

	Code I Directorate Level Procedure ISO 9001 - Ames Research Center		Document #: 53.I.0001	Rev.: D
	Title: Code I Management Responsibility and Authority for Quality System Effectiveness			Page #: 1 of 7

REVISION HISTORY			
REV	Description of Change	Author	Effective Date
-	Initial release	S. Zornetzer (Lead) B. Blaylock D. Koga P. Kutler L. Trejo	7/16/98
A	Major rewrite to comply with Centerwide SLP (see Code I - DCR 0027)	P. Kutler (Lead) A. Grady W. Henry M. Smith	11/2/98
B	Updated to Centerwide format in accordance with 53.ARC.0005 and 53.ARC.0005.2	W. Henry	11/10/98
C	Major rewrite to reflect all CAR requirements through 2/26/99	W. Henry	3/22/99
D	Changes in section 5.3 and 6.5.1	W. Henry	4/12/01

	Code I Directorate Level Procedure ISO 9001 - Ames Research Center	Document #:	Rev.:
		53.I.0001	D
Title:		Page #:	
Code I Management Responsibility and Authority for Quality System Effectiveness		2 of 7	

REFERENCE DOCUMENTS	
Document Number	Document Title
53.I.0016	Code I Quality Records Matrix
53.ARC.0000	Quality Manual
53.ARC.0001	Management Responsibility and Authority
53.ARC.0003	Acceptance and Amendment of Customer Agreements
53.ARC.0004.1	Project Management for the Design, Development, and Maintenance of Software
53.ARC.0004.2	Design and Development of Systems and Hardware
53.ARC.0004.3	Configuration Management
53.ARC.0005	Document and Data Control
53.ARC.0006	Purchasing
53.ARC.0007	Management of Customer-Supplied Material and Supplies
53.ARC.0009.2	Management and Performance of Research
53.ARC.0009.4	Program and Project Management
53.ARC.0010	Inspection and Testing
53.ARC.0011	Control of Inspection, Measuring, and Test Equipment
53.ARC.0012	Inspection and Test Status
53.ARC.0013	Control of Nonconforming Product
53.ARC.0014	Corrective and Preventive Action
53.ARC.0015	Handling, Storage, Packaging, Preservation, and Delivery
53.ARC.0016	Quality Records
53.ARC.0017	Internal Quality Audit
53.ARC.0018	Training

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

1. Purpose

This procedure defines the responsibilities for the Ames Research Center (ARC) Quality System elements that Code I management has the authority to implement.

	Code I Directorate Level Procedure ISO 9001 - Ames Research Center	Document #: 53.I.0001	Rev.: D
	Title: Code I Management Responsibility and Authority for Quality System Effectiveness		Page #: 3 of 7

2. Scope

This procedure applies to all Code I management levels responsible for development, implementation, and maintenance of the ARC Quality System in reference to 53.ARC.0000, section 4.1.

3. Definitions and Acronyms

3.1.	Code I	NASA ARC Information Systems Directorate
3.2.	Customer	Any organization or individual that enters into a formal agreement with ARC for delivery of ARC products or services
3.3.	Directorate	Senior level management position(s) or their designee(s)
3.4.	Products	Systems, hardware, software, data (including research results) and/or processed materials resulting from ARC activities or processes
3.5.	Quality Policy	Overall intentions and directions of an organization with regard to quality as formally expressed by executive management
3.6.	Quality System	ARC organizational structure, procedures, processes, and resources needed to implement quality management
3.7.	Requirements Document	Document which establishes the requirements, products, services, and objectives to be accomplished
3.8.	Responsible Manager	Person having the responsibility and authority to accomplish/implement a specific activity or process (includes organizational line managers, project managers, etc.)
3.9.	Task	Research programs and projects managed by Code I

4. Flowchart

A flowchart is not required for adequate understanding of this procedure.

5. Responsibilities

- 5.1. The **Code I Director** or designee shall:
- Define and clarify Quality System requirements including content,

	<p align="center">Code I Directorate Level Procedure ISO 9001 - Ames Research Center</p>	<p>Document #: 53.I.0001</p>	<p>Rev.: D</p>
<p>Title: Code I Management Responsibility and Authority for Quality System Effectiveness</p>		<p>Page #: 4 of 7</p>	

schedule, coordination, and progress records.

- Provide resources to perform Quality System tasks based on task requirements as stated in the requirements documents.
- Schedule Directorate Reviews of the Quality System.
- Ensure that all Code I employees are trained in Quality System policies, procedures, and standards.

5.2. The **Responsible Manager** shall:

- Ensure that managers of each program, project, or contract include quality planning in accordance with the ARC Quality Manual and appropriate documents.
- Assign, define the authority of, and provide organizational freedom to personnel whose assigned responsibilities include the following:
 - Identification, recording, and reporting of existing or potential process, product, or Quality System nonconformances
 - Development of solutions to such nonconformances
 - Implementation of corrective or preventive action to prevent recurrence or occurrence of such nonconformances
 - Verification of the effective implementation of corrective or preventive action
- Ensure that all work governed by the Quality System is conducted in accordance with documented policies, plans, procedures, and work instructions.
- Ensure that each organization or project has identified in the Project Plan the existence and location of all appropriate external documentation. The Project Plan shall explain how external documents are identified, controlled to ensure that appropriate versions are available, and removed from service when obsolete.
- Ensure that action items resulting from Directorate Reviews of the Quality System are assigned to appropriate individuals, that the actions are implemented within established time frames, and that the actions are recorded in the appropriate Code I action item log(s).
- Identify resource requirements and provide adequate resources, including the assignment of trained personnel to manage, perform, and verify work

	Code I Directorate Level Procedure ISO 9001 - Ames Research Center	Document #:	Rev.:
		53.I.0001	D
Title:		Page #:	
Code I Management Responsibility and Authority for Quality System Effectiveness		5 of 7	

that affects the quality of the final product.

5.3 The **Directorate Quality Manager** or designee shall:

- Be responsible for Quality System activities within the Code I Directorate Office.
- Monitor Directorate activities for nonconformances according to the ARC Quality Manual and appropriate procedures, report findings to the Code I Director, and be responsible for overseeing corrective actions when necessary.
- Ensure that all Code I organizations' action items resulting from Directorate Reviews of the Quality System, center-wide Quality Management Reviews, or any other center-wide organizational review are recorded in the appropriate Code I action log(s).
- Notify the Responsible Managers of affected areas of new entries in any Code I action item log.
- Support the quality assurance efforts of all Code I managers and staff upon their request.

6. Procedure

- 6.1. Directorate or designee shall develop and stipulate strategic goals that are consistent with Quality System roles and missions.
- 6.2. Directorate or designee shall review Quality System requirements documents provided by customers.
- 6.3. Director, in consultation with Directorate, shall assign adequately-trained staff and determine the proper Division(s), Office(s), or Branch(es) that can best accomplish the task(s) based on scheduling, task priorities, and resource impact.
- 6.4. Directorate shall delegate cognizant Division and Office(s) with lead responsibility to complete task(s) and provide the service(s) and/or product(s) to the customer in accordance with customer requirements. Division may use the Center-wide System Level Procedures (SLPs) as a reference (all except 53.ARC.0019):

53.ARC.0000	53.ARC.0001	53.ARC.0003	53.ARC.0004.1
53.ARC.0004.2	53.ARC.0004.3	53.ARC.0005	53.ARC.0005.1
53.ARC.0005.2	53.ARC.0006	53.ARC.0007	53.ARC.0008
53.ARC.0009.2	53.ARC.0009.4	53.ARC.0010	53.ARC.0011

	Code I Directorate Level Procedure ISO 9001 - Ames Research Center		Document #: 53.I.0001	Rev.: D
	Title: Code I Management Responsibility and Authority for Quality System Effectiveness			Page #: 6 of 7

53.ARC.0012 53.ARC.0013 53.ARC.0014 53.ARC.0015
53.ARC.0016 53.ARC.0017 53.ARC.0018

- 6.5. Directorate shall schedule and report Quality System reviews.
- 6.5.1. Directorate or designee shall participate in the center-wide Quality Management Reviews and shall relay action items to the Directorate Quality Manager. The Directorate Quality Manager or designee shall ensure that all action items resulting from these reviews are recorded in the appropriate Code I action item log(s) and shall notify the Responsible Manager of identified items.
- 6.5.2. The Responsible Manager shall assign action items to individuals in their organization and track the items to completion. The Responsible Manager will record the results in the appropriate Code I action item log.
- 6.5.3. The Directorate Quality Manager or other designee shall report the status and results of the action items in any Code I action item log for presentation at the next center-wide Quality Management Review.

7. Metrics

There are no applicable metrics for this procedure.

8. Quality Records

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

Identification	Minutes of the Directorate Review of the Quality System
Collection	Directorate Secretary
Indexing	Date
Accessing	Directorate Staff and Division Chiefs
Filing	Directorate Office
Minimum Retention	5 Years
Maintenance	Office Environment
Disposition	Discard
Storage	N/A

9. Form(s)

There are no applicable forms for this procedure.