

CaER Directorate Status Report

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Important Schedule

- Next MQC – March 30, 2004 (4200/P110, 9:00-11:00 am)
- NQA Triennial audit –April 6-9, 2004
- CaER Center Internal Audit –August 16-10, 2004

Action items

- **MQC success stories**
 - **Organization Representatives are requested to solicit candidates for success stories for MQC by March 12**
 - Categories:**
 - Continual Improvement**
 - Customer Satisfaction**
 - Collaborative Efforts with Organizations External to MSFC**
 - Continual Learning**
 - Freedom to Manage**
- **Prepare NQA Triennial Audit**
 - **Audit all clauses for 3 days (April 6-9)**
 - **The audit will be more process-based**

CaER ISO Future Plan (Proposal)

- Develop Standard Training program for the organizations
- New employee CaER ISO orientation twice a year
- Update ISO Audit preparation handbook to meet CaER employees' need
- Provide appropriate short Q&A emails prior to audits
- Internal/Internal audit/self-assessment