

CaER ISO 9000 Implementation Team Meeting
2/12/04

Attendees:

Wendy Sullivan/CD02
Maria Hicks/CD03
Mack Blackman/CD10
Caroline Wang/CD30
Gabrall Yeldell/CD40

Items Discussed:

NCRs from September: CaER had 3 NCRs:

- Improper credit card procedures
 - Missing COTR records from the record retention schedule
 - A KSAOC record that had not been removed from documentation.
- CaER had responded two NCRs, and plan to submit the 3rd one today.

MQC Success Stories: Please submit any success stories that your department has to Caroline. Only one or two stories from MSFC will be presented to the center director at the MQC meeting in March 30 from 9:00-11:00 at 4200/P110. Success stories should be recent and should not have already been presented in a Center Staff meeting. Success stories should be in the following categories:

- Continual Improvement
- Customer Satisfaction
- Collaborative Efforts with Organizations External to MSFC
- Continual Learning
- Freedom to Manage

NQA Audit Preparation: The audit in April will be the Triennial audit that occurs every 3 years to determine MSFC's recertification. It includes all clauses and everyone will be involved. This will take place April 6-9. The entrance briefing is scheduled for Tuesday, April 6 at 9:00 and the exit briefing on Thursday, April 9 at 11:00.

Future Plans: We discussed what we would like to happen in the future regarding ISO. Suggestions include: internal internal audit/self-assessment, continue regular meetings, keep people prepared for audits, send out short Q&A emails prior to audits, update ISO audit handbook to include full scope and an acronym list, develop standard training program for each org rep to use with their department, teach a new employee orientation for ISO once or twice a year

Important Dates:

NQA Triennial Audit:

April 6-9

Next Meeting:

February 26