

**CaER ISO 9000 Implementation Team Meeting**  
**10/10/02**

Attendees:

Susan Cloud/CD01  
Wendy Sullivan/CD02  
Patricia Caraway/CD10  
Caroline Wang/CD30  
Maria Hicks/CD20  
Angela Storey/CD40  
Judi Hollingsworth/CD50  
Betty Humphery/CD70

Items Discussed:

1. NCRs found during Internal Audit: Caroline discussed the NCRs that were found during the audit. The main problem is documentation. Every department needs to clean up their OWIs. The errors should be corrected and then proofread by somebody else. Caroline plans to meet with CD10 and CD70 to verify the changes. All documents must be corrected by October 20.
2. NQA Audit: The NQA audit begins on November 5. Caroline will not be available that week because she will be leading an Internal Audit. Everybody should have a copy of the quality policy and their department's quality objectives on hand.
3. Applicable Documents on Master List: Caroline is checking to find out the difference between applicable documents and reference documents. There is a question as to the definition of each. Caroline will send out examples of these so that we can correct our OWIs, if necessary.
4. Potential Internal Auditors: Susan Cloud encouraged the org. reps. to participate in the Internal/Internal Auditor training so that they could participate as auditors during Internal Audits. She also asked the org. reps. to identify other people in their department that would make good auditors.
5. Website Changes: Maria Hicks made a suggestion to remove the list of applicable documents on the CaER ISO Document Master List. This would reduce our chances of the auditors finding problems in our documentation. Caroline is checking the center policy on website document listings to determine if this is possible. Also, Maria suggested that we remove cancelled OWIs from the document master list. Caroline will check to see if that is possible, as well.
6. Paper Audits: In order to have enough time to make appropriate updates/changes to our OWIs, the paper audits will be held well in advance of upcoming audits. The next paper audit will be held in the middle of March in order to prepare for the NQA

in May. Also, a paper audit will be held in June to prepare for the internal audit in August.

7. Weekly Meetings: ISO Audit Team Meetings will be held every week until the NQA audit. After NQA, we will return to meeting bi-weekly.

Important Dates:

**ISO Audit Team Meeting**

Thursday, October 17

4200/211

10:30 – 11:00

**NQA Audit**

November 5, 6, 7