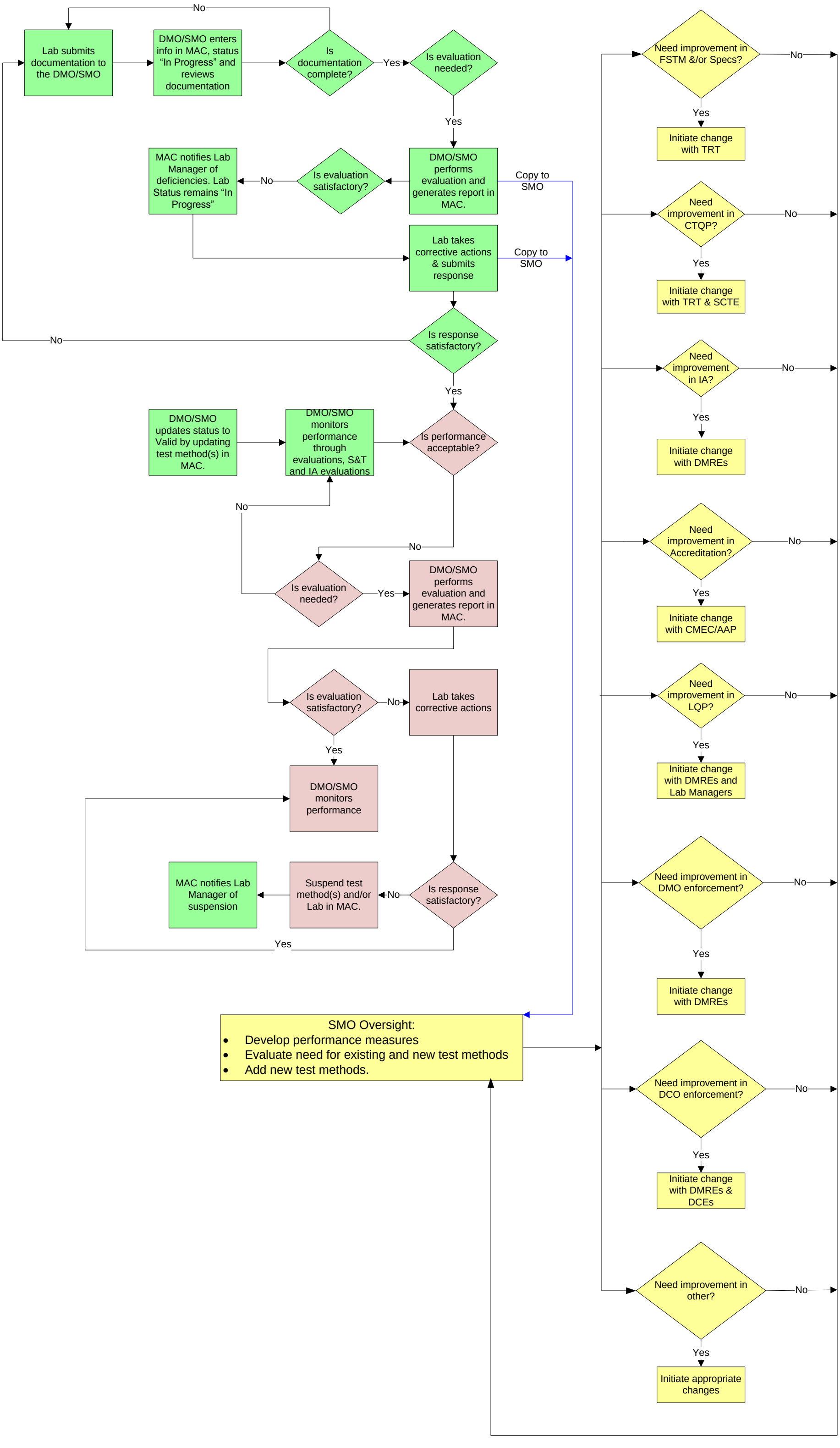
Lab submits documentation to the DMO/SMO
DMO/SMO enters info in MAC, status "In Progress" and reviews documentation
Is documentation complete?
No
Yes
Is evaluation needed?
Yes
DMO/SMO performs evaluation and generates report in MAC.
Copy to SMO
Is evaluation satisfactory?
No
MAC notifies Lab Manager of deficiencies. Lab Status remains "In Progress"
Lab takes corrective actions & submits response
Copy to SMO
Is response satisfactory?
No
Yes
DMO/SMO updates status to Valid by updating test method(s) in MAC.
DMO/SMO monitors performance through evaluations, S&T and IA evaluations
Is performance acceptable?
No
No
Is evaluation needed?
Yes
DMO/SMO performs evaluation and generates report in MAC.
Is evaluation satisfactory?
No
Lab takes corrective actions
Yes
DMO/SMO monitors performance
MAC notifies Lab Manager of suspension
Suspend test method(s) and/or Lab in MAC.
No
Is response satisfactory?
Yes
SMO Oversight:
• Develop performance measures
• Evaluate need for existing and new test methods
• Add new test methods.
Need improvement in FSTM &/or Specs?
No
Yes
Initiate change with TRT
Need improvement in CTQP?
No
Yes
Initiate change with TRT & SCTE
Need improvement in IA?
No
Yes
Initiate change with DMREs
Need improvement in Accreditation?
No
Yes
Initiate change with CMEC/AAP
Need improvement in LQP?
No
Yes
Initiate change with DMREs and Lab Managers
Need improvement in DMO enforcement?
No
Yes
Initiate change with DMREs
Need improvement in DCO enforcement?
No
Yes
Initiate change with DMREs & DCEs
Need improvement in other?
No
Yes
Initiate appropriate changes