

# From Soup to Nuts: The Ingredients that Make the NIST Quality System a Success

A two-part series sponsored by the NIST  
Standards Coordination Office  
NIST Quality System for Measurement Services

September 13 & 15, 2016  
NIST Administration Building 101  
Heritage Room

## Agenda

Tuesday, September 13, 2016

### **NIST's Role in the International Metrology System and Why It Matters**

This session will focus on the [International Committee for Weights and Measures \(CIPM\) Mutual Recognition Arrangement \(MRA\)](#), the [Inter-American Metrology System \(SIM\)](#), and NIST's Calibration and Measurement Capabilities (CMCs) in relation to the Quality System for NIST Measurements. In addition, we'll hear from a panel of NIST experts who participate in SIM Measurement Working Groups.

**9:00 am to 9:05 am**

#### **Welcome**

**Sally Bruce**, NIST Quality Manager, Standards Coordination Office (SCO)

**9:05 am to 10:15 am**

#### **Overview of the CIPM MRA, SIM and the CMCs**

Find out what are the steps taken to ensure international acceptance of NIST's measurement capabilities. Why are quality systems important to the industries and entities that procure and use NIST's Measurement Services? How does metrological traceability pertain to international acceptance of the NIST measurement deliverables? What capacity building efforts are underway in SIM, the regional metrology organization of the Americas, and what is NIST's role in this activity?

**Sally Bruce, SCO**

**Greg Strouse**, Associate Director for Measurement Services, Physical Measurement Laboratory (PML), NIST Calibration Services

**10:15 am to 10:30 am** **Break**

**10:30 am to 11:30 am** **Ask the Experts!**

A panel of two NIST representatives who serve as chair to different SIM Measurement Working Groups will discuss a variety of topics such as: What are the roles of the SIM Working Group chairs? What efforts are underway for capacity building and/or knowledge sharing? What lessons have they learned from their experiences? Why is it important for NIST to maintain leadership roles in the international metrology community?

**Moderator:**

**Sally Bruce**, U.S. Delegate to SIM's Quality System Task Force

**Panelists:**

**Lisa Karam**, Chair MWG 6: Ionizing Radiation and Radioactivity

**Maria Nadal**, Chair MWG 2: Photometry and Radiometry

**Thursday, September 15, 2016**

### **NIST's Quality System and How We Measure its Performance**

In the morning session, learn the who, what, when, where, why and how of the NIST Quality System, including a panel on the roles of the NIST Quality Manager and the Division or Office Quality Managers. Then, wrap up your quality training in the afternoon by learning how to measure the performance of quality management systems. The key processes of internal auditing, NIST-level assessments, and peer reviews (of other NMIs) will be shared, and panelists will describe their experiences and lessons learned.

**10:00 am to 10:05 am** **Welcome**

**Sally Bruce**, NIST Quality Manager, SCO

**10:05 am to 10:45 am** **Overview of the NIST Quality System for Measurement Services including the Roles and Responsibilities of the NIST Measurement Services Council and the NIST Assessment Review Board**

Learn the who, what, when, where, why and how of the NIST Quality System and find out the answers to these compelling questions and more: What does our Quality System cover? How is it managed? What is NIST's Quality Policy, and how does it relate to other NIST Directives? Who reviews the Quality System to be sure it meets its objectives? Which divisions have implemented Quality Systems, and how do they managed these systems?

**Sally Bruce**, NIST Quality Manager, SCO, Chair of the NIST Measurement Services Council, Chair of the NIST Assessment Review Board, and U.S. Delegate to the SIM Quality System Task Force

**10:45 am to 11:00 am** **Break**

**11:00 am to 12:00 pm** **Ask the Experts!**

A panel discussion on the important role of the NIST Quality Manager and the Division/Office Quality Managers

**Moderator:**

**Dana Leaman**, Chief, National Voluntary Laboratory Accreditation Program (NVLAP), SCO

**Panelists:**

**Mike Epstein**, Quality Manager, Chemical Sciences Division (largest SRM producers at NIST), Material Measurement Laboratory (MML), and NIST Assessment Review Board Member

**Catherine Cooksey**, Quality Manager, Sensor Science Division (one of the largest providers of physical measurements and calibrations), PML, and Secretary to the NIST Measurement Services Council

**Sally Bruce**, NIST Quality Manager, SCO, Chair of the NIST Measurement Services Council and Chair of the NIST Assessment Review Board

**12:00 pm to 1:00 pm** **Break**

**1:00 pm to 2:45 pm** **Internal Audits, NIST-level Assessments and Peer Reviews**

Learn the difference between audits, assessments, and peer reviews. Find out why internal audits are different from external assessment activities, and discover the benefits of each. Hear about the processes that comprise each of the activities and learn from the experts about the techniques and approaches they use. Tips and tools will be shared with the attendees.

**Dana Leaman, NVLAP**

**Catherine Cooksey, Quality Manager, Sensor Science Division, PML**

**Karen Garrity, NMI Peer Reviewer, NIST Technical Expert for Thermometry, Sensor Science Division, PML**

**2:45 pm to 3:00 pm**

**Break**

**3:00 pm to 4:00 pm**

**Ask the Experts!**

A panel of Quality Management System assessors and reviewers will discuss best practices and lessons learned.

**Moderator:**

**Sally Bruce, SCO**

**Panelists:**

**Dana Leaman, NVLAP**

**Catherine Cooksey, PML**

**Karen Garrity, PML**

**Greg Strouse, Associate Director for Measurement Services, Physical Measurement Laboratory (PML), NIST Calibration Services**