



MCA-QP5000

**Revision: C
08 August 2002**

Previous

**Maintenance Center, Albany
Marine Corps Logistics Base, Albany, GA 31704-0325**

MCA QUALITY PROCEDURE

CODE 881

MANAGEMENT RESPONSIBILITY

SIGNATURE/APPROVAL

The signature and date below indicates approval of this procedure for implementation at the Maintenance Center, Albany.

(Signature on File)
S. H. Foreman
Commander, Maintenance Center, Albany

08 August 2002
DATE

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DOCUMENT HISTORY LOG

Status (Baseline/Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		12 Dec 00	
Revision	A	26 Feb 02	Transition from ISO 9002:1994 to 9001:2000
Revision	B	06 Jun 02	Replaced Appendix A with new Quality Objectives
Revision	C	08 Aug 02	Removed form number from Appendix A and made it a Baseline Quality Objectives. Added Quality Records format to Section 7.

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4.3.2 Quality System Management Reviews shall be conducted quarterly in accordance with the schedule established by the Commander. The Quality System Management Review schedule shall be transmitted via electronic mail to Senior Level Management and the Management Representative.

4.3.3 Quality System Management Reviews shall be held in the Commander's Conference Room at the date and time established on the schedule, unless otherwise specified.

4.3.4 Management reviews shall include at minimum, but not be limited to, the following:

- a. Review of previous management review meeting minutes.
- b. Action items from previous reviews.
- c. Customer Feedback (such as customer satisfaction trends)
- d. Significant Corrective Action Requests (CARs) and corrective actions.
- e. Significant preventive actions.
- f. Results of quality system audits.
- g. Quality system objectives, performance, effectiveness and suitability of the system as designed and operated.
- h. Action items.

5. NOTES. None.

6. DATA, FORMS AND REPORTS. None.

7. QUALITY RECORDS.

Quality System Review Meeting Minutes and Briefs:

Storage Location:	Configuration/Data Management Office
Indexing:	By Assigned C/DM Control Number
Access:	Anybody
Filing:	As Received
Storage Medium:	Paper
Maintenance:	Binder In Retrieval
Disposition:	Recycle
Retention:	3 Years

8. APPENDICES

8.1 Baseline Quality Objectives – Appendix A

8.2 Standard Procedure Cross Reference – Appendix B

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APPENDIX A

QUALITY OBJECTIVES

AAV	FY-2001 Baseline	FY-2002 Actual FY to Date	FY-2002 Adjusted FY to Date	% Improvement
Total Cost	\$303,396			5.00%
Repair Cycle Time	170			5.00%
Customer Satisfaction Index	82.98			5.00%
Direct Labor Hours	2526			5.00%
Composite Rate With Material	108.53			5.00%
Actual Cost Per Hour	\$120.11			5.00%
1) Estimated Program Cost \$31,151				
2) Estimated Program Hours 130				
<p>Customer Satisfaction Index: Percent of Customer satisfaction as computed from totals of negative responses from various customer surveys. The formula is as follows: $CSI = 100 - ((NR/TCI) \times 100)$.</p> <p>CSI – Customer Satisfaction Index NR – Negative responses from Customer Satisfaction Surveys/Decals, and confirmed Product Quality deficiency Reports. TCI – Total number of specific commodity items produced.</p> <p>Total Cost: The average cost to produce one asset to include all direct labor and actual material. This includes program level cost.</p> <p>Repair Cycle Time: The average time in calendar days to complete the maintenance on one asset from induction, Condition (M), into the Maintenance Center (date on work request) to completion, Condition (A), sold to FSD.</p> <p>Direct Labor Hours: The actual hours to include program hours to complete one asset.</p> <p>Composite Rate With Material: The Maintenance Center’s fully burdened labor rate with direct material.</p>				

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LAV 25	FY-2001 Baseline	FY-2002 Actual FY to Date	FY-2002 Adjusted FY to Date	% Improvement
Total Cost	\$349,039			5.00%
Repair Cycle Time	203			5.00%
Customer Satisfaction Index	95.24			5.00%
Direct Labor Hours	2982			5.00%
Composite Rate With Material	108.53			5.00%
Actual Cost Per Hour	\$117.05			5.00%
1) Estimated Program Cost \$39158				
2) Estimated Program Hours 383				
<p>Customer Satisfaction Index: Percent of Customer satisfaction as computed from totals of negative responses from various customer surveys. The formula is as follows: $CSI = 100 - ((NR/TCI) \times 100)$.</p> <p>CSI – Customer Satisfaction Index NR – Negative responses from Customer Satisfaction Surveys/Decals, and confirmed Product Quality deficiency Reports. TCI – Total number of specific commodity items produced.</p> <p>Total Cost: The average cost to produce one asset to include all direct labor and actual material. This includes program level cost.</p> <p>Repair Cycle Time: The average time in calendar days to complete the maintenance on one asset from induction, Condition (M), into the Maintenance Center (date on work request) to completion, Condition (A), sold to FSD.</p> <p>Direct Labor Hours: The actual hours to include program hours to complete one asset.</p> <p>Composite Rate With Material: The Maintenance Center’s fully burdened labor rate with direct material.</p>				

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MK 48	FY-2001 Baseline	FY-2002 Actual FY to Date	FY-2002 Adjusted FY to Date	% Improvement
Total Cost	\$134,382			5.00%
Repair Cycle Time	129			5.00%
Customer Satisfaction Index	100			5.00%
Direct Labor Hours	861			5.00%
Composite Rate With Material	108.53			5.00%
Actual Cost Per Hour	\$156.08			5.00%
1) Estimated Program Cost \$31,794				
2) Estimated Program Hours 202				
<p>Customer Satisfaction Index: Percent of Customer satisfaction as computed from totals of negative responses from various customer surveys. The formula is as follows: $CSI = 100 - ((NR/TCI) \times 100)$.</p> <p>CSI – Customer Satisfaction Index NR – Negative responses from Customer Satisfaction Surveys/Decals, and confirmed Product Quality deficiency Reports. TCI – Total number of specific commodity items produced.</p> <p>Total Cost: The average cost to produce one asset to include all direct labor and actual material. This includes program level cost.</p> <p>Repair Cycle Time: The average time in calendar days to complete the maintenance on one asset from induction, Condition (M), into the Maintenance Center (date on work request) to completion, Condition (A), sold to FSD.</p> <p>Direct Labor Hours: The actual hours to include program hours to complete one asset.</p> <p>Composite Rate With Material: The Maintenance Center’s fully burdened labor rate with direct material.</p>				

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**APPENDIX B
QUALITY PROCEDURE CROSS REFERENCE**

Old Standard Procedure Number	New Quality Procedure Number	Procedure Name	MCA Point of Contact	Clause Number
MCQM	QM1000	Quality Manual	Base Quality Office	4.1, 4.2.1, 4.2.2, 5.1, 5.2, 5.3, 5.4.2, 5.5.2, 5.5.3, 6.1, 7.5.2, 8.1, 8.2.3, 8.5.1
MCA-P1.1	MCA-QP5000	Management Responsibility	Business	5.4.1, 5.6.1, 5.6.2, 5.6.3
MCA-P2.1	MCA-QP5500	Responsibility and Authority	Business	5.5.1
MCA-P2.1	MCA-QP7200	Program Management Process	Program Mgmt	7.1, 7.1.1, 7.1.2
MCA-P3.1	MCA-QP7200	Program Management Process	Program Mgmt	7.1, 7.1.1, 7.1.2
MCA-P5.1	MCA-QP4230	Control of Documents	C/DM / Business	4.2.3
MCA-P6.1	MCA-QP7400	Purchasing Process	Production Mgmt	7.4.1, 7.4.2, 7.4.3
MCA-P7.1	MCA-QP7540	Control of Customer-Supplied Product	Production Mgmt	7.5.4
MCA-P8.1	MCA-QP7530	Identification and Traceability	Production Mgmt	7.5.3
MCA-P9.1	MCA-QP7200	Program Management Process	Program Mgmt	7.1, 7.1.1, 7.1.2
MCA-P9.1	MCA-QP7500	Production Management Process	Production Mgmt	7.5.1
MCA-P10.1	MCA-QP7200	Program Management Process	Program Mgmt	7.1, 7.1.1, 7.1.2
MCA-P10.1	MCA-QP8240	Monitoring and Measurement of Product	Business	8.2.4
MCA-P11.1	MCA-QP7600	Control of Inspection, Measuring, and Test Equipment	Cal / Trades	7.6
MCA-P12.1	MCA-QP7530	Identification and Traceability	Production Mgmt	7.5.3
MCA-P13.1	MCA-QP8300	Control of Nonconforming Product	Quality Office/ Business	8.3
MCA-P13.2	MCA-QP8301	Approval and Control of Deviations/Waivers	Program Mgmt	8.3
MCA-P14.1	MCA-QP8520	Corrective Action	Quality Office/ Business	8.5.2
MCA-P14.2	MCA-QP8530	Preventive Action	Quality Office/ Business	8.5.3
MCA-P15.1	MCA-QP7550	Handling, Storage, Packaging, Preservation and Delivery	Production Mgmt	7.5.5
MCA-P16.1	MCA-QP4240	Control of Records	C/DM / Business	4.2.4
MCA-P17.1	MCA-QP8220	Internal Audit	Quality Office/ Business	8.2.2
MCA-P18.1	MCA-QP6200	Human Resources	C/DM / Business	6.2.1, 6.2.2

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Old Standard Procedure Number	New Quality Procedure Number	Procedure Name	MCA Point of Contact	Clause Number
MCA-P20.1	MCA-QP8400	Analysis of Data	Quality Office/ Business	8.4
NEW	MCA-QP6300	Infrastructure & Work Environment	Engineering	6.3, 6.4
NEW	MCA-QP8210	Customer Satisfaction Management	Program Mgmt	7.2.3, 8.2.1
NEW	MCA-QP7511	Control of ATS Production and Service	ATSU /Trades	7.4.1, 7.5.1
NEW	MCA-QP7301	Engineering Design and Development	Engineering	7.3.1, 7.3.2, 7.3.3, 7.3.4, 7.3.5, 7.3.6, 7.3.7
NEW	MCA-QP7302	Facilities and System Design and Development	Engineering	7.3.1, 7.3.2, 7.3.3, 7.3.4, 7.3.5, 7.3.6, 7.3.7
NEW	MCA-QP7303	ATEP Design and Development	ATSU /Trades	7.3.1, 7.3.2, 7.3.3, 7.3.4, 7.3.5, 7.3.6, 7.3.7

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