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REVISION HISTORY			
REV	Description of Change	Author	Effective Date
0	Initial Release	A. Grady	05/27/98
1	Clarifications based on 7/98 DNV Audit and 6/98 Internal Audit (see DCR 98-0016). Major rewrite.	M. Hines	9/10/98
2	Clarifications based on 11/98 DNV Audit (DCR 98-072)	R. Serrano	12/18/98

REFERENCE DOCUMENTS	
Document Number	Document Title
53.ARC.0000	Ames Research Center Quality Manual, Section 4.19
53.ARC.0003	Acceptance and Amendment of Customer Agreements
53.ARC.0011	Control of Inspection, Measuring, and Test Equipment

Documents referenced in this procedure are applicable to the extent specified herein.

## 1. Purpose

This procedure establishes a consistent method for identifying, performing, verifying, and reporting servicing requirements within the Ames Research Center (ARC) Quality System in accordance with the ARC Quality Manual.

## 2. Scope

This procedure applies to organizations that service hardware, software, and systems where specified in the customer agreement.

## 3. Definitions and Acronyms

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| 3.1 | Customer | Any organization or individual that enters into a formal agreement with ARC for delivery of ARC products or services |
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|-----|---------------------|--|
| 3.2 | Customer Agreement  | Space Act Agreement, Interagency Agreement, Memorandum of Agreement, Memorandum of Understanding, Cooperative Agreement, Program or Project Plan, Research Plan/Proposal <b>combined with a documented form of customer acceptance (e.g., customer letter of acceptance, NF 506A "Resources Authority Warrant," Military Inter-departmental Purchase Request (MIPR), etc.)</b> , or any other legal commitment entered into by ARC to deliver a product or service |
| 3.3 | Product             | Systems, hardware, software, data (including research results), and/or processed material resulting from ARC activities or processes   |
| 3.4 | Responsible Manager | Person having the responsibility and authority to accomplish/implement a specific activity or process (includes organizational line managers, project managers, etc.)  |
| 3.5 | Servicing           | Installing, adjusting, repairing, course training, or maintaining a product or service per customer agreement  |

## 4. Flowchart

There is no flowchart required for this document.

## 5. Responsibilities

5.1 **Responsible Manager** shall:

- identify servicing requirements during the review of customer agreements (53.ARC.0003), and
- ensure that these requirements are implemented in accordance with lower-level procedures,
- verify that the resulting servicing meets the requirements specified in the customer agreement and lower-level procedures, and
- report the results of the verification to the Program/Project Manager.

## 6. Procedure

6.1 Identification of Servicing Requirements

During development of the customer agreement (53.ARC.0003), the Responsible Manager, together with any designated project team, shall identify servicing requirements.

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## 6.2 Planning for Meeting Servicing Requirements

Where servicing requirements exist in the customer agreement, the Responsible Manager shall ensure the incorporation of these requirements into program/project plans and that these plans are consistent with any lower-level procedures or work instructions as required.

## 6.3 Performing, Verifying, and Reporting Servicing Activities

When servicing activities are specified in procedures or work instructions, the Responsible Manager and the project team shall perform the following functions:

- ensure that this work was performed in accordance with applicable program/project plans and lower-level procedures,
- ensure that inspection, measuring, and testing equipment used for servicing activities is in compliance with the calibration program (53.ARC.0011),
- verify and document that servicing work was done and met the requirements of the customer agreement, and
- report to the Program/Project Manager the results of the verification.

## 7. Metrics

There are no metrics required for this document.

## 8. Quality Records

There are no Quality Records required for this document.

## 9. Form(s)

There are no forms required for this document.