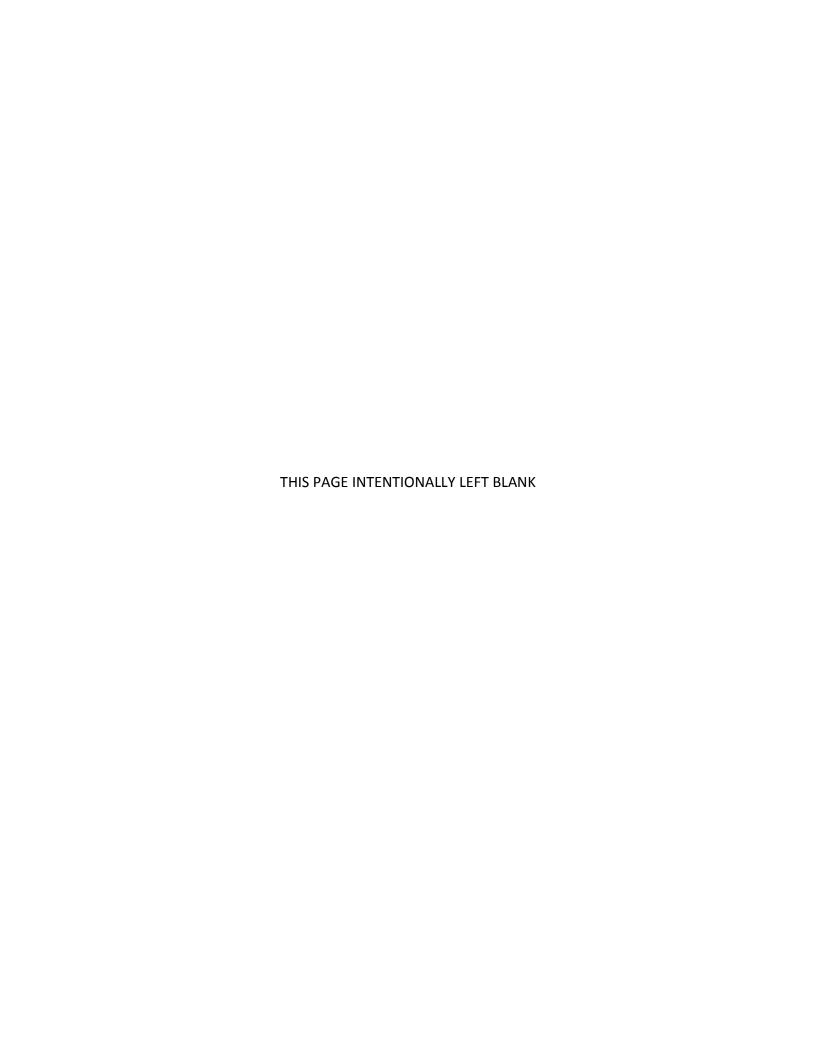NAP-26

Approved: 12-11-13

QUALITY MANAGEMENT SYSTEM

NATIONAL NUCLEAR SECURITY ADMINISTRATION
Office of the Administrator

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QUALITY MANAGEMENT SYSTEM

1.   PURPOSE. Establish, implement, maintain, assess, and improve the Quality
        Management System (QMS) for NNSA Federal operations in compliance with the
        International Organization for Standardization (ISO) Standard Requirements document
        (ISO 9001:2008), *Quality Management Systems*, and in accordance with DOE Order
        414.1, *Quality Assurance.*

2.   CANCELLATION. None.

3.   APPLICABILITY.

        a.   The provisions of this NNSA Policy document apply to all the NNSA's Federal
                organizations. This policy is not applicable to contractor organizations or
                personnel.

        b.   Equivalency. In accordance with the responsibilities and authorities assigned by
                Executive Order 12344, codified at 50 USC sections 2406 and 2511, and to
                ensure consistency through the joint Navy/DOE Naval Nuclear Propulsion
                Program, the Deputy Administrator for Naval Reactors (Director) will implement
                and oversee requirements and practices pertaining to this Directive for activities
                under the Director's cognizance, as deemed appropriate.

        c.   Scope. The Quality Management System referenced in this Directive will
                establish and maintain a management system for the NNSA that is focused on the
                six key requirements for NNSA business operations: control of documents;
                control of records; internal audits; control of nonconforming products; corrective
                action; and preventive action. Other quality systems within NNSA federal
                operations developed wholly or in part to comply with the current version of DOE
                Order 414.1, *Quality Assurance* and/or specific technical programs or subject
                areas within NNSA, will not be subject to development, revision or audit under
                the authority of this policy. These subject area specific quality systems will be
                considered subordinate to the overarching business process focus of the NNSA
                Quality Management System and must be verified as to their function and
                compliance with the pertinent standards around which they are organized.

4.   REQUIREMENTS.

        a.   The NNSA QMS is a process-based management system that controls the quality
                of customer products and mission requirements while complying with the current
                version of the NNSA Strategic Plan. The QMS complies with the ISO 9001:2008
                requirements for quality management systems.

        b.   The scope of the QMS is mission and mission support management of NNSA's
                Mission and Vision.

                1)   The NNSA QMS and NNSA work processes must be documented and

available to all employees in electronic form.

2) Work processes (i.e. Process Descriptions) must be identified, controlled, and measured to assure that the quality of products and services fulfill customer requirements.

3) Surveys, audits, and reviews (SAR) must be periodically performed in accordance with the ISO 9001 requirement for the conduct of internal audits to continually improve processes, products, and services.

4) Compliance by NNSA with the ISO 9001 standard must be verified and validated.

5) Registration/Certification to the ISO 9001 standard for NNSA organizations must be acquired and maintained after compliance has been verified and validated.

6) Full compliance with Federal requirements and responsibilities of DOE Order 414.1.

5. RESPONSIBILITIES.

a. The Administrator and Principal Deputy Administrator:

1) Establish NNSA's Quality Management System Policy.

2) Communicate management's commitment to the QMS.

3) Ensure availability of sufficient resources to support the implementation and ongoing management of the QMS.

4) Review progress and implement any necessary changes to ensure continuous improvement.

b. The Associate Principal Deputy Administrator serves as the QMS Executive Management Representative and:

1) Ensures that the processes needed for the corporate NNSA QMS are established, approved, implemented, and maintained;

2) Establishes a surveys, audits, and review process to ensure continuous improvement, as required by the ISO standard

3) Reports to top management on the performance of the QMS and any need for improvement;

4) Ensures the promotion of awareness of customer requirements throughout the organization; and

5) Acts as liaison with external bodies and customers on matters relating to the organization's QMS.

c. <u>Deputy Administrators and Associate Administrators</u>:

1) Establish a process for implementing the QMS in their respective offices and functions that aligns with the corporate QMS.

2) Establish for their organizations quality objectives which link to the NNSA's corporate objectives.

3) Develop, approve and update office procedures and work processes in accordance with the QMS requirements.

4) Evaluate the implementation, efficiency, and effectiveness of the QMS for their respective offices and functions, using appropriate data analysis techniques.

d. <u>Office of Quality Management (OQM)</u>:

1) Conducts surveys, audits, and reviews (SARs) in accordance with the ISO 9001-2008.

2) Verifies that the QMS is effectively implemented and maintained.

3) Schedules the SARs, taking into consideration the status and importance of the processes and areas to be assessed, as well as the results of previous SARs.

4) Defines the criteria, scope, frequency and methodology for the SARs

5) Establishes a documented procedure to define the responsibilities and requirements for planning and conducting SARs, establishing records and reporting results.

6) Maintains records of the SARs schedules and results.

6. <u>REFERENCES</u>. This policy is issued under the authority of:

a. Section 3212 (b) (2) of Public Law 106-65, the National Defense Authorization Act for Fiscal Year 2000.

b. 15 U.S.C. 272 note, Section 12(d) of Public Law 104-113, "Utilization of Consensus Technical Standards by Federal Agencies."

c. DOE Order 414.1D, "Quality Assurance," Section 4, April 25, 2011.

d. The National Nuclear Security Administration (NNSA) Strategic Plan, Goal Five, "Drive an Integrated and Effective Enterprise."

7. <u>CONTACT</u>. For assistance with this NNSA Policy, please contact the Office of Quality Management.

BY ORDER OF THE ADMINISTRATOR:

Edward Bruce Held
Acting Administrator