

IVV QM: Quality Manual Appendix B (Responsibilities and Authorities)

Version: F

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Note: The official version of this document is maintained in IV&V's internal IV&V Management System Website (<https://confluence.ivv.nasa.gov:8445/display/IMS>). This document is uncontrolled when printed.

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Responsibilities and Authorities

All NASA IV&V personnel are responsible for the quality of their work, the conformance of their work with the requirements of the NASA IV&V Management System (IMS), and the immediate adjustment of their in-process work when unsafe conditions or IMS requirement deficiencies exist. However, particular IMS-related responsibilities are assigned to NASA IV&V personnel for the effective operation of their processes and projects as described below.

- **Approving Official**

The Approving Official shall:

- Approve or reject IMS document modifications.

- **Document Control Custodian (DCC)**

The DCC shall:

- Ensure that a record of all document change requests (DCRs) is maintained.
- Ensure an annual review of all IMS documents by assigned Document Owners (DOs).
- Ensure that each DO trains staff following major IMS document changes.
- Ensure the currency of the IMS Master List.
- Ensure that records are logged and filed in the Filing System.
- Maintain the file plan, file log, and the Filing System.
- Ensure the proper disposition of records.
- Ensure that all NASA IV&V records are identified and dispositioned according to NASA Procedural Requirements (NPR) 1441.1, *NASA Records Management Program Requirements*.

- **Document Owner (DO)**

The DO shall:

- Modify or create IMS documents.
- Review/approve/reject all assigned DCRs and document changes.
- Perform an annual document review for each document under his or her purview.
- Ensure that assigned IMS documents are current and applicable.

- **IMS Manager**

The IMS Manager shall:

- Enhance and maintain the IMS.
- Assume, or delegate to appropriate personnel, the responsibilities for the DCC and Lead Auditor
- Approve or reject IMS document modifications; collaborating with IMS Representative on IMS system-level modifications.
- Ensure that documented procedures define the responsibility, authority, and relationship of all personnel who perform or verify work that affects quality.
- Perform regular reviews of the suitability and effectiveness of the IMS.
- Facilitate continuous improvement to the IMS
- Ensure that meaningful metrics are developed, tracked, and reported to assess the performance of the IMS
- Ensure that the NASA IV&V Program maintains a qualified audit staff.
- Develop and maintain the NASA IV&V Program's yearly audit schedule.
- Ensure that all areas within the IMS are audited per [IVV 17, Internal Quality Audits](#).
- Establish, maintain, and administer control of the CAR/PAR system.

- **IMS Representative**

The IMS Representative shall (or may delegate to the IMS Manager):

- Approve IMS Document Owner (DO) assignments.
- Ensure documentation and maintenance of the Quality Policy.
- Ensure documentation of specific objectives for achieving customer satisfaction.
- Ensure that the IMS is established, implemented, and maintained.
- Ensure that personnel comply with applicable standards, regulations, specifications, and documented procedures.
- Ensure reporting of the performance of the IMS to Program Management.
- Promote awareness of the requirements and procedures contained in the IMS.
- Champion continuous improvement to the IMS.

• **Metric Owner**

The Metric Owner shall:

- Establish, maintain, and update metrics.
- Perform metrics analysis against defined benchmarks.
- Report metrics analysis results at Quarterly Management Reviews (QMRs).
- Perform an annual metrics review.

• **Metrics Lead**

The Metrics Lead shall:

- Populate the Metrics Table and the Metrics Table Change Log.
- Ensure the currency of the Metrics Table and the Metrics Table Change Log.

• **NASA IV&V Director**

The NASA IV&V Director shall:

- Define the Quality Policy.
- Define specific objectives for achieving customer satisfaction.
- Ensure the communication and understanding of the Quality Policy throughout the NASA IV&V organization.
- Appoint a member of Program Management as the IMS Representative. This appointment shall be documented, and the document shall be maintained as a quality record.
- Ensure that an adequate number of qualified, skilled, and trained personnel and other resources are available to implement the IMS.

Version History

VERSION HISTORY				
Version	Description of Change	Rationale for Change	Author	Effective Date
Basic	Initial release; separate document for responsibilities and authorities		Stephanie Ferguson	10/10/2007
A	Updated terms and definitions resulting from re-engineering process		Stephanie Ferguson	4/8/2008
B	Updated terminology	Annual Document Review	Stephanie Ferguson	4/2/2009
C	Updated	Annual Document Review	Stephanie Ferguson	8/9/2010
D	Updated responsibilities and authorities		Natalie Alvaro	10/24/2011
E	Changed to ensure internal consistency and consistency with other IMS documents.	Annual Document Review. To ensure internal consistency and consistency with other IMS documents.	Jeff Northey	7/18/2013
F	Deleted unnecessary reference to ISO 9001	IV&V is no longer ISO certified. Status as ISO lead auditor is not needed.	Joshua Bell	11/16/2021