

August 2001

*This medium is intended to give you up-to-date information and news regarding our progress towards ISO Certification as well as other NASL MEO business issues.*

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# NASL MEO

## We Need A New Name!!!

You have probably noticed that we have changed our name. We had nicknamed ourselves NASL, Inc., and because ISO registration will cause us to be listed in commercial publications, we asked for legal advice on the appropriateness of using NASL, Inc. The advice was to abandon the nickname because we are not legally incorporated. Therefore, we are asking you, the employees, to give us suggestions on what our name should be.

Please submit your suggestions to:

Robert Goddard  
Building 737  
Phone: 998-4031  
Fax: 998-2328  
Email:

[goddard.robert@lemoore.navy.mil](mailto:goddard.robert@lemoore.navy.mil)



## NASL MEO Web Site

You will now notice a "button" for our organization on the NASL Home Page. This button links to a page that lists the major services that we provide to NAS Lemoore.

There is also a link to the ISO 9001:2000 Implementation Home Page. Here you will find information on our Implementation Timeline, the Quality Policy, copies of this and previous newsletters, copies of presentations, and links to ISO 9000 related web sites.



## Online Training Available at Navy E-Learning

Navy E-Learning offers numerous online training opportunities as well access to information, other web sites

and news from the Navy training community.

Here is a sampling of the classes that are offered:

### Admin/Correspondence

Classified Two-Page Standard Naval Letter Directives Maintenance  
Endorsements to Standard Naval Letter  
General Administration Naval Messages

### ISO 9000:2000

The Who, What & Why of ISO 9000:2000  
Quality-minded Management

### Microsoft Office 95/97/98/2000

Access  
Excel  
FrontPage  
PowerPoint  
Project  
Word  
Visio

You can access their web site at the following address:

<http://www.navylearning.navy.mil/>

Once you have reached the site click on "Getting Started" for valuable information on how to login and take a course.

**\*\*\*Before you begin any course at work please consult with your Supervisor for approval.\*\*\***

Once you have completed a course you can print a Department of the Navy Certificate. Select the "certificate icon" in your Learning Plan for the course completed and print the certificate on your local printer in black and white or color. To get credit for the training, please submit a copy of the certificate to your supervisor and another copy to:

**Quality Management Team**  
**Attn: Connie Avila**  
**Building 737**  
**FAX (559) 998-2328**

NASL MEO is in the process of implementing a quality management system and achieving ISO registration by November 2002. We will use this newsletter as well as other forms of communication to educate the organization on issues that relate to this project. Here is the first of a series of articles that address this subject:

## ISO 9001:2000 Quality System Overview

### What is a quality management system?

A quality management system is that part of the organization's management system that focuses on the achievement of results to satisfy the needs, expectations and requirements of its customers.

If you think of a business as a set of processes, a quality management system identifies the key processes that affect the quality of your services.

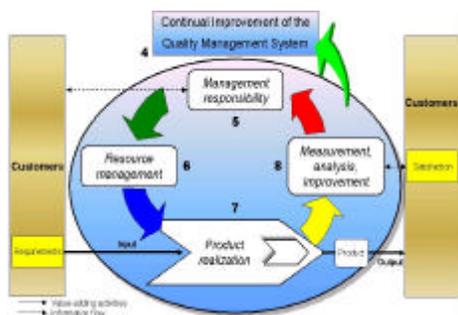
### What is a process?

A process is a set of interrelated or interacting tasks, supported by resources and management, that add value by transforming inputs into a specified set of outputs.

In most cases, the outputs from one process are the input for the next.

### How are ISO 9001:2000 and processes related?

The ISO 9001:2000 standard emphasizes that in order to ensure good quality management an organization should adopt the process approach to management. Pictured below is a model of a process-based quality management system:



This model shows that the customers play a significant role in providing the inputs to the organization. Monitoring

of customer satisfaction requires the evaluation of information relating to customer perception as to whether the organization has met the customer requirements.

ISO 9001 gives us a way to focus on what our customers want. It gives us insight into meeting the customers' needs, insight we very much need to meet and exceed their expectations.



We would like to welcome the following employees to our team:

#### Ernesto Delfin

*Ground Electronics*

#### Johnny Garcia

*Electrical Shop*

#### Andy Hathaway

*Water Treatment Plant*

#### Brian Johnson

*Bowling Center Manager*

#### Thomas McKinley

*Fuel Farm*

#### Misty Orlove

*QOL Director*

#### Lisa Richardson

*MWR Club Coordinator*

## Fleet and Family Support Center

A few months ago, the Family Service Center underwent a name change. The new name better represents their mission. Their new name is:

### Fleet and Family Support Center

They are located in Building 930. Stop by and check out the free workshops and classes that they provide throughout the month.

You can obtain further information by going directly to their web site:

<http://www.lemoore.navy.mil/fsc>

## Don't forget the ..... Customer Quality Assistance Desk



Need Customer Service Help? Don't know whom to call? Issues, comments, Feedback? Please call (559) 998-3673. We're here to help you.

## Functional Areas POCs

The following are the Points of Contact for your respective areas:

Scott Nunns, x2777– Team Leader

Connie Avila, x4700 – Command Support

David Dolphin, x4701 – Transportation, Personal Property, Fuels

Carmen Dudley, x2454 – QOL

Robert Goddard, x4031 – Facilities Management

Mel Lejano, x4717 – Distribution

Suzanne Meng, x3903 – Administrative Assistant

If you have any concerns in your areas, please call us!

**"Success will not lower its standard to us. We must raise our standard to success."**

-Rev. Randall R. McBride, Jr.