

MWI 1280.4

REVISION B

EFFECTIVE DATE: January 24, 2003

EXPIRATION DATE: January 24, 2008

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# **MARSHALL WORK INSTRUCTION**

**QS01**

## **MSFC QUALITY SYSTEM DEFICIENCY NOTICE SYSTEM**

CHECK THE MASTER LIST at  
<https://repository.msfc.nasa.gov/directives/directives.htm>  
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

<b>Marshall Work Instruction QS01</b>		
<b>MSFC Quality System Deficiency Notice System</b>	<b>MWI 1280.4</b>	<b>Revision: B</b>
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### DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		5/14/99	Document converted From MSFC-P14.1-C03 to a Directive. Previous history retained in system as part of canceled or superseded ISO Document files.
Revision	A	8/16/99	Changes made to incorporate new organizational terminology.
Revision	B	1/24/03	Change footer URL reference; Change "Customer Feedback" to "Customer Feedback"; Change URL <a href="https://msfcsmal.msfc.nasa.gov">https://msfcsmal.msfc.nasa.gov</a> to <a href="https://msfcsmal.msfc.nasa.gov">https://msfcsmal.msfc.nasa.gov</a> ; Change Record retention so that electronic files are maintained for the life of the system.

CHECK THE MASTER LIST at <https://repository.msfc.nasa.gov/directives/directives.htm>  
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

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## **1. PURPOSE**

This instruction establishes the responsibilities and instructions for identifying and formally documenting MSFC Management System (MMS) deficiencies using the Quality System Deficiency Notice (QSDN) system.

## **2. APPLICABILITY**

This instruction is applicable to all those MSFC activities within the scope as defined by MPD 1280.1, "Marshall Management Manual" (MMM). QSDNs are not required for planned updates, corrections, and/or additions to MMS procedures by document OPRs.

## **3. APPLICABLE DOCUMENTS**

- 3.1 MPD 1280.1, "Marshall Management Manual"
- 3.2 MPG 1280.4, "MSFC Corrective Action System"
- 3.3 MWI 1280.2, "MSFC Customer Feedback System"

## **4. REFERENCES**

None

## **5. DEFINITIONS**

Quality System Deficiency Notice (QSDN) (MSFC Form 4335). The form used to document MMS deficiencies.

## **6. INSTRUCTIONS**

6.1 Quality system deficiencies may be identified and documented on a QSDN, MSFC Form 4335, by either MSFC or contractors working under the MSFC MMS. Additionally, QSDNs shall be initiated by S&MA for MMS deficiencies identified by our customers via the "MSFC Customer Feedback System," MWI 1280.2.

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Quality System Deficiencies appropriate for QSDN initiation	Quality System Deficiencies inappropriate for a QSDN - Contact the document OPR directly
<p>Nonconformances against the MPG's, MWI's, and other documentation applicable to the Levels 1-3 MMS documents for which one or more of the following apply:</p> <ul style="list-style-type: none"> <li>• Document violates the ISO 9001 Standard.</li> <li>• Document contains overlapping or inconsistent requirements with other documents.</li> <li>• Policy, procedure, instruction or applicable document is not or cannot be performed as specified.</li> <li>• Statutory or regulatory requirements need to be considered or implemented into the document.</li> </ul> <p>Nonconformances against organizational issuances (OI's) that are potentially generic in nature (See Section 7).</p> <p>Generic or systemic problem identified by the Internal Quality Audit System.</p>	<p>Minor problems with Quality System Procedures:</p> <ul style="list-style-type: none"> <li>• Spelling</li> <li>• Wording</li> </ul> <p>Nonconformances against an OI which are unique to that document (i.e., do not have generic applicability).</p>

6.1.1 Upon identification of a MMS deficiency, enter the Quality System Deficiency Notice Database at the following internet web site:

<https://msfcsma1.msfc.nasa.gov>

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Obtain a QSDN (MSFC Form 4335) by selecting **New QSDN** from the menu. A unique control number and that day's date for each new entry will automatically be entered into the form.

6.1.2 The initiator of the QSDN shall complete the form as follows:

Block 1: (QSDN system automatically assigns unique number.)

Block 2: Name of the initiator.

Block 3: Date (QSDN system automatically fills in date).

Block 4: Office symbol of the initiator.

Block 5: E-mail address of the initiator.

Block 6: Phone number of the initiator.

Block 7: Deficiency and organizational code where deficiency was detected.

Block 8: Requirement(s) violated (e.g., MMM, MPG, MWI, ISO, MSFC-SPEC).

To submit the QSDN to S&MA, click on the **Save** button.

6.1.3 S&MA will evaluate the QSDN per MPG 1280.4, "MSFC Corrective Action System," to determine if it requires corrective action. If so, a Recurrence Control Action Request (RCAR) will be initiated and the QSDN closed. If corrective action is not required, S&MA will annotate block 11 with supporting rationale and notify the initiator.

6.1.4 S&MA will provide periodic reports, as necessary, to appropriate Center management on the status of the Quality System Deficiency Notice Database.

## **7. NOTES**

This process is not intended to negate the individual's responsibility to resolve issues through normal management channels.

QSDNs should be written against OI's only when the nonconformance may be generic in nature, i.e., it has the potential to affect other organizations' processes and instructions. Nongeneric OI nonconformances should be documented and forwarded directly to the document OPR for resolution.

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**8. SAFETY PRECAUTIONS AND WARNING NOTES**

None

**9. RECORDS**

Hardcopies of completed QSDNs will be maintained on file by S&MA for 3 years. After 3 years, the records will be destroyed. Electronic files will be maintained by S&MA for the life of the QSDN electronic data system.

**10. PERSONNEL TRAINING AND CERTIFICATION**

None

**11. FLOW DIAGRAM**

None

**12. CANCELLATION**

MWI 1280.4A dated August 16, 1999

Original signed by  
Axel Roth for

A. G. Stephenson  
Director