Dryden Centerwide Procedure

Code X

Management System
Opportunity For Improvement (OFI)

Electronically approved by
Assistant Director of Management Systems
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1.0 PURPOSE OF DOCUMENT

The purpose of this document is to define the process for submitting an Opportunity For Improvement (OFI) to the management system.

2.0 SCOPE & APPLICABILITY

The process follows a submitted OFI from initiation through closure. This procedure applies to all employees who suggest or process an OFI.

3.0 PROCEDURE OBJECTIVES

- Enable employees to provide input for Management’s consideration regarding proposed improvements to Dryden’s work practices and management system
- Provide the initiator with feedback to the OFI
- Provide an escalation system when action is delayed
- Monitor changes to the management system to prevent adverse effects

4.0 RELEVANT DOCUMENTS

4.1 Authority Documents

NPD 1280     NASA Management System Policy

4.2 Reference Documents

DCP-X-037     Corrective/Preventive Action System

4.3 Forms

WK 1-76      Opportunity For Improvement (OFI) form

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5.0 **WAIVER AUTHORITY**

None

6.0 **ACRONYMS & DEFINITIONS**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>ADMS</td>
<td>Assistant Director for Management Systems</td>
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<tr>
<td>AP</td>
<td>Action Plan</td>
</tr>
<tr>
<td>CA</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>DMS</td>
<td>Dryden Management System</td>
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<tr>
<td>IPP</td>
<td>Interorganizational Process Panel</td>
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<td>Nonconformance Report</td>
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<td>NPD</td>
<td>NASA Policy Directive</td>
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<td>NPR</td>
<td>NASA Procedural Requirement</td>
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<td>OFI</td>
<td>Opportunity for Improvement</td>
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<td>OPR</td>
<td>Office of Primary Responsibility</td>
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<tr>
<td>PA</td>
<td>Preventive Action</td>
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7.0 OFI PROCESS FLOWCHART

![Flowchart Diagram]

**Note A**
The OFI may need to be submitted to the IPP to determine a workable solution and/or establish the OPR for resolution.

**Note B**
The OPR may assign a designee to investigate and carry out the action, but is still responsible for ensuring the action is completed within the designated time limit.

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Management System Office (MSO)

12 Close OFI, update log, and notify initiator.

END

13 Complete Parts 2 and 3 of WK 1-76.

14 Review proposed OFI action plan or justification for no action.

Notes C, D

15 Update log

Yes

16 Does OFI have Action Plan?

No

17 Update log, close OFI, and notify initiator.

END

18 Monitor OFI status.

Note E

To block 21

Assignee

19 Complete / modify Part 3 of WK 1-76 by adding or modifying a proposed action.

20 Send WK 1-76 to MSO.

Note C
Work with the OPR if the Action Plan (AP) seems incomplete or due date seems unachievable or unrealistic. Review reasons for non-action to determine if non-action is justified.

Note D - Proposed Criteria
- Does the action plan satisfy the OFI?
- Is the completion date reasonable for the proposed action plan?
- How can the effectiveness of the proposed Action Plan being measured?

Note E
Monitoring OFI status includes contacting the OPR for status on the Action Plan and notifying the ADMS if the plan is not on schedule. Status may also be reported in the Dryden Management System Board meetings.

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When Action Plan is implemented, verify implementation answers OFI

**Note F**
An auditor may be assigned to verify that the Action Plan has been completed. If this is the case, the auditor may complete Part 4 of the form; however, the Audit Manager must sign for concurrence.

Complete Part 4 of WK 1-76.

**Note D**

Action effective?

Yes

Update log, close OFI, and notify initiator.

END

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8.0 CRITERIA FOR CLASSIFICATION

Requests that meet the criteria for improvement will be processed per this procedure. Requests that meet the criteria for corrective or preventive action will be processed per DCP-X-037.

8.1 Criteria for Improvement Initial Request

- The OFI Request / Issue is not out of compliance with current documented policies, procedures, or instructions
- The OFI Request / Issue is meant to clarify statements currently documented in the procedures and/or the process
- The OFI Request / Issue is meant to streamline or improve a current process
- The OFI Request / Issue is meant to standardize a procedure or process
- The OFI Request / Issue is meant to fill a gap in the Dryden Management System (DMS) (an undocumented process)

8.2 Criteria for Corrective Action (CA)

- Implementation plan to correct an out-of-compliance process, procedure, and/or document
- The Issue is an undocumented process or procedure that is required to comply with current plans, policies, regulations, laws, and standards
- The issue, if found during an audit, would result in a Nonconformance Report (NCR)

8.3 Criteria for Preventive Action (PA)

- The issue/suggestion is to fix something that is on its way to being out of compliance based upon data showing a trend going towards an out of compliance condition

8.4 Criteria for an Interorganizational Process Panel (IPP) issue

- The issue or suggestion involves more than one organization

Note: Suggestions to improve Center facilities may be offered and will be redirected to the appropriate office or directorate.
9.0 METRICS & TREND ANALYSIS

- Number of OFIs received
- Number of OFIs completed (AP complete)
- Turn-around time (length of time it takes to complete a AP)

10.0 MANAGEMENT RECORDS & RECORDS RETENTION

WK 1-76 will be filed in the MSO office and archived in accordance with NPR 1441.1, Records Retention Schedules.
Document History Log

IPP REVIEW DATE: 10-26-06

This page is for informational purposes and does not have to be retained with the document.

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<th>Document Revision</th>
<th>Effective Date</th>
<th>Page</th>
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<td>2/9/99</td>
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<td>Modified signature block from &quot;Approved&quot; to &quot;Electronically Approved by&quot;, changed title, modified Note 1 and added Note 2.</td>
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<tr>
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| Revision      | D                 | 9/30/99        | All  | • Page 1: changed title; revised 2nd objective; modified "Initiator" block; modified blocks 1 & 4 and added blocks 2 & 3 of "Audit Manager"; modified blocks 2 & 3 of "Director/Office Chief"; and block 2 of "Assignee".  
• Page 2: modified block 2 of "Director/Office Chief"; modified blocks 6 & 7 of "Audit Manager"; and changed title of "MSSO Office Chief" to "MSSO Program Manager". |
| Revision      | E                 | 1/19/00        | All  | Established escalation system instructions, defined preventive action per ISO 8402, changed "MSSO Project Manager" to "MSSO Program Manager" throughout flowchart, and added links. |
| Revision      | F                 | 11-29-06       | All  | • Extensive rewrite  
• Combined Audit Manager and MSO responsibilities into one column in the flowchart  
• Added OFI, CA, and PA criteria |

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