



Department of Energy

Washington, DC 20585

QA: QA

MAY 07 2002

R. P. Hasson
Navarro Quality Services
P.O. Box 364629, M/S 455
North Las Vegas, NV 89036

VERIFICATION OF CORRECTIVE ACTIONS AND CLOSURE OF DEFICIENCY REPORT (DR) OQA-02-D-063

The Office of Quality Assurance staff has evaluated the corrective actions of DR OQA-02-D-063 and determined the results to be satisfactory. As a result, the DR is considered closed.

If you have any questions, please contact either James Blaylock at (702) 794-1420 or Marilyn A. Kavchak at (702) 794-5423.

OQA:JB-1152

Enclosure:
DR OQA-02-D-063

James Blaylock for
Ram B. Murthy, Acting Director
Office of Quality Assurance



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*WM5507
WM-11*

MAY 07 2002

cc w/encl:

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THIS IS A RED STAMP
8. ☒ DEFICIENCY REPORT
☐ CORRECTIVE ACTION
REPORT

NO. OQA-02-D-063

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DEFICIENCY/CORRECTIVE ACTION REPORT



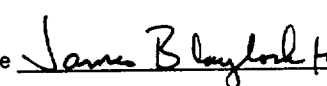
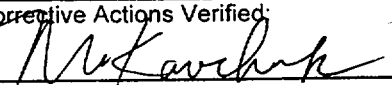
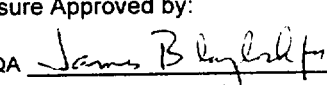
1. Controlling Document: Quality Assurance Requirements and Description DOE/RW-033P (QARD), Rev. 10		2. Related Report No.: N/A	
3. Responsible Organization: Office of Quality Assurance (OQA)/Navarro Quality Services (NQS)		4. Discussed With: Richard Phares, Ed Opelski, Robert Hasson	
5. Requirement: DOE/RW-033P, Section 2.2.12.B requires that personnel who verify or manage the verification of design, scientific investigation, software development activities, or items have descriptions established for the positions they occupy, that minimum education and experience requirements be established and that it be verified.			
6. Description of Condition: Contrary to the above, following a contract change, new position descriptions for NQS have not been finalized, nor has the verification of education and experience been revalidated.			
7. Initiator:  Marilyn A. Kavchak Date 1/16/02		9. Does a stop work condition exist? (Not required for a DR) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, Check One: <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D	
10. Recommended Actions: None.			
11. QA Review:  QAR Marilyn A. Kavchak Date 1/16/02		12. Response Due Date: 10 Working Days From Issuance	
13. DOQA Issuance Approval: Printed Name: Ram Murthy		Signature  Date 1/22/02	
22. Corrective Actions Verified:  QAR Marilyn A. Kavchak Date 4/30/02		23. Closure Approved by: DOE/OQA  Date 5/7/02	

Exhibit AP-16.1Q.1

Rev. 12/20/1999

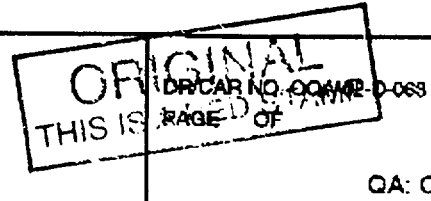
ENCLOSURE

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TYPE RESPONSE:

- ☒ Initial
☐ Complete
☐ Amended

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DEFICIENCY/CORRECTIVE ACTION REPORT (RESPONSE)

14a. Immediate Actions:

None.

Compliance Date: N/A

14. Remedial Actions:

1. Develop and approve position descriptions for Division Manager, QA Specialist and Technical Administrative personnel. The Position Description for Program Manager has been developed and approved.
2. Complete verification of education and experience (VOEE) documentation for NQS Program Manager, Division Managers, QA Specialists and Technical Administrative personnel.

15. Extent of Condition:

Extent: All NQS Managers, QA Specialists and Technical Administrative personnel.

Impact: To be provided in final response after completion and approval of NQS Management, QA Specialist, and Technical Administrative personnel VOEE and position description documentation. At the time of contract change, April 27, 2001, VOEE for all NQS personnel had been completed by the previous companies (SAIC and MACTEC) and were in place.

16. Cause: (Attach results of root cause determination prepared in accordance with AP-16.4C for a significant deficiency.)

Oversight by NQS management of QA program requirements after contract changeover on May 12, 2001.

17. Action to Preclude Recurrence:

NQS Program Manager and Division Managers will be trained, if no prior evidence exists, to requirements of AP-2.1Q, *Indoctrination and Training of Personnel*, and AP-2.2Q, *Establishment and Verification of Required Education and Experience of Personnel* by attendance at project training class for AP-2.1Q and AP-2.2Q.

18. Due Date: ~~February 28, 2002~~ March 15, 2002

- ☒ For submittal of complete response
☐ For completion of corrective action

19. Response by:

R. F. Phares

Date: 2/4/02

Phone: 4-5521

20. Evaluation: ☒ Accept ☐ Partially Accept ☐ Reject

21. Concurrence:

QAR:

Date:

DOQA:

Date:

Exhibit AP-16.1Q.1

Rev. 12/20/1999

Submittal Page _____ of _____

2. Check if Amended ☐
Check if also Initial Response ☐

3. Extended Processing

☒ No ☐ Yes (If yes, submit
Extended Processing request)

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DEFICIENCY REPORT/CORRECTIVE ACTION REPORT COMPLETE RESPONSE

4. Extent of Condition: (Amended response will be required if all Extent of Condition investigations are not complete and documented herein)

See Initial Response.

5. Impact: (Provide an impact statement relative to waste isolation and safety, and impact to other work, if any)
Position Descriptions were established for NQS Managers, QA Specialists and Technical Administrative personnel. The new Position Descriptions changed some of the education requirements from those of the previous contract necessitating additional verification of education in some cases. Since all of the verifications met the new requirements, there is no impact on the work performed by NQS personnel.

6. Remedial Actions: (Document all actions necessary to address the results of the Extent of Condition)

See Initial Response.

7. ☐ Root Cause (For a significant CAQ, attach results of formal root cause determination prepared in accordance with AP-16.4Q)
☐ Apparent Cause

See Initial Response.

8. Action to Preclude Recurrence: (Address those actions necessary to prevent the identified cause from recurring)

See Initial Response.

9. Due Date for Completion of Corrective Action:
4/24/2002

10. Responsible Manager:

Robert Hasson *Robert Hasson* 4/25/02
Printed Name Signature Date

11. QAR Evaluation: ☒ Accept ☐ Partially Accept ☐ Reject

12. QAM Concurrence:

Marilyn A. Kavchak *M. Kavchak* 4/25/02
Printed Name Signature Date

RAM MURPHY *James Blaylock* 5/7/02
Printed Name Signature Date

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☒ DR/CAR/QO
☐ SWO

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CONDITION ADVERSE TO QUALITY CONTINUATION PAGE

Verification of Corrective Action of Deficiency Report (OQA-02-D-063)

This documents the acceptance of the complete response and review of corrective actions associated with OQA-02-D-063 and recommends the closure of the Deficiency Report based on the following objective evidence:

1. OQA verified that Position Descriptions have been established by Navarro Research and Engineering for Navarro Quality Services for Managers, Quality Assurance Specialists and Technical Administrative personnel.
2. It was confirmed that although some educational requirements from those position descriptions used by the previous contractor had changed that required additional verification of education, the Quality Assurance Representative agrees that there was no impact. It was confirmed that any additional verification of education was satisfactorily completed as required resulting in meeting the current position description requirements.
3. Also, as a result of the complete response and based on the no impact and extent of condition, this deficiency is further evaluated and still not considered a significant condition.

Based on the above review, I recommend the closure of the Deficiency.

M. Kavchak

Marilyn A. Kavchak
4/25/02

Verified with training department that NRS Division managers have completed Required TRAINING. NRS PROGRAM MANAGER POSITION IS CURRENTLY VACANT.

*N.J. Glasser 5/6/02
corrective action lead.*