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***Panel Session:***

**NASA Supplier Assessments and  
Improving Operations**

**Michael P. Kelly**

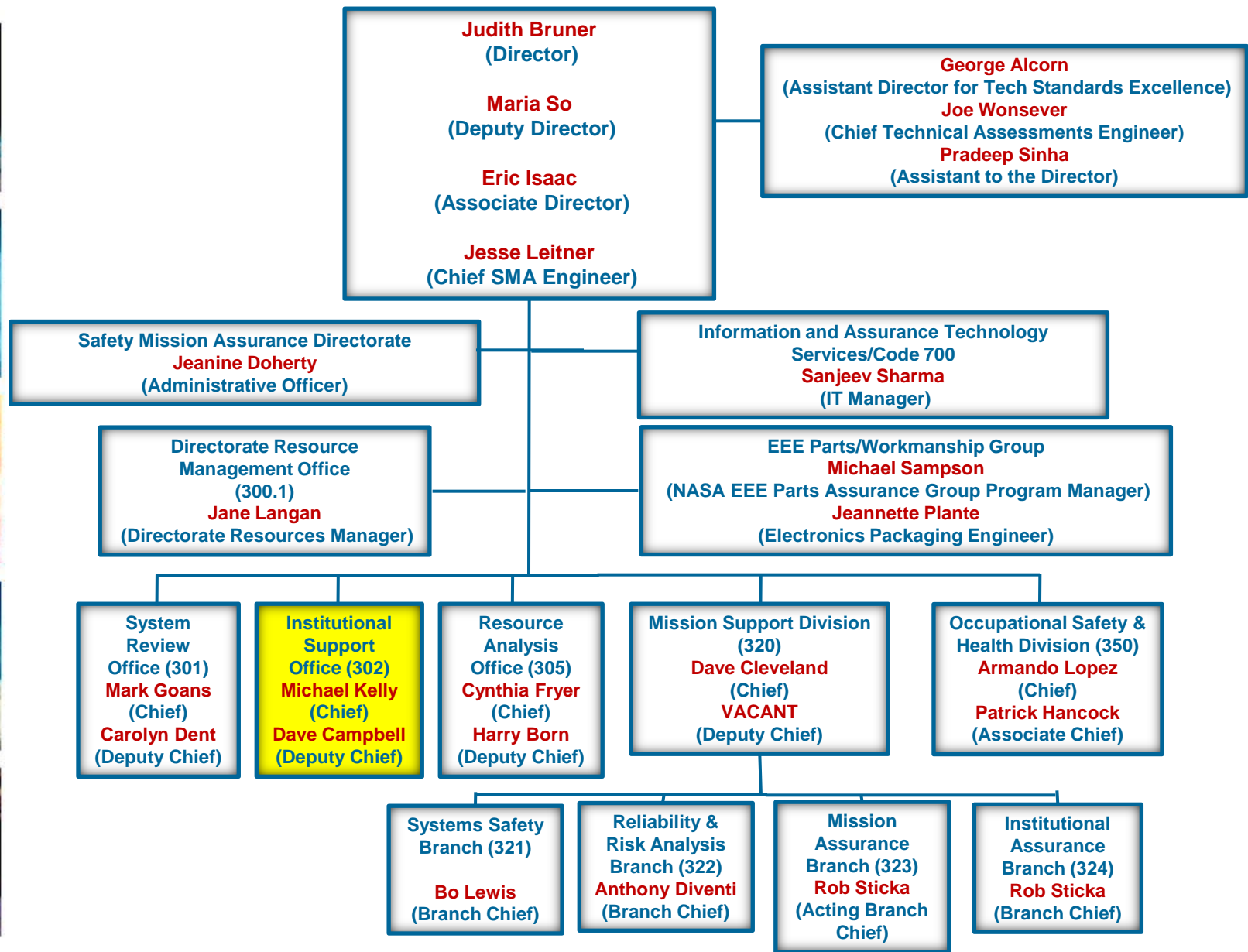
**NASA/GSFC Safety and Mission Assurance  
Directorate**

**October 21, 2010**



# SAFETY AND MISSION ASSURANCE (SMA) CODE 300

(09/15/2010)





# **Supply Chain Management / SMA Functions**

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- **Conduct supplier assessment and follow-up**
- **Maintain information resource of supplier assessment results**
- **Assist assessment / resolution of cross-cutting supplier issues**
- **Sponsor quality training (e.g. AS9100 quality system, ISO Lead Auditor)**
- **Manage annual supply chain conference**
- **Center Technical Liaison for NASA Contract Assurance Services (NCAS)**
- **Center Focal Point for Defense Contract Management Agency (DCMA)**
- **Participate in NASA Audit Management Team (NAMT) and Joint Audit Planning Committee (JAPC)**





# NASA Policy - NPR 8735.2 A

- **NPR 8735.2 A - Management of Government Quality Assurance Functions for NASA Contracts (w/change 1, dated 8/9/2010)**
  - **2.5 Quality System Evaluation**
    - **2.5.1 The contractor's quality system shall be reviewed to ensure compliance with invoked quality program requirements, including internally developed procedures. ...**
      - **2.5.1.1 Quality system evaluation of prime contractors shall be conducted by NASA Centers, delegated agents, or NASA support contractors.....**
      - **2.5.1.2 Quality system evaluation of contractors other than prime contractors shall be conducted by NASA Centers, delegated agents, NASA support contractors....**





# Selection of Suppliers for Assessment

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- **Aerospace “prime” suppliers are assessed every 2 years.**
- **Lower-tier suppliers are selected for assessment based on multiple considerations:**
  - High-Risk or Critical supplier to a GSFC mission
  - “Common” supplier to multiple GSFC missions
  - Supplier issue/concern elevated to the Center Director level
  - Project office request





# Assessment Objectives/Goals

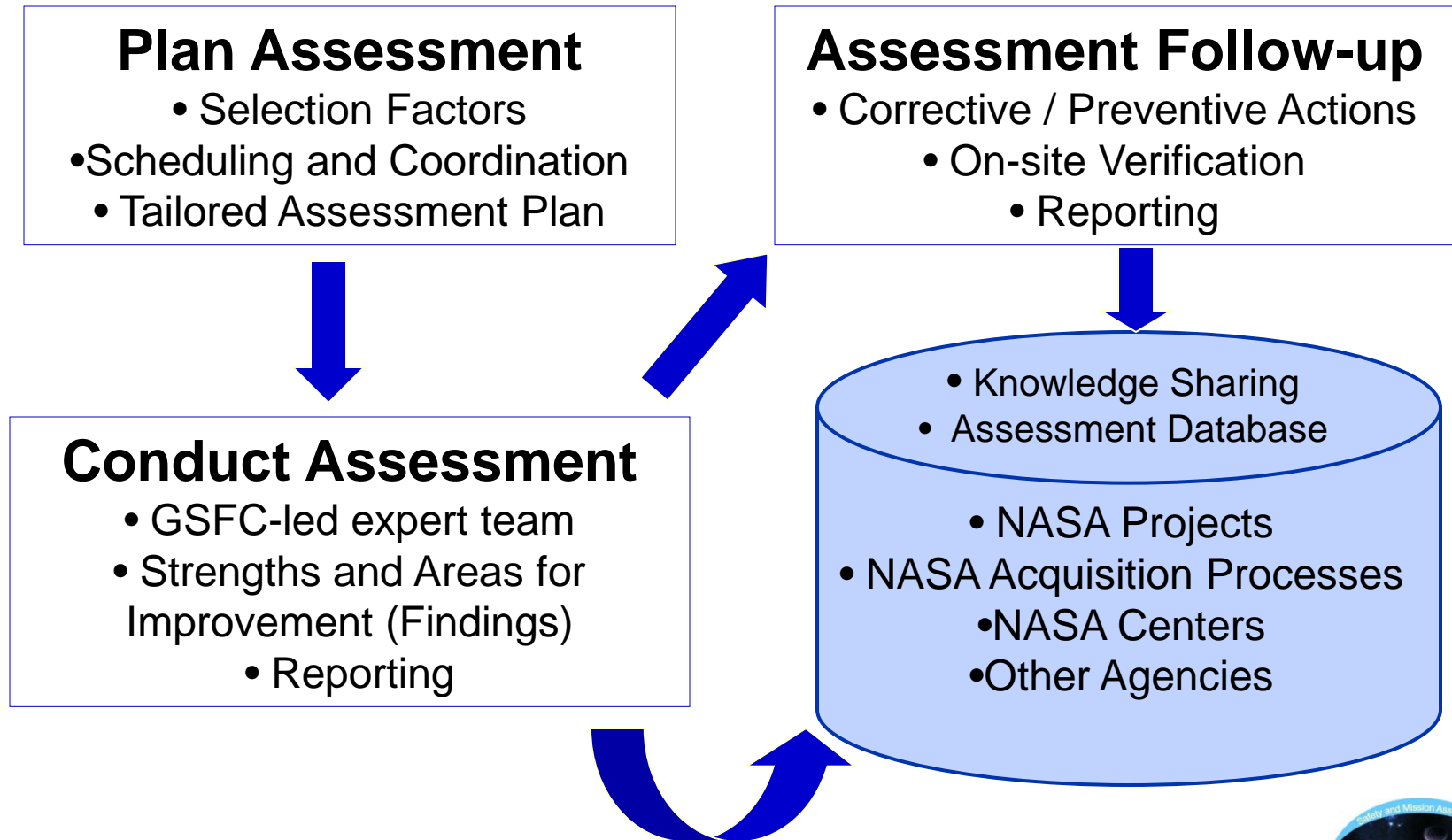
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- **Assess the supplier's processes for compliance to:**
  - Requirements of ISO9001 or AS9100
  - NASA contractual requirements
  - Requirements of the supplier's internal Quality Management System
- **The goal of each assessment is to:**
  - Identify supplier's strengths
  - Identify areas for improvement
  - Drive effective corrective/preventive actions



# Process Overview

## GSFC Supplier Assessments





## ***Sample Assessment Plan “items to be reviewed”***

***The following list provides an outline of “some” of the topics the assessment team will review:***

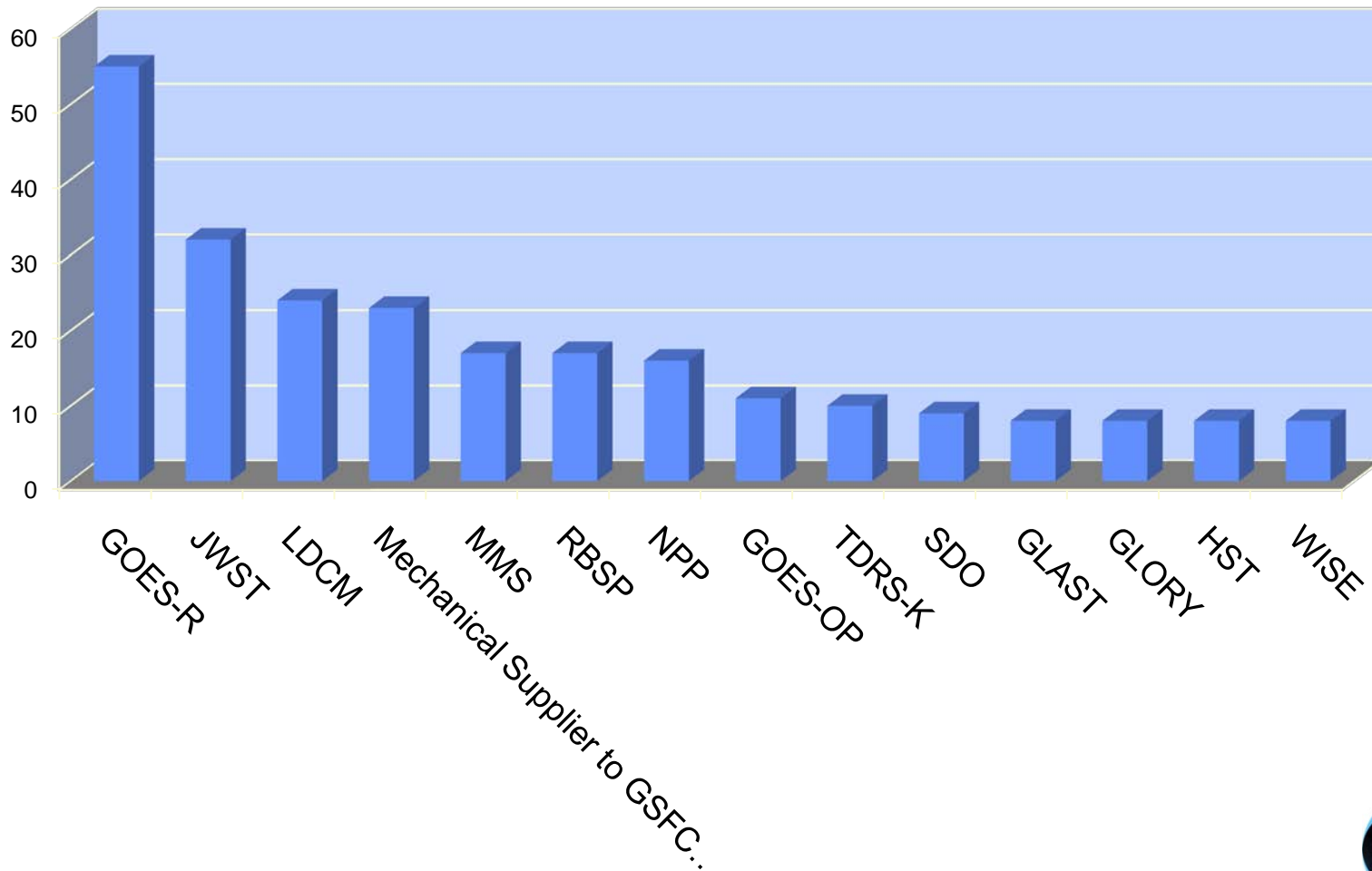
- Flowdown of contractual requirements
- Receiving inspection
- Configuration Management / Change Control
- Nonconforming product control
- Rework and repair processes
- Parts sampling, selection, and traceability
- Training and Certification of operators/ inspectors/disposition authorities/testers
- Process documentation adequacy (work orders, shop aids, drawings, etc.)
- Document control
- Workmanship and inspection
- Travelers, routers and configuration recording
- Packaging
- Scrap control
- Handling
- Acceptance Data Packages
- Problem Reporting System
- Internal Audit
- Calibration
- GFE
- Industrial Safety
- System Safety
- GIDEP





# Projects Supported – Jan 2007 - Sept 2010

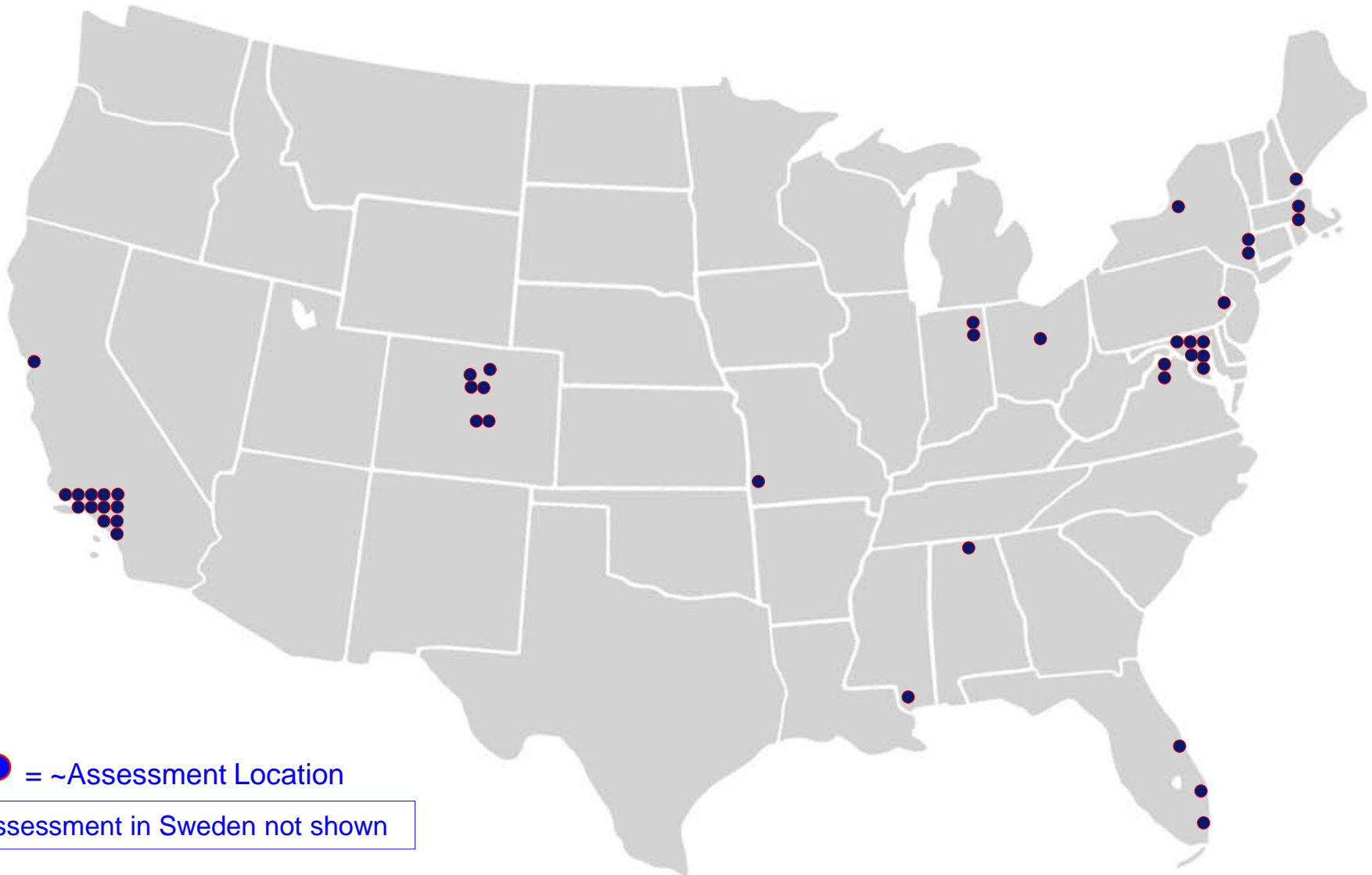
Quantity of Assessments vs Project





# Supplier Assessments

FY 2010  
~ Locations





# Types of Suppliers – Jan 2007 - Sept 2010

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<b>Component / Box Level</b>	<b>67 assessments</b>
<b>Primes</b>	<b>44 assessments</b>
<b>PWB / Fastener / Mechanical</b>	<b>31 assessments</b>
<b>Instruments / Universities</b>	<b>26 assessments</b>
<b>Service</b>	<b>3 assessments</b>
<b>TOTAL</b>	<b>171 ASSESSMENTS</b>



# Assessment Results

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- **Projects use assessment for insight into potential suppliers or into existing suppliers' history/issues/strengths**
- **Procurement uses assessment for insight into past performance**
- **Mission Assurance uses assessments for insight into compliance with Quality Management requirements**
- **Suppliers use assessments to make improvements to operations / production processes**





# Supplier Assessments

## Looking Ahead – FY 2011

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- **Perform 50+ assessments throughout the supplier base for GSFC mission projects**
  - Primes and lower tiers: systems integrators/developers, and suppliers of subsystems, components, parts and materials
- **Coordinate / collaborate with GSFC mission projects, prime contractors, and other NASA centers and federal agencies**
- **And most importantly .... we will continue to work cooperatively with suppliers to:**
  - Produce value-added assessment results
  - Implement effective corrective actions and foster improvements



# GSFC Supply Chain Management Team

NAME	POSITION	LOCATION	PHONE	EMAIL/CELL
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## What is the GSFC Contractor Excellence Award Program?

- The Contractor Excellence Award represents the Goddard Space Flight Center's (GSFC) recognition of those contractors who:
  - 1) make a substantial contribution to the mission of the Center and
  - 2) are dedicated to a philosophy of Continuous Improvement (CI).
- Web site with more information is:  
<http://iows001.gsfc.nasa.gov/gsfcccea/>  
*(when available)*
- The award offers applicants an opportunity to conduct a comprehensive self-evaluation process to identify both strengths and opportunities for improvement within their organization.





# GSFC Contractor Excellence Award

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## **Winners for the 2010 Goddard Contractor Excellence Award:**

- **Large Business Service**
  - **ManTech SRS Technologies (Greenbelt, Md.)**
- **Large Business Product**
  - **ATK (Magna, Utah)**





# Registration for the Award

- Please take note of the link for “Register for future information” at website: <http://iows001.gsfc.nasa.gov/gsfccca/> (when available)
- Please check GSFC Supply Chain Conference Web Site for 2009 Presentation of the GSFC Contractor Excellence Award
- If you need more information on the program, please contact:
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## **Panel Session: NASA Supplier Assessments and Improving Operations**

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- **Facilitator:**

- Mike Kelly, Chief, Institutional Support Office, Safety and Mission Assurance Directorate, NASA GSFC

- **Panelists:**

- **Ken Sivcovich**, Director of Mission Assurance, DRS Sensors & Targeting Systems-California Division
- **Trenton Taylor**, Flight Assurance Manager, Laboratory for Atmospheric and Space Physics, University of Colorado
- **Regina Palmer**, Quality Assurance Director, Lockheed Martin Space Systems

