

**U.S. DEPARTMENT OF ENERGY  
OFFICE OF CIVILIAN RADIOACTIVE WASTE MANAGEMENT  
OFFICE OF QUALITY ASSURANCE**

**SUPPLIER SURVEY REPORT**

**OF**

**HUESSER NEWEIGH**

**CLAYTON, CALIFORNIA**

**SURVEY OQA-SFE-97-001  
JANUARY 20-21, 1997**

Prepared by:

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Approved by:

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for Donald G. Horton

Director  
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Enclosure

## **1.0 EXECUTIVE SUMMARY**

The supplier survey of Heusser Neweigh (HN) revealed inadequate conditions resulting in ten recommendations to HN's Quality Assurance (QA) program for the Office of Civilian Radioactive Waste Management (OCRWM) activities. HN performs calibration of weights and balances for Lawrence Livermore National Laboratory (LLNL). The HN QA Manual, Revision 1996-1, does not fully address the requirements of the OCRWM Quality Assurance Requirements and Description (QARD) for the following elements: QA Program, Procurement Document Control, Implementing Documents, Document Control, Control of Purchased Items and Services, Control of Measuring and Test Equipment, Corrective Action, QA Records, and Audits.

The discrepancies identified during the survey were discussed with HN management who agreed to resolve the noted deficiencies. It is recommended that HN be prohibited from providing calibration services until the noted recommendations have been satisfactorily addressed; however, responsibility for determination of acceptability for the use of this supplier and for the use of the calibration services, will be determined by the Management and Operating Contractor subject to verification by the Office of Quality Assurance (OQA).

## **2.0 SCOPE**

The supplier survey was conducted at the request of the LLNL to evaluate the capabilities of HN's facility, personnel, and QA program to satisfy the requirements for the intended scope of work and appropriate OCRWM QARD program requirements to perform calibration services. The QA program elements determined to be applicable are: Organization, QA Program, Procurement Document Control, Implementing Documents, Document Control, Control of Purchased Items and Services, Control of Measuring and Test Equipment, Corrective Action, QA Records, and Audits.

## **3.0 SURVEY TEAM AND OBSERVERS**

Daniel A. Klimas, Survey Team Leader, OQA, Yucca Mountain QA.

## **4.0 PERSONNEL CONTACTED DURING THE SURVEY**

Lester Ruefenacht, Owner, HN  
Mark Ruefenacht, QA Manager, HN

## 5.0 SUMMARY OF SURVEY RESULTS

HN's QA Manual Revision 1996-1 and Standard Operating Procedures do not adequately address all applicable elements of the OCRWM QARD for the intended scope of work. These inadequacies are identified and described in detail in Section 6.0, "Recommendations." Upon the satisfactory resolution of the identified recommendations and verification by the OQA, HN is determined to be acceptable for providing calibration services for the OCRWM.

## 6.0 RECOMMENDATIONS

The recommendations are provided for your consideration should you desire to provide calibrations services for the OCRWM and remain on the Qualified Suppliers List. The recommendations require changes to the QA Manual or development of administrative procedures to address the following:

1. Describe the responsibilities and process for the selection, indoctrination, training and qualification of personnel performing calibrations and how this will be documented.
2. Describe the process for initiating procurement documents that address technical and quality requirements, and the responsibilities for review and approval.
3. Describe the process for development of procedures to include format, review, approval and revisions.
4. Describe the process for the identification, control, document review, approval, distribution and use of procedures.
5. Describe how the procurement of items and services will be controlled and accepted including any documentation requirements.
6. Describe how the use of measuring and test equipment is controlled to include:
  - Identification of all measuring and test equipment
  - Identification of equipment that is out-of-calibration
  - Segregation of equipment that is out-of-calibration
  - Calibration intervals for all equipment
  - Evaluation for results of use of out-of-calibrated equipment
  - Handling and storage of equipment
  - Documentation requirements

7. The temperature and humidity recorder in the laboratory will need to be calibrated.
8. Describe how program deficiencies are identified, documented, and how verification and closure is documented.
9. Describe how quality records are identified, indexed, filed or stored to protect against damage, deterioration or loss. Also state the requirements for retention.
10. Describe the requirements for the annual audit of the HN QA program and how the audit will be scheduled, performed, and reported to include follow-up and closure.