



Centerwide System Level Procedure

ISO 9001 - Ames Research Center

Document #:

53.ARC.0003

Rev.:

5

Title:

Acceptance and Amendment of Customer Agreements

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REVISION HISTORY

REV	Description of Change	Author	Effective Date
0	Initial Release	C. Carroll	7/17/98
1	Clarifications based on 7/98 DNV Audit and 6/98 Internal Audit (see DCR 98-033). Major rewrite.	M. Hines	9/25/98
2	In Section 8, change the second Quality record from "Signed customer agreement and ammendments" to "Approved customer agreement and ammendments" (see DCR 98-040)	G. Miyahara	11/4/98
3	Clarifications based on 11/98 DNV Audit (DCR 98-056)	R. Serrano	12/18/98
4	Reference Documents, title changed to "Space Act Agreements" (DCR 99-016)	T. Berndt	7/12/99
5	Clarification based on CAR #ARC-00812 (DCR 00-017)	R. Chase	5/31/00

REFERENCE DOCUMENTS

Document Number	Document Title
53.ARC.0000	Ames Research Center Quality Manual, Section 4.3
53.ARC.0016	Quality Records
53.DL.0002	Space Act Agreements

Documents referenced in this procedure are applicable to the extent specified herein.

1. Purpose

This procedure defines the process for reviewing and approving Customer Agreements and their amendments between Ames Research Center (ARC) and its customers in accordance with the ARC Quality Manual.

2. Scope

This procedure applies to ARC organizations that enter into Customer Agreements as defined in this procedure for ARC products and services. This includes cooperative agreements that commit ARC to deliver products or services to ARC customers.



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3. Definitions and Acronyms

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|-----|---------------------|--|
| 3.1 | Approving Official | ARC individual authorized to approve the Customer Agreement |
| 3.2 | Customer | Any organization or individual that enters into a formal agreement with ARC for delivery of ARC products or services |
| 3.3 | Customer Agreement | Space Act Agreement, Interagency Agreement, Memorandum of Agreement, Memorandum of Understanding, Cooperative Agreement, Program or Project Plan, Research Plan/Proposal combined with a documented form of customer acceptance (e.g., customer letter of acceptance, NF 506A "Resources Authority Warrant," Military Inter-departmental Purchase Request (MIPR), etc.), or any other legal commitment entered into by ARC to deliver a product or service |
| 3.4 | Product | Systems, hardware, software, data (including research results), and/or processed material resulting from ARC activities or processes |
| 3.5 | Program Manager | Individual that has the responsibility and authority for the administrative and technical direction of a Program. Responsibilities typically include planning, organizing, directing, controlling, and managing the Program. |
| 3.6 | Responsible Manager | Person having the responsibility and authority to accomplish/implement a specific activity or process (includes organizational line managers, project managers, etc.) |
| 3.7 | Service | Consulting, physical work, and/or intellectual work |

4. Flowchart

There is no flowchart required for this document.

5. Responsibilities

- 5.1 **Center Director** shall:
- ? ensure customer requirements are adequately defined and documented, and
 - ? approve Customer Agreement or appoint Approving Official by memo of delegation.
- 5.2 **Approving Official** shall:



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- ? ensure Customer Agreement/proposal is reviewed by appropriate and cognizant functional areas,
- ? ensure coordination with the Office of Chief Counsel in accordance with 53.DL.0002, and
- ? review and approve Customer Agreements and proposals.

5.3 **Program Manager or Director of ARC Organization** shall:

- ? ensure customer communication channels and interfaces are established, as appropriate,
- ? ensure that customers technical objectives and requirements are clear and unambiguous, and
- ? ensure that ARC has the ability to meet customer-defined technical objectives, requirements, milestones, and schedules.

6. Procedure

- 6.1 The Approving Official shall ensure Customer Agreement/proposal is reviewed by appropriate and cognizant functional areas. This review shall consider:
- ? Product and/or service requirements,
 - ? Deliverables,
 - ? Schedules and milestones,
 - ? Required resources,
 - ? Customer-supplied products,
 - ? All costs related to providing products and services, including overhead and other applicable costs,
 - ? Method for problem resolution,
 - ? Existence of clear and unambiguous technical requirements of sufficient technical detail for ARC to proceed,
 - ? Capability of ARC to meet the requirements and all applicable regulations and standards,
 - ? Existence of defined acceptance criteria for deliverable product,
 - ? Identification and resolution of differences between ARC proposal and proposed Customer Agreement, and
 - ? Incorporation of agreements of verbal or non-written requirements before acceptance of the agreement or proposal.
- 6.2 The review will result in one of the following decisions:
- ? Agreement returned to customer for resolution of problems or further negotiation, or
 - ? Agreement rejected, or
 - ? Agreement approved. The approval of the Customer Agreement is evidence of the review.
- 6.3 The Center Director or designee shall be responsible for resolving with the customer any conflicts or deficiencies during the initial creation of the agreement



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and during the life of the agreement. Once both the customer and ARC have approved the agreement, it will be disseminated to the appropriate ARC personnel and/or organization. The Customer Agreement shall be controlled and maintained as a Quality Record in accordance with 53.ARC.0016.

- 6.4 The Approving Official or designee shall incorporate all approved amendments, changes, and revisions to the original Customer Agreement. These changes will follow the same process for review, approval, dissemination, and filing as the original agreement.

7. Metrics

There are no metrics required for this document.

8. Quality Records

The following Quality Records shall be generated and managed in accordance with 53.ARC.0016.

Required Record	Custodian
Approved Customer Agreement and amendments	Responsible Manager and/or Approving Official

9. Form(s)

There are no forms required for this document.