

CaER Directorate  
Status Report  
ISO9000 Audit Preparation

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# Important Schedule

- MSFC Internal Audit
  - September 22-26, 2003
- Entrance Briefing
  - September 22 @ 10:15      4200/329
- Daily Briefing
  - September 23, 24, 25 @ 3:00 4200/329
- Exit Briefing
  - September 26 @ 1:00      4200/329

# Audit Clauses

- 4.2.3 Control of Documents
- 4.2.4 Control of Quality Records
- 5.2 Customer Focus
- 5.4.1 Quality Objectives
- 6.2 Human Resources
- 8.2.1 Customer Satisfaction
- 8.2.3 Monitoring and Measurement of Processes
- 8.5.1 Continual Improvement
- 8.5.2 Corrective Action.

# Things to Know

- New MSFC Quality Policy (Memorize)
  - MSFC Policy is to provide quality products and services to our customers through the Marshall values: People, customers, excellence, teamwork and innovation
- New Standard ISO 9k:2K
- Organization Quality Objectives
- How to map the employees responsibility to organization objectives, to Center Mission, and Agency's Vision. (SMART BOOK)
- Know how to use MSFC and CaER ISO web site (Especially MIDL)
- Know how to find your OWIs
- Know about your procedure
- Know about your record
- Read CaER ISO handbook
- Understand organizational Customer Feedback system, Metrics, and continual improvement system