



QA: QA

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**BECHTEL SAIC COMPANY, LLC (BSC) QUALITY ASSURANCE (QA) SUPPLIER AUDIT  
REPORT BSC-SA-02-012 OF FLUKE CORPORATION**

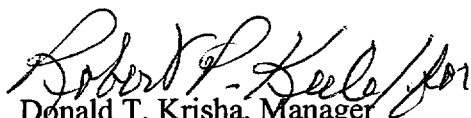
Enclosed is the Supplier Audit Report BSC-SA-02-012 of Fluke Corporation that was performed on February 26-27, 2002, in Everett, Washington, to evaluate the implementation and effectiveness of Fluke Corporation's Quality Program. Fluke Corporation provides calibration of electronic measuring instruments.

The audit revealed effective implementation of the quality requirements in USGS Purchase Order 01CRSA0584, the Fluke Corporation Customer Support Services Quality Assurance Manual, CSS PD 400, dated 12/99, and supporting implementing procedures, with the exception of two deficient conditions in the areas of Procurement Document Control, Control of Purchased Items and Services, and Audits. Deficiency Reports (DR) USGS(V)-02-D-084 and -085 were issued to document the conditions adverse to quality.

As a result of this audit, Fluke Corporation will remain on the OCRWM QSL, with the restriction that no YMP calibrations shall be performed by the Fluke Primary Standards Laboratory. This restriction resulted from the fact that Fluke Corporation will not allow YMP to audit the Fluke Primary Standards Laboratory. Upon closure, the impact determination documented in the DRs will be evaluated by the Quality Assurance Representative to ensure that there is no impact on the work and to determine if a follow-up audit or surveillance is necessary.

This audit is considered complete and closed as of the date of this letter.

If you have any questions, please contact either Richard L. Maudlin at (702) 295-2961 or Daniel A. Klimas at (702) 295-2665.

  
Donald T. Krishna, Manager  
Quality Assurance

3/27/02  
Date Signed

RLM:bw-0327021974

Enclosure:  
Supplier Audit Report BSC-SA-02-012

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March 27, 2002

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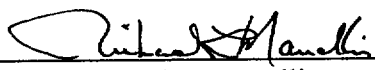
**BECHTEL SAIC COMPANY, LLC (BSC)  
QUALITY ASSURANCE**

**SUPPLIER AUDIT REPORT  
OF**


**FLUKE CORPORATION  
EVERETT, WASHINGTON**

**REPORT NUMBER BSC-SA-02-012**

**FEBRUARY 26-27, 2002**

Prepared by:   
Richard L. Maudlin  
Audit Team Leader  
BSC Quality Assurance

Date: 03-26-02

Approved by:   
Donald T. Krisha, Manager  
BSC Quality Assurance

Date: 3/27/02

## **1.0 AUDIT SUMMARY**

BSC conducted a supplier audit of Fluke Corporation on February 26-27, 2002, at the Everett, Washington facility. Fluke Corporation provides calibration of electronic measuring instruments. The results of the audit revealed effective implementation of the Fluke Corporation Quality Program, with the exception of two deficient conditions relating to Procurement Document Control, Control of Purchased Items and Services, and Audits. The conditions adverse to quality are documented in Deficiency Reports (DR) USGS(V)-02-D-084 and -085. Details of the deficient conditions are provided in Section 5.0 of this report.

As a result of this audit, Fluke Corporation will remain on the OCRWM QSL, with the restriction that no YMP calibrations shall be performed by the Fluke Primary Standards Laboratory. This restriction resulted from the fact that Fluke Corporation will not allow YMP to audit the Fluke Primary Standards Laboratory. Upon closure, the impact determination documented in the DRs will be evaluated by the Quality Assurance Representative to ensure that there is no impact on the work and to determine if a follow-up audit or surveillance is necessary.

## **2.0 SCOPE**

The Supplier Audit was conducted to evaluate the implementation and effectiveness of Fluke Corporation's Quality Program as described in their Customer Support Services (CSS) Quality Assurance Manual, CSS PD 400, dated 12/99, associated implementing procedures, and the quality requirements delineated in the USGS Purchase Order 01CRSA0584. 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; Audits, and Software.

The details of the audit, along with the objective evidence reviewed are contained within the audit checklist, which is available from the BSC Records Processing Center.

## **3.0 AUDIT TEAM MEMBERS AND OBSERVERS**

R. L. Maudlin, Audit Team Leader, BSC QA  
T. H. Chaney, Observer, USGS

## **4.0 PERSONNEL CONTACTED DURING THE AUDIT**

Gwynn Blanchard, CSS Quality Assurance Manager, Fluke Corporation  
Larry Azos, Service Center Manager, Fluke Corporation  
Katie Parsons, Order Administrator, Fluke Corporation  
Mark Kidd, Laboratory Supervisor, Fluke Corporation  
Jan Pickard, ISO Systems Manager, Fluke Corporation

## **5.0 CONDITIONS ADVERSE TO QUALITY / RECOMMENDATIONS FOR IMPROVEMENT**

The conditions adverse to quality have been documented on Deficiency Reports USGS(V)-02-D-084 and -085 and were submitted to the USGS responsible management for Fluke Corporation's resolution. The DRs are detailed below. There were no recommendations for improvement provided.

### **DEFICIENCY REPORTS**

#### **DR USGS(V)-02-D-084**

- A. USGS Purchase Order 01CRSA0584, QA Requirements, Section II, states in part: "The Fluke Corporation documented QA program shall address the following...." Subsection 3.0, states in part: "The approach used to assure that technical and quality requirements are incorporated into procurement documents and changes to these documents shall be described."
- B. USGS Purchase Order 01CRSA0584, QA Requirements, Section II, states in part: "The Fluke Corporation documented QA program shall address the following topics... The methods used to document evaluation and selection of the supplier prior to the award of a contract/purchase order shall be described...."

Contrary to the above,

- A. The Fluke Customer Support Services (CSS) Quality Assurance Manual, CSS PD 400, dated 12/99, does not address requirements for the Fluke CSS purchase orders for the calibration of their standards to include applicable technical and quality requirements. In addition a review of two Fluke purchase orders, PO 163422, dated 01/18/02, and PO 163964, dated 02/01/02, found that technical requirements were not adequately identified.
- B. The Fluke Customer Support Services (CSS) Quality Assurance Manual, CSS PD 400, dated 12/99, does not address the relationship between Fluke CSS and the Fluke Primary Standards Laboratory for the calibration of CSS standards (i.e., whether Fluke Primary Standards Laboratory is a supplier of services to CSS.).

#### **DR USGS(V)-02-D-085**

USGS Purchase Order 01CRSA0584, QA Requirements, Section II, Subsection 8.0, states in part: "Planned and scheduled audits to verify compliance with the QA program requirements and to determine the effectiveness of the QA program shall be performed at least annually."

Contrary to the above, the Customer Support Services (CSS) Quality Assurance Manual, CSS PD 400, dated 12/99, does not address requirements for an annual internal audit to be performed of the CSS quality program to assure effective implementation. In addition, no evidence in the form of an Audit Report could be provided to support that an audit had been performed in 2001.

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