

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



Reply to Attn of:

CS01

February 23, 2007

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

Waiver Number: MPR 1280.8-WAV01

In accordance with MPR 1410.2, CS01 requests approval for waiver from MPR 1280.8.

Define the proposed departure from the requirement(s):

The Office of Strategic Analysis and Communications requests departure from the requirement to perform quarterly customer satisfaction surveys as required in MPR 1280.8.

Justification for the deviation/waiver (waivers must include references to any applicable nonconformance, discrepancy, or deficiency report(s)) :

Due to the dissolution of the Business Development Office and the transfer of ownership of MPR 1280.8 to the Office of Strategic Analysis and Communications (OSAC), customer satisfaction surveys were not conducted during the first quarter of the current fiscal year.

Applicability, impacts, and conditions (if any) of waiver:

None

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

The Office of Strategic Analysis and Communications plans to revise MPR 1280.8 as follows:

Integrate the customer satisfaction process with current Center planning and analysis activities.

Provide the MSFC Strategic Planning Council and the Center product line organizations with more useful customer satisfaction data/analysis.

Survey a larger subset of the MSFC customer base than is currently being surveyed.

Monitor the Center's level of satisfaction during the "window of opportunity" while the work is being performed rather than after the fact.

Approved by:

Rosalie W. Allen

D.A. King

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Director

Date