

Goddard Procedures and Guidelines

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APPROVED BY Signature: Original Signed by
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Responsible Office: 300/Office of Systems Safety and Mission Assurance
Title: CONTROL OF CUSTOMER-SUPPLIED PRODUCT

Preface

P1. PURPOSE

This procedure establishes the process for ensuring that Customer-Supplied Products delivered to the Goddard Space Flight Center (GSFC) are properly identified, verified, inspected, processed, handled and stored.

P2. APPLICABILITY

This procedure applies to all organizational elements of the GSFC and to those products that are received from a customer for incorporation into GSFC product or other related activities.

P3. AUTHORITY

NPD 8730.3, NASA Quality Management System Policy (ISO 9000)

P4. REFERENCES

- a. GPG 1310.1, Customer Commitments and Review
- b. GPG 4520.2, Incoming Inspection and Test
- c. GPG 5330.3, Inspection and Test Status
- d. GPG 5340.2, Control of Nonconforming Product
- e. GPG 6400.1, Handling, Storage, Packaging, Marking, Preservation, and Transportation

P5. CANCELLATION

GPG 5900.1A, Control of Customer-Supplied Product

Procedure

1. DEFINITIONS

- a. Customer-Supplied Product (CSP) - Any materials, parts, fixtures, items or assemblies (including documentation furnished with said articles) that are part of the contract/agreement. Customers are the recipients of products provided by GSFC and can be internal to the GSFC organization.
- b. Product Design Lead (PDL) - The manager or leader with overall responsibility for managing the design activity, managing the technical and organizational interfaces identified during design planning, and where required, forming and leading the Product Design Team (PDT). The term refers to flight project managers, mission managers, instrument managers, subsystem technical managers, integrated product development team leaders, lead engineers, etc.

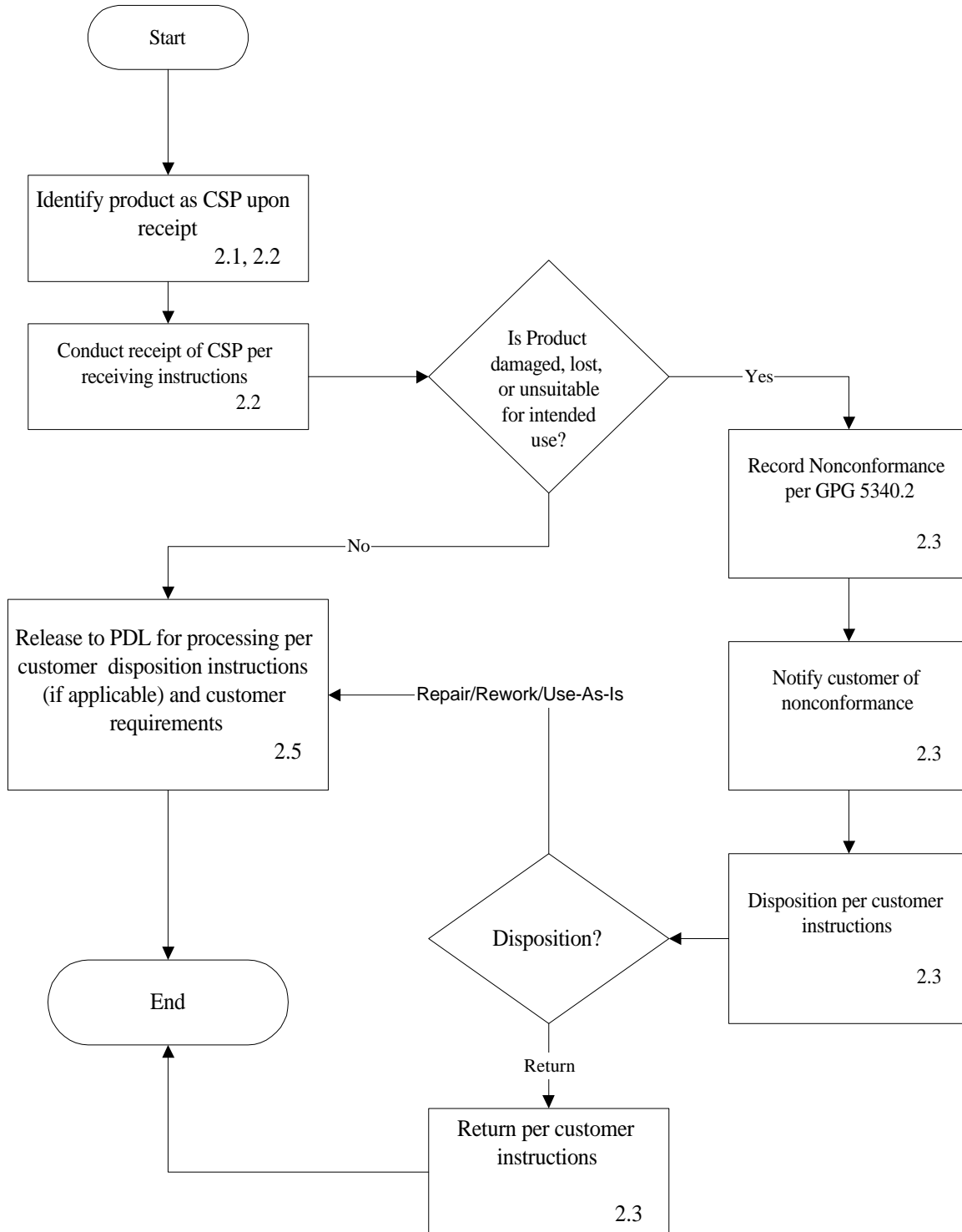
2. IMPLEMENTATION

- 2.1 From applicable customer requirements (see GPG 1310.1), the PDL shall identify CSP expected for delivery to GSFC and prepare receiving inspection instructions in accordance with GPG 4520.2. At a minimum, CSP shall be inspected for count and condition upon receipt. If the customer requirements provide specific incoming inspection and test instructions, these will be incorporated into applicable receiving inspection and test instructions.
- 2.2 Upon receipt at GSFC, CSP shall be identified as such on the Work Order Authorization (WOA) form or equivalent (see GPG 5330.3) and inspected per the applicable instruction (see 2.1).
- 2.3 CSP nonconformances will be identified and segregated in accordance with GPG 5340.2 and referred by the PDL to the customer for disposition instructions.
- 2.4 When CSP has completed incoming inspection and test it shall be released to the PDL for accomplishment of any customer-provided repair/rework instructions and continuation of planned processing.
- 2.5 Rework or repair of CSP shall be performed only when authorized and as instructed by the customer.
- 2.6 Damage to or malfunction of CSP during GSFC processing will be documented and handled as nonconforming material per GPG 5340.2 and reported to the customer for disposition instructions. CSP which has been lost shall be documented as a GSFC nonconformance in accordance with GPG 5340.2 and reported to the applicable customer through the cognizant GSFC Contracting Officer by the applicable Nonconformance Lead (see GPG 5340.2).
- 2.7 Handling and storage of CSP, including the identification of any specific customer storage or storage maintenance requirements shall be accomplished in accordance with GPG 6400.1.

3. RECORDS

Work Order Authorization or equivalent for application to software products (Maintained by the applicable PDL)

CONTROL OF CSP FLOWCHART



CHANGE HISTORY LOG

Revision	Date	Description of Changes
Baseline	8/12/98	
A	10/06/98	Header and footer format changes. New title for GPG 1310.1 reference. Addressed lost CSP. Identified maintenance responsibility for quality records.
B	02/26/99	Delete reference to GPG 5310.4. Modified definition 1(a) for consistency with Quality Manual.