

**CaER ISO9000 Implementation Team Meeting**  
**2/28/2002**

Attendees:

Carolyn Plank – CD02  
Wendy Sullivan – CD02  
Mack Blackman – CD10  
Pat Schultz – CD20  
Caroline Wang – CD30  
Lynn Garrison – CD30  
Shelia Nash-Stevenson – CD60  
Judy Pettus – CD70

Issues Discussed:

1. CaER still needs to submit Continual Improvement stories to the website. If you want to have Caroline review them before they are posted on the web, get them to her by March 10. Due date for submittal to the website is March 15. Potential stories are as follows:
  - CD01 – SES brochure  
Smart Books
  - CD02 – CPDF submissions
  - CD03 – First Time Launch Viewer's Program
  - CD10 – NASA STARS
  - CD20 – E-Learning  
Scantron Surveys
  - CD30 – Space Act Agreement  
Software Releases
  - CD40 – Activation of Continual Improvement website
  - CD60 – VREO  
Moonbuggy volunteer registration process
  - CD70 – Metrics System
2. Caroline will ask CD40 to provide the org. reps. with NASA, MSFC, and CaER strategic and implementation plan books. These will help in linking continual improvement stories to the different objectives.
3. Caroline will add in due dates for submitting continual improvement stories to the ISO Master Schedule and then create the schedule in MS Project.
4. If anyone has any ideas as to who could present continual improvement/customer satisfaction success stories or success stories of collaborative efforts with organizations outside of MSFC during the MQC meeting, please let Caroline know.
5. The Marshall Directives Master List has changed. There are no longer 20 elements. Org reps. should review the new website so that they will be prepared when people ask questions about how it works.