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REVISION HISTORY			
REV	Description of Change	Author	Effective Date
0	Initial Release	S. Kurasaki	4/24/98
1	Clarifications based on 7/98 DNV Audit and 6/98 Internal Audit (see DCR 98-020). Major rewrite.	M. Hines	9/16/98
2	Clarification based on 11/98 DNV Audit (DCR 98-061)	R. Serrano	12/18/98

REFERENCE DOCUMENTS	
Document Number	Document Title
53.ARC.0000	Ames Research Center Quality Manual, Section 4.7
53.ARC.0004.3	Configuration Management
53.ARC.0010	Inspection and Testing
53.ARC.0015	Handling, Storage, Packaging, Preservation, and Delivery
53.ARC.0016	Quality Records

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

1. Purpose

This procedure defines the process for managing material and supplies provided by customers to Ames Research Center (ARC). Management of material and supplies includes the verification, storage, and maintenance while under ARC custodianship, in addition to the return of the material and supplies.

2. Scope

This procedure applies to those organizations that manage material and supplies temporarily provided to ARC by customers and which is provided for incorporation into final products or for related activities covered in the ARC Quality System.

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 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.), or any other legal commitment entered into by ARC to deliver a product or service |
| 3.3 | Customer-Supplied Material and Supplies (CSMS) | Material and supplies owned by a customer and provided to ARC for the purpose(s) stated in the customer agreement |
| 3.4 | Material | Hardware, software media, raw materials, or sub-assemblies that will be incorporated into or used in the development or testing of ARC products |
| 3.5 | Property Survey Officer | Individual responsible for investigating lost, damaged, or destroyed material and property for ARC organizations |
| 3.6 | Receiving Inspector | Individual assigned the task of inspecting incoming material to determine its accuracy, condition, and suitability for intended use |
| 3.7 | Responsible Manager | Person having the responsibility and authority to accomplish/implement a specific activity or process (includes organizational line managers, project managers, etc.) |
| 3.8 | Supplies | Test equipment, tooling, packaging, etc. used in the development or testing of ARC final products |

4. Flowchart

There is no flowchart required for this document.

5. Responsibilities

5.1 Responsible Manager shall:

- ensure requirements for CSMS are covered in the Customer Agreement,
- ensure verification, proper use, proper maintenance, and return of CSMS to customer as agreed to in the Customer Agreement which contains the period of time that such agreement is in effect, and
- ensure the recording and reporting of any lost, damaged, or otherwise unsuitable CSMS to the customer.

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5.2 **Receiving Inspector** shall:

- identify CSMS upon receipt, and
- perform receiving inspection and/or testing on CSMS.

6. Procedure

6.1 General Requirements – The procedure described in the “Control of CSMS” section of this document may be used for controlling CSMS. If other procedures are used, they shall be documented and maintained in lower-level procedures or in Customer Agreements and shall address the following:

- Verification, storage, and maintenance of CSMS
- Recording and reporting to customer any lost, damaged, or otherwise unsuitable CSMS

6.2 Control of CSMS – CSMS shall be controlled in accordance with requirements set forth in the Customer Agreement. If requirements are not defined in the Customer Agreement, other relevant or applicable procedures shall be utilized as noted.

6.2.1 The Responsible Manager or designee shall receive, provide identification, and ensure traceability, if applicable, of CSMS (in accordance with 53.ARC.0004.3 and 53.ARC.0010 if procedures are not addressed in the Customer Agreement).

6.2.2 To verify accuracy, usability, and suitability of CSMS, the Receiving Inspector appointed by the Responsible Manager shall inspect and test CSMS (in accordance with 53.ARC.0010 or special documented procedures if procedures are not addressed in the Customer Agreement).

If CSMS does not pass inspection and testing, the Responsible Manager shall notify the customer and arrange for repair, rework, or replacement and re-testing.

6.2.3 If CSMS is not needed for immediate use, the Responsible Manager shall ensure that material is stored in a suitable environment and maintained during storage to prevent loss, damage, or degradation. CSMS may require re-inspection and re-testing per section 6.2.2 of this document after being removed from storage and prior to being placed in service.

6.2.4 The Responsible Manager or designee shall incorporate material or place CSMS in service until completion of agreement or satisfaction of requirements.

6.2.5 The Responsible Manager shall ensure that CSMS is removed in

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accordance with standard handling practice or with specified procedures accompanying the CSMS.

6.2.5.1 The Responsible Manager shall ensure that CSMS is stored properly (in accordance with 53.ARC.0015 if procedures are not addressed in the Customer Agreement) until CSMS is returned.

6.2.5.2 The Responsible Manager shall ensure that CSMS is returned (in accordance with 53.ARC.0015 if procedures are not addressed in the Customer Agreement).

6.2.6 If CSMS is lost, damaged, or destroyed, the Responsible Manager shall:

6.2.6.1 Prepare NF 598 and forward the completed form to the ARC Property Survey Officer and maintain a copy in accordance with 53.ARC.0016, and

6.2.6.2 Notify customer via forwarded copy of NF 598.

7. Metrics

There are no metrics required for this document.

8. Quality Records

The following Quality Record shall be generated and managed in accordance with 53.ARC.0016.

Required Record	Custodian
Survey Report (NF 598) Generated for lost, damaged, or destroyed CSMS	Responsible Manager

9. Form(s)

Form required for this document:

Form Number	Title
NF 598	Survey Report