



EM50-OWI-004

George C. Marshall Space Flight Center
Marshall Space Flight Center, Alabama 35812

April 27, 2005

ORGANIZATIONAL WORK INSTRUCTION

EM50

CONTROL OF CUSTOMER-SUPPLIED PRODUCTS

Revision D

**APPROVING
AUTHORITY**

NAME

TITLE

ORG

DATE

Group Leader

DeWitt Burns

Environmental Effects Branch

EM50

4/27/2005

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		11-19-97	Initial Release
Revision	A	05-23-99	Updated for reorganization
Revision	B	02-22-00	Updated QMS documents to directives
Revision	C	08/26/04	Updated to new directives
Revision	D	04-27-05	Changes made due to reorganization

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EM50 CONTROL OF CUSTOMER-SUPPLIED PRODUCTS

1. SCOPE

1.1 Scope. This procedure is applicable to customer-supplied products that are received in EM50, the Environmental Effects Group in the Materials & Processes Laboratory.

1.2 Purpose. This purpose of this document is to establish the method for implementing the provisions of MPR 4000.1 relative to handling customer supplied products within EM50.

1.3 Applicability. This OWI applies to the Materials & Processes Laboratory, Environmental Effects Group.

2. APPLICABLE DOCUMENTS

MPD 1280.1	<i>Marshall Management Manual</i>
MPR 4000.1	<i>Control of Customer-Supplied Product</i>
MPR 8730.5	<i>Control of Inspection, Measuring, and Test Equipment</i>
MPR 6410.1	<i>Handling, Storage, Packaging, Preservation, and Delivery</i>

3. DEFINITIONS

Definitions in MPG 4000.1 apply.

3.1 Customer Supplied Product (CSP). Customer Supplied Products are Hardware, equipment, material, test sample or other item supplied by a customer that requires action by EM50 personnel. This may also include test data requiring analysis.

3.2 Handling. Processing, lifting, loading, measuring, testing, or similar operations performed with or upon hardware during its lifetime while in EM50 possession.

3.3 Records. Any record including data which furnishes objective evidence of activities performed or results achieved to substantiate the fulfillment of the requirements for quality and the effectiveness of the operations of the Quality System.

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4. PROCEDURE

When EM50 receives a customer-supplied product (CSP) requiring action, a work request shall be filled out according to EM50-OWI-002 by the employee designated responsible. A copy of this work request sheet shall be used as a traveler document, accompanying the CSP.

The responsible EM50 employee shall discuss handling procedures with the customer. If the customer provides a packaging, handling, storage and transportation plan, that plan shall be used to the extent that it does not pose a hazard or otherwise conflict with normal EM50 procedures. For contamination-sensitive items these requirements shall be discussed with the customer.

If the CSP resides in EM50 possession overnight, it shall be stored in a secured status in compliance with contamination-sensitive requirements. If security measures are required they shall be discussed with the customer.

If the CSP is lost, damaged, or found unsuitable for use, immediately notify the team and/or group leader.

Following the completion of the work request, a test report shall be submitted to the customer. A copy of the test report then shall be filed in the Group file as a quality record. It is left to the customer's discretion whether test samples are returned or not. If the CSP is to be returned, the responsible employee shall package and deliver the CSP in accordance with MPR 6410.1.

5. NOTES

None.

6. SAFETY PRECAUTIONS AND WARNING NOTES

None.

7. APPENDICES, DATA, REPORTS, AND FORMS

None.

8. RECORDS

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Test reports generated in the testing, measurement, and analysis of customer-supplied products shall be considered records and stored in the group file.

9. TOOLS, EQUIPMENT, AND MATERIALS

Tools and equipment shall be calibrated according to MPR 8730.5.

10. PERSONNEL TRAINING AND CERTIFICATION

None.