

Lockheed Martin CSOC Site Receives ISO Certification Recommendation

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Lockheed Martin Space Operations (LMSO) Consolidated Space Operations Contract (CSOC) announced today that CSOC operations at Marshall Space Flight Center (MSFC), Huntsville, Alabama, will be recommended for International Organization for Standardization (ISO) 9001 certification by Det Norske Veritas (DNV).

The ISO 9001 standard identifies an internationally recognized set of requirements for implementing its quality management system. ISO 9001 certification ensures customers that Marshall's CSOC unit operates in accordance with its ISO compliant procedures.

"CSOC's performance at Marshall on this audit was stellar," said Dr. Doug Tighe, program manager for CSOC. "There were no findings or observations, which is a spectacular accomplishment. This performance further demonstrates CSOC's across-the-board commitment to superior performance."

The CSOC team effort at Marshall was led by Mike Mink, CSOC site manager at MSFC, Bernice Mays, CSOC's safety, quality and product assurance manager, and Charles Berry, MSFC ISO representative, who oversaw the certification process.

"I would like to credit this achievement not only to the hard work of CSOC staff at Marshall, but also to the support extended throughout all of our CSOC locations," said Mink. "Our ISO 9001 designation strengthens the message to CSOC customers that our processes and procedures can consistently provide high-quality space operations services."

ISO 9001 certification falls in line with CSOC's major objective of standardization and consolidation across space operations services. Consistent processes and procedures will enhance CSOC's ability to realize cost savings and to create a common way of doing business.

CSOC is a \$3-billion-plus contract awarded by NASA to Lockheed Martin, who serves as the prime contractor to provide end-to-end space operations and Mission and Data Services to both NASA and non-NASA customers. CSOC manages NASA's data collection, telemetry and communications operations that support Earth-orbiting satellites, planetary exploration, and human space flight activities. Services include data acquisition from spacecraft, data transmission to end-users, data processing and storage, ground and space communications, and mission control center operations.

CSOC is part of Lockheed Martin Space Operations (LMSO), a business unit of Lockheed Martin Technology Services headquartered in Cherry Hill, New Jersey. LMSO, a high-tech engineering and science services firm, employs about 4,000 engineers, scientists and support personnel. Services include managing CSOC; software and hardware engineering for the Space Shuttle and International Space Station; mission operations and planning systems design, development, and integration; and human life sciences research.

SOURCE: Lockheed Martin Space Operations

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