

**MPR 4000.1
REVISION E**

**EFFECTIVE DATE: September 20, 2004
EXPIRATION DATE: September 20, 2009**

MARSHALL PROCEDURAL REQUIREMENTS

AD01

CONTROL OF CUSTOMER- SUPPLIED PRODUCT

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		5/14/99	Document converted from MSFC-P07.1 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 Previous history retained in system as part of canceled or superseded ISO Document files.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 reflect new organizational codes and new organizational terminology. Also, 1.3.7 still referenced MSFC-P13.1. This reference was changed to reflect the new document number, MPG 8730.3.
Revision	B	3/13/00	Changed reference from obsolete MPG 1441.1, "Control of Quality Records" to MPG 1440.2, "MSFC Records Management Program".
Revision	C	9/12/00	This revision adds the requirement for generating an I&AR tag at the time of receipt of CSP.
Revision	D	7/26/01	Changes made to clarify the definition of customer-supplied product and its handling and update the applicable documents list. [Footer URL updated 1/28/2004 by Directives Manager.]
Revision	E	9/20/2004	Revised to bring document in compliance with the HQ Rules Review Action (CAITS: 04-DA01-0387)

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PREFACE

P.1 PURPOSE

This directive establishes the Marshall Space Flight Center (MSFC) responsibilities and requirements for control of customer-supplied product (CSP) received at MSFC. The purpose of this Marshall Procedural Requirements (MPR) is to establish a consistent method for controlling the receiving, handling, processing, verification, storage, maintenance, and shipping of CSP.

P.2 APPLICABILITY

This directive is applicable to all MSFC organizations involved in the receiving, handling, processing, verification, storage, maintenance, and shipping of external CSP received at MSFC that falls within the scope as defined by MPD 1280.1, “Marshall Management Manual” (MMM).

P.3 AUTHORITY

MPD 1280.1, “Marshall Management Manual”

P.4 APPLICABLE DOCUMENTS

- a. MPD 1280.1, “Marshall Management Manual”
- b. MPR 1050.1, “Contract (Customer Agreement) Review”
- c. MPR 1440.2, “MSFC Records Management Program”
- d. MPR 6410.1, “Handling, Storage, Packaging, Preservation, and Delivery”
- e. MPR 8040.2, “Product Identification”
- f. MPR 8040.3, “Product Traceability”
- g. MPR 8730.2, “Inspection and Test Status”
- h. MPR 8730.3, “Control of Nonconforming Product”
- i. MWI 4520.1, “Receiving”

P.5 REFERENCES

None

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P.6 CANCELLATION

MPG 4000.1D dated July 26, 2001

Original signed by
Robin N. Henderson for

David A. King
Director

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DOCUMENT CONTENT

1. DEFINITIONS

1.1 CSP. Any hardware, equipment, or materials supplied by a customer (for the purpose of fabrication, testing, storage, EEE parts screening, analysis, and/or refurbishment) that will be returned to the customer upon completion of services at MSFC. Also any item that will be placed under the control of an onsite MSFC contractor or civil service person (other than the customer/owner) for the purpose of receiving a service (i.e., fabrication, testing, storage, EEE parts screening, analysis, and/or refurbishment, etc.) and/or that will require a certification or acceptance document is CSP.

NOTE: The following types of items are non-CSP:

- Products that are delivered for purchasing acceptance by MSFC
- Products that arrive accompanied by and totally controlled by customer/owner personnel (technical or quality) while they are using MSFC facilities

1.2 Customer. The external recipient of a product provided or service performed by MSFC.

1.3 Customer Agreement. A customer agreement (CA) is a signed agreement which establishes the relationship between MSFC and another party to the agreement (external entity) requiring a commitment of NASA resources (funding, services, equipment, expertise, facilities, etc.) to accomplish the objectives of the agreement.

1.4 Customer-Supplied Product Arrangement (CSPA). An added section in (or signed addendum to) the Customer Agreement (see MPR 1050.1) that defines, at a minimum, the following:

1.4.1 The expected date of receipt of the CSP.

1.4.2 A list (including quantity and unit) of all applicable line items being delivered.

1.4.3 Description of the CSP.

1.4.4 Identification of any work to be performed on the article, to include any Safety and Mission Assurance (S&MA) personnel involvement.

1.4.5 Any special verification, storage, handling, or maintenance instructions.

1.4.6 Unit replacement value (actual or estimated).

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1.4.7 Disposition instructions for damaged items.

1.4.8 Customer's name, addresses (U.S. mail and/or e-mail), and phone/fax number(s).

1.4.9 Marshall Lead Representative's (MLR) name, office symbol, and phone/fax number(s).

1.5 Handling. Processing, arranging, installing, aligning, lifting (manually or using hoisting equipment), loading, or similar operations performed with or upon hardware during its lifetime while at MSFC or in MSFC's possession.

1.6 I&AR. Inspection and Acceptance Request.

1.7 MLR. Marshall Lead Representative. The senior MSFC person, who by assignment or by virtue of position, has responsibility for the use and control of MSFC product and CSP (i.e., Director of the MSFC Lead Organization [see MPR 1050.1], Systems Engineer, Department Lead, etc.). This responsibility may be delegated, in writing, to another individual, upon agreement with that individual.

1.8 Product. Any customer, MSFC, or vendor-supplied item including hardware, equipment, or material.

1.9 Product Handler (PH). Any individual who handles a product from initial receiving, inspection, and/or preservation, packaging, handling, or service performed including but not limited to testing, analysis, alignment, transportation, and/or final delivery.

1.10 Test Discrepancy Record (TDR). A record initiated using MSFC Form 460 any time a significant problem/anomaly is encountered during testing.

2. RESPONSIBILITIES

2.1 Marshall Lead Representative (MLR). The assigned MLR shall be responsible for negotiating the CSPA, ensuring its addendum to the CA, and coordinating with appropriate internal MSFC organizations for the use, maintenance, verification, accountability, and control of CSP. The CSPA content will comprise those specifics identified in the definition (Section 1) as a minimum. The format shall be as agreed to by the MLR and the customer. Unless the CSP is processed by the Logistics Services Contractor (LSC) through S&MA at time of receipt, the MLR shall be responsible for notifying System Safety, Reliability, and Quality Assurance Department (QD40) and Central Receiving for receiving inspection and I&AR completion when CSP is delivered directly to MSFC.

NOTE: Any required S&MA personnel in-process inspection or after-test certification shall be coordinated **PRIOR** to the beginning of the test activities. Testing shall be accomplished in accordance with the requirements of MPR 8730.3.

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2.2 Logistics Services Contractor (LSC). LSC shall be responsible for providing the implementation of handling, storing, packaging, preserving, and delivery requirements for any CSP at MSFC. This responsibility encompasses MSFC and contractor efforts to ensure that interfaces are well defined, that MSFC elements understand and accomplish assigned functions, that all handling equipment, service, and procedures are available to support program schedules, and that handling and moving problems are promptly identified and resolved.

2.3 Product Handler (PH). The PH shall be responsible for ensuring the proper care of CSP while it is in his/her possession. If CSP is lost, damaged, or found unsuitable, the PH shall be responsible for notifying the MLR and Group Lead, PMG.

3. PROCEDURE

All CSP items shall be processed through MSFC Central Receiving and S&MA.

<u>Actionee</u>	<u>Action</u>
MLR	3.1 Shall develop customer agreement and CSPA addendum per MPR 1050.1 and this MPR. In cases where the customer provides specific verification, storage, handling, or maintenance instructions which conflict with MSFC procedures, coordination, and discussion with the Group Lead, PMG, shall continue until resolved. The resulting procedures for control of CSPs shall be utilized provided they do not violate any U.S. or international laws or introduce additional hazards. When the CSPA has been established, a copy shall be provided to Central Receiving, Building 4471.
LSC	An electronic I&AR will be generated to document receipt of CSP at MSFC through Post Data Tracking System.
LSC and MLR	3.2 Shall conduct receipt of CSP into the MSFC system per requirements in MPR 6410.1, MPR 8040.2, and MWI 4520.1. Using information provided in the customer agreement, fill out MSFC Form 55, and issue the CSP tag (MSFC Tag 14). The MLR shall provide receipt documentation for CSP that cannot, by nature, be received at Central Receiving, Building 4471. Normally, receipt documentation should be provided to Central Receiving within 24 hours of the item being brought on Center.

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| MLR | 3.3 | Shall ensure verification, storage, maintenance, and processing of CSP in accordance with MPR 1050.1, MPR 6410.1, MPR 8730.3, and the customer agreement and/or standard commercial practices if no special processes have been delineated. |
| LSC and MLR | 3.4 | If CSP is not picked up by the MLR or their designee, package and deliver CSP to the customer or other appropriate location in accordance with MPR 6410.1 and the customer agreement. Notify QD40 of the location of hardware delivery. |
| PH | 3.5 | If CSP is lost, damaged, or found unsuitable for use, notify the MLR and Group Lead, PMG. If a Test Discrepancy Record (TDR) is generated per MPR 8730.3, the hardware and TDR shall be transferred to the external customer for disposition. Return to vendor is an appropriate closure action for a TDR generated against CSP. Copies of all TDR's and associated data shall be provided to the external customer and also to the MSFC Project Manager if MSFC is the controlling project office. |
| MLR | 3.6 | After being notified that CSP has been lost, damaged, or found unsuitable for use, verbally notify the customer within 24 hours, and send written notification with an explanation of the circumstances and any supporting documentation within 10 working days. Retain copy of written notification with supporting documentation for a minimum of 3 years. |
| MLR | 3.7 | Disposition damaged or lost CSP in accordance with the CA. |
| LSC and MLR | 3.8 | If CSP is to be hand-carried to and from the Center, the same MSFC Form 55 used to receive CSP can also be used to hand-carry the CSP off Center. In such cases, MSFC Form 55-1, a continuation sheet to MSFC Form 55, shall be annotated by the MLR and sent to Central Receiving, Building 4471, along with the CSP tag to be maintained in a suspense file until the CSP is hand-carried back to the Center where MSFC Form 55-1 is updated and the CSP tag is issued again to the MLR. This action shall be taken each time the item is hand-carried off |

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Center. This method is also appropriate for hand-carries of partial shipments. The MLR maintains the responsibility to close out the MSFC Form 55 when an item of CSP no longer needs to be hand-carried to and from the Center.

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| LSC and MLR | 3.9 | If CSP is to be shipped, not hand- carried, from the Center, an MSFC Form 57, Shipping Document, shall be completed. This action shall be taken each time the item is shipped off Center. |
| LSC and MLR | 3.10 | At the time CSP leaves the Center with no expectation of return, the MLR shall remove the CSP tag from the item and provide it to the Shipping Department in Building 4471 along with appropriate shipping documentation. |

4. RECORDS

4.1 The MLR, in conjunction with the customer, shall determine and identify in the customer agreement (or a CSPA addendum thereto) any unique records, reports, forms, or requirements (e.g., logbooks, waiver forms, calibration forms, mishap report forms, nonconformance report forms, verification inspection forms, configuration control documents, etc.). Retention requirements for these documents shall be identified in the customer agreement.

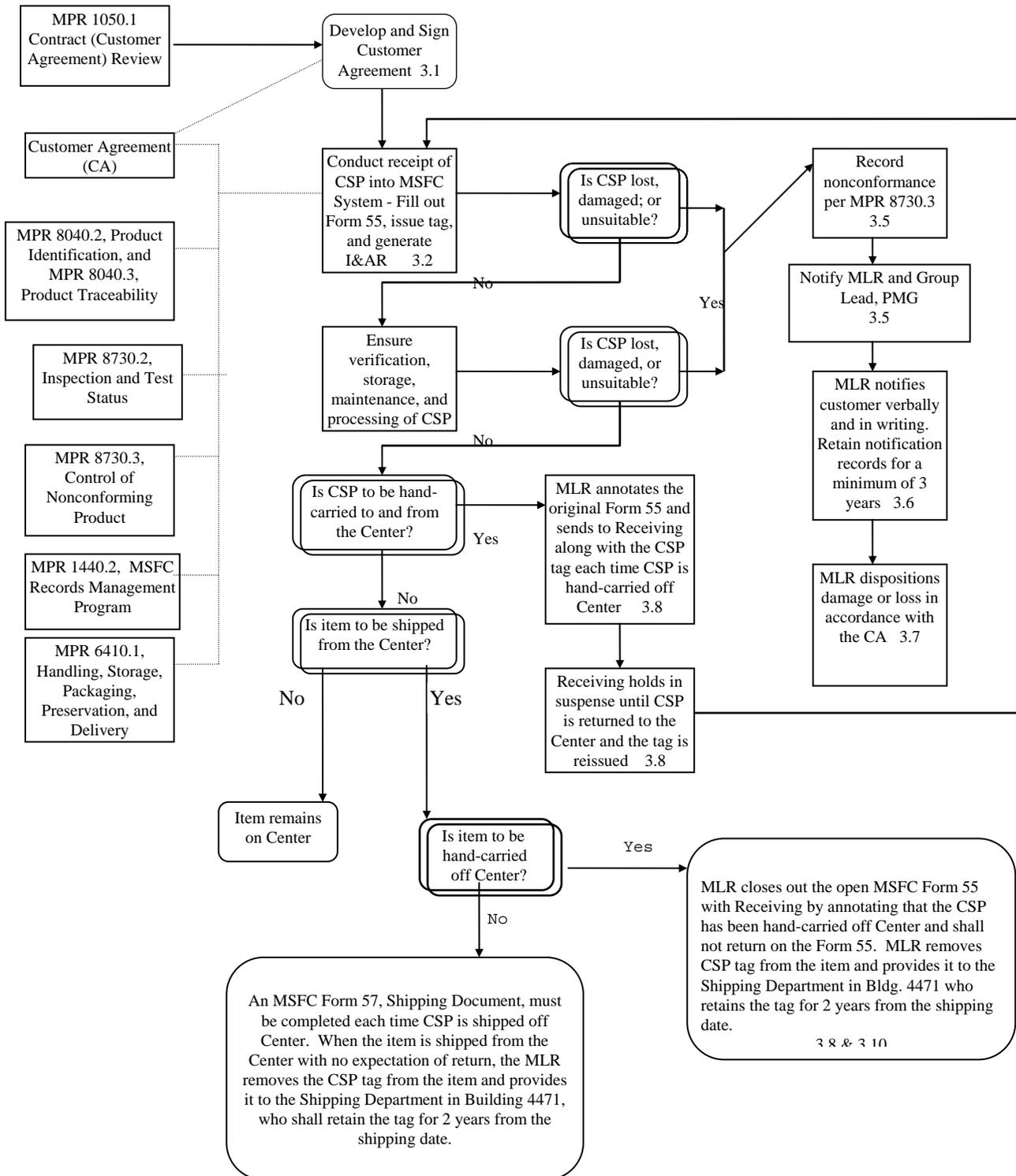
4.2 The written notification and any supporting documentation used to notify the customer in writing of CSP which has been lost, damaged, or found unsuitable for use shall be retained by the MLR for a minimum of 3 years. After this time period if no actions are pending, the documentation may be destroyed.

4.3 At the time CSP is returned to the customer with no expectation to be returned to the Center, the CSP tag (MSFC Tag 14) shall be removed and retained, along with the applicable forms (MSFC Form 55, "Request for Issue, Procurement, Transfer or Turn-In" and/or MSFC Form 57, "Shipping Document") by the Shipping Department, Building 4471, for 2 years from the shipping date. After this period of time if no actions are pending, the documentation may be destroyed.

4.4 See MPR 8730.3 for disposition instructions for TDR's.

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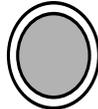
5. FLOW DIAGRAM



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**APPENDIX A
CUSTOMER - SUPPLIED PRODUCT TAG**

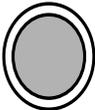
CUSTOMER SUPPLIED PRODUCT



In the event that this item is damaged or found to be otherwise unsuitable for use, contact the MLR listed on the reverse side.

MSFC Tag 14 (June 1997)

CUSTOMER SUPPLIED PRODUCT



This product belongs to _____
(Name of Company who owns product)

In the event that this item is damaged or found to be otherwise unsuitable for use, contact the below listed MLR.

MLR (POC): _____ Phone number: _____

Tracking Number: _____

Date Received at MSFC: _____

(From Block 2 of MSFC Form 55)

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