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

SUPPLIER AUDIT REPORT

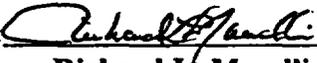
OF

SURVEYORS SERVICES COMPANY

COSTA MESA, CALIFORNIA

REPORT NUMBER OQA-SA-97-012

MARCH 24-25, 1997

Prepared by:  Date: 04/02/97
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Office of Quality Assurance

Approved by:  Date: 4/14/97
Donald G. Horton
Director
Office of Quality Assurance

1.0 EXECUTIVE SUMMARY

The results of the supplier audit of Surveyors Services Company (SERVCO) revealed unsatisfactory conditions resulting in the issuance of one Deficiency Report (DR) to Kiewit/Parsons Brinckerhoff (Kiewit/PB) for action which relates to the Quality Assurance (QA) program for the Office of Civilian Radioactive Waste Management (OCRWM) activities. The DR addresses deficiencies as follows: (1) SERVCO's QA program documents do not address purchase order requirements and one purchase order did not include technical and quality requirements for the calibration of primary standard; (2) annual calibrations of the optical wedge (primary standard) have not been performed, and the Certificate of Calibration for the calibration of the optical wedge did not include information such as calibration interval and environmental conditions; and (3) no evidence of annual quality internal audits.

The unsatisfactory conditions identified during the audit were discussed with the Quality Control Manager, SERVCO, who agreed to work with Kiewit/PB in the resolution of the unsatisfactory conditions. None of the conditions adverse to quality identified during the audit were determined to have an impact on previous calibrations performed for Kiewit/PB, as noted in Deficiency Report (DR) YM-97-D028. Many of the processes used by SERVCO are being automated such as the equipment recall system and supplier status.

The results of the audit do not warrant any recommendation for limitations or other conditions that should be invoked relative to the items or services being provided; however, responsibility for determination of continued use of this supplier rests with Kiewit/PB.

2.0 SCOPE

The supplier audit was conducted to evaluate the adequacy, implementation, and effectiveness of SERVCO's quality program. This was accomplished by determining if SERVCO's program implements the applicable portions of the OCRWM Quality Assurance Requirements and Description (QARD); satisfies the applicable QA requirements specified in the Kiewit/PB procurement document 18992178, and satisfactorily implements the SERVCO's Industrial Quality Control Manual and Measuring Equipment Control Manual, Revision 8.95, as accepted by the Kiewit/PB, for the scope of work. 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; Measuring and Test Equipment; Corrective Action; QA Records; and Audits.

3.0 AUDIT TEAM AND OBSERVERS

Richard L. Maudlin, Audit Team Leader, Office of Quality Assurance (OQA)

4.0 PERSONNEL CONTACTED DURING FACILITY AUDIT

G. A. Anguline, Quality Control Manager, (SERVCO)
Steve Crane, Service Manager, (SERVCO)

5.0 SUMMARY OF AUDIT RESULTS

SERVCO's Industrial Quality Control Manual and Measuring Equipment Control Manual, Revision 8.95, addresses the applicable elements of the OCRWM QARD and Kiewit/PB's purchase order for the intended scope of work except as noted in Section 6.0. Effective implementation of the applicable elements of the QARD by SERVCO is considered satisfactory, with the exception of those unsatisfactory conditions described in Section 6.0 of this report, "Deficiencies/ Recommendations."

The details of the audit, along with the objective evidence reviewed, are contained within the audit checklist, which is available from the OQA's supplier evaluation files.

6.0 DEFICIENCIES/RECOMMENDATIONS

The unsatisfactory conditions have been documented on the respective corrective action document and submitted to Kiewit/PB for action and resolution. Since acceptance of the supplier's QA program is the responsibility of Kiewit/PB, resolution of the portion of the deficiency relating to a lack of definition in the supplier's QA program on incorporation of technical quality requirements in procurement documents is to be addressed by Kiewit/PB.

DEFICIENCIES

DR No. YM-97-D-028

The OCRWM QARD, Section 2.0, requires that personnel be indoctrinated and trained prior to the start of work. The QARD, Section 4.0, requires that procurement documents include technical and quality requirements.

SERVCO's Industrial Measuring Equipment Control Manual, Section 5.1, requires that the optical wedge (primary standard) be calibrated at least annually and that the Certificate of Calibration include calibration intervals, environmental conditions, etc. Section 5.7 requires that the calibration system be audited at least annually for adequacy as described in the Military Handbook 52B.

Contrary to the above: (A) No objective evidence could be provided to reflect the training and qualification of one technician who performed calibrations for Kiewit/PB equipment (NA-2); (B) SERVCO's Measurement Equipment Control Manual does not require that procurement documents include technical and quality requirements and a purchase order (SID 1273, dated 04/12/95) issued by SERVCO for the calibration of the Optical Wedge (primary standard) used in the calibration of Kiewit/PB equipment (NA-2 and NA-3000) did not include technical and quality requirements; (C) no objective evidence could be provided to reflect that the Optical Wedge had been calibrated annually (evidence provided optical wedge calibrated 03/12/93 and 05/05/95). Also, the Certificate of Calibration provided by Cubic Precision did not include the calibration interval and the environmental conditions at the time of the calibration; and (D) there was no objective evidence of an annual internal audit for 1996. A partially completed internal audit checklist was provided for 1997.