



UNITED STATES MARINE CORPS

MARINE CORPS LOGISTICS BASES

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MARCORLOGBASESO 4855.8A

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OCT 08 2002

MARINE CORPS LOGISTICS BASES ORDER P4855.8A

From: Commanding General

To: Distribution List

Subj: COMMAND QUALITY PROGRAM

Ref: (a) ISO 9000 Family of Standards

1. Purpose. To establish and maintain a Quality Program at the Marine Corps Logistics Bases (MARCORLOGBASES/MCLB), Albany, Georgia; Barstow, California; and Blount Island Command (BICmd), Jacksonville, Florida. To assign responsibilities for management and operation of Quality, Quality Assurance (QA), and Quality Control (QC) functions utilizing the concepts put forth under the Department of Defense Single Process Initiative. In that context the MARCORLOGBASES Quality Program shall be based on the requirements contained in the reference.

2. Cancellation. BO P4855.8 and LOGBASEO 4855.9.

3. Information. The MARCORLOGBASES' Command Quality Management Office/Officer (CQMO) will manage the MARCORLOGBASES Command Quality Program. This Office is a staff function of the Logistics Operations and Business Center with direct reporting authority to the Chief of Staff and/or Commanding General on all matters relating to the effectiveness of the Command Quality Program. The CQMO provides quality guidance and oversight to all activities at MARCORLOGBASES to include MCLB Albany, MCLB Barstow, and BICmd.

4. Recommendation

a. Recommendations directly impacting the content of this Order and improvements to the Quality Program are invited. Submit recommendations via the appropriate chain of command to the CQMO for evaluation.

b. That this Order be reviewed in its entirety. Substantial revisions have been made. All directions as to how an organization will accomplish functions have been removed,

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leaving only quality functions and guidance being retained. Also, since the reference contains the majority of the requirements for maintaining a Quality System, they have not been readdressed here.

5. Action. The policies and procedures outlined herein shall be effective upon receipt of this Order. The operating Departments, Directorates, Divisions, and Centers at MARCORLOGBASES, Albany, Barstow, and BICmd shall comply with this Order by ensuring development and implementation of procedures that fulfill respective action requirements.

6. Applicability. This Order is applicable to MCLB Albany, MCLB Barstow, and BICmd.

7. Certification. Reviewed and approved this date.



PETER T. UNDERWOOD
Chief of Staff

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COMMAND QUALITY PROGRAM

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CHAPTER 1

GENERAL INFORMATION

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CHAPTER 1

GENERAL INFORMATION

1001. PURPOSE. This Order prescribes policies, responsibilities, and procedures for the establishment and maintenance of the Quality Program at Marine Corps Logistics Bases (MARCORLOGBASES), Albany, Georgia; Marine Corps Logistics Base (MCLB), Barstow, California; and the Blount Island Command (BICmd), Jacksonville, Florida.

1002. GENERAL. In compliance with directives specified herein which relate to Quality, this order is published to define the MARCORLOGBASES Quality program in terms of scope, objectives, policy, and responsibilities. This Order has undergone substantial revision and should be reviewed in its entirety.

1003. SCOPE. The policies and procedures outlined in this Order are applicable to all activities involved in the Quality Program at MARCORLOGBASES. The MARCORLOGBASES Command Quality Management Office/Officer (CQMO) shall provide staff cognizance and oversight to those departments, centers and divisions having responsibility for producing a quality product or rendering a service. It should be noted that quality does not begin or end with Quality Offices. Quality products and services are the responsibility of each employee: manager, supervisor, leader and worker. Top management shall provide evidence of its commitment to the development and implementation of the quality management system and to continually improve its effectiveness.

1004. OBJECTIVES. The objectives of the Quality Program are:

1. To establish central focal points for Quality Program matters.
2. To standardize the MARCORLOGBASES Quality Program and promulgate quality technical standards for equipment and supplies managed or procured by or for the Marine Corps.

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3. To assign and establish responsibilities for accomplishing functions identified in Section 2.
4. To support the Fleet Marine Forces (FMF) and other supported establishments and to encourage feedback and reporting on the quality of weapon systems, equipment, and services.
5. To assure that essential quality requirements are specified to assure mission and operational effectiveness.
6. To assure customer satisfaction with products and services provided.
7. To be recognized as a world-class organization in regards to the quality of products and services provided.

1005. POLICY. The MARCORLOGBASES will aggressively pursue a policy of quality awareness, defect prevention, and continuous improvement in the quality of its operations and products. This will be accomplished by the adoption, implementation, and maintenance, as required by this Order or as further directed by the Command, of an ISO 9000 compliant Quality System under the requirements of the International Organization for Standardization ISO 9000 Family of Standards or its American equivalent, the ANSI/ASQC Q9000 Family of Standards published by the American Society for Quality Control, a member of the American National Standards Institute. For brevity the International Organization for Standardization ISO 9000 Family of Standards or its American equivalent, the ANSI/ASQC Q9000 Family of Standards will be referred to simply as ISO 9000 throughout the remainder of this Order, unless reference to a specific standard is required.

1. The Chief of Staff shall provide quality management oversight to ensure the implementation and maintenance of the Command Quality Program.
2. The CQMO, MARCORLOGBASES, Albany, shall be responsible for establishing and administering a centralized MARCORLOGBASES Command Quality Program for the coordination and control of Quality matters within maintenance, supply chain, prepositioning and other life cycle management activities.

a. Where ISO 9000:2000 is the prescribed model, a Process Approach Quality Management System shall be used. The Process Approach Quality Management System is adequately defined in the ISO 9000:2000 Family of Standards.

b. A detailed work process model that can be used for each activity in the work process is shown in Figure 1-1. Adopting the ISO 9000:2000 Standard as the baseline for process management provides a solid foundation for process definition, measurement, analysis and continual improvement. Once the foundation is established, the focus is on the work processes to eliminate steps that do not add value and to ensure those involved in the process are supported with training, equipment, a safe working environment, etc.

c. Following a process approach allows managers to:

(1) Determine the needs and expectations of customers and other interested parties.

(2) Establish the quality policy and quality objectives of the organization.

(3) Determine the processes and responsibilities necessary to attain the quality objectives.

(4) Determine and provide the resources necessary to attain the quality objectives.

(5) Establish methods to measure the effectiveness and efficiency of each process.

(6) Apply these measures to determine the effectiveness and efficiency of each process.

(7) Determine means of preventing nonconformities and eliminating their causes.

(8) Establish and apply a process for continual improvement of the Quality Management System.

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d. The CQMO in conjunction with the MARCORLOGBASES Command Element shall determine which subordinate organizations will be registered. Compliance audits will be performed internally for those organizations not requiring registration.

e. While specifying Quality policy requirements this Order shall not be construed to abrogate or circumvent any directive or regulation issued by higher authority.

f. Functional elements shall respond to requested taskers by the CQMO concerning reported or suspected quality problems.

g. All personnel performing work affecting product/service quality shall be competent on the basis of appropriate education, training, skills and experience.

1006. REFERENCE MATERIAL. Reference Material will be provided in the form of Command Quality Instructions (CQI) and will state where the CQI is applicable within the Command. CQIs may be issued for such areas as those listed below, this list is not all-inclusive. CQIs will be maintained as required for Quality Instructions by ISO 9001.

1. The classification of leaks, weeps and seeps.
2. Stages of corrosion.
3. The classification of defects as to criticality; critical, major and minor.
4. The use of condition code labels/tags.

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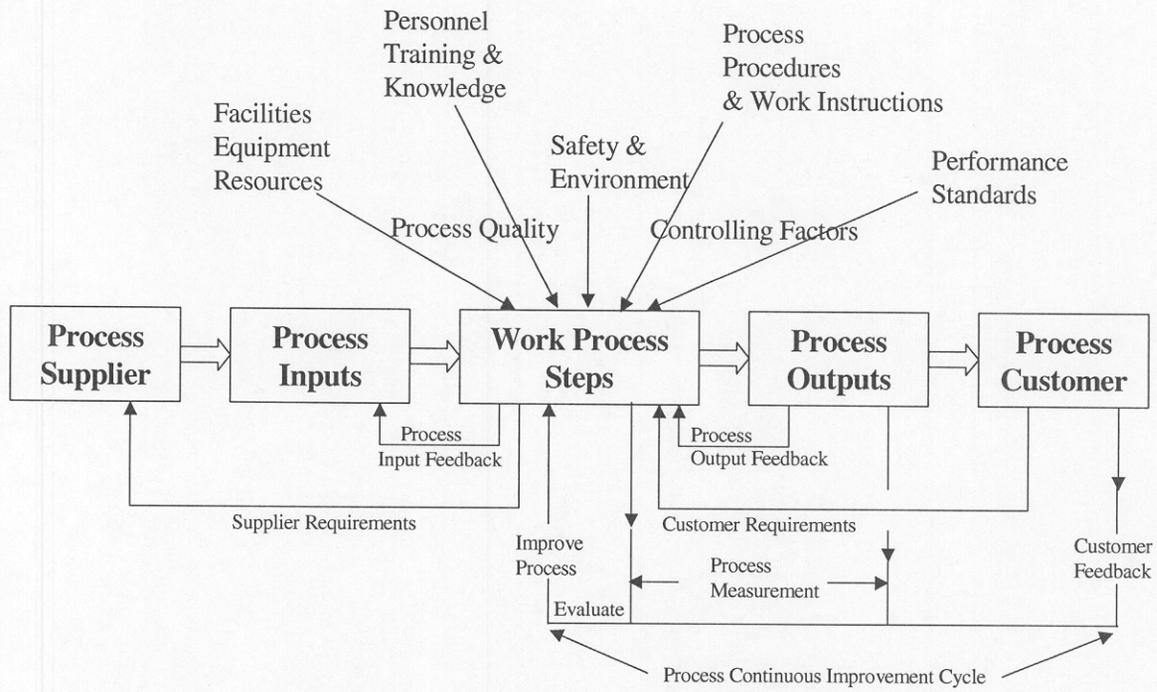


Figure 1-1 Detailed Work Process Model

CHAPTER 2

ORGANIZATIONAL RESPONSIBILITIES

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CHAPTER 2

ORGANIZATIONAL RESPONSIBILITIES

2000. PURPOSE. To accomplish the mission and objectives of the Quality Program, organizational elements are tasked with the following specific responsibilities.

2001. COMMAND QUALITY MANAGEMENT OFFICE/OFFICER (CQMO). The CQMO is the focal point on all quality matters relating to policy and procedures and shall establish and maintain the MARCORLOGBASES' Command Quality Program. The CQMO shall:

1. Coordinate the adoption, implementation, and maintenance of quality systems in compliance with ISO 9000. Maintain revision control of standardized Quality Manuals required by like organizations to have a single Quality Manual (e.g., Maintenance Centers (MC), Fleet Support Divisions (FSD)). Maintain an active quality oversight role through the use of system, process and product audits. Management of the Audit Program will be maintained per ISO 9000.
2. Provide technical support and policy guidance to functional elements at MARCORLOGBASES and other supported activities in establishing, operating, maintaining, and reporting Quality functions. Serve as the liaison for the Command with external organizations regarding quality policy and quality systems such as ISO 9000.
3. Perform specially assigned Quality studies/tasks as warranted or as assigned by higher authority.
4. Exercise technical staff supervision over quality functions.
5. Coordinate and assist in the use of quality standards.
6. Evaluate the quality programs of other DOD sources and organizations for the purpose of continuous improvement and then flow down information as required.

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7. When appropriate establish and chair a Material Review Board (MRB) to resolve quality issues between MC, FSD and BICmd.
8. Manage and serve as the Screening Point for the Marine Corps Product Quality Deficiency Report (PQDR) Program per the current edition of MCO 4855.10.
9. Ensure that all Marine Corps field activities reporting product quality problems are advised to complete and submit a PQDR in accordance with the current MCO 4855.10.
10. Serve as the Marine Corps representative to the DoD Product Quality Working Group, DoD PQDR Management Committee, and Navy Product Data Reporting and Evaluation Program Working Group.

2002. ALL MARCORLOGBASES ORGANIZATIONS

1. Implement and maintain a Quality Management System that is compliant with ISO 9000.
2. Coordinate with the CQMO concerning quality problems and advise the CQMO of external communications that affect the Quality Program.
3. Support and provide upon request, the CQMO with access to files, reports, records, investigations, or reviews, as required in support of the Command Quality Program.
4. Provide technical expertise to the CQMO as required.
5. Evaluate the quality programs of other DoD sources for the purpose of continuous improvement.
6. Initiate necessary actions to correct discrepancies or deficiencies identified through audits, investigations, and reviews.
7. Report product quality deficiencies, and support the PQDR Program as required in the current MCO 4855.10 and local LOGBASES procedures.

8. Submit and resolve Supply Discrepancy Reports (SDR) per the current SECNAVINST 4355.18.

9. When requested, provide members, to the Materiel Review Board to resolve quality issues between MC, FSD and BICmd.

10. Develop and maintain evidence to demonstrate continuous product/service improvement and provide to the CQMO, upon request.

11. Support standardization to the maximum extent possible.

a. Within each organization all new supporting documentation will follow a standard format.

b. Where practical, processes performing the same function within like organizations, e.g., MCs, shall standardize those processes.

12. Prepare a Quality Manual (QM), which will include the following as a minimum.

a. The QM provides the information for the organizational structures, responsibilities, procedures, processes, and resources for the implementation of ISO 9000 in accordance with the MARCORLOGBASES Policy Statement 7-98. The QM shall be organized to parallel the elements of ISO 9000 and states "what" is accomplished in the applicable organization.

b. Where a QM refers to a single organization, it does not require control at the corporate level and will be published by the owning activity with an uncontrolled (marked for reference only) copy provided to the CQMO. However, where a standardized QM is a requirement (like mission organizations), it will be published at the corporate level. The CQMO will also control the publication of changes or amendments to those standardized QM.

c. The one original controlled version of each standardized QM will remain in the custody of the CQMO. A read only copy of the controlled version shall be made available on the appropriate MARCORLOGBASES or LAN website. By definition, any

printed version, other than the one controlled original QM is uncontrolled. Proposed revisions to each standardized QM shall be submitted to the CQMO who will electronically authorize approval of any revisions after internal reviews chaired by the Management Representative of each effected organization.

d. Each QM will contain a Record of Changes page, which will include a synopsis of the change.

e. Provide reference to this Order.

13. Measure the quality related cost and its affect on the organization.

2003. MAINTENANCE DIRECTORATE. Ensure a compliant quality program is implemented and maintained within each MC.

2004. MAINTENANCE CENTERS

1. Perform pre-repair, in-process, and final acceptance inspection on all equipment repaired, rebuilt, or otherwise processed, as specified by the Statement of Work (SOW) or other requirements document.

2. Place defective returned assets from FSD in a high priority status for rework.

3. Prepare and provide FSD an inspection report on equipment submitted for operational test inspection under the Storage Quality Control (SQC) Program.

4. Annotate and co-approve with the FSD, the Master Components List (MCL).

2005. SUPPLY CHAIN MANAGEMENT CENTER

1. Provide the quality provisions portion of contracts, purchase orders, and statements of work for procurement actions to assure provisions are in accordance with requirements of the Federal Acquisition Regulation and ISO 9000. Coordinate the

resolution of conflicts when determining appropriate quality clauses.

2. Provide Contracts Department necessary data and support in selecting, tailoring, and modifying the quality provisions of specifications contained in Technical Data Package for procurement and contracting purposes.
3. Manage and serve as the Screening Point for the Marine Corps SDR Program per the current edition of SECNAVINST 4355.18.

2006. STORAGE AND DISTRIBUTION (S&D). Ensure a compliant quality program is implemented and maintained within the FSDs.

2007. FLEET SUPPORT DIVISIONS

1. Manage and perform periodic quality surveillance and condition code inspections in accordance with current SQC program directives.
2. Manage the operational test inspection program.
3. Perform receipt and issue inspection of materiel.
4. Perform in-process and final acceptance inspections of:
 - a. Cleaning, preservation, packaging, packing, and marking of items processed.
 - b. The orchestration and assembly of kits, chests, collateral equipment sets, etc.
5. Perform pre-repair, in-process and final acceptance inspection on all equipment that is minor repaired, modified or otherwise processed within the FSD.
6. Perform final acceptance inspection of all assets returned after being worked by the MC in accordance with applicable SOW or work request.
7. Authorize the change of condition code after MC final acceptance inspection.

8. Immediately return deficient assets to the MC for corrective action.
9. Be responsible for deficiencies found on assets during cyclic stock inspections if the deficiencies were found to be caused by normal deterioration or a lack of care-in-store action.
10. Perform pre-shipment inspections, as required.
11. Coordinate with the applicable MC to resolve defects of equipment rebuilt, modified, or repaired by the MC.
12. Provide technical assistance and inspection services for the Fleet Marine Forces and Marine Corps Reserve Units as required.
13. Comply with the Calibration Program requirements of the current MCO 4733.1.
14. Ensure those work processes directly related to control of physical material are in accordance with the current DoD Manual 4000.25-2-M, Military Transaction Reporting and Accounting Procedures (MILSTRAP).
15. Establish and maintain a care and storage system which includes published standards.
16. Prepare, annotate and co-approve with the MC, the Master Components List (MCL). The MCL is an internal document used by both FSDs and MCs and is generated from an approved SL-3, TM or other authorizing document and reflects agreed upon designations for boxed, boxed reparable, stowed, installed, calibrated and Operational Test Inspected (OTI) materials which support the PEI. Maintain the MCL in a current state through researching the SL 1-2 and coordination with the SCMC. The MCL or a "Consists of Listing" is utilized at the time of shipment for inspection purposes and is provided as directed.

2008. COMMUNICATIONS AND INFORMATION TECHNOLOGY DEPARTMENT (IT). Ensure a compliant quality program is implemented and maintained.

2009. CONTRACTS DEPARTMENT (TO INCLUDE, CONTRACTING AND PURCHASING DIVISION, BARSTOW AND CONTRACTING SUPPORT BRANCH, BICMD). Ensure a compliant quality program is implemented and maintained.

1. The type and extent of contract quality assurance requirements needed shall depend on the particular acquisition and may range from inspection at time of acceptance to a requirement for the contractor's implementation of a comprehensive program for the controlling of quality products or services.

2. Contracts Department Shall:

a. Request technical assistance or evaluation for all acquisitions that warrant supplemental quality assurance provisions to ensure products meet quality requirements.

b. Not issue a contract that precludes the Government from enforcing its inherent rights, including audit.

c. Use quality assurance and acceptance services of other agencies when effective, economical or otherwise in the Government's interest.

d. Provide support when tasked for resolution of PQDRs related to contracts.

2010. BLOUNT ISLAND COMMAND. Ensure a compliant quality program is implemented and maintained and ensure assets are held:

1. In the Norway Prepositioning Program in accordance with the current TM 4790-14/1B.

2. In the geoprepositioning programs in accordance with the current TM 4790-14/2 for the Maritime Prepositioning Ships Program.