

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

Inside this Issue

- 1 ISO Kick-Off Meeting
- 2 What is ISO?
- 3 ISO Implementation Key Players
- 4 ISO Web Site Development
- 5 Communication Plan
- 6 Customer Quality Assistance Desk
- 7 Functional Area POCs
- 8 Latest News
ETI Corp. Wins Contract
- 9 ISO Web Sites

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NASL, Inc.

ISO Kick-Off Meetings

There will be Kick-Off meetings at various times on July 18, 2001. Please check with your Supervisor for the time and location of the meeting that you should attend. All NASL, Inc. employees are expected to attend. These meetings are intended to familiarize employees with our ISO plan. Robert Goddard will explain our implementation time line and much more. Our consultant, Dave Kinne from ETI Corporation, will be introduced. Please make every effort to attend.



Yep, we're off and running!

What is ISO?

The ISO acronym is based on International Organization for Standards. It is also Greek for "equal". The International Organization for Standards was established in 1947 and consists of representatives from 120 countries, including the U.S. ISO develops standards for manufacturing, engineering, information processing, agriculture, health and medicine and product distribution, to name just a few. ISO has no power to enforce its standards; compliance is voluntary. Consequently, the pursuit of ISO registration is based on an organization's motivation to improve its quality, and its bottom line.

Why Do It?

The A-76 solicitation required bidders to have a quality control system and the

government's bid (called the Most Efficient Organization or "MEO") is no exception. The control system we have chosen is called ISO 9000.

Most of the elements of the ISO 9000 standard do not tell you how to do your job; they simply require you to know how to do your job and document that knowledge. The standard also requires the organization to continue improving their methods and documentation to correct errors and/or increase customer satisfaction.

The ISO motto is: "Say what you do, Do what you say, Prove it and Improve it." ISO 9000 will be another confirmation that we are a quality organization.



ISO Implementation Key Players

Key players include Robert Goddard, the ISO Implementation Project Leader. Robert's job will be to lead us all in the right direction and follow our established timeline. His support staff is: Scott Nunns, Connie Avila, David Dolphin, Carmen Dudley and Mel Lejano. Stop by and see them, they are all open to your visits and inquiries.



ISO Web Site Development

We are in the process of developing an ISO web site. This web site will be updated weekly with all the latest information on progress, timetables, processes, and much, much more. We will have links to pertinent information relating to all areas. The web site will

be a “one stop shop.” Managers, supervisors, and employees are encouraged to submit us suggestions so we can post the information you need.



Communications Plan

NASL, Inc.’s first developed process is the “NASL, Inc., Communications Plan”. This plan details who, what, when and where communication will take place. We will be deploying it by e-mail. The Communications Plan describes how information will be distributed to you and is designed to allow you, the employee, and other interested parties an avenue to refer comments, questions, concerns and ideas. Yes, we will accept any ideas for improvement!



We welcome your continued involvement to improve NASL, Inc. processes. We need your active involvement in order to make the process work.



Shoot for the moon. Even if you miss, you'll land among the stars.

-Les Brown



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

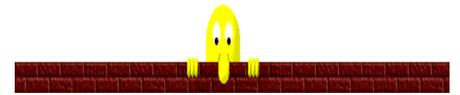
Carmen Dudley, x2454 – QOL

Robert Goddard, x4031 – Facilities Management

Mel Lejano, x4717 – Distribution

Suzanne Meng, x3903 - ISO Branch Reception and Office Automation.

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



Latest News!!

On Monday, June 25, ETI Corporation was awarded the contract to provide consulting services for phases II and III of the ISO implementation effort at NASL, Inc. The timely award of the contract allows us to move forward in accordance with our preliminary plan with only minor modifications. We will be in contact with ETI to plan future involvement.



ISO Web Sites

For those of you that would like to get more information on ISO 9000, here is a list of ISO related web sites:

International Organization for Standardization

<http://www.iso.ch/iso/en/ISOOnline.frontpage>

ETI Home Page

<http://www.etigroupusa.com>

ISO 9000: 2000

Translated into Plain English

<http://praxiom.com/>

ISO Easy

<http://www.isoeasy.org>

NASA ISO 9000 Home Page

<http://iso9000.nasa.gov/>

The ISO 9001:2000

Journal and Resource Center

<http://www.iso-9000-2000.com/>

ISO9.COM

<http://www.iso9.com>