



The Face of Mission Success



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The Defense Contract Management Agency (DCMA) and Lockheed Martin Space Systems Company (SSC) foster partnering as a tool to achieve continuous process improvement. This cooperation enhances performance and contributes to mission success. Ms. Vene Sandford, quality assurance specialist, DCMA Launch Vehicle Operations (formerly DCMA Lockheed Martin Denver), ensures that contractors control costs and deliver quality products on time. She is assigned oversight responsibility for SSC's Denver manufacturing operations located in the space support building, electronics manufacturing facility and final assembly building.

As a quality assurance specialist, Ms. Sandford is involved in overseeing the production and testing of components, and she performs product surveillance for the Atlas Centaur vehicle. Prior to shipment, the vehicles are leak tested a final time in order to ensure that no vehicles with leaks are shipped out. It was during this surveillance that she was able to prevent a defective vehicle from being delivered prior to being repaired. This is just one example of Ms. Sandford's ongoing commitment to helping her customer: "I try to concentrate my abilities, dedication and customer focus to continually contribute to the final goal of mission success."

Ms. Vene Sandford

by Ms. Ashley Wuytens, Public Affairs Intern, DCMA Public Affairs

Ms. Vene Sandford has been a DCMA employee for 22 years, beginning her career as a quality assurance specialist intern at Defense Contract Administration Services Management Area, Santa Ana, Calif. She has worked at DCMA Lockheed Martin Denver (now known as DCMA Launch Vehicle Operations) for the past 18 years as a quality assurance specialist.

Ms. Sandford was honored by being recognized in Lockheed Martin's publication, *New Horizons*. She considers her job exciting: "I enjoy working with the intricacies of the design, manufacture, assembly and testing of Lockheed Martin Space System Company's launch vehicle."

Ms. Sandford is responsible for performing product surveillance of the Centaur vehicle, including the build up, testing and movements of the vehicle. "The Centaur receives extensive testing of major vehicle systems prior to delivery to launch sites," said Ms. Sandford. "I review contractual requirements and memoranda of agreement to gain an understanding of customer needs and expectations," added Ms. Sandford. "I also apply a risk management approach by monitoring, assessing and documenting risk." She has also evaluated the contractor's quality assurance program, systems and products for compliance to meet the contract requirements. "When warranted, I issue corrective action requests or continuous improvement opportunity reports."

Ms. Sandford is also responsible for attending scheduling and status meetings as well as interfacing with DCMA management and employees and contractor personnel.



(Top) Workers from Lockheed Martin load the upper stage of an Atlas V Centaur Rocket onto a flatbed truck at Vandenberg Air Force Base, Calif. Ms. Sandford performs product surveillance for the Atlas Centaur vehicle and helped prevent one from being shipped with a leak. (U.S. Air Force photo by Airman 1st Class Barry Loo)
(Above) Ms. Vene Sandford, quality assurance specialist, DCMA Launch Vehicle Operations