



MSI PROJECT PROFILE

ISO 9001:2008 Implementation | National Security Agency

About MSI and the NSA

ISO 9001:2008, NSA (Ft. Meade, Maryland)

Serving Since 2004

Management Systems International (MSI) was originally contacted by the Department of Defense in 2004. MSI's SurePath™ approach successfully led 7 Divisions within NSA to ISO 9001 compliance. The Department of Manufacturing Technology Solutions of the NSA which houses 7 subsidiary groups received certification and was successfully recertified in 2010 to the ISO 9001:2008 with assistance from MSI.

Results/Timeline

Registered Date

October 5, 2007

Pre-registration Audit

September 5-6 2007

Surveillance Audit

October 27-28, 2008

Recertification Audit

August 25, 2010

"Success was due to the ability of the MSI staff to adapt to the ever changing resources required for this [ISO9001 certification] effort."

**NSA Chief Officer
Strategic Operations
Anthony Chernoske**

MSI Scope of Work

In true partnership with the Department of Manufacturing Technology Solutions of the NSA, MSI developed the following process documents for ten ISO 9001 programs and one ISO 14001 program:

- Quality Manual
- Aspect Identification
- Evaluation of Compliance
- Documents Control
- Records Control
- Internal Communication
- Resource Management
- Management Review
- Contract Review
- Purchasing
- Production Management
- Planning of Production and Service
- Control of Measuring Equipment
- Customer Satisfaction
- Internal Audit
- Control of Non-Conforming Product
- Continual Improvement
- Corrective and Preventative Action



MSI's Turnkey Approach

Along with developing documents, MSI conducted ISO 9001 and ISO 14001 overview and implementation classes, as well as internal auditor training courses. At the Internal Audits, MSI was present and aided staff in writing and presenting CAR/PARs.

At the management review meeting, MSI assisted by presenting the management representative with a customizable PowerPoint presentation.

The pre-assessment audit conducted resulted in minor findings that were corrected by consultants at MSI to ensure certification at registration audit.





Management Systems International

Results

Registration was completed on 10/05/2007, with recertification on 08/25/2010. Positive comments from the ISA Registrar:

"Work stream system keeps very good records."
-ISA Registrar

"Auditing process is controlled very well."
- ISA Registrar

"Purchasing is including flow-down to suppliers"- ISA Registrar

"Much improvement was shown in the entire Quality Management System." - ISA Registrar

After the ISO registration, MSI provides Continual Improvement...

ISO 9001:2008, NSA (Ft. Meade, Maryland) Since 2004

MSI has been asked by the NSA to implement ISO 9001 for ten other departments within the Department of Defense for the United States Government. We have also successfully transitioned these departments from ISO9001:2000 to ISO 9001:2008. MSI implemented ISO 9001 for individual departments then incorporated in a combined scope certification.



Management Systems International, LLC

MSI has implemented ISO standards and successfully applied industry requirements for DoD organizations, so they could confidently pass the certification phase.

"Governments operate differently from private sector firms and MSI was able to adjust to this difference very quickly."

**NSA Chief Officer
Strategic Operations
Anthony Chernoske**