



**NASA  
POLICY  
DIRECTIVE**

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**Effective Date:** June 08, 1998  
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**Responsible Office: JI / ISO 9001 Program Office**

**Subject: NASA Quality Management System Policy (ISO 9000)**

## **1. POLICY**

It is NASA policy to--

- a. Establish Quality Management Systems within NASA to identify and control processes to assure the quality of hardware, software, and services provided.
- b. Implement within NASA a Quality Management System in accordance with the International Organization for Standardization's ISO 9000 Quality Management System Standards. The ISO 9000 Quality Management System Standards include the ISO 9001, ISO 9002, and ISO 9003 standards. The ISO 9001 standard applies to design, development, production, installation, and servicing as per Reference 4.e. The ISO 9002 standard applies to production, installation, and servicing as per Reference 4.f. The ISO 9003 standard applies to final inspection and test as per Reference 4.g. Information concerning the elements of the standards is contained in Reference 4.h.
- c. Obtain and maintain third-party certification to the ISO 9001 standard for all key processes at each of the NASA Centers and Headquarters.
- d. Contractually require, where appropriate and beneficial to NASA, suppliers to comply with the appropriate standard contained in the current version of the ISO 9000 standard series or the American National Standards Institute/American Society for Quality Q9000 series.
- e. Contractually require NASA suppliers to be third-party certified in those cases where it is determined to be appropriate and beneficial to NASA.
- f. Participate in the Government-Industry Data Exchange Program as a part of the implementation of the ISO 9000 nonconforming material reporting requirements.

## **2. APPLICABILITY**

This NPD applies to NASA Headquarters, NASA Centers, including Component Facilities, and to the JPL and other NASA contractors to the extent specified in their contracts.

### 3. AUTHORITY

- a. 42 U.S.C. 2473(c)(1), Section 203(c)(1) of the National Aeronautics and Space Act of 1958, as amended.
- b. 15 U.S.C. 272 note, Section 12(d) of P.L. 104-113, "Utilization of Consensus Technical Standards by Federal Agencies."

### 4. REFERENCES

- a. Office of Management and Budget Circular A-119 dated February 10, 1998, "Federal Participation in the Development and Use of Voluntary Consensus Standards and in Conformity Assessment Activities."
- b. Office of Federal Procurement Policy Letter 91-3, "Reporting Nonconforming Products."
- c. 48 CFR Part 46, Federal Acquisition Regulations (FAR) Part 46, "Quality Assurance," and 48 CFR Part 1846, NASA FAR Supplement Part 1846, "Quality Assurance."
- d. ISO 8402:1994 "Quality Management and Quality Assurance Vocabulary."
- e. ANSI/ASQC Q9001-1994, "American National Standard Quality Systems, Model for Quality Assurance in Design, Development, Production, Installation, and Servicing."
- f. ANSI/ASQC Q9002-1994 "Quality Systems - Model for Quality Assurance in Production, Installation and Servicing."
- g. ANSI/ASQC Q9003-1994 "Quality Systems - Model for Quality Assurance in Final Inspection and Test."
- h. ANSI/ASQC Q9004-1-1994 "Quality Management and Quality System Elements - Guidelines" <http://www.hq.nasa.gov/iso/isolline.htm>

### 5. RESPONSIBILITY

- a. The Associate Administrator for Safety and Mission Assurance is responsible for the following:
  - (1) Establishing NASA policies for Quality Management Systems.
  - (2) Facilitating Agencywide implementation of the ISO 9000 standard series.
  - (3) Assuring that the NASA Lessons Learned Information System (LLIS) database for the collection, retention, and retrieval of quality and quality management lessons learned is maintained and accessible.
- b. The Associate Administrator for Space Science is responsible for requiring ISO 9000 compliance and third-party certification in the Jet Propulsion Laboratory contract.
- c. The Associate Deputy Administrator is responsible for Headquarters implementation, and the Center Directors are responsible for implementation at their respective Centers for the following:
  - (1) Identifying their key processes.
  - (2) Implementing Quality Management Systems in compliance with the ISO 9001

standard as contained in Reference 4.e.

(3) Obtaining and maintaining third-party certification to the ISO 9001 standard, as contained in Reference 4.e., for all identified key processes.

(4) Determining 1) whether a product or service to be acquired is relevant to the ISO 9001, 9002, or 9003 standards; 2) whether the appropriate ISO 9000 standard should be made a contractual requirement, either alone, tailored, or supplemented; and, 3) whether third-party certification is warranted to assure compliance with the selected ISO 9000 standard.

(5) Including the appropriate ISO 9000 standard (tailored or supplemented as necessary) in the contract and, if appropriate, including third-party certification of contractor compliance in contract requirements.

(6) Participating in the Government-Industry Data Exchange Program.

(7) Utilizing the NASA Lessons Learned System for documenting, investigating, and applying quality and quality management systems lessons learned for all programs and projects.

## **6. DELEGATION OF AUTHORITY**

None.

## **7. MEASUREMENTS**

a. Internationally recognized third-party certification to the ISO 9001 standard in accordance with paragraph 4.e. for NASA Headquarters, NASA Centers, and for JPL, to be completed by September 30, 1999.

b. Ongoing maintenance as measured by subsequent successful recertifications.

## **8. CANCELLATION**

NMI 1270.3, dated December 6, 1995. NMI 5310.1E, dated June 20, 1995.

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**/s/ Daniel S. Goldin**

**Administrator**

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## **ATTACHMENT A: (TEXT)**

None.

**(URL for Graphic)**

None.

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