REQUEST FOR RECORDS DISPOSITION AUTHORITY
(See Instructions on reverse)

TO NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR)
WASHINGTON, DC 20408

JOB NUMBER _N1-255-10-2_

DATE RECEIVED _10/14/09_

1 FROM (Agency or establishment)

National Aeronautics and Space Administration

2 MAJOR SUBDIVISION

NASA Headquarters

3 MINOR SUBDIVISION

NOTIFICATION TO AGENCY

In accordance with the provisions of 44
U S C 3303a the disposition request,
including amendments, is approved except
for items that may be marked "disposition
not approved" or "withdrawn" in column 10

4 NAME OF PERSON WITH WHOM TO CONFER	5 TELEPHONE
Patti F Stockman, NASA Records Officer	(202) 358-4787

DATE | ARCHIVIST OF THE UNITED STATES

6 AGENCY CERTIFICATION

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records
and that the records proposed for disposal on the attached___1___ page(s) are not now needed for the business
of this agency or will not be needed after the retention periods specified, and that written concurrence from
the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal
Agencies,   [X] is not required,   [ ] is attached, or   [ ] has been requested

DATE	SIGNATURE OF AGENCY REPRESENTATIVE	TITLE
Wed, Oct 7, 2009	_Patti F Stockman_	NASA Records Officer

7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
	In order to supplement the current retention schedules for Quality Systems records and provide for records of institutional improvement efforts not necessarily resulting from Quality (or Management) Systems initiatives The proposed revision will replace Schedule 1, Item 26 5 in its entirety Proposed revised schedule (see attached)		

115-109

NSN 7540-00-634-4064
PREVIOUS EDITION NOT USABLE

STANDARD FORM 115 (REV 3-91)
Prescribed by NARA
36 CFR 1228

1280		Quality Management Systems	(see below)
1280	26.5	**QUALITY AND MANAGEMENT SYSTEMS FILES** This schedule item and sub-items cover records in all media and formats, including those maintained on NASA owned and operated Web sites Note For inputs into, outputs from, and documentation of, Quality Management e-systems, see Schedule 2, the following items as appropriate 15 A and 15 B (inputs), 15 D, 15 E and 15 F (outputs), and 14 D 3 (documentation)	
		A Files related to the status and overall effectiveness of the Management Systems /external certification programs at the NASA installations Records include, but are not limited to audits, oversight of corrective actions, management review activities, quality system metrics/evaluations, and correspondence with external auditors	DESTROY WHEN 7 YEARS OLD <DA N1-255-99-3>
		B Records related to improvement of management and quality processes and activities throughout the Agency and not covered elsewhere in these schedules Records include, but are not limited to, reports of quality issues, customer/constituent feedback, surveys and survey responses, and documentation/tracking of quality issue corrective actions (For Quality Assurance records related to NASA Programs & Projects, see NRRS Schedule 8)	DESTROY WHEN 5 YEARS OLD New
		C All copies of records described in A and B above	DELETE/DESTROY WHEN NO LONGER NEEDED New

non-record material

Currently Existing Schedule 1, Item 26.5

With Cross-Walk to New Items

1280	26 5	QUALITY MANAGEMENT FILES Files related to the status of the overall effectiveness of the Quality System at the NASA installations Records include audits, oversight of corrective action, management review activities, quality system metrics evaluations, and correspondence with external auditor	
	Maps to new item A	A CENTER-OFFICE OF PRIMARY RESPONSIBILITY Recordkeeping copy (paper)	DESTROY WHEN 7 YEARS OLD <DA N1-255-99-3>
	Maps to new item C	B ALL OTHER OFFICES Recordkeeping copy (paper) (When not covered elsewhere in these schedules)	DESTROY WHEN 3 YEARS OLD OR WHEN NO LONGER NEEDED, WHICHEVER IS SOONER <DA N1-255-99-3>
	No longer required	C ELECTRONIC COPIES generated on office automation applications such as E-mail and word processing applications	DELETE AFTER RECORDKEEPING COPY HAS BEEN PRODUCED <DA N1-255-99-3>

CTR	Name	Acronym	Description	System owner response	NEW Schedule Item
Johnson	Continuous Improvement Tool	CI	A tool to provide a means to collect and track resolution of improvement suggestions CI=Continuous Improvement	Sch 1 Item 26 5	Sch 1 Item 26 5 B
Johnson	Trackwise/QPID	QPID	TrackWise (QPID) is a COTS product used to create and track corrective actions and corrective action plans status	Sch 1 Item 26 5	Sch 1 Item 26 5 B
Marshall	MSFC Customer Survey	MSFC_Survey	The application will only be accessed by the CS organization reps & possibly a few reps in a few MSFC organizations The CS reps will maintain customer lists and survey data as well as monitor survey results The organizational reps will primarily interface with the application through an encrypted link on an email message The email will notify them that it's time to survey some of their customers The encrypted link on their email message will let them update the distribution list for that survey and modify the email that will be sent to the customer requesting that the survey be completed, then approve the distribution of the emails The organizational reps will possibly be allowed in the future to access their own organizational information to directly update their customer lists & monitor their own results The customers will get an email message asking that they complete the survey There will again be an encrypted url to complete & submit the survey form	Sch 1 Item 26 5	Sch 1 Item 26 5 B
Marshall	Central Feedback	CentFeed	Central Feedback is a NAIS single database application that allows users to communicate their experiences (problems / suggestions) within all NAIS applications to NAIS management	Sch 2 Item 27 J 2	Sch 2 Item 27 J-2
Marshall	Procurement Customer Satisfaction Survey	PCSS	The PCSS application is used by Office of Procurement managers to initiate satisfaction surveys based on interactions with end users In addition, the application provides the Office of Procurement with the capability to review surveys submitted by the end users, compile reports based on survey results and create charts based on the report totals	Sch 1 Item 26 5	Sch 1 Item 26 5 B

Marshall	Quality System Deficiency Notice	QSDN	Identify and formally document MSFC Management System (MMS) deficiencies Quality System Deficiencies appropriate for QSDN are Nonconformance against the MPRs, MWIs and other documentation applicable to the Levels 1-3 MMS documents for which one or more of the following apply Document violates the ISO 9001 Standard, Document contains overlapping or inconsistent requirements with other documents, Policy, procedure, instruction or applicable document is not or cannot be performed as specified Statutory or regulatory requirements need to be considered or implemented into the document Non conformances against organizational issuances (IO?s) that are potentially generic in nature Generic or systemic problem identified by the Internal Quality Audit System	Sch 1 Item 26 5 A	Sch 1 Item 26 5 A
Marshall	Customer Feedback Quality Comments	QUALCOMM	MSFC Customer communication (ex Complaint, observation, or compliment) regarding delivered MSFC products and services Factors considered for Customer Feedback form No organization-specific or multi-Center NASA customer feedback system is used by Provider organization More than one office or directorate is involved in a process identified by the customer as needing correction The feedback identifies a discrepancy critically important to the customer The feedback identifies a lack of compliance with a document requirement The feedback identifies a repeated discrepancy/inadequacy in the product or service The feedback indicates a lack of satisfaction by a major customer with a significant (by risk or dollar value) product or service	Sch 1 Item 26 5	Sch 1 Item 26 5 A
Marshall	Computerized Maintenance Management System	CCSS	CCSS is a web-based application that provides a way for Facilities Management Office (FMO) personnel to get feedback from their customers on completed work orders Feedback is collected in a database and used to generate customer satisfaction metrics	Sch 8 Item 56 A 1	Sch 1 Item 26 5 B
Marshall	Customer Satisfaction Survey		Tool/repository for customer satisfaction quarterly surveys for MSFC product line directorates	Sch 1 Item 26 5	Sch 1 Item 26 5 B
Glenn	Customer Satisfaction Survey System	Customer Satisfactio	Customer Satisfaction Survey System- supporting the Safety and mission Assurance Directorate (Q) - Collect Metric DATA and Survey	Sch 1 Item 26 5	Sch 1 Item 26 5 B

G l e n n	External Customer Feedback	Extfeedbac k	Allow external customers to provide feedback and check the status Allow internal administrator to track input and trigger corrective actions if necessary	Sch 1 Item 26 5	Sch 1 Item 26 5 B
J o h n s o n	IRM Performance Website	CUSTSUR VEY	Capture customer surveys for the Ops groups in the S&MA community	Sch 1 Item 26 5	Sch 1 Item 26 5 B
J o h n s o n	S&MA Quality Management System Roadmap	S&MA	Quality Management System information that support the S&MA services contract	Sch 1 Item 26 5	Sch 1 Item 26 5 A
K e n n e d y	Telephone Management System	TMS	Telephone asset management system with trouble ticket module	No Records	Sch 2 Item 27 J 2
M a r s h a l l	Customer Feedback/Custom er Satisfaction Survey	CFB	The Customer Feedback application is used to record and track feedback provided by customers concerning move requests submitted through the Service Request System for personnel move requests and Logistics services	Sch 1 Item 26 5	Sch 1 Item 26 5 B
K e n n e d y	USTDC Task Order performance evaluation		Management tool to survey task and performance for evaluation and to effect change for ARSC		Sch 1 Item 26 5 B
H e a d q u a r t e r s	PARWeb	PARWeb	Collect data on achievement of NASA's annual performance goals for preparation of NASA's Performance and Accountability Report	Sch 1 Item 78 C	Sch 1 Item 78 C
G l e n n	Corrective and Preventive Action Reporting System	CPARS	Web-based database designed to allow interactive reporting, tracking and analysis of corrective and preventive actions	Sch 1 Item 26 5 A	Sch 1 Item 26 5 A

Kennedy	CPAR admin system	CPAR	Corrective and preventive action tracking	No Records	Sch 1 Item 26 5 A