

MWI 1280.3
REVISION E

EFFECTIVE DATE: September 30, 2004
EXPIRATION DATE: September 30, 2009

MARSHALL WORK INSTRUCTION

QD01

CORRECTIVE/ PREVENTIVE ACTION NOTIFICATION 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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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		5/14/99	Document converted from MSFC-P14.1-C02 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 Previous history retained in system as part of canceled or superseded ISO Document files.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	4/16/01	Changed reference from S&MA ALERT OI to MWI; Generalized applicability to any corrective or preventive action; Change time frame for response from 10 to 21 work days to match ALERT MWI.
Revision	C	4/27/01	Deleted reference to cancelled document MPG 1280.5.
Revision	D	1/24/03	Revised footer URL; Revised CAS access URL; Revised from monthly to quarterly report and it will only be issued when there are delinquent responses; Corrected form reference in 5.1
Revision	E	9/30/2004	Revised to bring document in compliance with the HQ Rules Review Action (CAITS: 04-DA01-0387). Changes were also made to reflect S&MA organizational name changes (i.e., QS to QD) and to re-format the Instructions [i.e., Section 6] into table layout.

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1. PURPOSE

This instruction establishes the responsibilities and procedure for intra-Center notification, evaluation, tracking, and feedback for generic internal hardware/software nonconformances, quality comments, quality system deficiencies, and/or lessons learned requiring corrective/preventive action using the Corrective/Preventive Action Notification (CAN) system.

2. APPLICABILITY

This work instruction shall apply to all activities that fall within the scope as defined by MPD 1280.1, "Marshall Management Manual" (MMM). It shall NOT apply to situations that meet the general applicability standards for ALERT generation, as specified in Marshall Space Flight Center (MSFC), NASA, and Government - Industry, Data Exchange Program (GIDEP) requirements, standards, and procedures.

3. APPLICABLE DOCUMENTS

3.1 MPD 1280.1, "Marshall Management Manual"

3.2 MPR 1280.4, "MSFC Corrective Action System"

3.3 MWI 1280.5, "MSFC ALERT Processing"

4. REFERENCES

None

5. DEFINITIONS

5.1 ALERT (Acute Launch Emergency Restraint Tip). A standardized report prepared by a GIDEP participant for the purpose of identification and notification of actual or potential problems on nonconforming parts, components, materials, manufacturing processes, test equipment, construction materials, office equipment, chemicals, or computer software. ALERTs are submitted on GIDEP Form 97-1. Within this document, the term ALERT is expanded beyond its formal GIDEP definition to include any ALERT-type notification as defined in Section 5.2 of MWI 1280.5.

5.2 CAN. Corrective/Preventive Action Notification.

5.3 GIDEP. Government - Industry, Data Exchange Program.

5.4 Organization ALERT Coordinator. Designated person responsible for a project/laboratory/office's receipt, evaluation, disposition, and notification to the MSFC ALERT Coordinator of the applicability and response to ALERTs and CANs.

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5.5 Project ALERT Coordinator. Designated person responsible for a project's receipt, evaluation, disposition, and notification to the MSFC ALERT Coordinator of the applicability and response to ALERTs, ALERT-type notifications, and CANs.

5.6 MSFC ALERT Coordinator. Designated MSFC person responsible for coordinating disposition and review of ALERTs and CANs within MSFC.

6. INSTRUCTIONS

<u>Actionee</u>	<u>Section</u>	<u>Shall perform all actions</u>
S&MA CAS Engineer	6.1	<p>When an MSFC recurrence control action request (RCAR) or preventive action is dispositioned, the responsible S&MA assessment engineer shall review the issue for general ALERT applicability.</p> <p>If the issue meets the GIDEP and/or NASA requirements for ALERT report initiation, the S&MA CAS engineer shall process it in accordance with MWI 1280.5.</p> <p>If the RCAR/preventive action does NOT meet ALERT reporting criteria, is dispositioned as requiring corrective/preventive action, and has been determined to be generic/systemic in accordance with MPR 1280.4, then the S&MA CAS engineer shall initiate a CAN (MSFC Form 4334) by providing the name of the project/organization in which the issue was identified and the RCAR number, if applicable, and corrective/preventive action disposition to the MSFC ALERT Coordinator.</p>
MSFC ALERT Coordinator	6.2	<p>The MSFC ALERT Coordinator shall</p> <ul style="list-style-type: none"> • assign the CAN number, enter it into the CAN identification number log, and generate the CAN. • distribute the CAN to all MSFC effected internal project/organization ALERT Coordinators. • record the date and distribution of this notification into the CAN tracking database, with an initial response need-date set for 21 working days from notification date; unless NASA is in a launch imminent mode, at which time a 2-day response shall be set and announced – unless the S&MA Director determines that the issue is not to be of a critical nature.

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Actionee Section Shall perform all actions

The MSFC ALERT Coordinator shall obtain and record in the CAN tracking database both positive and negative responses from all effected MSFC internal project/organization ALERT Coordinators.

For those projects/organizations which deem the CAN to be applicable, the MSFC ALERT Coordinator shall maintain the CAN open until notification of CAN disposition is received. Once dispositioned, the MSFC ALERT Coordinator shall record closure by the involved project/organization in the CAN tracking database.

The MSFC S&MA ALERT Coordinator shall generate and provide periodic status of delinquent responses and open CAN reports (see Section 6.4).

Project/Organization
n ALERT
Coordinator 6.3

When the CAN is received, the project/organization ALERT Coordinator shall review the information and determine whether or not similar hardware, software, or processes are used on the project or in the organization. If not, the project/organization ALERT Coordinator shall inform the MSFC ALERT Coordinator that the project/organization is not affected within the MSFC ALERT Coordinator specified number of days from receipt (21 working days normal or 2 days launch-imminent) as stated in the CAN.

If the project/organization is affected by the issue, the project/organization ALERT Coordinator shall:

- inform the MSFC ALERT Coordinator within the specified number of days from receipt (21 working days normal or 2 days launch-imminent) of that fact.
- coordinate internal review of the related RCAR information, if applicable, and/or the attached preventive/corrective action information.

Once the affected project/organization has developed techniques or processes to resolve, prevent, or mitigate the effects of occurrence of the nonconformance for its comparable project/organization item, the project/

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Actionee Section Shall perform all actions

organization ALERT Coordinator shall record the preventive action/rationale for closure on the CAN form and return it to the MSFC ALERT Coordinator.

If required due to impacted milestone reviews, the project ALERT Coordinator shall provide milestone rationale for open CANs related to the project between the impact determination and disposition approval notification. Such information shall be documented in electronic or hardcopy media to the MSFC ALERT Coordinator in a timely manner so as to support data provision to the subject milestone.

MSFC ALERT
Coordinator

6.4

When open, delinquent responses are present, the MSFC ALERT Coordinator shall provide a quarterly summary of delinquent responses and open CAN reports to the affected projects/organizations management. This summary shall be generated no later than the 10th day of the quarter to provide the status of open problems at the end of the previous quarter. The summary shall include the CAN number, the CAS/RCAR number (if applicable), the affected project name, the item involved, and the date of CAN distribution. The summary shall be provided electronically, either on the web or via electronic mail.

Whenever a project milestone review occurs, the MSFC ALERT Coordinator shall provide a list of that project's delinquent responses and open CANs to the responsible Project Manager.

The MSFC ALERT Coordinator shall also provide information regarding delinquent responses and open CANs in response to ad hoc data requests from authorized personnel.

7. NOTES

None

8. SAFETY PRECAUTIONS AND WARNING NOTES

None

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9. RECORDS

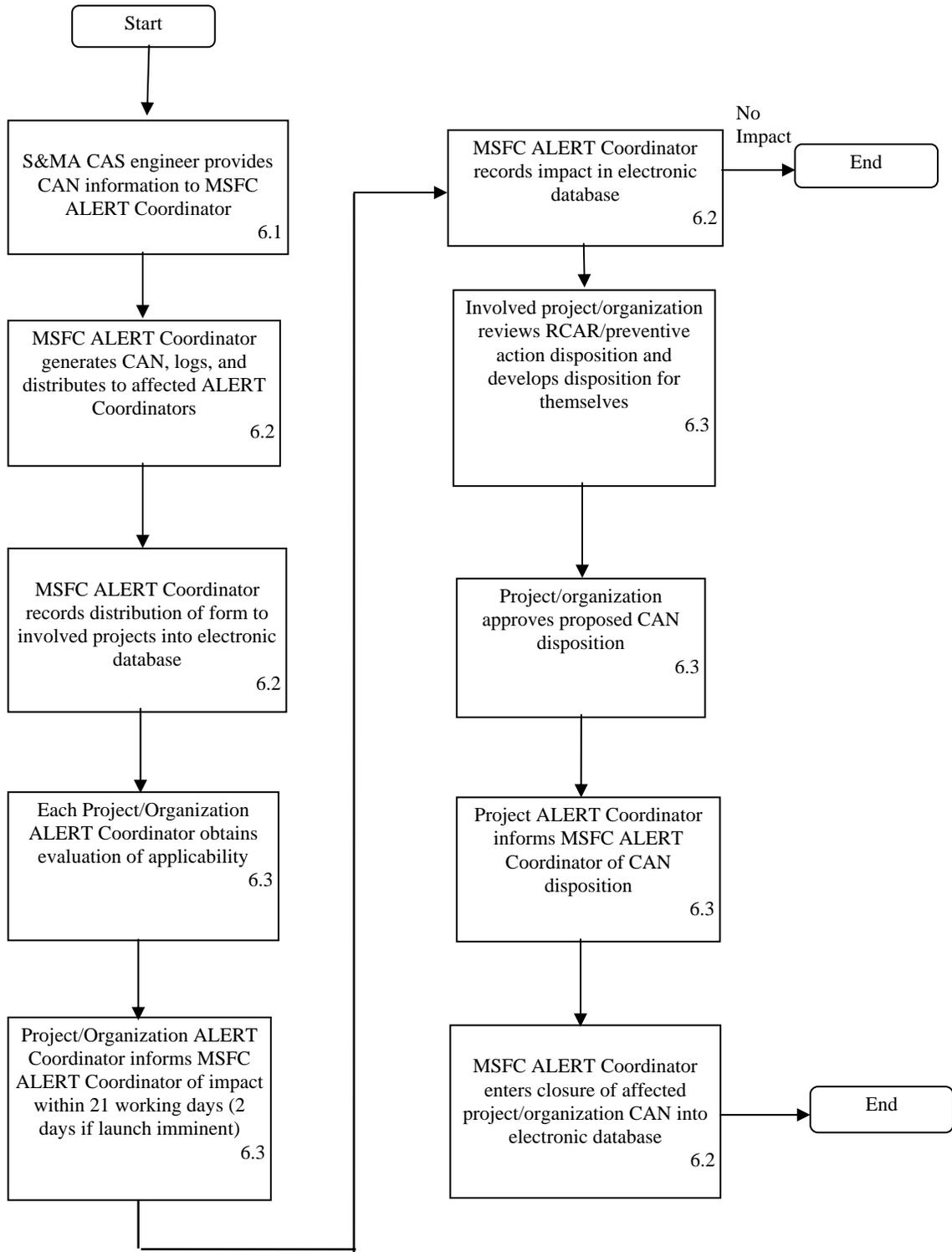
The following records shall be kept and maintained by the S&MA Directorate:

<u>Record</u>	<u>Repository</u>	<u>Period of Time</u>
MSFC CAN Data System QD: OPR	QD: Designated MSFC S&MA ALERT Coordinator - Maintained Electronically on MSFC server with regular backups performed at least weekly and monthly in accord with support contractor procedures	NPR 1441.1, "NASA Record Retention Schedule" 8/5 Destroy when 15 years old <DA: N1-255-94-3>
MSFC CAN Responses (Hard copy, if any) QD: OPR	QD: Designated MSFC S&MA ALERT Coordinator - Maintained manually in hard copy files	NPR 1441.1, "NASA Record Retention Schedule" If impacted: 5/28 Destroy 10 years after end of the project <DA: N1- 255-94-2> If no impact: 8/5 Destroy when 15 years old <DA: N1-255-94-3>

10. PERSONNEL TRAINING AND CERTIFICATION

None

11. FLOW DIAGRAM



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12. CANCELLATION

MWI 1280.3D dated January 24, 2003

Original signed by
Robin N. Henderson for

David A. King
Director