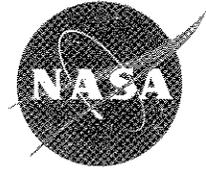


National Aeronautics and Space Administration
George C. Marshall Space Flight Center
Marshall Space Flight Center, AL 35812



September 18, 2009

Reply to Attn of CS01

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

Waiver Number: MPR 1280.8-WAV02

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

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

Currently MPR1280.8, Customer Satisfaction, 3.1 requires customer satisfaction surveys to be administered on a quarterly basis. At the June 1, 2009, Strategic Planning Council Meeting, Acting Center Director, Robert Lightfoot requested the frequency of customer satisfaction surveys change from quarterly to semi-annually.

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

The current system surveys approximately 23 customers a quarter resulting in a low sampling size which is difficult to trend and understand systemic issues.

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

This waiver will remain in effect until MPR 1280.8 is revised to reflect customer satisfaction surveys are conducted semi-annually.

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

ISO 9001 and AS9100 requirements are not affected by the change in customer satisfaction surveys from quarterly to semi-annually.

A handwritten signature in black ink, appearing to read "Robt M. Lightfoot".

Robert M. Lightfoot
Director