



# Centerwide System Level Work Instruction

ISO 9001 - Ames Research Center

Document #:  
**53.ARC.0005.2**

Rev.:  
**2**

Title:  
**Creation of Quality System Procedures and Instructions**

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## REVISION HISTORY

Rev	Description of Change	Author	Effective Date
0	Initial release based on 7/98 DNV Audit and 6/98 Internal Audit (see DCR 98-011)	M. Hines	9/3/98
1	Administrative change (DCR 98-049)	R. Serrano	12/18/98
2	Section 2 delete Quality Manual, revised other sections to be consistent with actual practices (DCR 99-015)	G. Miyahara	6/8/99

## REFERENCE DOCUMENTS

Document Number	Document Title
53.ARC.0000	Ames Research Center Quality Manual, Section 4.5
53.ARC.0005	Document and Data Control
53.ARC.0016	Quality Records

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

### 1. Purpose

This procedure defines the method for creating and revising Quality System procedures and instructions in accordance with the Ames Research Center (ARC) Quality Manual and 53.ARC.0005.

### 2. Scope

This procedure applies to the creation and revision of Quality System procedures and instructions. This includes, as a minimum, Centerwide System Level Procedures, and Directorate-level procedures. This procedure is recommended for the creation and revision of lower-level procedures and instructions.

### 3. Definitions and Acronyms

There are no unique terms or acronyms in this document.

### 4. Flowchart

There is no flowchart required for this document.

### 5. Responsibilities

5.1 **Centerwide Document Control Administrator** shall:

- be responsible for updating the centerwide document template to keep it in compliance with this procedure.



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5.2 The **Author** shall:

- comply with 53.ARC.0005, and
- submit new or revised documents in accordance with this document.

## 6. Procedure

6.1 The Author shall:

- 6.1.1 Check the Master List to verify that the creation or revision of the document has not already been done.
- 6.1.2 Create or revise the document in accordance with the requirements in Appendix I (Procedural Content Requirements) and in Appendix II (Document Format). **An SLP template is available for use and is located on the ARC ISO 9000 web site.**
  - 6.1.2.1 Use the change **line** function when revising a document.
- 6.1.3 Submit a new or revised document to the Responsible Manager for review.

## 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)

Forms required for this document:

Form Number	Title
ARC 760	Document Change Request

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**APPENDIX I**  
**PROCEDURAL CONTENT REQUIREMENTS**

Note on Revision History

A summary of the cumulative history of revisions will appear in each document. Right margin change lines will highlight specific changes for document users.

REVISION HISTORY			
Rev	Description of Change	Author	Effective Date

- List all versions from Initial Release to current version.
- Description of change should be a summary of changes made.

REFERENCE DOCUMENTS	
Document Number	Document Title

- List documents by their control number and title. Do not include revision level. Assure that all documents in the "Reference Documents" table are actually referenced in the body of the text.
- Do not list lower-level documents. Changes in lower-level documents may render the procedure obsolete.

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

**1. Purpose**

Describe why you are writing the procedure and the compelling reason for writing it.

**Example:**

*"This procedure describes the process by which Ames Research Center (ARC) selects instruments for..."*

**2. Scope**

State the applicability and limits to which the procedure shall be used. Answer questions of applicability: "This procedure applies to ..(what, where, when, whom, how)..." If the Scope section is not too long or cumbersome, you may add a statement on where the process begins, what is in the middle, and where it ends.

**Example:**

*"This procedure applies to the process ARC Acquisition follows when performing pre-award evaluation of resident contractors from receipt of proposal review and approval to notification of resident contractors."*

**3. Definitions and Acronyms**

Refer to a list of commonly used **ARC** terms. Define special terms not **previously described** and any terms used differently from common meanings. Minimize the use of acronyms.



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## Example:

3.1      *Approving Official*      *ARC individual authorized to approve a customer agreement*

## 4. Flowchart

A flowchart is optional. For complex or cross-functional processes, flowcharts can give affected personnel and all other interested readers a good overview of the processes. Ideally, each box in the flowchart will define what activity is performed and who is responsible. A simple process may not require a flowchart for adequate understanding.

Create the flowchart in Claris Draw and imbed in this section or at the end of the document.

### Example 1:

*"There is no flowchart required for this document."*

### Example 2:      See Figure 1.

*"Refer to the flowchart at the end of this document."*

## 5. Responsibilities

To minimize documents becoming obsolete due to organizational changes, use the functional position title of individuals or organizations.

### Alternative I

Define responsibilities and group them by functional position title. This will help affected individuals easily find all requirements that apply to them. Bold a position title in the introductory phase prior to the listing of responsibilities.

### Example:

- 9.1    5.1    *The **Author** shall:*
- *prepare the document using the approved template,*
  - *verify document content with other reviewers, and*
  - *obtain document title and identification number.*
- 5.2    *The responsible **Project Engineer** shall*
- *complete the analysis.*

### Alternative II

Make a statement under the Responsibilities section referring the user to the Procedure section.

### Example:

*"Refer to the Procedure section of this document."*

## 6. Procedure

If the Responsibilities section and the optional flowchart do not adequately illustrate the process, use this section to fully describe the sequential steps required.

## 7. Metrics

Identify the quantitative measurements that can be used to determine if the process is



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operating as intended.

**Example:**

*“Once a month, the Audit Coordinator shall provide a report to the Ames Management Representative on the rolling 12-month trend for the following...”*

## 8. Quality Records

List the Quality Records that must be generated to show that the requirements of the procedure have been fulfilled. As a minimum, include the name of the record and the person responsible for it. Refer to 53.ARC.0016, Quality Records, for additional guidance.

**Example 1:**

*“There are no Quality Records required for this document.”*

**Example 2:**

*“The following Quality Records shall be generated and managed in accordance with 53.ARC.0016.”*

Required Record	Custodian
<i>Document Change Request</i>	<i>DCA</i>

## 9. Form(s)

List the forms that are used within the procedure. As a minimum, include the form number and the name of the form.

**Example 1:**

*“There are no forms required for this document.”*

**Example 2:**

*“Forms applicable to this document:”*

Form Number	Title
<i>ARC 760</i>	<i>Document Change Request</i>



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## APPENDIX II DOCUMENT FORMAT

An approved electronic version of the document template can be downloaded from <http://dqa.arc.nasa.gov/iso9000>. Following is a descriptive version of the template, without the headers and footers attached. The headers and footers shall look like the ones on this document.

REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
0	Initial Release	Author's Name	xx/xx/xx

REFERENCE DOCUMENTS	
Document Number	Document Title
XXXXX	Document Title

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

### 1. Purpose (Apply Heading 1 style here)

(Text goes here; apply Normal style = a new style with indent 0.5"

Spacing: 6 before and 3 after

Line and Page Breaks: select don't hyphenate)

Heading 1 style = Indention: Left 0, Special - Hanging .5

Spacing: 6 before and 3 after

Line and Page Breaks: select don't hyphenate.)

### 2. Scope

(Text goes here; apply Normal style = a new style with indent 0.5")

### 3. Definitions and Acronyms

(Use the Table format for 3 columns.)

3.1

### 4. Flowchart

(Insert flowchart here.)

### 5. Responsibilities

(Text goes here; apply Heading 2 style and **Bold** position title. Use a "." after the "shall" and apply bullet with normal style and indent to line up responsibilities under title.)

Heading 2 style = Indention: Left 0.5", Special - Hanging 0.5"

Spacing: 6 before and 3 after



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Line and Page Breaks: select "Don't hyphenate"

## 6. Procedure

6.1 Apply Heading 2 style here.

Heading 2 style = Indention: Left 0.5", Special - Hanging 0.5"

Spacing: 6 before and 3 after

Line and Page Breaks: select "Don't hyphenate"

6.1.1 Apply Heading 3 style here.

Heading 3 style = Indention: Left 1", Special - Hanging 0.5"

Spacing: 6 before and 3 after

Line and Page Breaks: select "Don't hyphenate"

6.1.1.1 Apply Heading 4 style here.

Heading 4 style = Indention: Left 1.5", Special - Hanging 0.69"

Spacing: 6 before and 3 after

Line and Page Breaks: select "Don't hyphenate"

6.1.1.1.1 Apply Heading 5 style here

Heading 5 style = Indention: Left 2.2", Special - Hanging 0.8"

Spacing: 6 before and 3 after

Line and Page Breaks: select "Don't hyphenate"

## 7. Metrics

(Text goes here; apply Normal style = a new style with indent 0.5")

## 8. Quality Records

(Text goes here; apply Normal style. Use the Table format for 2 columns.)

Required Record	Custodian

## 9. Form(s)

(Text goes here; apply Normal style. Use the Table format for 2 columns.)

Form Number	Title