

MWI 1280.4
REVISION G
EFFECTIVE DATE: July 7, 2017
EXPIRATION DATE: July 7, 2022

MARSHALL WORK INSTRUCTION

QD01

MSFC QUALITY SYSTEM DEFICIENCY NOTICE SYSTEM

COMPLIANCE IS MANDATORY
DIRECTIVE IN 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-C03 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 Previous history retained in system as part of canceled or superseded ISO Document files.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	1/24/03	Change footer URL reference; Change "Customer Feedback" to "Customer Feedback"; Change URL https://msfcsma1.msfc.nasa.gov to https://msfcsma1.msfc.nasa.gov ; Change Record retention so that electronic files are maintained for the life of the system.
Revision	C	10/28/2004	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); to specify exact positions responsible for performance of the actions, to revise the location of the QSDN web page, to relocate the former Notes to the Applicability section, and records retention schedule removed and included in MSFC Corrective Action System..
Revision	D	4/4/2007	Revised titles of applicable documents MPD 1280.1 from "Marshall Management Manual" to "Marshall Quality Management System Manual" and MWI 1280.2 from "MSFC Customer Feedback System" to "MSFC Customer Feedback (CF) Processing Through the Corrective Action System (CAS)." Referenced definition of Marshall Management System from MPD 1280.1. Minor editorial changes made.
Revision	E	11/19/2008	Revised applicability statement to include MAF. Applicability statement revised to include both MSFC and MAF. Some statements revised for clarity or minor editorial changes. Obtained verification that the QSDN Web-based application is available from MAF.
Revision	F	7/03/2012	Re-formatted to comply with new required template per MPR 1410.2J & as instructed in MWI 1410.1F. The first paragraph of 7. Notes was moved to Note at 1. Purpose, the second paragraph was added as a clarification statement to screening table in 5.1. Changed from MPD 1280.1 to MPR 1280.10 and from "shall" to "should" in 2.5. Changed "shall not" to "does not" in Note of 1. Purpose. Added a statement in 5.1 that any Marshall employee may initiate a QSDN. Changed "shall" to "will" in 5.1.2.1. Changed 3.1 MPD 1280.1 title from "Marshall ... Manual" to "Marshall ... Policy." Made minor wording changes in 1, 2.1 and 2.5. Other minor non-technical formatting and wording changes.
Change	I	9/30/2013	On 9/30/13, at the request of the OPRD, an administrative change was made to delete "Generic or systemic problem identified by the Internal Quality Audit System" from list of criteria for generation of a QSDN from Figure 1, as referenced in 5.1.1.
Revision	G	7/7/2017	Changed all occurrences of S&MA to SMA. Added 3 new Section 4 Applicable Documents: ISO 9001, ISO 14001 and AS 9100. Revised URL in Section 5.1.1. Made various minor non-technical formatting changes.

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1. PURPOSE

The purpose of this MWI is to provide instructions for identifying and formally documenting MSFC Management System (MMS) deficiencies as required by MPD 1280.1 and MPR 1280.10 using the Quality System Deficiency Notice (QSDN) system.

NOTE: This process does not negate the individual's responsibility to seek to resolve issues through normal management channels.

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 purpose of this paragraph, include contractors, grantees, Cooperative Agreement recipients, Space Act Agreement partners or other agreement parties.)

2.2 This MWI applies to the MAF.

2.3 In this directive, 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 to the following: all document citations are assumed to be the latest version, unless otherwise noted.

2.5 This MWI applies to all those MSFC activities within the scope of the MMS as defined by MPR 1280.10. The Office of Primary Responsibility Designee (OPRD) for an MMS procedure should not use the QSDN system for planned updates, corrections, and/or additions to their own document.

3. AUTHORITY

3.1 MPD 1280.1, MSFC Quality Management System Policy

3.2 MPR 1280.10, Marshall Quality Management System

4. APPLICABLE DOCUMENTS AND FORMS

4.1 MPR 1280.4, MSFC Corrective Action System

4.2 MWI 1280.2, MSFC Customer Feedback (CF) Processing through the Corrective Action System (CAS)

4.3 MSFC Form 4335, Quality System Deficiency Report

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4.4 SAE AS9100, Quality Management Systems - Requirements for Aviation, Space and Defense Organizations

4.5 ISO 14001, Environmental Management Systems - Requirements with Guidance for Use

4.6 ISO 9001, Quality Management Systems - Requirements

5. INSTRUCTIONS

5.1 Any Center civil servant or contractor personnel may generate a QSDN, subject to the requirements of this document. Quality system deficiencies shall either be identified directly to the person responsible for the deficiency or be identified and documented on a QSDN, MSFC Form 4335, or the comparable on-line entry screen by MSFC or MAF civil servant or contractor personnel working under the MSFC MMS. Additionally, QSDNs may be initiated by MSFC Safety and Mission Assurance (SMA) for MMS deficiencies identified by our customers, as described in MWI 1280.2.

5.1.1 Upon identification of an MMS deficiency evaluated by the criteria of Figure 1, the person who identifies the issue shall enter the QSDN Database at the following internet Web site:

https://sharepoint.msfc.nasa.gov/sites/cas/Lists/QSDN_Entry2/AllItems.aspx

5.1.2 The initiator shall generate a QSDN by:

5.1.2.1 Selecting **Initiate QSDN Report** from the menu. A unique control number and that day's date for each new entry will automatically be entered into the form.

5.1.2.2 Completing the form as follows:

Block 1: Unique number. (QSDN system automatically assigns unique number.)

Block 2: Name of the initiator.

Block 3: Date (QSDN system automatically fills in date).

Block 4: Office symbol of the initiator.

Block 5: E-mail address of the initiator.

Block 6: Phone number of the initiator.

Block 7: Deficiency and organizational code where deficiency was detected.

Block 8: Requirement(s) violated (e.g., MPD, MPR, MWI, ISO, or MSFC-SPEC).

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Quality System Deficiencies appropriate for QSDN initiation include:	Quality System Deficiencies inappropriate for a QSDN – Contact the involved document OPRD directly for:
<p>Nonconformances against the MPDs, MPRs, MWIs, and other documentation applicable to the Levels 1-3 MMS documents for which one or more of the following apply:</p> <ul style="list-style-type: none"> • Document violates the ISO 9001, ISO 14001, or AS9100 Standard. • Document contains overlapping or inconsistent requirements with other documents. • Policy, procedure, instruction or applicable document is not or cannot be performed as specified. • Statutory or regulatory requirements need to be considered or implemented into the document. <p>Nonconformances against OIs that are potentially generic in nature.</p>	<p>Minor problems with Quality System Procedures:</p> <ul style="list-style-type: none"> • Spelling • Wording <p>Nonconformances against an OI which are unique to that document (i.e., do not have generic applicability). [Non-generic OI concerns should be communicated directly to the involved document OPRD for resolution.]</p>

FIGURE 1: QSDN Initiation Criteria

5.1.2.3 Submitting the QSDN to SMA for review.

5.1.3 SMA’s CAS Coordinator shall evaluate the QSDN per MPR 1280.4 to:

5.1.3.1 Determine what course of action needs to be taken and

5.1.3.2 Perform that action.

5.1.4 SMA’s CAS Coordinator shall provide periodic and ad hoc reports (when requested) to appropriate Center management on the status of the QSDN process and data.

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6. CANCELLATION

MWI 1280.4F, MSFC Quality System Deficiency Notice System, dated July 3, 2012

Original signed by

Todd A. May
Director

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APPENDIX A

DEFINITIONS

None.

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APPENDIX B

ACRONYMS

AS	Aerospace Standard
CAS	Corrective Action System
CF	Customer Feedback
ISO	International Standards Organization
MMS	Marshall Management System
QSDN	Quality System Deficiency Notice
SMA	Safety and Mission Assurance
SPEC	Specification

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APPENDIX C

VERIFICATION MATRIX

None.

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APPENDIX D

RECORDS

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