

CaER Management Review
ISO9000 Implementation Plan
and Status

12/6/99

Caroline Wang

Agenda

- Status
 - Organizational Work Instructions
 - Center Directive Documents
- Schedule
- Issues, recommendations

Customer and Employee Relations Directorate (CaER)

Organization Work Instruction Status Report

As of 10/25/99

<u>Org.</u>	<u>#OWI's</u>	<u>#OWI's Draft</u>	<u>In work</u>	<u>Baseline</u>	<u>Status</u>	<u>Responsible Person(s)</u> <u>(Manager/Org. Rep.)</u>
CD01	2			2	Completed	T. Washington/S. Cloud
CD02	4			4	Completed	D. Jeffreys(P)/C. Plank (A)
CD03	1			1	Completed	B. Brewster(P)/Vacant(A)
CD10	15			15	Completed	D. Hightower/M. Blackman
CD20	6			6	Completed	G. Walker/P. Schultz
CD30	1			1	Completed	S. Little/B. Hayes
CD40	2			2	Completed	N. Brown/A. Storey
CD50	8			8	Completed	S. Hendrick/J. Hollingsworth
CD60	2			2	Completed	J. Pruitt/T. Guthrie
CD70	8			8	Completed	D. Amatore/J. Malone
<u>TOTALS</u>						
Now:	49			49	---	---

Note: Susan Cloud is the Deputy Director (and has ISO responsibility)
 CaER Directorate ISO9000 Implementation Team Leads and DCB members:
 C. Wang/Primary, P. Schultz/Alternate

Customer and Employee Relations Directorate (CaER)

Centerwide Directives Status Report

As of 12/1/99

Organization	Number of Documents	DCB Approval process	DCB Approved, Pending for final copy	DCB Approved, in final Signature process	Completed
CD01	3			1	2
CD02	0				
CD03	0				
CD10	5			4	2
CD20	1				1
CD30	2				2
CD40	1				1
CD50	3			1	3
CD60	0				
CD70	3	1		1	1
Total:	20	1		7	12

Up Coming Event Schedule

- Audit preparation
 - December, January
- Internal Audit
 - End of January
- February, 2000---NQA Surveillance Audit for old scope
- August, 2000-----NQA Pre-assessment Audit for new scope

Issues, Recommendations

- Center Directives Document Review
 - Each Organizational Rep is responsible for one document
- Training
 - Audit Buddy System (Use the checklist)
 - ISO9000 refresher training
 - Training tape
- Ensure that we do what we say
 - Quality Records, objective evidence