



**MCA-QP5500**  
**Previously MCA-P2.1**  
**Revision D**  
**26 February 2002**

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

---

## **MCA QUALITY PROCEDURE**

**CODE 881**

# **RESPONSIBILITY AND AUTHORITY**

### **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

\_\_\_\_\_  
26 February 2002  
DATE

**CHECK THE MASTER LIST- VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 2 of 13</b>

**DOCUMENT HISTORY LOG**

<b>Status (Baseline/ Revision/ Canceled)</b>	<b>Document Revision</b>	<b>Effective Date</b>	<b>Description</b>
Baseline		02 Dec 98	
Revision	A	21 Jun 00	Chgs due to Management Working Group
Revision	B	05 Sept 01	Page 9 – Revised the definition to “Customer Supplied Product”.
Revision	C	03 Oct 01	Page 9 – Revised the definition to “Customer Supplied Product” in response to CAR QS-01-109-1
Revision	D	26 Feb 02	Transition from ISO 9002:1994 to 9001:2000

**CHECK THE MASTER LIST - VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 3 of 13</b>

## RESPONSIBILITY AND AUTHORITY

### 1. SCOPE.

1.1 Scope. This procedure defines the Quality System Responsibilities within the Maintenance Center, Albany (MCA) and specifically describes the actions required to provide for quality assurance, inspection, and evaluation functions. This MCA Quality Procedure (MQP) is applicable to all products, processes and services.

1.2 Purpose. To establish a Quality Management System responsibilities for the MCA.

1.3 Applicability. This MQP applies to the MCA organizational elements under the auspices of the MCQM.

### 2. REFERENCE DOCUMENTS.

MCQM1000                      Maintenance Centers Quality Manual

MCQM-QP5000                Management Responsibility

See MCA ISO WEB site for applicable documents.

### 3. DEFINITIONS.

See Appendix A for definitions

### 4. PROCEDURE.

4.1 General. The responsibility for quality in the MCA is recognized and accepted as being that of all managers, supervisors and employees. The focus of the Maintenance Centers Quality System shall be customer satisfaction. This will be accomplished by continual improvement towards achievement of MCA's quality objectives.

4.2 Quality System Resources. The MCA shall ensure adequate resources are available to support and maintain the Quality Management System.

#### 4.3 Quality System Responsibilities

Everyone at MCA has the organizational freedom to perform the following:

- a. Initiate action to prevent nonconformance in product, processes, service or the quality system.
- b. Identify and record problems with product, processes, service and the quality system.
- c. Initiate, recommend or provide solutions for problems or potential problems through procedures and quality instructions.
- d. Follow-up to verify implementation of solutions.
- e. Control further processing, delivery or installation of nonconforming product until the nonconformance has been corrected.
- f. Conform to quality system requirements as they apply to their position.

4.3.1 Quality Office. The Quality Office is responsible for the overall planning and coordinating of all audit functions and providing active oversight of all quality functions in the MCA. The Quality Office shall be the central activity for the collection of all quality relative reports, information, inspection results, and other quality-

**CHECK THE MASTER LIST - VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 4 of 13</b>

relevant information and data. The Quality Office shall perform analysis of relevant quality information and data to identify quality performance and non-conformance throughout the MCA. The Quality Office shall support the review of product and work-related processes and procedures to identify and coordinate critical inspection points and inspection criteria with the cognizant Department. Configuration/Data Management shall be responsible for storage and retrieval of quality system documents.

4.3.2 Auditors. The MCA shall use trained and qualified personnel to perform audits and fact-finding activities to provide management with audit reports and data on the condition and effectiveness of the entire Quality Management System. The auditors shall conduct planned audits, random audits or inspections and such evaluation and analysis as may be required to ensure that:

- a. Procedures and instructions are properly authorized, in place, and being followed.
- b. Procedures and instructions are being utilized and deviations and/or waivers are approved and documented prior to work execution.
- c. Personnel have the requisite knowledge and skills to properly utilize the procedures, tools, and equipment required to perform the work.
- d. Quality information is being collected and that quality data, reports, records, and information are being accurately reported in a timely manner.
- e. Corrective actions are being taken in accordance with authorized procedures and instructions.
- f. Skill Certification requirements, when required, are being maintained and are effective.
- g. Inspectors or Certified Product Inspectors (CPIs), who perform critical inspection of specified products are properly trained and certified to perform such inspections and that their certification is being maintained current in that skill, when required.
- h. Measurement and inspection equipment is properly serviced, maintained, calibrated and is being properly utilized in the performance of inspection and testing of products and processes.
- i. Inspections are occurring at the frequency and process points as required.
- j. Inspection results and information are being reported accurately, timely, and responsible and effective corrective actions are occurring as directed in procedures and instructions.

4.3.3 Inspectors/Certified Product Inspectors (CPIs). The MCA shall use trained and qualified Inspectors/CPIs to perform product and process inspection activities in order to provide management with objective evidence and data for quality metrics on product and to ensure that product requirements are met. The Inspectors/CPIs shall conduct planned and/or random inspections to ensure that:

- a. Work on products is being done in accordance with authorized methods, e.g., procedures, QIs, technical manuals, drawings, technical instructions, and other media.
- b. Products conform to requirements.
- c. Measurement and inspection equipment being used is properly maintained, serviced, calibrated and is being used as required.
- d. Workmanship meets all requirements for the specified function.

**CHECK THE MASTER LIST - VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 5 of 13</b>

e. Non-conforming products are identified, properly stated, marked and dispositioned.

f. Results of all inspection activities are fully and properly documented, when required, and reported in a timely fashion.

g. All testing and inspection is accomplished in accordance with requirements.

4.3.4 Supervisors and Employees. The MCA shall use trained, qualified, and/or certified personnel to perform product/processing activities. All supervisors and employees shall ensure that workmanship is in accordance with authorized procedures, instructions, manuals, inspection and testing methods, measurement and inspection equipment, and that all rework is identified, reported and that all corrective actions are taken.

4.4 Quality System Procedure Actions. The following actions shall be taken by the assigned actionee to ensure that processes critical to the smooth and efficient operation of the Quality Management System are maintained in a consistent state of currency.

**NOTE: Action may (and usually will) affect multiple areas, which may not be listed herein; however, the Actionee listed is the primary.**

4.4.1 Business Department.

a. Maintain coordination with the Command Quality Assurance Officer for input and update of the Quality Manual, MCQM1000. Maintain, coordinate, and update MCA-QP5500 for the Quality Management System.

b. Maintain, coordinate, and update as required MCA-QP8240 for Monitoring and Measurement of Product.

c. Maintain, coordinate, and update as required MCA-QP4230 for Control of Documents.

d. Maintain, coordinate, and update as required MCA-QP7530 for Identification and Traceability.

e. Maintain, coordinate, and update as required MCA-QP8520 for Corrective Action and MCA-QP8530 for Preventive Action.

f. Maintain, coordinate, and update as required MCA-QP4240 for Control of Records, MCA-QP8200 for Internal Quality Audits, and MCA-QP6200 for Human Resources.

g. Maintain, coordinate, and update as required MCA-QP8400 for Analysis of Data.

4.4.2 Program Management.

a. Maintain, coordinate, and update MCA-QP7200 for Customer-Related Processes.

b. Maintain, coordinate, and update as required MCA-QP7400 for Purchasing, MCA-QP7540 for Customer Product, MCA-QP7530 for Identification and Management Traceability, MCA-QP7500 for Production Management Process, and MCA-QP7200 Program Management Processes.

c. Maintain, coordinate, and update as required MCA-QP8301 for Approval and Control of Management Deviations/Waivers.

**CHECK THE MASTER LIST - VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 6 of 13</b>

4.4.3 Trades Department.

a. Maintain, coordinate, and update as required MCA-QP7600 for Control of Monitoring Department and Measuring Devices.

b. Maintain, coordinate, and update as required MCA-QP7511 for Servicing Department

4.4.4 Production Management.

a. Maintain, coordinate, and update as required MCA-QP8300 for Control of Nonconforming Product.

b. Maintain, coordinate, and update as required MCA-QP7550 for Preservation of Product.

4.4.4 All Departments. Develop, maintain, coordinate, and update required level III Quality Instructions utilized with each respective Department.

5. NOTES. None

6. DATA, FORMS, AND REPORTS. None.

7. QUALITY RECORDS. Maintain records in accordance with MCA-QP4240 or Quality Plan.

8. APPENDICIES, FLOW DIAGRAM.

8.1 Listing of Defined Terms for Quality Procedures – Appendix A.

8.2 Flow Diagram - Appendix B.

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 7 of 13</b>

Appendix A

Listing of Defined Terms for Quality Procedures  
Not Defined in ISO 9000:2000

**A**

**Accuracy (MCA-QP7600).** The degree of correctness with which a measured value agrees with the true or nominal value.

**Audit Plan (MCA-QP8200).** An outline that describes the audit activities to be conducted.

**B**

**C**

**Calibration (MCA-QP7600).** A set of operations that establish, under specified conditions, the relationship between values represented by material measure, and the corresponding known values of a measure. Also, the comparison of a measurement standard or instrument with another standard or instrument to detect, correlate, report, or eliminate by adjustment any inaccuracy of the compared. Also, the comparison of a measurement system or device of unverified accuracy to a measurement system or device of known or greater accuracy to detect and correct any variation from required performance specifications of the unverified measurement system or device. Includes external cleaning and minor adjustment and the producing/revising of correction charts/tables or software when necessary to meet specified tolerances.

**Calibration Cycle/Interval (MCA-QP7600).** The period between calibration tests/events during which each item of TMDE is expected to maintain a precise and accurate measurement or output capability within its specified limits of uncertainty.

**Calibration Label (MCA-QP7600).** A label with black lettering on a white background, which is affixed to the TMDE by the MCA Metrology Laboratory (Met Lab) to an item of TMDE indicating that all functions of the TMDE have been tested as required by the calibration procedure, thus the item received a full calibration. The calibration label has the calibration due date and the initials or technician's name that performed the calibration. The label may be affixed to the equipment, to a tag affixed to the equipment or the case or container associated with the test equipment.

**Calibration Method/Procedure (MCA-QP7600).** The procedure describing the steps and operations followed by calibration personnel in the performance of an instrument calibration.

**Calibration Not Required (CNR) Label (MCA-QP7600).** A label with orange lettering on a white background that indicates the status assigned to equipment used in support of an inspection, measurement, or test that is not used in any Quantitative/Qualitative (Q/Q) application.

**Calibration Standard (MCA-QP7600).** An item of TMDE that has the measurement capabilities or specified outputs that are rigidly controlled to a statistical metrology method. An item of TMDE used to calibrate another item of TMDE with a lesser accuracy/greater uncertainty and establishes the valid relationship between the item of TMDE under going calibration and a nationally and/or internationally recognized standard.

**Certificate of Calibration (MCA-QP7600).** Document that presents calibration data and other information relevant to the calibration of a specific test item or laboratory standard, including a statement certifying that the item "conforms" to an established set of parameters.

**CHECK THE MASTER LIST - VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 8 of 13</b>

**Certification of Personnel (MCA-QP7600)**. The act of verifying and documenting that personnel have completed adequate training, maintains medical requirements, and has demonstrated specific proficiency.

**Certification Examiner (MCA-QP6200)**. The qualified person(s) designated to develop or administer the training and exams necessary to achieve qualification for skill and proficiencies required for a specific position's criteria and/or certification.

**Certified Calibration Laboratory (MCA-QP7600)**. A calibration laboratory that meets the ANSI/NCSL Z540-1-1994 quality system standards.

**Certified Operator (MCA-QP6200)**. A person who has completed adequate training, meets medical requirements, and has demonstrated specific proficiency.

**Certified Product Inspector (CPI) (MCA-QP5500)**. A person who has been trained, evaluated, and certified to inspect products, workmanship and/or product related processes.

**Certifying Officer (MCA-QP6200)**. The person(s) designated to certify personnel to perform functions requiring specific skills (e.g., non-destructive testing, welding, soldering, crane operation, inspection, etc.).

**Contract (MCA-QP7200)**. Documents a set of promises between MCA and a contractor that require a commitment of MCA resources, e.g., personnel labor and expertise, information, or use of equipment and facilities, to accomplish stated objectives.

**Corrective Action Request (CAR) (MCA-QPQP8300)**. A document used to record a finding of non-compliance with documented procedures and/or processes.

**Critical Nonconformance (MCA-QP8200)**. A nonconformance that judgment and experience indicate is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the supplies or services; or is likely to prevent performance of a vital agency mission.

**Customer-Supplied Product (CSP) (MCA-QP7540)**. Any item furnished by the customer to be used on a specific project. Normally, it is new parts or components. At times it is in the form of less than code "A" components. In this case, repair is necessary.

## D

**Deviation (MCA-QP8301)**. A specific written authorization, granted prior to the manufacture of an item, to depart from a particular requirement(s) of an item's current approved configuration or contract requirements for a specific number of units or a specified period of time.

## E

**Escort (MCA-QP8200)**. An auditee representative who physically accompanies the auditor during the investigation and analysis of the objective evidence.

## F

**Final Inspection (MCA-QP8240)**. A process performed to verify conformance of the finished product to the specified requirement by inspection and/or test.

**CHECK THE MASTER LIST - VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 9 of 13</b>

**First Article Testing (MCA-QP8240)**. A process whereby the first product completed is inspected and tested for total conformance to specifications and performance requirements prior to commencing production.

**G H**

**I**

**Identification Number (IDN) (MCA-QP7600)**. A unique number assigned to an item of TMDE by LABMATE, the Calibration Management Software.

**Improvement Opportunity (MCA-QP8200)**. A condition that can improve a process before it may lead to nonconformance. Corrective action is not required but is strongly recommended.

**Inactive Calibration Label (MCA-QP7600)**. A label with green lettering on a white background that indicates a status requested by the user for TMDE not being used or expected to be used in the near future.

**In-Process Inspection and Testing (MCA-QP8240)**. A process performed to verify characteristics of an item defined by the program/project quality requirements and/or documented procedures during the manufacturing/rebuild/assembly operations.

**Instructor (MCA-QP6200)**. An individual designated by management to conduct and/or develop training.

**J K**

**L**

**LABMATE (MCA-QP7600)**. A Marine Corps wide calibration management software where TMDE and calibration data is entered.

**Lead Auditor (MCA-QP8200)**. An individual qualified through training, qualification and certification to lead an audit team.

**M**

**Major Nonconformance/Defect (MCA-QP8200)**. A nonconformance, other than critical, that is likely to result in failure, or to materially reduce the usability of the supplies or services for their intended purpose.

**Maintenance Center Repair Procedure (MCA-QP8301)**. An approved Maintenance Center repair process.

**Measurement Uncertainty (MCA-QP7600)**. The limits of error about a measured value between which the true value will lie with the confidence stated.

**Metrology (MCA-QP7600)**. The science of weights and measures used to determine conformance to technical requirements including the development of standards and systems for absolute and relative measurements.

**Minor Nonconformance/Defect (MCA-QP8200)**. A nonconformance that is not likely to materially reduce the usability of the supplies or services for their intended purpose, or is a departure from established standards having little bearing on the effective use or operation of the supplies or services.

**Monitoring (MCA-QP8240)**. Surveillance of an operation, test, etc.

**CHECK THE MASTER LIST - VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 10 of 13</b>

**N**

**Nonconformance (MCA-QP8200).** A failure of a characteristic, after processing, to conform to the requirements specified in the contract, drawings, specifications, or other approved product description.

**Nonconforming Material/Product (MCA-QP8300).** Any item, part, supplies, or product containing one or more nonconformances.

**Nonconforming Material Report (NCRM) (MCA-QP8300).** A report used to document corrective action for nonconforming products. This document is not used for initial disassembly/induction inspection.

**O**

**Observation (MCA-QP8200).** A statement of fact substantiated by objective evidence.

**Occurrence (MCA-QP8200).** The first time a nonconformance is detected on a specific characteristic of a part or process. All nonconformances attributed to the same cause and identified before the date, item, unit, lot number, or other commitment for effective corrective action are also considered occurrences.

**P**

**Process Audit (MCA-QP8520).** Audits performed on a process/operation against established procedures or standards.

**Product Audit (MCA-QP8520).** An audit performed to determine whether the product meets contract requirements.

**Product Identification (MCA-QP8520).** A method used to distinguish between products or like products (in form, fit, or function). Consists of a unique part number.

**Production (MCA-QP7500).** Application of resources and processes to transform materials and sub-products into an entity or product meeting required specifications.

**Product Quality Deficiency Report (PQDR) (MCA-QP8520).** A SF-368 submitted on a new or reworked material which has been determined to have a defect or non-conforming condition, premature failure, does not meet its expected purpose, operation or service due to deficiency in design, specification, material manufacturing, and workmanship.

**Q**

**Quality Inspection Record (QIR) (MC Alb-4730-27) (MCA-QP8520).** Used to document a discrepancy and resulting resolution.

**Quality Records (MCA-QP4240).** Those records that provide evidence of: (1) the effective operation of the quality system; (2) the capability of key personnel, processes, or suppliers; (3) the controlled operation of processes that affect quality; and (4) product conformance to specified requirements. Quality records include hard copy, electronic, or other media, which demonstrate the aforementioned criteria.

**CHECK THE MASTER LIST - VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 11 of 13</b>

## R

**Recall Report (MCA-QP7600)**. The recall report indicates items due for calibration, items that are due for calibration next month, and items that are overdue (delinquent) for calibration.

**Recurrence (MCA-QP8200)**. A repeat of a nonconformance.

**Reject Label (MCA-QP7600)**. A label with black lettering on a red background, which indicates test equipment, does not meet the acceptance criteria.

**Reject Tag (MCA-QP7600)**. A red tag (**include NAVMC number**) with black lettering, which is attached to the rejected item of TMDE and has specific information as to why the item of TMDE was rejected.

**Root Cause (MCA-QP8520)**. The primary reason for nonconformance or deficiencies.

## S

**Special Calibration Label (MCA-QP7600)**. A label with black lettering on a green background, which meets special conditions.

**Special Processes (MCA-QP7500 and MCA-QP7200)**. Processes that require operator certification (such as welding, plating, nondestructive testing, etc.).

**Standard Repair Procedure (SRP) (MCA-QP8301)**. A documented technique for repair of a type of nonconformance, which has been demonstrated to be an adequate and cost-effective method for repair when properly, applied.

**Statistical Process Control (SPC) (MCA-QP8400)**. SPC is a methodology used to measure the average and variability of any given characteristic or process.

**Statistical Techniques (MCA-QP8400)**. Mathematical techniques used to interpret data.

**Supply Discrepancy Report (SDR) (MCA-QP8240)**. A report identifying overages, shortages, missing documentation, wrong item, packing, marking, and similar deficiencies on shipments received.

## T

**Test Accuracy Ratio (TAR) (MCA-QP7600)**. The accuracy ratio between the measurement/test device and the unit/device under test based on the specifications of both devices.

**Test, Measurement, and Diagnostic Equipment (TMDE) (MCA-QP7600)**. Any system, device, or instrument used to measure, calibrate, gage, test, inspect, diagnose or otherwise examine material, supplies, and equipment to determine whether they comply with established specifications.

**Test Software (MCA-QP7600)**. Software, which controls an automated test system or conditions a data signal from the point of measurement to the end point of use.

**CHECK THE MASTER LIST - VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 12 of 13</b>

**Test Software Validation (MCA-QP7600)**. Confirmation by examination and provision of objective evidence that the particular requirements meet users needs.

**Test Software Verification (MCA-QP7600)**. Confirmation by examination and provision of objective evidence that specified requirements has been fulfilled.

**Tolerance (MCA-QP7600)**. The permissible deviation from a specified value.

**Training (MCA-QP6200)**. Instruction, discipline, drill, or practice designed to impart proficiency or efficiency.

**Training Coordinator (MCA-QP6200)**. Person(s) designated to provide the administrative functions of training, scheduling, and documentation.

**U**

**Uncertainty (MCA-QP7600)**. The range of values within which the true value is estimated to lie. It is a best estimate of possible inaccuracy due to both random and systematic errors.

**Unique Product Identification (MCA-QP8520)**. A system for product identification that is different than the baselined system at the MCA.

**V**

**W**

**Waiver (MCA-QP8301)**. A written authorization to accept an item, which is found to depart from specified requirements, but nevertheless is considered suitable for use “as is” or after repair by an approved method.

**X Y Z**

<b>Maintenance Center, Albany Quality Procedure Code 881</b>		
<b>RESPONSIBILITY AND AUTHORITY</b>	<b>MCA-QP5500</b>	<b>Revision: D</b>
	<b>Date: 26 February 2002</b>	<b>Page 13 of 13</b>

APPENDIX B

