

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



March 31, 2014

Waiver Expired 10-1-2014

Reply to Attn of: CS01

**TO:** DA01/Director  
**THRU:** IS20/MSFC Management Directives Manager  
**FROM:** CS01/Director, Office of Strategic Analysis and Communications  
**SUBJECT:** Request for Waiver

Waiver Number: MPR 1280.8-WAV03

In accordance with MPR 1410.2, 2.1.7, CS01 requests approval for a Center-wide waiver from MPR 1280.8F for FY2013.

**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 proposed waiver relieves the Center from the requirement(s) defined in MPR 1280.8 Chapter 2 (2.1.1-2.1.8) to measure and report customer satisfaction for the period FY2013.

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

At the March 25, 2013 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 a new method to collect more 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 waiver:

The requested waiver applies to conducting measurement of customer satisfaction and feedback for FY2013.

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

During 2013, senior Center leadership continued to monitor customer satisfaction through direct customer interaction and participation in key customer meetings and discussions.

New methods/procedures will be developed and implemented in FY2014 to collect and measure customer satisfaction/feedback, and will 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