



**GLENN
POLICY
DIRECTIVE**

Directive: GLPD 1280.1F
Effective Date: June 28, 2017
Expiration Date: June 28, 2027

COMPLIANCE IS MANDATORY

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Responsible Organization: Code Q/Safety and Mission Assurance Directorate

**Subject: NASA Glenn Quality Management System Policy
w/Change 2 (07/24/2024)**

1. POLICY

- a. The NASA Glenn Research Center (GRC) is committed to delivering quality products and services in a timely, efficient, safe, and cost-effective manner.
- b. This directive establishes a policy for the Center's implementation of the Quality Management System (QMS) requirements of International Organization for Standardization (ISO) 9001 and Aerospace Standard (AS) 9100. Achievement of ISO 9001/AS9100 compliance or registration is consistent with the intent of NASA Policy Directive (NPD) 1280.1, NASA Integrated Management System Policy. Certification to the ISO 9001 and AS9100 standards assures quality and continual improvement of the Center's programs, projects, processes, products, and services to meet Agency, Center, and customer objectives.
- c. The ISO 9001 and AS9100 certifications will contribute to mission success at GRC by promoting management commitment, customer focus, efficient, safe, and effective processes, effective corrective action, and continual improvement.

2. APPLICABILITY

- a. This directive is applicable to all organizations at the NASA GRC Lewis Field and Armstrong Test Facility. Requirements for suppliers to be certified to, or compliant with, ISO 9001 and/or AS9100 will be determined on a case-by-case basis depending on the nature of the procurement.
- b. This Glenn Policy Directive (GLPD) is applicable to documents developed or revised after the effective date of this directive.
- c. In this directive, all mandatory actions (i.e., requirements) are denoted by statements containing the term "shall." The term "may" denotes discretionary privilege or permission, "can" denotes

statements of possibility or capability, "should" denotes a good practice and is recommended, but not required, "will" denotes expected outcome, and "are/is" denotes descriptive material.

d. In this directive, all document citations are assumed to be the latest version, unless otherwise noted.

3. AUTHORITY

NPD 1280.1, NASA Integrated Management System Policy

4. APPLICABLE DOCUMENTS AND FORMS

- a. GLPD 1000.1, GRC Governance and Strategic Management Structure
- b. Glenn Procedural Requirements (GLPR) 1280.1, Glenn Research Center Quality Manual
- c. International Organization for Standardization (ISO) 9001; Aerospace Standard (AS) 9100

5. RESPONSIBILITIES

- a. The Director of GRC is responsible for establishing the quality policy and a QMS. The Center Director ensures that the quality policy and QMS are appropriate for the Center's activities and are reviewed for continuing suitability by the Strategic Advisory Council in accordance with GRC's Quality Manual, GLPR 1280.1.
- b. GRC and contractor employees are responsible for compliance to the quality policy and all GRC documentation.

6. DELEGATION OF AUTHORITY

The Director of Safety and Mission Assurance is delegated the authority by the Center Director as the Glenn Quality Management Representative (QMR). The QMR is authorized to resolve matters pertaining to the implementation of the QMS.

7. MEASUREMENTS/VERIFICATION

The Center maintains internationally recognized third-party certifications to the ISO9001 and AS9100 standards as required by this policy. Additionally, Code QB (Management Integration Office) will monitor by means of registrar surveillances, recertification audits, and GRC internal audits to ensure compliance with this directive which requires measures of customer satisfaction and process production. The results will be tracked and periodically reported to Center management through the GRC governing councils documented in GLPD 1000.1, GRC Governance and Strategic Management Structure.

8. CANCELLATION

This directive cancels GLPD 1280.1E w/C3, NASA Glenn Quality Management System Policy, dated April 4, 2016.

Revalidated by:

LAURENCE SIVIC *Digitally signed by LAURENCE SIVIC
Date: 2022.10.28 07:45:51 -04'00'*

Laurence A. Sivic
Associate Director

Original signed by Janet L. Watkins on June 28, 2017.

APPENDIX A: Acronyms
CHANGE HISTORY
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APPENDIX A. Acronyms

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|------|--|
| AS | Aerospace Standard |
| BMS | Business Management System |
| GRC | Glenn Research Center |
| GLPD | Glenn Policy Directive |
| GLPR | Glenn Procedural Requirements |
| ISO | International Organization for Standardization |
| NPD | NASA Policy Directive |
| QMR | Quality Management Representative |
| QMS | Quality Management System |

Change History

| Change | Date | Description/Comments |
|----------|-----------------|---|
| Basic | May 5, 1997 | Baseline |
| A | June 9, 1999 | Change history description, red-line copy on file |
| B | July 22, 2002 | Change history description, red-line copy on file |
| C | July 15, 2003 | Change history description, red-line copy on file |
| D | June 18, 2007 | Change history description, red-line copy on file |
| Change 1 | August 30, 2011 | Administrative Change: ANSI/ISO/ASQ9001–2000 to ANSI/ISO/ASQ9001:2008 and AS1900 to AS9100 Revision C. |
| E | June 28, 2012 | The revision to this GLPD reflects the changes to AS9100 Rev. C. and conforms to the content and format requirements for Glenn directives. |
| Change 1 | October 3, 2012 | Changed the following paragraph from Section 1a: “The NASA Glenn Research Center (GRC) is committed to satisfying our customers in a timely, efficient, and cost-effective manner. Our goals are to provide excellent services and quality products. The Center strives to be the best in every aspect of its work by fostering trust, teamwork, responsibility, high expectations, and open communications with employees, contractors, and suppliers.” to: “The NASA Glenn Research Center (GRC) is committed to delivering quality products and services in a timely, efficient, and cost-effective manner.” Also added the “change history” on the last page. |
| Change 2 | April 1, 2016 | This document was renumbered from GLPD “8730.5” to “1280.1.” Updated P.1b Policy, Applicable Documents and Forms, and changed Attachment A (from references to acronyms); clarified Responsibilities section and Delegation of Authority. These changes are necessary to establish clear traceability to NPD 1280.1 and align with NASA directives numbering scheme in conformance with NPR 1400.1. |
| Change 3 | April 4, 2016 | Changed GLPR 1280.2 to GLPR 1280.1 in sections P.4 and P.5 |
| F | June 27, 2017 | Minor edit changes to the document in the Measurements and Verification section. Review to be conducted for revalidation. Changed “(ISO) 9000” to read “(ISO) 9001” in sections 1.b and 2.a. Moved ISO9001/AS9100 from 3. Authority Document to 4. Applicable Documents and Forms |
| Change 1 | 10/28/2022 | Revalidated with minimal administrative changes to meet requirements of NPR 1400.1 and GLPR 1410.1. - 2a. Replaced “Plum Brook Station” with “Armstrong Test Facility.” |
| Change 2 | 7/24/2024 | Updated quality policy to include “safe.” The NASA Glenn Research Center (GRC) is committed to delivering quality products and services in a timely, efficient, safe, and cost-effective manner. |