

National Aeronautics and Space Administration
George C. Marshall Space Flight Center
Marshall Space Flight Center, AL 35812



March 31, 2014

Cancelled 1-13-15

Reply to Attn of: CS01

TO: DE01/Associate Director
THRU: IS20/MSFC Management Directives Manager
FROM: CS01/Director, Office of Strategic Analysis and Communications
SUBJECT: Request for Deviation

Deviation Number: MPR 1280.8-DEV01

In accordance with MPR 1410.2, 2.1.6, CS01 requests approval for a Center-wide deviation from MPR 1280.8F for FY2014.

1) Requirement(s) Description:

MPR 1280.8 Chapter 2 (2.1.1 – 2.1.8) establishes the requirement(s)/procedure(s) to annually measure customer satisfaction by soliciting customer feedback through a survey of a subset of the defined customer list and reporting survey feedback to organizational representatives, the CMC, and the SPC.

2) Define the proposed departure from the requirement(s):

The Center will deviate from the established requirement(s) defined in MPR 1280.8 Chapter 2 (2.1.1-2.1.8) to measure and report customer satisfaction for the period FY2014.

The Center will develop and utilize alternate methods/processes (other than surveys) to measure and report customer satisfaction data for FY2014.

3) Justification for the deviation (include references to any applicable nonconformance, discrepancy, or deficiency report(s)):

At the March 25, 2013 of the Strategic Planning Council meeting, the council members had a detailed discussion regarding alternate ways to obtain more meaningful customer satisfaction data than the annual survey results provide. There was a general acknowledgement that annual survey results have been somewhat static for several years and that collecting information through different channels might yield richer outcomes. Based on the discussion, the Center Director issued an action for OSAC to work with the Associate Center Director,

Technical, to develop new method/procedures to collect more meaningful/significant customer feedback in place of conducting the 2013 survey. The new methodology is currently under development.

4) Applicability, impacts, and conditions (if any) of deviation:

The requested deviation applies to the methods/procedures used to conduct measurement of customer satisfaction and feedback for FY2014.

5) Alternate plans to meet any ISO 9001 or AS9100 requirement:

The new methods/procedures to be used during FY2014 to collect and measure customer satisfaction/feedback may include proactive elements such as key customer meetings and discussions, focus groups, customer events, comment cards and reactive techniques such as monitoring, inspection/test results, and testimonials.

Approved by:



Patrick E. Scheuermann
Director