



Brian Hughitt
Office of Safety and Mission Assurance

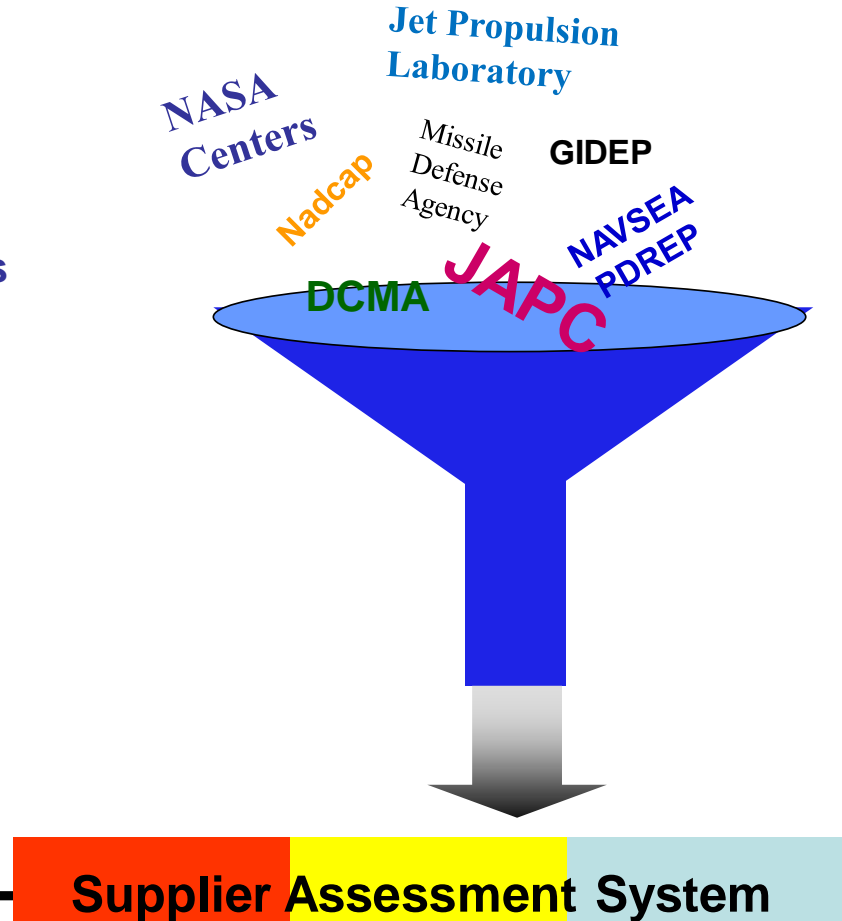
Sharing Quality Data

Provides:

- Quality Leading Indicators
- Delivery Ratings
- Source Selection Tool

Accessed by:

- NASA Program Managers
- NASA Quality Assurance
- NASA Procurement
- Prime Contractors
- Other Govm't Agencies







Authority

**The United States Code of Federal Regulations (CFR)
Title 15, Part 287, Guidance on Federal Conformity Assessment**

Responsibilities of Federal Agencies:

- **Coordinate its quality assurance activities with those of other appropriate Government agencies and with those of the private sector (Sec 287.1(a)).**
- **Participate in efforts designed to improve coordination among governmental and private sector conformity assessment activities (Sec 287.4(g)).**
- **Conduct joint supplier audits and share conformity assessment information among agencies (Sec 287.4(h)).**
- **Use the results of private sector or other governmental conformity assessment activities to schedule audits more effectively (Sec 287.4 (e))**



JAPC Member Organizations (Invited)

ATK Launch Systems

Ball Aerospace and Technologies Corporation

Boeing Space Exploration

California Institute of Technology Jet Propulsion Laboratory (JPL)

The Johns Hopkins University/Applied Physics Laboratory (JHU-APL)

Lockheed Martin Space Systems

Northrop Grumman Space Technology

Orbital Sciences Corporation

Pratt & Whitney Rocketdyne

Raytheon Missile Systems

United Space Alliance



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Revision B



**MEMORANDUM OF UNDERSTANDING
BETWEEN
NATIONAL AERONAUTICS AND SPACE ADMINISTRATION (NASA)
OFFICE OF SAFETY AND MISSION ASSURANCE (OSMA)
AND
PARTICIPATING NASA PRIME CONTRACTORS,
CALIFORNIA INSTITUTE OF TECHNOLOGY (CALTECH)/
JET PROPULSION LABORATORY (JPL), AND
THE JOHNS HOPKINS UNIVERSITY/APPLIED PHYSICS
LABORATORY (JHU-APL)
FOR OPERATION OF THE
NASA JOINT AUDIT PLANNING COMMITTEE**

Purpose

- (1) Sharing of supplier quality audit data
- (2) Eliminating duplicative audits and reducing supplier work interruptions
- (3) Reducing costs by combining auditing resources
- (4) Reporting Agency-wide quality metrics and trends
- (5) Enhancing the capability to identify supplier risks and tailor QA actions
- (6) Standardizing supplier auditing practices
- (7) Sharing best practices & lessons learned
- (8) Identifying and facilitating the resolution of common supplier quality issues
- (9) Providing feedback and enhanced confidence in ICOP certification process

Legal Propriety

- **Supplier agrees in advance that data generated from audits will be shared among JAPC member organizations**
- **Supplier validates that JAPC audit data is factually accurate and that it does not contain trade secrets, confidential commercial or financial data, or export controlled information**
- **JAPC member organizations are not permitted to audit or access data pertaining to suppliers that they routinely or specifically compete with for the same or similar work**
- **JAPC member organizations are required to protect supplier information received**

APPENDIX D
AUDITOR CODE OF CONDUCT
AND QUALIFICATIONS

3. Auditor Qualifications
- a. JAPC member organizations are responsible for ensuring that auditors and lead auditors possess proper knowledge, skills, and experience, as applicable, in the following areas:
- (1) Auditing concepts, practices, and code of conduct.
 - (2) Quality management terminology and principles, and their application.
 - (3) Quality management tools and their application (Statistical Process Control, Flowcharts, Process Maps, etc.).
 - (4) Subject matter expertise related to the processes, products, practices, and quality management system being audited and the technological context in which the audit is being conducted. Subject matter expertise may be attained by education, training, and/or experience.
- b. Quality management system auditors and lead auditors shall be trained and formally qualified by their respective JAPC member organization in accordance with prescribed and documented qualification requirements. Qualification shall include demonstrated competencies related to the criteria identified in 3.a above. Successful completion of RABQSA recognized and/or ASQ provided training courses may be used to demonstrate knowledge of quality management system auditing concepts/practices, ISO 9001 auditor/lead auditor requirements, and/or AS9100 auditor/lead auditor requirements, as applicable.

Audit Scope

- High Risk QMS Elements -

QUALITY MANAGEMENT SYSTEM

- Control of outsourced processes 4.1
- Configuration Management 4.3 / 7.5.3

PRODUCT REALIZATION

- Identification and Control of Key Characteristics / Critical Items 7.3.3.9/ 7.5.1/ 8.1
- Supplier Quality Management (Purchasing) 7.4
- Process control 7.5.1
 - Documentation of processes
 - Control of key characteristics
 - In process verification points
- Criteria for workmanship
- Validation, Monitoring, and Measurement of Special Processes 7.5.2 / 8.2.3
- Identification of Monitoring/Measurement Status 7.5.3
- Traceability of Product to Records of Objective Quality Evidence 7.5.3
- Preservation of Product / Work Environment /Cleanliness 7.5.5 / 6.4
 - **Electrostatic Discharge**
 - **Counterfeit Parts Avoidance**
 - Foreign Object Debris/Damage 7.5.1.i

MEASUREMENT, ANALYSIS AND IMPROVEMENT

- Internal Audit 8.2.2
- Monitoring, Measurement, and Control of Key Characteristics 8.2.4
- Control of Nonconforming Product 8.3
- Corrective Action 8.5.2

Identification of Prospective Suppliers

A supplier for which an organization desires a higher level of assurance than that provided by the QMS certification process. Considerations for identification of JAPC suppliers include:

- importance of product
- complexity of product
- maturity of product/process
- new supplier
- history of quality problems
- special processes not covered by Nadcap

WHERE YOU NEED TO BE (CONSEQUENCE)

CONFIDENCE LEVEL

100%
99%
98%

National Priority

Mission Success

High Reliability

Personnel Safety!!!

High Cost

QUALITY SYSTEM

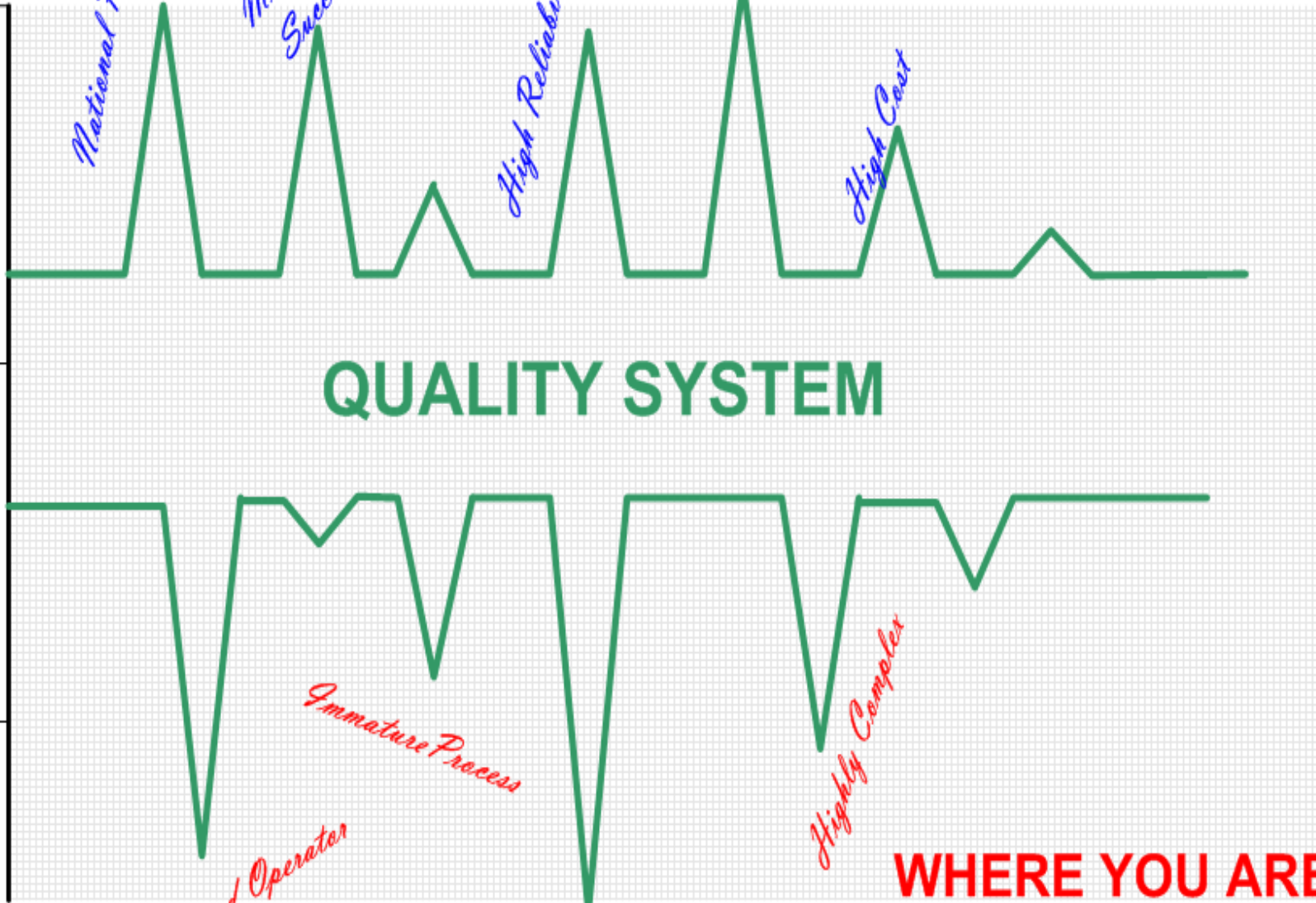
Unexperienced Operator

Immature Process

History of Noncompliance

Highly Complex

WHERE YOU ARE
(LIKELIHOOD)





Separate the vital few from the trivial many

Joseph Juran



CY2014 SUPPLIERS



Supplier	City	State	Cage Code	QMS	Commodities	Participating Orgs
Amphenol Inc.	Nashua	NH	57034	AS9100	Printed Circuits and Backplanes	NG, MDA, Raytheon, DCMA
Rosemount Aerospace	Burnsville	MN	60678	AS9100	Sensors and Sensor based Systems	Ball, Aerojet-Rocketdyne, NASA-JPL, DCMA
VIP Manufacturing & Engineering	Santa Clara	CA	8M774	AS9100	Precision machined parts & turnkey assemblies	HQ, NASA-ARC, NG
Teledyne Wireless LLC	Mountain View	CA	56348	AS9100	SATCOM HW, Amplifiers, TWTs	NG, NASA-ARC, Raytheon
BAE Systems	Manassas	VA	1RU44	AS9100	Electronic components & sub-systems, and IC solutions	NASA-GSFC, NASA-JPL, NG, DCMA
Aeroflex Colorado Springs	Colorado Springs	CO	65342	AS9100	Design Assy. and test of Integrated circuits	MDA, NG, NASA-JPL, DCMA
Kontron America	Poway	CA	0AYU9	ISO 9001	Computer and computer peripheral equipment	MDA, Raytheon
Moog Inc.	East Aurora	NY	94697	AS9100	Design & manuf. of high-perform. control systems	MDA, NASA-JPL, Raytheon, Ball, DCMA, NASA-LRC
Q-Tech Corp.	Culver City	CA	51774	AS9100	Crystal oscillators for military and aerospace	HQ, NG, Ball, DCMA
SEAKR Engineering Inc.	Centennial	CO	0LB42	AS9100	Solid State storage and data processing	HQ, NG, NASA-GSFC, Orbital
TriQuint Semiconductor	Richardson	TX	1CVM1	AS9100	Gallium Arsenide MMICs & discrete components	NG, NASA-JPL, Raytheon, Boeing, DCMA

Legend: Green = audits under coordination
Blue = audit completed

Beige = No response yet
Dark Blue = Accepted but not scheduled

Black = Declined

Recalibrating the JAPC

Bumps along the road:

1. Competitors
2. Thanks, but no thanks...
3. Feedback loop.

Competitors

“Audit results are withheld from JAPC member organizations with whom the supplier routinely or specifically competes for the same or similar work, whether such work is awarded by a governmental organization or in commercial trade.

(note: this access limitation does not apply to JAPC member organizations that have a current open contract with the audited supplier where such contract includes an access provision for the conduct of quality assurance surveillance activities).”

Thanks, but no thanks...

“Suppliers declining JAPC membership (or failing to respond) shall be notified by the lead JAPC organization of their intention to perform a quality system audit, and shall be provided a second invitation for the supplier to become a JAPC supplier.”

JAPC MOU, Rev A

JAPC Feedback Loop

“Providing continuous improvement feedback to third party, Industry Controlled Other Party (ICOP), and Government programs which serve to assess the conformance and/or effectiveness of supplier quality management systems or quality system processes.”

JAPC MOU, Rev A



SUPPLEMENTAL ASSESSMENTS

- (1) CB supplemental assessments will be per the requirements of AS9104-2, Requirements for Oversight of Aerospace Quality Management System Registration/Certification Programs. This includes; audit checklist, reporting forms, auditor training, CB coordination, audit results reporting via the OASIS database, etc.
- (2) CB supplemental assessments may be performed in conjunction with JAPC Joint AQMS Audits as in the case of a client validation. Or CB supplemental assessments may be performed at a CB's office not in conjunction with a JAPC Joint AQMS Audit.
- (3) Scheduling of JAPC supplemental audits will be per the requirements of paragraph 13 above and AS9104/2.
- (4) The other party assessor shall be chosen from a JAPC member who also is an AAQG member company.
- (5) CB supplemental assessments occurring in conjunction with a JAPC joint audit will have one other party assessor assigned the sole role and responsibility of conducting the CB oversight assessment.
- (6) Other party assessors will utilize their corporate policies and procedures that implement CB oversight.
- (7) It is the goal to perform a supplemental assessment of each CB having at least one client included on the JAPC audit schedule. However, additional CB supplemental assessments can be performed, at different suppliers, if CB performance or other mitigating factors determine an additional supplemental assessment would be beneficial.
- (8) Supplemental audit results will be shared with the JAPC community who are either AAQG Member Companies or governmental regulatory bodies (NASA, JPL, MDA, etc. are considered for these purposes regulatory bodies). 21

“It proved to be a good call”



Nestlé's Inspectors Saw Rat Droppings, Rejected Peanuts

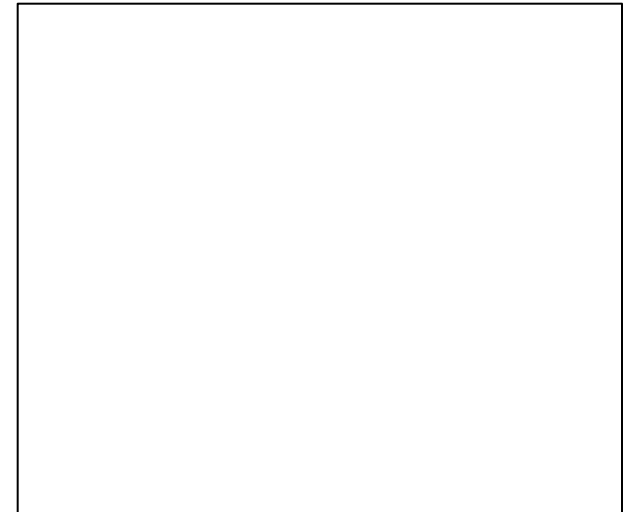
Hearing Explores Why Others Did Not

By Lyndsey Layton

Washington Post Staff Writer

Friday, March 20, 2009; Page A02

Nestlé USA, considering whether to buy ingredients from Peanut Corporation of America, twice sent its own inspectors to check out the company. Both times, they rejected the company after finding sanitary problems at its facilities in Georgia and Texas, noting rat droppings, live beetles, dead insects and the potential for microbial contamination.



It proved to be a good call.

Today, Peanut Corporation of America stands accused by federal investigators of knowingly selling peanut products contaminated with salmonella bacteria, which triggered a criminal investigation, the largest food recall in American history and an outbreak of illness that has sickened at least 691 people and killed nine since September.

Kellogg and other companies that bought products from Peanut Corporation of America told lawmakers yesterday that unlike Nestlé, they did not perform their own inspections. Instead, they relied on third-party audits common in the U.S. food industry.

