



MCA-QP8301
Previously MCA-P13.2
Revision: F
06 June 2002

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

MCA STANDARD PROCEDURE

CODE 889

APPROVAL AND CONTROL OF DEVIATIONS/WAIVERS

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

06 June 2002
DATE

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Draft		07 Dec 98	Baseline per ltr 4451 Code 881-60 4 Jan 99
Revision	A	09 Sep 99	Change of OPR and specific Program Management responsibility modifications
Revision	B	30 June 00	Chgs due to Management Working Group
Revision	C	23 Oct 00	a) Revised para 4.1; b) Separated para 4.2 into two parts (4.2 and 4.3); c) Actionee for 4.3 is Business Department; d) Added 4.3.1, Actionee Program Management.
Revision	D	20 Feb 01	In response to AMC-002 Program Management added as an Actionee to para 4.6.
Revision	E	26 Feb 02	Transition from ISO 9002:1994 to 9001:2000
Revision	F	06 June 2002	a) Revised paragraph 4.1.2 and 4.2.1 b) Changed Appendix A flow chart c) Made minor grammatical corrections. Revisions due June 2002 Internal Audit.

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APPROVAL AND CONTROL OF DEVIATIONS/WAIVERS

1. SCOPE.

1.1 Scope. This Maintenance Center, Albany (MCA) Quality Procedure (MQP) is applicable to all products/material processed through the MCA.

1.2 Purpose. This MQP establishes procedures and responsibilities for the request, approval, and control of deviations and waivers concerning departure of requirements within the Maintenance Center.

1.3 Applicability. This MQP applies to all MCA organizational elements involved with approval and control of deviations/waivers generated as a result of departure of requirements. Deviations and waivers from published technical criteria will not be allowed unless all requirements established by this MQP are met.

2. APPLICABLE DOCUMENTS.

MCQM1000	Maintenance Centers Quality Manual
ANSI/ISO/ASQC A8402-1994	Quality Management and Quality Assurance - Vocabulary

See MCA ISO WEB site for applicable documents

3. DEFINITIONS.

See MCA-QP5500 Appendix A for definitions

4. PROCEDURE.

4.1 Deviations/Waivers are applicable where known departure from requirements exists and will not be corrected prior to release and/or delivery of the product to the customer. The Manager, Program Management Department has been delegated the authority to allow a product to continue in the maintenance process, prior to approval of the deviation/waiver by the customer. Until such time as approval for the deviation/waiver is received from the customer, the product will continue to be marked/tagged as to the non-conformance.

4.1.1 Program Management will handle any deviations/waivers from requirements. The Manager, Program Management is the only position within the Maintenance Center, which the Director of the Maintenance Center has delegated the authority to determine if work will proceed in lieu of approval of the deviation/waiver by the customer. Any entity discovering the need for a deviation/waiver will immediately notify Program Management. No product requiring a deviation will begin processing without the express written E-Mail approval of Manager, Program Management. No product requiring a waiver will continue processing without the expressed written e-mail approval of Manager, Program Management.

4.1.2 Control of Non-Conforming Product. See MCA-QP8300. Prior to approval of deviation/waiver, Production Management will require the validation of the decision by Program Management in the production process. Production Management will not release the product for further processing until the decision is validated in writing/E-Mail by the Manager, Program Management Department. After, validation production may continue however, the product must be clearly marked/tagged as nonconforming.

4.2 Program Management/Engineering Departments Deviation/Waiver Development Process. Requests for Deviation/Waivers (RFD/W's) will be generated when determined necessary by Engineering, Program Management (PM), Quality Assurance (QA) or other responsible personnel. These forms, when completed and handled in accordance with this instruction, will become quality records and will be controlled in accordance with MCA-QP4240.

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4.2.1 Technical personnel shall begin preparation of an RFD/W once the determination has been made to obtain customer approval for a departure from requirements or upon receipt of a request from the QA or PM departments. Using source documents, drawings, specifications, and other technical documentation, technical personnel shall evaluate and analyze the departure from requirements. They shall also compile all technical documentation relative to the problem/condition and prepare a written justification for acceptance of the departure from requirements.

NOTE: It is not the intent of this process to provide a “checklist” of factors to consider when developing an RFD/W. Factors to be considered when evaluating a departure of requirements will be determined by the expertise, experience, and training of the technical personnel involved as well as the circumstances surrounding the problem/condition.

4.2.2 All technical rationale/justification will include sufficient references to technical documents (manuals, drawings, etc.), as necessary to completely substantiate the acceptance of the departure of requirement.

4.2.3 All technical manual and drawing references as part of the technical justification shall include the latest available/applicable revision of the document. If in doubt about which is the latest and current revision, check with CD/M personnel to obtain this information.

4.2.4 Technical personnel shall prepare the RFD/W, Form DD-1694, using MIL-STD-973 as a guide unless other configuration standard is cited in the SOW/MOA/MOU, etc. Paragraphs 5.4.3, 5.4.4, 5.4.8.3, 5.4.8.4 in Appendix E of MIL-STD-973 shall apply unless otherwise specified by contracted/SOW requirements. The exception to this shall be block 19 on form DD-1694, the “Effect on Cost/Price.” This information is outside the scope of engineering cognizance and should be provided by Program Management prior to submittal to the customer for approval. The sections of MIL-STD-973 specified above shall still apply to the development of the RFD/W when customer requirements authorize a submittal method other than a DD-1694, such as electronic submittal via MEARS.

4.3 Supervisory Review. RFD/W's will be reviewed by the engineering supervisor for technical accuracy and adequacy. Engineering supervisors will ensure that the information provided to substantiate/justify acceptance of the RFD/W is clear, concise, and unambiguous. The initials of the applicable engineering supervisor in the appropriate block of the RFD/W indicate that this review has been completed.

4.4 C/DM Processes. C/DM shall assign deviation/waiver numbers. RAM/RS deviations/waivers are sequentially assigned. For example: A111799060DW, A111799061DW in which “A” designates Albany; 111799 designates month, day, year; 060, 061, etc., is sequentially assigned continuously throughout the program; and DW for deviation/waiver. If a revision is made to an existing deviation/waiver, the revision retains the original number and an alphabetic character, A, B, C, etc., is added after DW.

4.4.1 A hard copy of the deviation/waiver shall be retained for status accounting purposes and shall be placed with quality records.

4.4.2 Documented notification, via e-mail, shall be provided to both Engineering and Program Management furnishing the number and location of the deviation/waiver for their review and approval.

4.4.3 After approval and release confirmation has been received by C/DM from Program Management, C/DM shall send an e-mail to SCMC providing the number and location of the deviation/waiver requesting input to MEARS Review.

4.4.4 Completed deviations/waivers shall be processed by SCMC and status made available via MEARS Review to all parties involved in the deviation/waiver process.

4.4.5 Deviations/waivers other than AAV RAM/RS shall be submitted to C/DM, via email or hard copy, on DD Form 1694 for number assignment. This number is assigned individually and consecutively: A111799001DW in

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which "A" designates Albany; 111799 designates month, day, year; 001 is sequentially assigned; and DW designates deviation/waiver.

4.4.6 Revised deviation/waivers retain the original number and an alpha character, A, B, C, etc., is added after the "D" or "W". The "W" is dropped if for a deviation, or the "D" is dropped if for a waiver.

4.4.7 After assigning appropriate number, the deviation/waiver is cataloged in C/DM's data management system and forwarded to Program Management for internal approval. After approval of Program Management, a hard copy of the signed deviation/waiver shall be retained for status accounting purposes and shall be placed with the appropriate commodity quality records. Program Management will forward to the customer for final approval.

4.5 Close-out. Once the RFD/W has been prepared, Program Management Department personnel shall forward the RFD/W, (including all attached supporting documentation, drawings, etc.), to the Program Management Department Manager for final approval and release to the customer via the following:

4.5.1 Department letter attached to the DD form 1694.

4.5.2 Electronically via MEARS.

4.5.3 Electronic Mail

4.5.4 Correspondence directs customer to provide response to MCA (C/DM).

4.5.5 After approval/disapproval by the customer, Program Management will submit the original signed copy to C/DM. If the deviation/waiver is received by C/DM from the customer, C/DM will inform Program Management. C/DM, at the direction of Program Management, shall make distribution to MCA's production areas as appropriate and retain official approval as a quality record. In the event that a deviation/waiver is cancelled or replaced, Program Management will notify C/DM.

5. NOTES. None.

6. DATA, FORMS, AND REPORTS.

Request for Deviations/Waivers (DD-1694)

7. QUALITY RECORDS. All Quality Records shall be in accordance with MCA-QP4240.

Requests for Deviations or Waivers (DD1694)

Storage Location:	Business Departments C/DM
Indexing:	Alpha/numeric
Access:	Business Department
Filing:	As generated
Storage Medium:	Electronic and Paper
Maintenance:	File cabinet
Disposition:	Shred
Retention:	3 years

8. FLOW DIAGRAM.

Deviation/Waiver – Appendix

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APPENDIX A

DEVIATION/WAIVER

