REVISION HISTORY			
REV	**Description of Change**	**Author**	**Effective Date**
0	Initial release based on 7/98 DNV Audit and 6/98 Internal Audit (see DCR 98-030).	M. Hines	9/24/98
1	Administrative change (DCR 98-052)	R. Serrano	12/18/98
2	Section 6.1 add “process and,” section 6.6 revise second sentence to “Data from the database shall be analyzed and may be reported if trends are noted.” (DCR 99-012)	L. Johnson & R. Williams	6/1/99
3	Change procedure in Reference Document section (DCR 01-011) and change to Section 6.2, 6.2.1 and 6.2.2 for obtaining D/W numbers (DCR 02-004)	J. Weller	4/17/02

REFERENCE DOCUMENTS	
Document Number	**Document Title**
53.ARC.0001	Management Responsibility and Authority
53.ARC.0013	Control of Nonconforming Products and Services
53.ARC.0016	Quality Records

Documents referenced in this procedure are applicable to the extent specified herein.

1. Purpose

This work instruction defines the procedure for processing a Deviation/Waiver request when required in 53.ARC.0013.

2. Scope

This procedure applies to all organizations that incorporate hardware, systems, and materials into Ames Research Center (ARC) products that fall with the scope of the ARC Quality System.

3. Definitions and Acronyms

3.1	Deviation	Request made during the planning, design, or fabrication of an item to depart from a particular performance or design requirement of a specification, drawing, or other document for a specific number of units or for a specific period of time
3.2	Responsible Manager	Person having the responsibility and authority to accomplish/implement a specific activity or process (includes organizational line managers, project managers, etc.)
3.3	Waiver	Request to accept an item which during manufacture/test or after having been submitted for inspection or test is found to depart from specified requirements or standards but is considered acceptable for use as is or is acceptable after repair

4. Flowchart

There is no flowchart required for this document.

5. Responsibilities

Responsibilities are addressed within the Procedure section of this document.

6. Procedure

6.1 A request for a Deviation/Waiver shall be initiated for “use as is” or “repair” dispositions and processed whenever the acceptance of an identified nonconformance will affect:

- Coordination: If the nonconformance differs from a specified parameter (e.g., weight, size, acoustic levels) that is driven by requirements defined outside of the jurisdiction of ARC (e.g., a Space Station requirement)
- Life Expectancy: If the nonconformance will adversely affect the life expectancy of the delivered product
- Interface: If the nonconformance will cause the product to not interface (mechanically or electrically) or communicate with mating hardware/systems
- Function: If the nonconformance will cause the product to not function in accordance with performance requirements
- Safety: If the nonconformance does not meet a defined safety requirement or if it degrades the safety of the product or system

When required by customer agreement, the Deviation/Waiver form (ARC 762) shall be maintained as a Quality Record in accordance with 53.ARC.0016.

When required by the customer, ARC will use the customer’s Deviation/Waiver

process and form.

6.2 The Responsible Manager shall initiate the Deviation/Waiver request in accordance with this procedure and 53.ARC.0013.

6.2.1 The Responsible Manager obtains a Deviation/Waiver form (ARC 762) and obtains a Deviation/Waiver serial number from the D/W log at http://dqa.arc.nasa.gov/iso9000 website. The originator is responsible for completing Parts 1 through 5.

6.2.2 Once the required information is entered onto the form, the form is forwarded to the Centerwide Corrective Action Request Coordinator (CWCARC). The CWCARC enters the D/W into the D/W database.

6.3 Initial Processing

6.3.1 Upon receiving the form, the Responsible Manager shall review it to ensure that impacts to cost and schedule have been addressed.

6.3.2 The Responsible Manager will sign the form, indicating concurrence with the information contained on the form.

6.3.3 The Responsible Manager will determine if the Deviation/Waiver has an impact on system or personnel safety. If safety is affected, then the form will be forwarded to the Safety, Environmental, and Mission Assurance Office.

6.4 If system or personnel safety is affected, the Safety, Environmental, and Mission Assurance Office shall review the Deviation/Waiver to ensure safety issues are sufficiently addressed.

6.4.1 If safety issues are not sufficiently addressed, the open safety issues shall be communicated to the Responsible Manager and the form returned to the Responsible Manager.

6.4.2 If safety issues are sufficiently addressed, the form is signed and returned to the Responsible Manager.

6.5 The Responsible Manager shall determine additional ARC management review requirements and obtain reviews and approvals.

6.5.1 If customer approval is required, the Responsible Manager provides the Deviation/Waiver to the customer for review and final approval.

6.5.2 Once all required reviews and approvals have been obtained, the Responsible Manager provides a copy of the completed form to the CWCARC.

6.6 The CWCARC shall update the Deviation/Waiver database. Data from the database shall be analyzed and may be reported if trends are noted.

7. Metrics

There are no metrics required for this document.

8. Quality Records

The following Quality Records shall be generated and managed in accordance with 53.ARC.0016.

Required Record	Custodian
Completed Deviation/Waiver forms, when required by customer agreement	Responsible Manager

9. Form(s)

Forms required for this document:

Form Number	Title
ARC 762	Quality System Request for Deviation/Waiver

Ames Research Center	**QUALITY SYSTEM REQUEST FOR DEVIATION/WAIVER**	Deviation/Waiver Number (assigned by CWCARC)

1. Organization

a. Project or Task Name

b. Subsystem or Work Package

2. Request for ☐ **Deviation** ☐ **Waiver**

3. Documents Affected

Number	Revision	Title

4. Describe Deviation/Waiver Requested (provide a brief description, identify specific requirements or codes affected, and attach any drawings/sketches)

5. Deviation/Waiver Justification (include effect on cost, schedule, performance, etc.)

6a. Requestor	**6b. Org.**	**6c. E-Mail**
6d. Responsible Manager Signature	**6e. Phone**	**6f. Date**

7. Approval Required	**Activity**	**Approval Signature**	**Date**
☐ Yes ☐ No	**Responsible Manager**		
☐ Yes ☐ No	**Program/Project Manager**		
☐ Yes ☐ No	**Code Q Director**		
☐ Yes ☐ No	**Customer**		
☐ Yes ☐ No			
☐ Yes ☐ No			