



MCA-QP7540
Previously MCA-P7.1
Revision E
26 February 2002

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

MCA QUALITY PROCEDURE

CODE 884

CONTROL OF CUSTOMER-SUPPLIED PRODUCT

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

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		07 Dec 98	
Revision	A	21 Jun 00	Chgs due to Management Working Group
Revision	B	25 Oct 00	Reworded paragraphs 4.1.1, 4.4, and 4.5.4 due to findings from Internal Audit and Change Form Document Control Number 101900002.
Revision	C	14 Dec 00	In Section 2, changed MCQM to MCLOGBASESO 4855.9, Addendum (A) Maintenance Center's Quality Manual. IAW DCMA Noncompliance Report # OBVS-006, added sentence to end of para 4.6. IAW DCMA Noncompliance Report OBVS-003, corrected spacing, punctuation, etc. Added flow diagram IAW MCA-P2.1-BN0002.
Revision	D	23 Jan 01	In response to OBVS-006. Para 4.6, changed last sentence to read "All non-Maintenance Center personnel entering this area must sign in and/or be escorted."
Revision	E	26 Feb 02	Transition from ISO 9002:1994 to 9001:2000

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CONTROL OF CUSTOMER-SUPPLIED PRODUCT

1. SCOPE.

1.1 Scope. This Maintenance Center, Albany (MCA) Quality Procedure (MQP) is applicable to all customer supplied products processed through the Maintenance Center under the control of the MCA Quality Manual.

1.2 Purpose. The purpose of this Maintenance Center quality procedure is to establish a consistent method for controlling the verification, storage, and maintenance of Customer Supplied Product (CSP).

1.3 Applicability. This procedure is applicable to all Maintenance Center organizations involved in the verification, storage, and maintenance of external CSP received at the Maintenance Center, which falls within the scope as defined by the Maintenance Center's Quality Manual (MCQM1000). CSP includes Government Furnished Material (GFM)

2. REFERENCE DOCUMENTS.

MCQM1000	Maintenance Centers Quality Manual
MCO P4450.7E	Marine Corps Warehousing Manual
DOD 4140.27-M	Shelf-Life Item Management Manual

See MCA ISO WEB site for applicable documents

3. DEFINITIONS.

See MCA-QP5500 Appendix A for definitions.

4. PROCEDURE. The Maintenance Center shall establish and maintain documented procedures for the control, verification, storage, and maintenance of CSP provided for incorporation into the supplies or for related activities. Any CSP that is lost, damaged, or is otherwise unsuitable for use will be recorded and reported to the customer. *All applicable DOD and FAR regulations are followed as applicable*

<u>Action</u>	<u>Actionee</u>	
Production Management	4.1	<u>CSP Receiving Inspection and Verification</u> . CSP will be received and verified in the same manner as other like or similar purchased product. The customer is responsible for providing any specialized acceptance criteria for receiving inspection and/or special instructions for handling, storage, and maintenance. All discrepancies will be reported to Program Management.
Program Management	4.1.1	Report to the customer, when determined to be applicable by the Project Lead, discrepancies of received CSP. NOTE: Applicable refers to major financial impact, schedule delay, or configuration change.
Production Management	4.2	<u>Storage of CSP</u> . Production Management shall provide and maintain a predetermined storage area(s) for all incoming and on-hand CSP. Production Management shall maintain inventory records of all CSP.

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Production Management shall provide and maintain a predetermined storage area for all discrepant CSP in accordance with MCA-QP8300

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|---|--------------------------|--|
| 4.3 | <u>Care-In-Storage</u> . | Production Management shall manage and document all Care-In-Storage procedures, for customer supplied product, to include a shelf-life program, stock rotation, inventory control, and any discrepancy discovered during periodic inventory. All discrepancies found shall be handled in accordance with MCA-QP8300 |
| 4.3.1 | When applicable | Production Management shall manage and document all Shelf-Life procedures in accordance with DOD 4140.27-M and identify all requests having a shelf-life requirement. Production Management shall produce, as required, inventory reports depicting shelf-life items and their appropriate code for inspection and verification. |
| Program Management | 4.4 | When applicable, instances where CSP does not meet with agreed performance and/or configuration criteria, it shall be documented, reported to the customer, and maintained in project file.

NOTE: Applicable refers to major financial impact, schedule delay, or configuration change. |
| Production Management | 4.5 | <u>Control of Customer Supplied Product (CSP)</u> . CSP is maintained in inventory until time of issue to a work order for the customer's program. |
| Trades Department | 4.5.1 | Upon issue of CSP inspect for form, fit, and function, report all discrepancies to Certified Product Inspector's (CPIs). |
| | 4.5.2 | The CPI shall complete a QIR for non-conforming CSP and will provide a QIR to Program Management and Quality Assurance in accordance with MCA-QP8300 |
| Business/Production Management
Departments | 4.5.3 | Determine whether PQDR or Supply Discrepancy Report (SDR) will be submitted. |
| Program Management | 4.5.4 | Program Management will report discrepancies to the customer and request disposition instructions that are outside the requirements of the Statement of Work. |
| Production Management | 4.6 | <u>Storage Area Security</u> . The Material Control Center (MCC) will maintain appropriate storage space and will provide such security/control, as required, to ensure that absolute and positive control is maintained of all CSP. All non-Maintenance Center personnel entering this area must sign in and/or be escorted. |
| Information Technology | 4.7 | <u>Protection of Intellectual Property</u> . MCA takes precaution to protect intellectual property received from customers. All electronic media is virus scanned prior to admission. Upon discovery of any problems, the customer is notified. Only authorized personnel are given access to customer intellectual property. Unauthorized copies are not permitted. |

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Customer data is regularly backed up and archived to protect against inadvertent deletion or destruction, malicious acts, equipment failures, catastrophic events and large scale disasters.

5. NOTES. None.

6. DATA, FORMS AND REPORTS. None.

7. QUALITY RECORDS. Responsible organizations will retain quality records in accordance with MCA-QP4240

Inspection Records

Testing Records

Material Shelf Life Records

Inventory Reports

Material Disposition Records

Product Disposition Records

Product Quality Deficiency Reports

Supply Discrepancy Reports

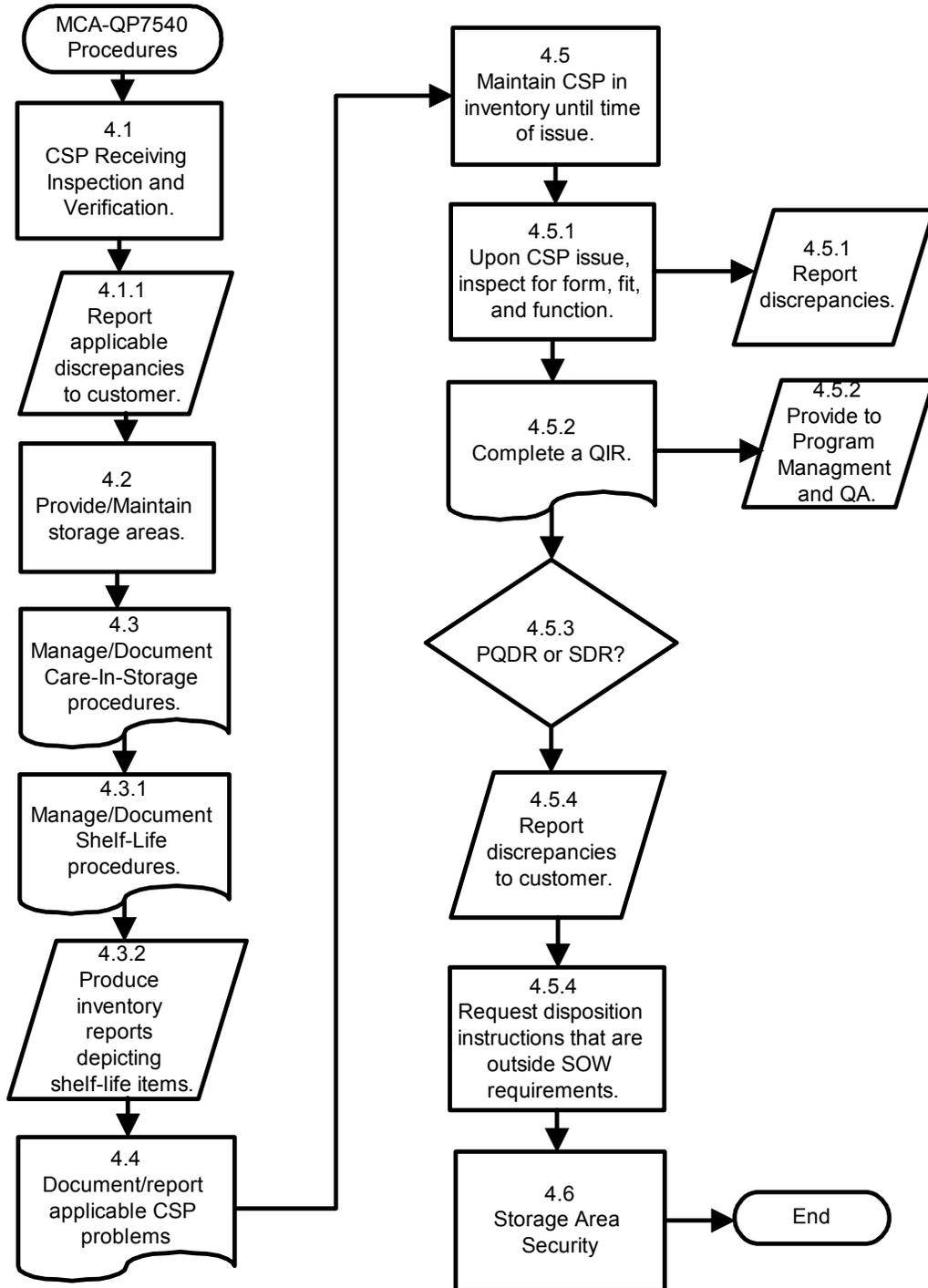
8. FLOW DIAGRAM.

Control of Customer Product - Appendix A

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Appendix A



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