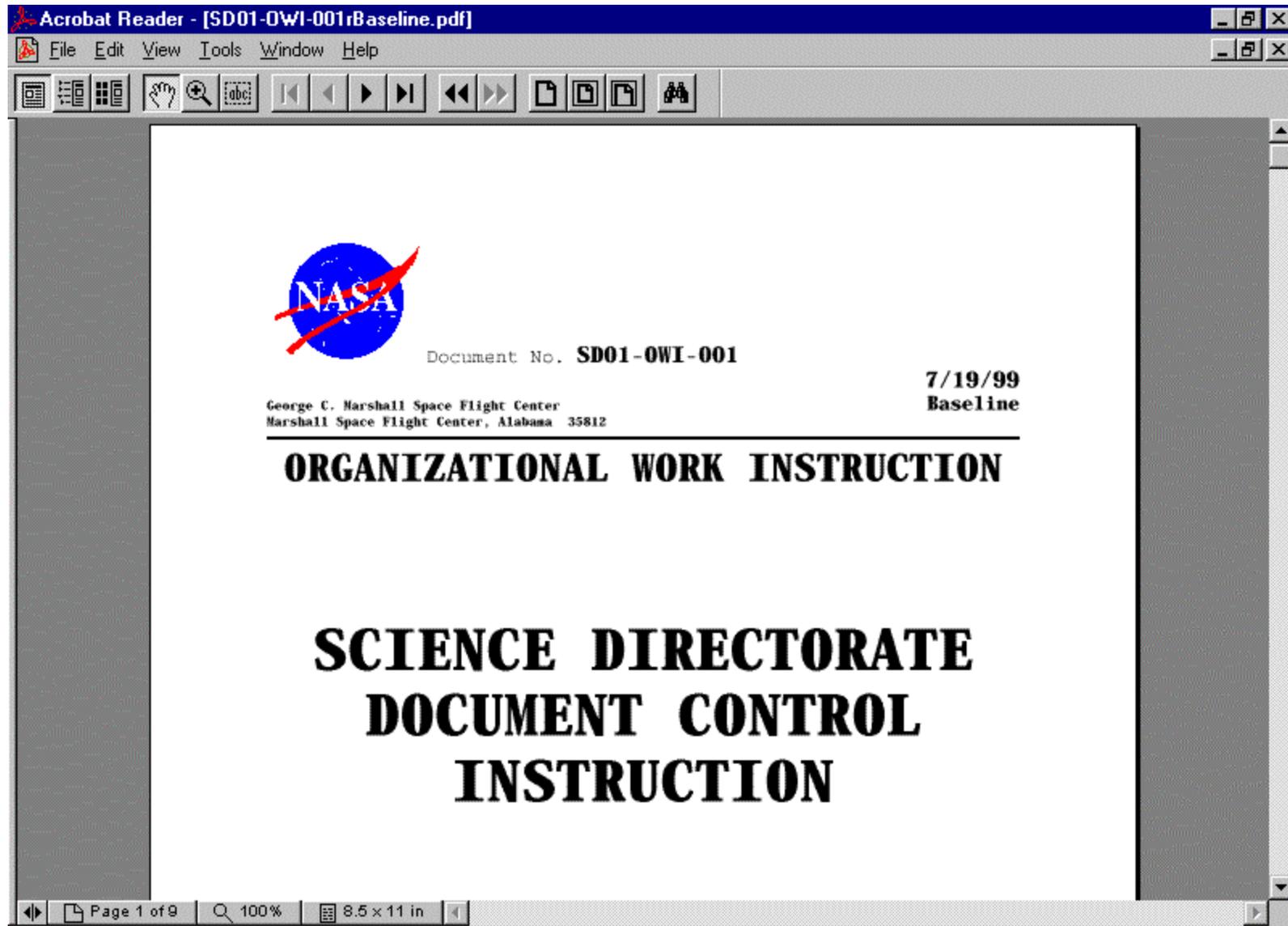
There are 18 matching records.

Doc. Num. (Applicable Documents & more detail)	Rev.	Type	Title	Eff. Date	OPR Org Code
		Status	Location (if not electronic)		
SD01-OWI-001	Baseline	OWI	Science Directorate Document Control Instruction	July 19, 1999	SD80
		APPROVED	Bldg: Room: Resp. Person:		
SD01-OWI-003		OWI	Science Directorate Travel Tracking System User's Guide	July 30, 1999	SD80
		APPROVED			

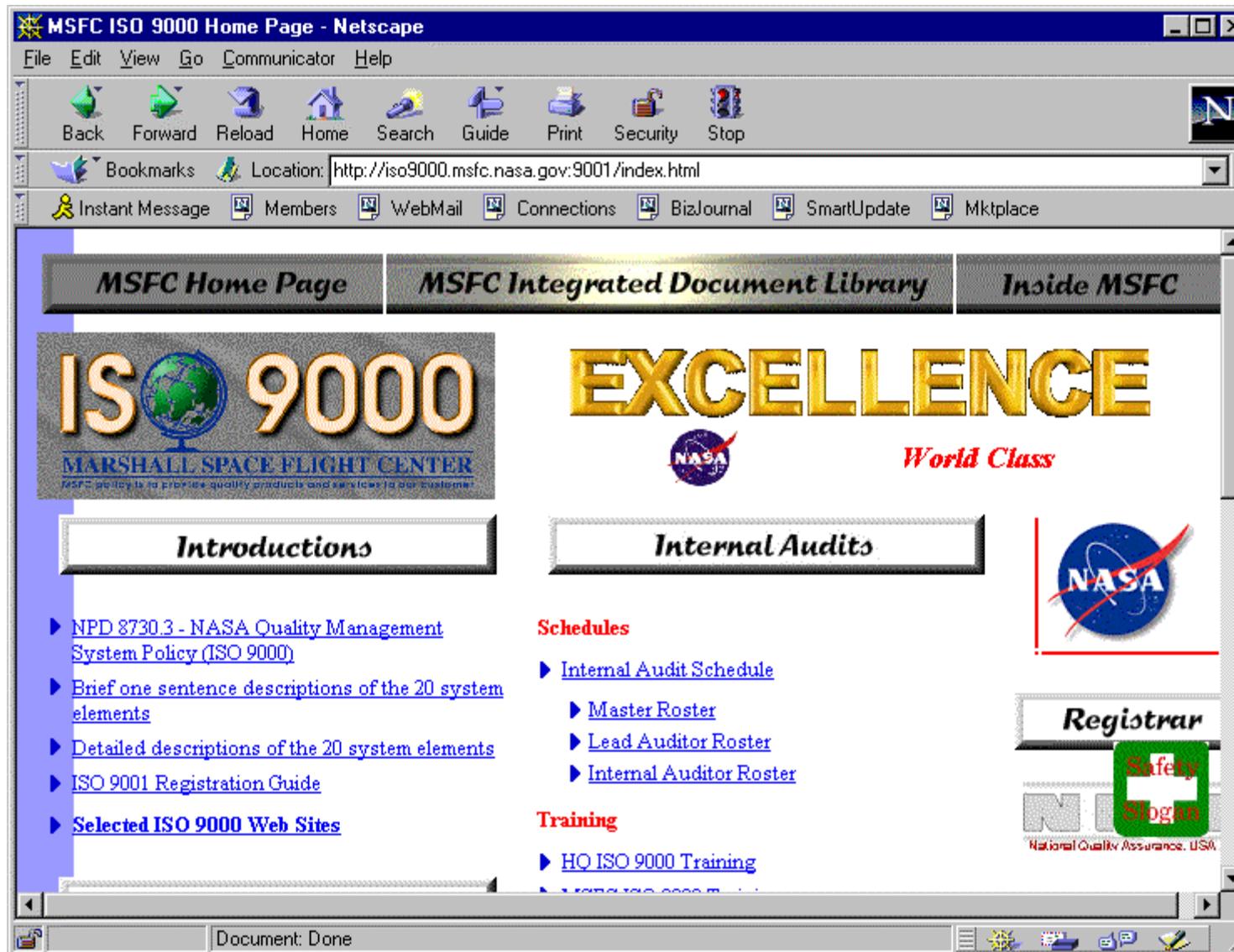
Document: Done

Click It's Title

Voila! Again

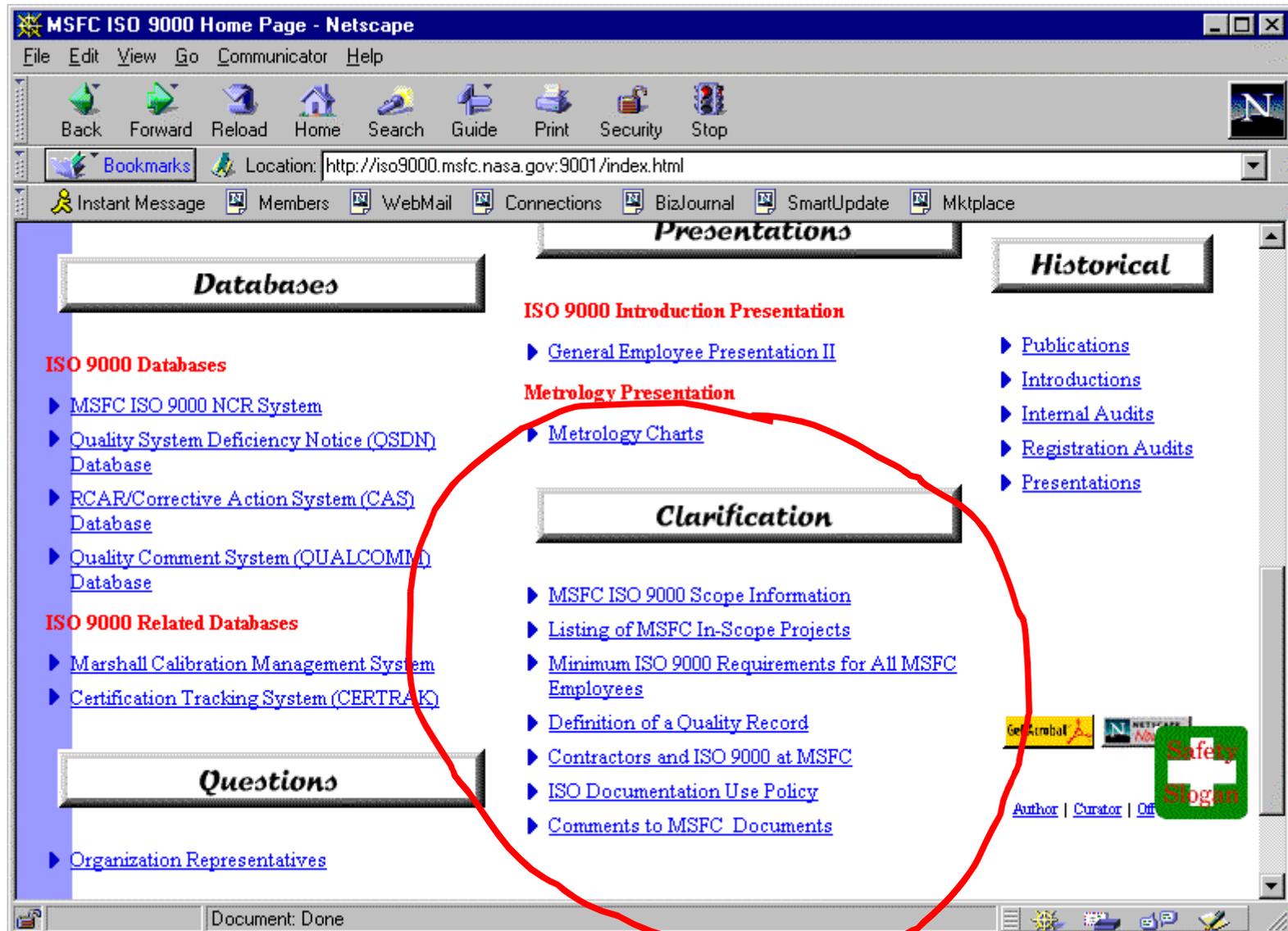


Like more information?



Go to the ISO Home Page.

Scroll down to “Clarifications”



Click on the one you want.