



Goddard Procedural Requirements (GPR)

DIRECTIVE NO. GPR 4520.3E **APPROVED BY Signature:** Original Signed By
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EXPIRATION DATE: February 27, 2017 **TITLE:** Director, Management Operations Directorate

COMPLIANCE IS MANDATORY

Responsible Office: 270/Information and Logistics Management Division

Title: Control of Customer-Supplied Product

PREFACE

P.1 PURPOSE

This procedure defines the requirements for ensuring that Customer-Supplied Product (CSP) delivered to the Goddard Space Flight Center (GSFC) are properly identified, verified, inspected, processed, handled, stored, and safeguarded.

P.2 APPLICABILITY

This procedure applies to all organizational elements of GSFC that receive products from an external customer which are placed under GSFC control for incorporation into a GSFC product, or for use in activities related to the development of a GSFC product. It also applies to products that are received from an external customer for performance of services and returned to the customer.

P.3 AUTHORITY

[NPD 1280.1](#), NASA Integrated Management System Policy

P.4 APPLICABLE DOCUMENTS

- a. NPR 1282.1, NASA Privacy Procedural Requirements
- b. GPR 4520.2, Receiving Inspection and Test
- c. GPR 5330.1, Product Processing, Inspection, and Test
- d. GPR 5340.2, Control of Process Nonconformances and Customer Complaints
- e. GPR 5340.4, Problem Reporting and Problem Failure Reporting
- f. GPR 6400.1, Logistics Support
- g. GPD 8730.1, Goddard Problem Reporting for Processes, Products, and Safety
- h. GSFC Form 4-30, Work Order Authorization

P.5 CANCELLATION

The previous version of this directive, GPG 5900.1 was cancelled in November 2004.

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DIRECTIVE NO. GPR 4520.3E
EFFECTIVE DATE: February 27, 2012
EXPIRATION DATE: February 27, 2017

P.6 SAFETY

Any special safety requirements or support (hazardous operations, non-standard operating procedures, etc.) associated with performing the events identified in the product Work Order Authorization (WOA), GSFC Form 4-30, shall be properly approved and documented on the WOA in accordance with GPR 4520.2, Receiving Inspection and Test.

P.7 TRAINING

Personnel responsible for preparing receiving inspection instructions on performing receiving inspection and test activities shall be familiar with the requirements of GPR 4520.2, Receiving Inspection and Test. Specific receiving inspection and test instructions shall be documented on the WOA form 4-30, available on the GDMS Forms Library at: <http://gdms.gsfc.nasa.gov>

P.8 RECORDS

Record Title	Record Custodian	Retention
WOA (Completed) for program-related CSP	Product Design Lead (PDL)	* NRRS 8/103 - Temporary. Destroy/delete between 5 and 30 years after program/project termination. See Note 4.
WOA (Completed) for non-program-related CSP	PDL	* <u>NRRS</u> 8/5A2 - Project Test, Engineering, and Evaluation Files. Records may be retired to a Federal Records Center when 2 years old. Destroy when 15 years old.
Reports of lost or damaged CSP	PDL	* <u>NRRS</u> 2 - Records may be retired to FRC 2 years after final action. Destroy 10 years after date of action.
Problem Reports	Problem Reporting/ Problem Failure Reporting Database (Code 300)	*NRRS 5/30B -- Close file at end of survey/audit at end of FY. Destroy when 9 years old.
Nonconformance Reports (NCRs)	Audit/NCR Database (Code 300)	*NRRS 5/30B -- Close file at end of survey/audit at end of FY. Destroy when 9 years old.

*NRRS - NASA Records Retention Schedules ([NPR 1441.1](#))

All records shall be kept as indicated above, but the PDL shall provide copies of records to the customer as requested.

P.9 MEASUREMENT/VERIFICATION

Internal, external, and third-party audits and evaluations shall also be used to assess the effectiveness of this procedure.

PROCEDURES

In this document, a requirement is identified by “shall,” a good practice by “should,” permission by “may” or “can,” expectation by “will,” and descriptive material by “is.”

1. IMPLEMENTATION

1.1 Process Summary

1.1.1 Any organization on GSFC that receives CSP is responsible for the CSP while it is under GSFC control and shall ensure CSP delivered to GSFC is inspected, protected and controlled.

1.1.2 The process begins when the responsible organization designates a PDL responsible for all aspects of the CSP. A GSFC PDL shall be designated for all CSP, regardless of why it is received at GSFC. PDLs may be designated for multiple items of CSP.

1.1.3 The PDL shall generate a WOA to control all processing of the CSP from its initial arrival at GSFC, through receiving/inspection and product processing, to delivery. Processing activities include identification; verification; inspection; processing; handling; storage; safeguarding; and shipping of CSP.

The overall process flow for control of CSP is shown in Figure 1.

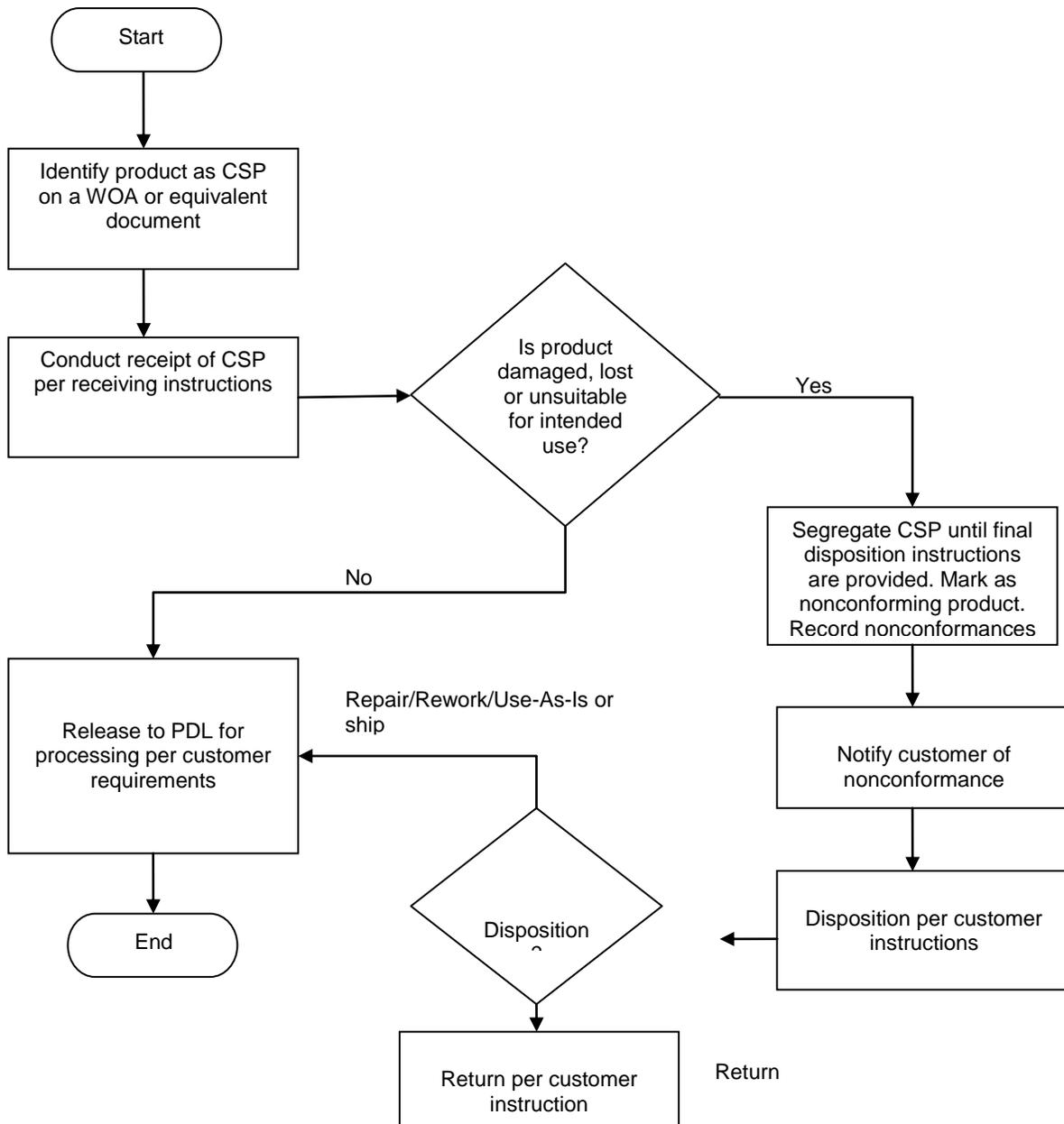
1.2 General Requirements

1.2.1 CSP arriving at GSFC should be processed through Central Receiving (CR) during normal working hours. Any CSP arriving at GSFC through other means including task order contracts, Advanced Manufacturing Branch/547, or hand carried shall be processed by the PDL. It is the responsibility of the PDL to ensure any CSP processed through other avenues and bypassing CR are inspected for kind, count and condition. The receipt of CSP shall be conducted in accordance with GPR 4520.2.

1.2.2 At a minimum, CSP shall receive a visual inspection for external damage upon receipt by CR. All handling, inspection and test requirements shall be documented on one or more WOAs in accordance with GPR 4520.2G. A customer buying or leasing GSFC services shall be responsible for any specific handling, inspection and test instructions associated with their CSP.

1.2.3 Processing of CSP received in a damaged or nonconforming condition shall cease, and the CSP shall be segregated and protected until disposition instructions are provided by the PDL. See Section 2 for requirements for dealing with damaged or nonconforming product.

FIGURE 1. PROCESS FLOW FOR CONTROL OF CUSTOMER-SUPPLIED PRODUCT



DIRECTIVE NO.	<u>GPR 4520.3E</u>
EFFECTIVE DATE:	<u>February 27, 2012</u>
EXPIRATION DATE:	<u>February 27, 2017</u>

1.2.4 After CSP has completed incoming inspection, it shall be released to the PDL for accomplishment of any customer-provided repair/rework instructions and continuation of processing.

1.2.5 The PDL shall maintain responsibility for all CSP and control its location and condition until its return to the customer or transfer of ownership to GSFC. If ownership of CSP is transferred to GSFC, the PDL is responsible for notifying the contracting officer and Supply and Equipment Management Branch personnel (Code 273) for any applicable tagging or labeling requirements.

1.2.6 For hand-carried deliveries or deliveries expected outside of normal working hours, the PDL shall:

- a. Arrange for Center access through GSFC Security;
- b. Provide GSFC-badged escorts, if necessary;
- c. Arrange for a safe and secure delivery point;
- d. Mark, secure, and safeguard the CSP until processing per a WOA can begin;

1.2.7 For deliveries that are unexpected CR will contact the GSFC point of contact identified on the shipping and process using normal receiving process.

1.2.8 Handling and storage of CSP, including the identification of any specific customer storage or storage maintenance requirements, shall be in accordance with GPR 6400.1, Logistics Support, unless otherwise specified by the customer.

1.2.9 Any organization receiving customer supplied intellectual property at GSFC shall contact the Office of Patent Counsel in Code 140 for instructions.

1.2.10 Any organization receiving customer-supplied personal data at GSFC shall comply with NPR 1282.1, NASA Privacy Procedural Requirements.

2. Nonconforming CSP and Customer Coordination

2.1 In cases where the customer provides specific verification, storage, handling, or maintenance instructions that conflict with GSFC procedures, the PDL shall ensure that coordination and discussion continue until differences are resolved, and results are documented and approved.

2.2 In all cases where CSP is lost, damaged, or otherwise nonconforming to expected requirements, the PDL shall notify the customer. If the customer and PDL mutually agree on other notification requirements, then those agreed-upon requirements may prevail.

2.3 CSP that is lost, damaged, or otherwise unsuitable for use shall be documented in the appropriate problem reporting system in accordance with GPR 8730.1, Goddard Problem Reporting for Process, Products, and Safety. The customer shall be notified of any nonconformances associated with the CSP. The PDL shall coordinate with the customer for disposition.

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DIRECTIVE NO.	<u>GPR 4520.3E</u>
EFFECTIVE DATE:	<u>February 27, 2012</u>
EXPIRATION DATE:	<u>February 27, 2017</u>

Appendix A – Definitions

A.1 Central Receiving – The GSFC facility, located at Greenbelt or Wallops, that is responsible for receiving inspection of incoming products to the GSFC to verify that the specified requirements for the product are met.

A.2 Customer – The external recipient of a product or service provided by GSFC.

A.3 Customer-Supplied Product (CSP) – Any hardware, materials, components, or equipment supplied by a customer external to GSFC, for which GSFC personnel accept custody and responsibility for purposes of fabrication; testing; storage; Electrical, Electronic, and Electromagnetic (EEE) parts screening; analysis; and/or refurbishment, that is provided to GSFC for use or incorporation into the product, or is to be returned to the customer upon completion of services at GSFC. Also, CSP may be any item that is to be placed under the control of an onsite GSFC contractor or civil servant (other than the customer/owner) for the purpose of receiving a service (e.g., testing, analysis, refurbishment) and/or that requires a GSFC certification or acceptance document.

Note 1: CSP may also include personal data or intellectual property.

Note 2: Products that arrive accompanied by and totally controlled by customer/owner personnel (e.g., technical or quality assurance personnel) while they are using GSFC facilities are not CSP.

A.4 Intellectual property (IP): is a term describing a number of distinct types of creations of the mind for which a set of exclusive rights are recognized—along with the corresponding fields of law. Under intellectual property law, owners are granted certain exclusive rights to a variety of intangible assets, such as musical, literary, and artistic works; discoveries and inventions; and words, phrases, symbols, and designs. Common types of intellectual property rights include copyrights, trademarks, patents, industrial design rights and trade secrets.

A.5 Nonconformance Report – A report, documented in the GSFC Audit/NCR database, of a failure to implement or comply with a specified requirement.

A.6 Personal data: Any information about an individual maintained by an organization, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, etc., including any other personal information which is linked or linkable to an individual.

A.7 PR/PFR Database: An inter-active on-line database, accessed via the GSFC QMS web site, used to document and track the status of product nonconformances and associated dispositions.

DIRECTIVE NO.	<u>GPR 4520.3E</u>
EFFECTIVE DATE:	<u>February 27, 2012</u>
EXPIRATION DATE:	<u>February 27, 2017</u>

Page 7 of 9

A.8 Problem Report (PR) – A report, documented in the GSFC PR/PFR database, of an anomaly that occurred or is suspected to have occurred with respect to flight project products, including hardware, software, and GSE (Ground Support Equipment).

A.9 Product Design Lead – 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. The term may refer to flight project managers, mission managers, instrument managers, subsystem technical managers, integrated product development team leaders, lead engineers, etc.

A.10 Responsible Organization – The organization with overall responsibility for CSP while it is under GSFC control,

A.11 Work Order Authorization (WOA) – GSFC Form 4-30, which initially documents step-by-step work plans, and then documents that work steps have been completed, approvals and/or inspections have been obtained, and the product is ready for release for the next steps in its planned processing sequence.

DIRECTIVE NO.	<u>GPR 4520.3E</u>
EFFECTIVE DATE:	<u>February 27, 2012</u>
EXPIRATION DATE:	<u>February 27, 2017</u>

Appendix B – Acronyms

CR	Central Receiving
CSP	Customer-Supplied Product
GSFC	Goddard Space Flight Center
NCR	Nonconformance Report
PDL	Product Design Lead
PM	Product Manager
PR/PFR	Problem Reporting/Problem Failure Reporting
WOA	Work Order Authorization

DIRECTIVE NO. GPR 4520.3E
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CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	8/12/98	Initial release
A	10/06/98	Header and footer format changes. New title for GPR 1310.1 reference. Addressed lost CSP. Identified maintenance responsibility for quality records.
B	02/26/99	Deleted reference to GPR 5310.4. Modified definition 1(a) for consistency with Quality Manual.
B	03/31/99	Moved paragraph 3. Records to P6 in order to comply with GPR 1410.1
C	08/16/99	Deleted GPR 5330.3 references and updated title to GPR 5330.1. Rewrite of 1(a) definition for clarity. 2.5 amended to indicate customer disposition instructions must be in writing.
D	11/02/99	<ul style="list-style-type: none"> • P2 – Reworded • P6 - Inserted "Completed" before Quality Record Title and changed custodian from PDL to PM. Reworded retention period. • Added 1(b) definition.
E	02/27/2012	<ul style="list-style-type: none"> • Reinstated Customer Supplied Product as an active GPR • Placed in revised GPR format. • Added reference to Figure 1 • Included a revised Appendix A definitions page and an Appendix B Acronym page. • P8 Records – all new records & retention schedules • Rewrote all processes to clarify PDL roles, use of WOAs, and contingency arrivals of CSP • Added contact requirement for CSP Intellectual Property. • Added contact information for CSP Personal Data.