

MWI 1280.2

REVISION H-1

EFFECTIVE DATE: November 5, 2019

EXPIRATION DATE: November 5, 2024

MARSHALL WORK INSTRUCTION

QD01

MSFC CUSTOMER FEEDBACK (CF) PROCESSING THROUGH THE CORRECTIVE ACTION SYSTEM (CAS) *With Change 1 (11/18/20)*

COMPLIANCE IS MANDATORY

DIRECTIVE IS UNCONTROLLED WHEN PRINTED

Verify current version before use at <https://dml.msfc.nasa.gov/directives>

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Change/ Revalidation/ Canceled)	Document Revision/ Change	Effective Date	Description
Baseline		5/14/99	Document converted from MSFC-P14.1-C01 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 Previous history retained in system as part of canceled or superseded ISO Document files.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	8/22/01	Adds details for ISO 9001:2000 compliance; Change name from Quality Comment to Customer Feedback; implement compatibility with Customer Satisfaction MPG 1280.8; provide details for evaluating use of Center-wide system versus other NASA or MSFC feedback systems; and provide screening examples for mandatory participation in Centerwide system.
Revision	C	12/9/02	Updated URL for Directives Master List (footers) and URL for Customer Feedback website (paragraph 6.2).
Revision	D	9/30/2004	Implement NASA HQ revised document rules; Segregate requirements; Change QS to QD; Change to Times New Roman 12 font; Change URL reference for CF form 4306; Eliminate NOTES section.
Revision	E	7/6/2006	Replaced "contract sensitive" and MPR 5000.1 reference with "sensitive but unrestricted" and NPR 1600.1 reference. Revised definitions to match revised MPR 1280.8. Changed process to include role of MSFC Business Development Office as specified in revised MPR 1280.8. Revised retention schedule and reference for MSFC Form 4306 to match MPR 1280.8 retention schedule and reference. Changed title from "MSFC Customer Feedback System" to "MSFC Customer Feedback (CF) Processing Through the Corrective Action System (CAS)." Added review before conversion of CF to DR, if appropriate.
Revision	F	11/19/2008	Revised 2. Applicability statement to address the applicability of this directive to the Michoud Assembly Facility. Changed name of prime Customer Feedback coordinating organization to Office of Strategic Analysis and Communications (OSAC); Split paragraphs with multiple requirements; Corrected document titles; Deleted un-used reference; Clarified retention statements; Added document reference to screening discussion; Clarified current process in 6.1, 6.3, 6.6, 6.10 and 6.11; Minor word selection and formatting changes.
Change	I	8/23/2011	On 8/23/11 at request of OPRD, administrative changes were made at 1.1 Purpose to clarify and add numbering, at 2. Applicability to update to latest standard statement and add numbering, at 11. Flow Diagram to clarify, and throughout to comply with MWI 1410.1 format requirements.
Revision	G	1/10/2014	Revised format to match May 2012 template; Revised NPR 1600.1 reference from "5.24" to "Section 10 (Definitions)"; added mention of Administratively Controlled Information (ACI); Revised URL from "http:" to "https:"; Changed "Integrated Management System Board" to "Integrated Management System Council"; Added Acronyms list; Added detail to Retention Schedule reference in Appendix D.
Change	I	3/30/2017	On 3/30/17, at the request of the OPRD, administrative changes were made to replace NPR 1441.1 with NRRS 1441.1 and S&MA with SMA throughout the document. Replaced the Customer Feedback URL in Section 5.2 with the new SharePoint CAS CF URL.

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Change	2	5/31/2017	On 5/31/17, at the request of the OPRD, replaced separate CF Records definition and retention in Appendix D by referencing record definitions and retentions in MPR 1280.4 CAS, related to NCR 1829 resolution.
Revision	H	11/5/2019	Re-instates this expired MWI. Deleted Title call-outs in referenced documents, except in Sections 3 and 4. Deleted MPR 1440.2 and NRRS from Applicable Documents. Deleted references to “Administratively Controlled Information (ACI)” in Sections 1.2, 5.12, and Appendix B. Changed NPR 1600.1 reference from Section 10 to Appendix A in 1.2 and 5.12. Changed Block 5.9 of Appendix E wording from “assistance” to “assists.” Removes reference to Customer Feedback Form MF 4306. Removed references to OSAC.
Change	1	11/18/2020	On 11/18/20, at the request of the OPRD, the following administrative changes were made: Replaced references to NPR 1600.1 Appendix A with NID 1600.55, Sensitive But Unclassified (SUB) Controlled Information; Spelled out Marshall Management System in 5.4.2, and edited 5.4.3 to contain only the acronym; Deleted MPR 1280.10 as an authority document (not required) and renumbered section 3.

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1. PURPOSE

1.1 This MWI provides instructions for processing customer feedback (CF) through the MSFC Corrective Action System (CAS) to document, report, and track actions associated with CFs needing recurrence control, high-level MSFC management review, and monitoring through the CAS (as defined in MPR 1280.4 and MPR 1280.8. This evaluation is determined by the involvement of multiple organizations in an issue resulting in customer complaint or expressed dissatisfaction on a critical issue by an individual internal provider of a product or service as evaluated by a customer.

1.2 This system is not intended for issues related to sensitive-but-unclassified (SBU) (as defined in NID 1600.55).

2. APPLICABILITY

2.1 This MWI applies to Center personnel, programs, projects, and activities, including contractors and resident agencies to the extent specified in their respective contracts or agreements. (“Contractors,” for purposes of this paragraph, include contractors, grantees, Cooperative Agreement recipients, Space Act Agreement partners, or other agreement parties.)

2.2 This MWI applies to MAF.

2.3 This MWI applies the following: all mandatory actions (i.e., requirements) are denoted by statements containing the term “shall.” The terms: “may” or “can” denote discretionary privilege or permission, “should” denotes a good practice and is recommended, but not required, “will” denotes expected outcome, and “are/is” denotes descriptive material.

2.4 This MWI applies the following: all document citations are assumed to be the latest version unless otherwise noted.

3. AUTHORITY

3.1 MPR 1280.4, MSFC Corrective Action System

3.2 MPR 1280.8, Customer Satisfaction

4. APPLICABLE DOCUMENTS AND FORMS

4.1 NID 1600.55, Sensitive But Classified (SBU) Controlled Information

4.2 MPR 8730.3, Control of Nonconforming Product

4.3 MWI 1280.4, MSFC Quality System Deficiency Notice System

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5. INSTRUCTIONS

<u>Actionee</u>	<u>Section</u>	<u>Shall perform all Actions</u>
All organizations	5.1	Solicit CF in accordance with MPR 1280.8. (MSFC organizations solicit CF from MSFC's internal and external customers through means such as surveys, interviews, and other mechanisms.)
Recipient of CF	5.2	If a CF indicates need for correction through the CAS (per screening criteria specified in MPR 1280.4), provide the feedback to the Center-wide MSFC CAS through direct entry at URL: https://sharepoint.msfc.nasa.gov/sites/cas/Lists/MSFCCustomerFeedback2/Allitems.aspx
Safety and Mission Assurance (SMA) CAS	5.3	If input is received by SMA CAS through other than direct data base entry, forward the comment to the product/service provider for their evaluation of reportability through the Center-wide MSFC Customer Feedback System.
SMA CAS	5.4	Assign a tracking number, review the CF, and take one of the following actions for any negative response:
SMA CAS	5.4.1	When a CF pertains to a hardware/software nonconformance, inform SMA Quality Assurance of the issue for evaluation as a possible Discrepancy Record (DR) to be processed in accordance with MPR 8730.3 and MPR 1280.4.
SMA CAS	5.4.2	When a CF pertains to a deficiency in the Marshall Management System (MMS), generate a Quality System Deficiency Notice (QSDN) to be processed in accordance with MWI 1280.4 and MPR 1280.4.
SMA CAS	5.4.3	When a CF pertains to a nonconformance unrelated to hardware/software or to the MMS, process it in accordance with MPR 1280.4.
SMA CAS	5.5	Record the action taken and the number of any reference report(s) initiated into the Center-wide MSFC Customer Feedback System and close the CF record.

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<u>Actionee</u>	<u>Section</u>	<u>Shall perform all Actions</u>
SMA CAS	5.6	Inform the providing organization and the customer of the results of the feedback evaluation and any follow-up action(s) initiated.
SMA CAS	5.7	Report on CF activities as part of CAS reporting in accordance with MPR 1280.4.
SMA CAS	5.8	Submit reports on customer feedback activities to Center management and/or management organizations as requested to assist in evaluation of the health of this component within the MMS.
Provider Organization Management	5.9	Take necessary steps to address issues and assist in resolving problems identified by CF.

5.10 Whether or not individual organizations (directorates and offices) use their own internal customer satisfaction operations in accordance with MPR 1280.8 separate from this defined Center-wide MSFC Customer Feedback System, all CFs meeting requirements of CAS reportability per MPR 1280.4 shall be entered into the Center-wide system. (See paragraph 5.2.)

5.11 All negative CFs that meet the requirements of CAS reportability per section 2.2 of MPR 1280.4 shall be entered into the Center-wide Customer Feedback System. (See paragraph 5.2.)

5.12 Information that is SBU, as specified in NID 1600.55.

5.12.1 Shall not be entered into the Center-wide MSFC Customer Feedback System.

5.12.2 Shall be handled directly with the associated contracting officer or responsible organization.

NOTE: See Appendix E. Flow Diagram

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6. CANCELLATION

MWI 1280.2H, MSFC Customer Feedback (CF) Processing Through the Corrective Action System (CAS), dated November 5, 2019.

Electronically Approved by

Jody Singer
Director

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APPENDIX A Definitions

Customer. Any direct recipient of a supplied product or service from an organization within the applicability of this document.

Customer Feedback. A customer communication (e.g., rating, complaint, observation, or compliment) regarding delivered products and services from an organization within the applicability of this document, as documented on a tool that meets the intent of MPR 1280.8.

External Customer. Any entity that is not an organization within the applicability of this document that is a customer of an organization that is within the applicability of this document.

Internal Customer. Any entity within the applicability of this document receiving a product or service from another entity within the applicability of this document.

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APPENDIX B

Acronyms

CAS	Corrective Action System
CF	Customer Feedback
DR	Discrepancy Record
MAF	Michoud Assembly Facility
MMS	Marshall Management System
MPR	Marshall Procedural Requirements
MSFC	George C. Marshall Space Flight Center
MWI	Marshall Work Instruction
NASA	National Aeronautics and Space Administration
NPR	NASA Procedural Requirements
QD	Safety and Mission Assurance Directorate
QSDN	Quality System Deficiency Notice
SMA	Safety and Mission Assurance
SBU	sensitive but unclassified
URL	uniform or universal resource locator

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APPENDIX C
(Reserved for Verification Matrix)

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APPENDIX D
Records

Any CF records defined herein are included as part of the MSFC CAS and retentions are described in MPR 1280.4.

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APPENDIX E
Flow Diagram

