MCA-QP7200
Previously MCA-P3.1
and Part of P2.1, P10.1
and P9.1
Revision H
15 July 2002

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

MCA QUALITY PROCEDURE

CODE 884

PROGRAM MANAGEMENT PROCESSES

SIGNATURE/APPROVAL

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

(Signature on File)	15 July 2002
S. H. FOREMAN	DATE
Commander, Maintenance Center Albany	

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

DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		7 Dec 98	
Revision	A	21 Jun 00	Chgs due to Management Working Group
Revision	B	3 Oct 00	Chgs due to 13-19 Sep 00 Internal Audit Findings
Revision	C	23 Oct 00	a) Reworded no. 8 in Appendix A; b) Reworded 4.1.8 and added 4.1.9; c) added Flow Chart, Appendix C.
Revision	D	24 Jan 01	In response to AMC-002 added a sentence at the end of para 4.2.1. Para 4.4.1 added "Program Management Department" as Actionee.
Revision	E	08 Feb 01	Revised para 4 of Appendix A; Corrected misspelled words in Appendix C.
Revision	F	13 Sep 01	Changed Applicable Document's Quality Manual reference. Changed paragraph 7 Quality Records. Changes are result of CAR QS-01-025-03
Revision	G	26 Feb 02	Transition from ISO 9002:1994 to 9001:2000
Revision	H	15 July 02	a) Added e-mails to paragraph 4.2, b) Added "Generally" to paragraph 4.4.3, c) Changed reference in paragraph 4.4.1, d) Added note to paragraph 5, e) Changed quality records information in paragraph 7, f) Change department references g) Changed OPR code from 889 to 884 due to reorganization.

PROGRAM MANAGEMENT PROCESSES

1. SCOPE.

1.1 Scope. This Maintenance Center, Albany (MCA) Quality Procedure (MQP) is applicable to all Program Management processes through the MCA.

1.2 Purpose. To establish a documented procedure and assign specific responsibilities for Program Management processes.

1.3 Applicability. This MQP applies to all MCA organizational elements and personnel involved with the Program Management processes as required by the Maintenance Center Quality Manual (MCQM).

2. REFERENCE DOCUMENTS.

QM1000 Maintenance Centers Quality Manual

See MCA ISO WEB site for applicable documents

3. DEFINITIONS.

See MCA-QP5500 Appendix A for definitions

4. PROCEDURE.

4.1 Program Management Process. An annual Master Schedule is prepared by the Maintenance Directorate.

4.2 Initial Statement of Work (SOW)/Memorandum of Agreement (MOA)/Memorandum of Understanding (MOU) Negotiation. Master Schedule line items are analyzed to determine customer requirements. Whenever a SOW/MOA/MOU, etc. is not available for cost estimate request, the resources required for the achievement of the plan are negotiated with customers. Appropriate areas within MCA will be consulted by Program Management Branch to provide input to SOW/MOA/MOU negotiations. Contract review packages are prepared and routed to these areas to coordinate the input collection process. Written comments concerning the Contract Review Packages will be provided to Program Management in the timeframe specified by a cover letter or e-mail.

4.3 Realization Planning. SOW/MOA/MOU requirements are analyzed. Technical documents required to process this SOW/MOA/MOU are identified. Missing planning documents, such as routes, Bills of Material (BOM), and process studies are tasked to relevant technical experts. The following documents are created per Maintenance Center Albany Process Map by locator denoted with ( ): (B) -Route Preparation, (C) - BOM Preparation, and (D) - Process Study Preparation flowcharts respectively. Engineering Department will provide engineering support as required. This support is described in (D1) - Engineering Support flowchart.

4.4 Cost Estimation and Schedule Preparation. Job scheduling/estimating shall be conducted in an established and consistent manner to provide for standard estimates and/or scheduled workload for MCA as detailed in MCA-QI7200-PM0009.

4.4.1 Historical data will be utilized to develop cost estimate. If historical data is unavailable, input from shops and estimating experience of the planner will be used. Unit price and schedule are determined. Master Work Scheduler reviews Master Work Schedule to ensure new requirement will not adversely affect the current workload schedule or work can be accomplished in an acceptable timeframe to the customer. All SOW/MOA/MOU requirements that cannot be accomplished will have Deviations/Waivers submitted with the cost estimate. Deviations/Waivers will be developed IAW MCA-QI8301, Processing of Request for Deviation/Waiver

4.4.2 Cost estimate/job plan and proposed schedule are provided to customer via Maintenance Directorate.

4.4.3 Generally, verbal quotations or estimates are not given to customers. However, in an exceptional situation when a verbal quotation must be provided, it is ensured that verbal quotations are documented (e.g., e-mail, telephone transcript, data facsimile, etc.) and followed-up by official correspondence stating the terms of the verbal agreement and provided for the customer's review and concurrence.

4.5 Price and Schedule Negotiations. Negotiations are conducted with customers to finalize cost estimates and Delivery Schedules (RDD). Negotiations may include changes to the SOW or MOA to accommodate requirement changes requested by customer or Maintenance Center. Changes are communicated to appropriate MCA departments, and based on their input SOW/MOA/MOUs, delivery schedules (RDDs) and cost estimates are revised to reflect resulting changes.

4.5 Project Acceptance. After acceptance of cost estimate by customer, a funding document will be provided to the Financial Branch. The Financial Branch routes funding document to Program Management for review. Program Management reviews to ensure it matches SOW/MOA/MOU and funds match estimate, then recommends acceptance or rejection. A cost estimate matching the funding document will be provided back to the Financial Branch. Financial Branch approves the funding. Program Management receives accepted funding document.

4.6 Post Award Activities Upon acceptance of funding document, work requests are requested from Fleet Support Division (FSD).

4.6.1 Work Breakdown Structure is created for the contract. Work Breakdown structures can be single level or multi level. Work Breakdown structure will reside in MRP II for configuration control. Quality Instruction Number MCA-QP7200-PM0096 will be utilized to guide this process.

4.6.2 A Work Order is created per instruction MCA-QP7200-PM0095 for Principle End Item (PEI) and when notified by Production Management, the corresponding asset is requested from FSD. For rolling stock items, an USMC number is required.

4.6.3 Manufacturing Quality Instructions are created where technical manuals, drawings, etc., are inadequate/incomplete or where additional contractual requirements dictate.

4.6.4 Create Shop Orders as detailed in MCA-QI7200-PM0011. Shop Orders will be provided electronically to appropriate Maintenance Center personnel. The use of Shop Orders applies to Maintenance Centers Albany (MCA) Program Management (PM) Branch and is applicable to all items processed through the MCA with the exception of those items loaded into LABMATE maintained by Trades Department and Production Management.

4.6.5 The Quality Department's Quality Assurance Office shall provide contract review assistance as required to address new requirements not covered by the existing Quality System.

4.7 Contract Amendments

4.7.1 Contract amendments can be requested by MCA Program Management Branch or the customer as a result of change in schedule, work requirements, funding, quantity, technical documentation, or work completion date. Verbal contract amendment requests must be followed up by letter or e-mail. All requests will be negotiated and agreed upon by the customer and MCA. Contract amendments are routinely submitted to MCA on NAVCOMPT Form 2275. See Appendix A.

4.7.2 Once a contract amendment is agreed upon, Program Management Branch shall ensure that all changes are incorporated and communicated to all affected MCA personnel and based on their input SOW/MOA/MOUs, delivery schedules and cost estimates are revised to reflect resulting changes.

4.7.3 PM Branch project documents and quality records shall be maintained IAW: MCA-QP4230 and QP4240 (Control of documents & Control of Records) procedures.

4.7.4 The PM Branch Manager shall task the appropriate personnel with responsibility of coordinating the cost control requirement process as detailed in MCA-QI7200-PM0088.

4.7.5 After Quality Assurance's final acceptance, Program Management generates a material release order and notifies FSD of asset completion. Program Management maintains a data base of all released assets by JON, USMC number, etc.

5. NOTES. Statement of Work (SOW)/Memorandum of Agreement (MOA)/Memorandum of Understanding (MOU) are the most common forms of documents customers used to detail their requirements. Other documents detailing customer requirements shall be processed in the same manner as SOW/MOA/MOU.

6. DATA, FORMS AND REPORTS. None

7. QUALITY RECORDS. Quality records shall be maintained in accordance with MCA-QI4230-PM0076.

7.1 Estimates/Cost Data Sheets

Storage Location:	Program Management Project Folder
Indexing:	Alpha/numeric
Access:	All Departments

Filing:	As generated
Storage Medium:	Paper
Maintenance:	File cabinet
Disposition:	N/A
Retention:	3 years (Transfer to C/DM)

7.2 Contract Review Records via E-mail

Storage Location:	Program Management Project Folder
Indexing:	Alpha/numeric
Access:	All Departments
Filing:	As generated
Storage Medium:	Paper
Maintenance:	File cabinet
Disposition:	N/A
Retention:	3 years (Transfer to C/DM)

7.3 Correspondence/Other Correspondence

Storage Location:	Program Management Project Folder
Indexing:	Alpha/numeric
Access:	All Departments
Filing:	As generated
Storage Medium:	Paper
Maintenance:	File cabinet
Disposition:	N/A
Retention:	3 years (Transfer to C/DM)

7.4 Work Breakdown Structure

Storage Location:	COMPASS Contract
Indexing:	Alpha/numeric
Access:	All Department
Filing:	As generated
Storage Medium:	Electronic
Maintenance:	COMPASS Contract
Disposition:	Archive
Retention:	3 years

7.5 Request for Deviations/Waivers are maintained in accordance with MCA-QP8301.

8. APPENDICIES, FLOW DIAGRAM.

Appendix A Contract Review Requirements

APPENDIX A

CONTRACT REVIEW REQUIREMENTS

1. **Management Responsibility**. Identify any unique or special Management Actions that will be required in the execution of this contract. An example may be special procedures for any deviations or waivers or perhaps special reviews by management.

2. **Quality System**. Identify if any of the Quality requirements of the contract are outside or exceed the current Quality System. Identify if a Contract specific Quality Plan will be required.

3. **Contract Information**. Identify the product and any special contract information. Also, identify if any non-standard actions will be required for the dissemination of the contract requirements or during the contract review.

4. **Document and Data Control**. Address any special data and/or documentation requirements. Identify critical data and documentation that must be on hand for execution of this contract, i.e. special instructions, technical information, technical manuals, etc. Also, identify any special data and/or documentation change control procedures or actions that may be required in the contract.

5. **Purchasing**. Identify if there are any special purchasing requirements in the contract in regards to material. Identify if there are any unique procedures to be used in the purchasing process.

6. **Control of Customer Supplied Product**. Identify if there are any special requirements for control of the customer supplied product and/or materials for this contract.

7. **Product Identification and Traceability**. Identify if the contract requires any special or specific product work traceability and/or material usage identification.

8. **Process Control**. Create a Work Breakdown Structure for the contract. Work Breakdown structures can be single level or multi level. Work Breakdown structure will reside in MRP II for configuration control.

Create a Matrix to identify Technical Documentation requirements. The matrix is provided on the ISO web page that identifies technical documentation authorized by job order number for each project.

9. **Inspection and Testing**. Identify any special inspection and testing requirements required by the contract. Identify any associated inspection and/or testing capabilities or facilities that are required for the contract.

10. **Control of Inspection, Measuring, and Test Equipment**. Identify any special inspection and/or testing equipment that are required for the contract.

11. **Inspection and Test Status**. Identify any special statusing functions that may be required for the execution of the contract.

12. **Control of Non-Conforming Product**. Identify any special actions required by the contract for control of nonconforming products. Identify if special procedures are required for handling of waivers and/or deviations.

13. **Corrective and Preventive Actions**. Identify if the contract has any special requirements for corrective and/or preventive actions.

14. **Handling, Storage, Packaging, Preservation, and Delivery**. Identify if the contract has any special requirements for handling, storage, packaging, preservation, and/or delivery.

15. **Quality Records**. Identify if the contract has any special requirements for quality records.

16. **Quality Audits**. Identify if the contract requires any special audits during the execution of the contract.

17. **Training**. Identify if any special skills training, qualification and certification of personnel will be required for the execution of the contract.

18. **Statistical Data**. Identify any special data and/or statistical requirements of the contract.

19. **Cost of Quality**. Identify any special quality costs requirements are specified in the contract.