Panel Session:
NASA Supplier Assessments and Improving Operations

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NASA/GSFC Safety and Mission Assurance Directorate

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Supply Chain Management / SMA Functions

- 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

  - 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

- 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

• 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

Plan Assessment
- Selection Factors
- Scheduling and Coordination
- Tailored Assessment Plan

Conduct Assessment
- GSFC-led expert team
- Strengths and Areas for Improvement (Findings)
  - Reporting

Assessment Follow-up
- Corrective / Preventive Actions
  - On-site Verification
  - Reporting

- Knowledge Sharing
- Assessment Database

- NASA Projects
- NASA Acquisition Processes
  - NASA Centers
  - Other Agencies
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

- GOES-R
- LDCM
- MMS
- NPP
- TDRS-K
- GLAST
- HST
Supplier Assessments
FY 2010
~ Locations

Assessment in Sweden not shown
### Types of Suppliers – Jan 2007 - Sept 2010

<table>
<thead>
<tr>
<th>Category</th>
<th>Assessments</th>
</tr>
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<tbody>
<tr>
<td>Component / Box Level</td>
<td>67</td>
</tr>
<tr>
<td>Primes</td>
<td>44</td>
</tr>
<tr>
<td>PWB / Fastener / Mechanical</td>
<td>31</td>
</tr>
<tr>
<td>Instruments / Universities</td>
<td>26</td>
</tr>
<tr>
<td>Service</td>
<td>3</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>171</strong> ASSESSMENTS</td>
</tr>
</tbody>
</table>
Assessment Results

- 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

• 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

<table>
<thead>
<tr>
<th>NAME</th>
<th>POSITION</th>
<th>LOCATION</th>
<th>PHONE</th>
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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/gsfcca/](http://iows001.gsfc.nasa.gov/gsfcca/) (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.
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/gsfcccea/ (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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• **Panelists:**
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  - **Trenton Taylor**, Flight Assurance Manager, Laboratory for Atmospheric and Space Physics, University of Colorado
  - **Melody Mutschler**, Procurement Quality Sr. Manager, Lockheed Martin, Newtown, PA