



Dryden Flight Research Center  
Edwards, California 93523

**DCP-X-003, Revision F-3**  
**Expires November 29, 2011**

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# **Dryden Centerwide Procedure**

## **Code X**

### **Management System Opportunity For Improvement (OFI)** (With changes 02-19-09)

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  
ISO9001:2000      Quality Management Systems – Requirements

### 4.3 Forms

[D-WK 76-1](#)          Opportunity For Improvement (OFI) form

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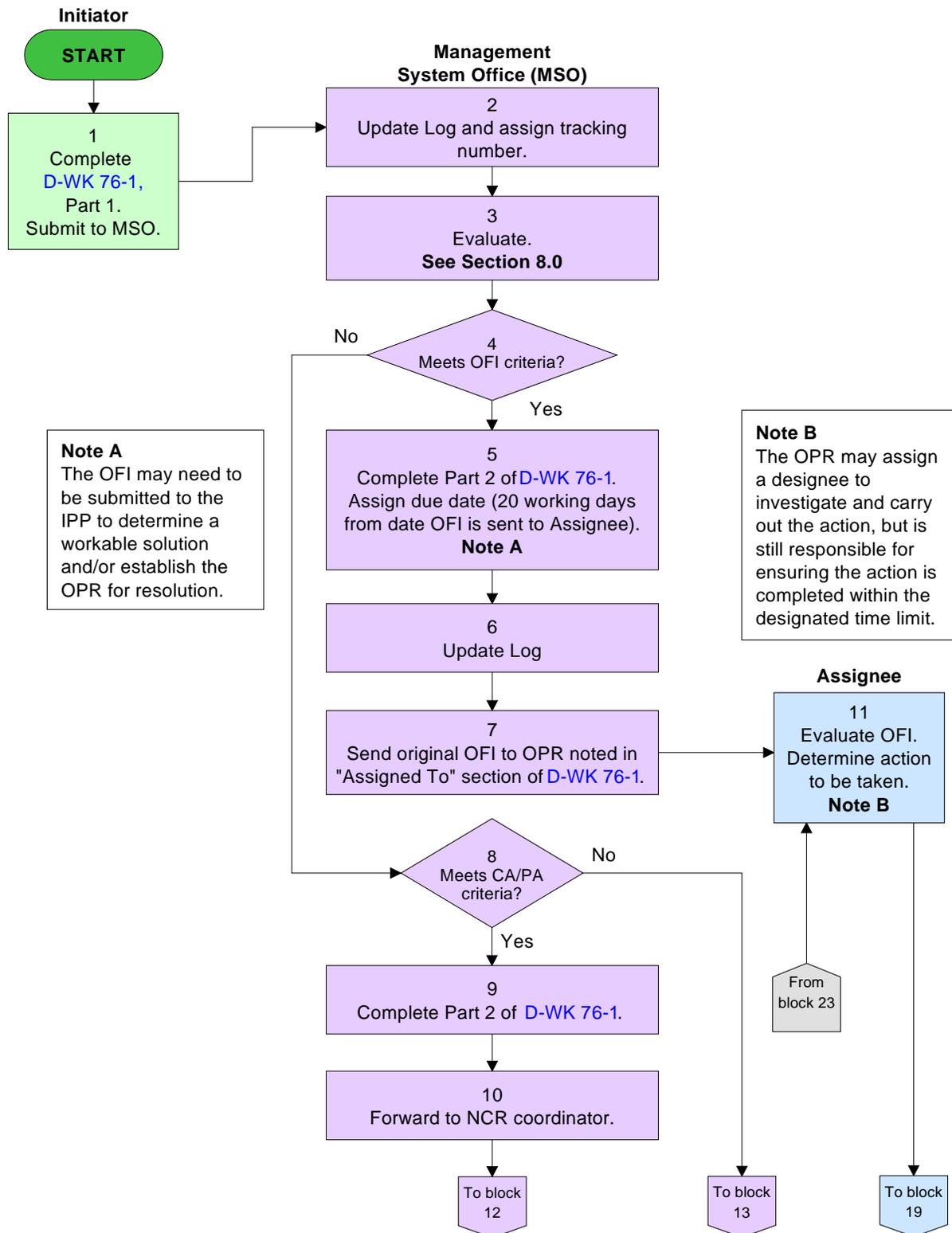
## 5.0 WAIVER AUTHORITY

None

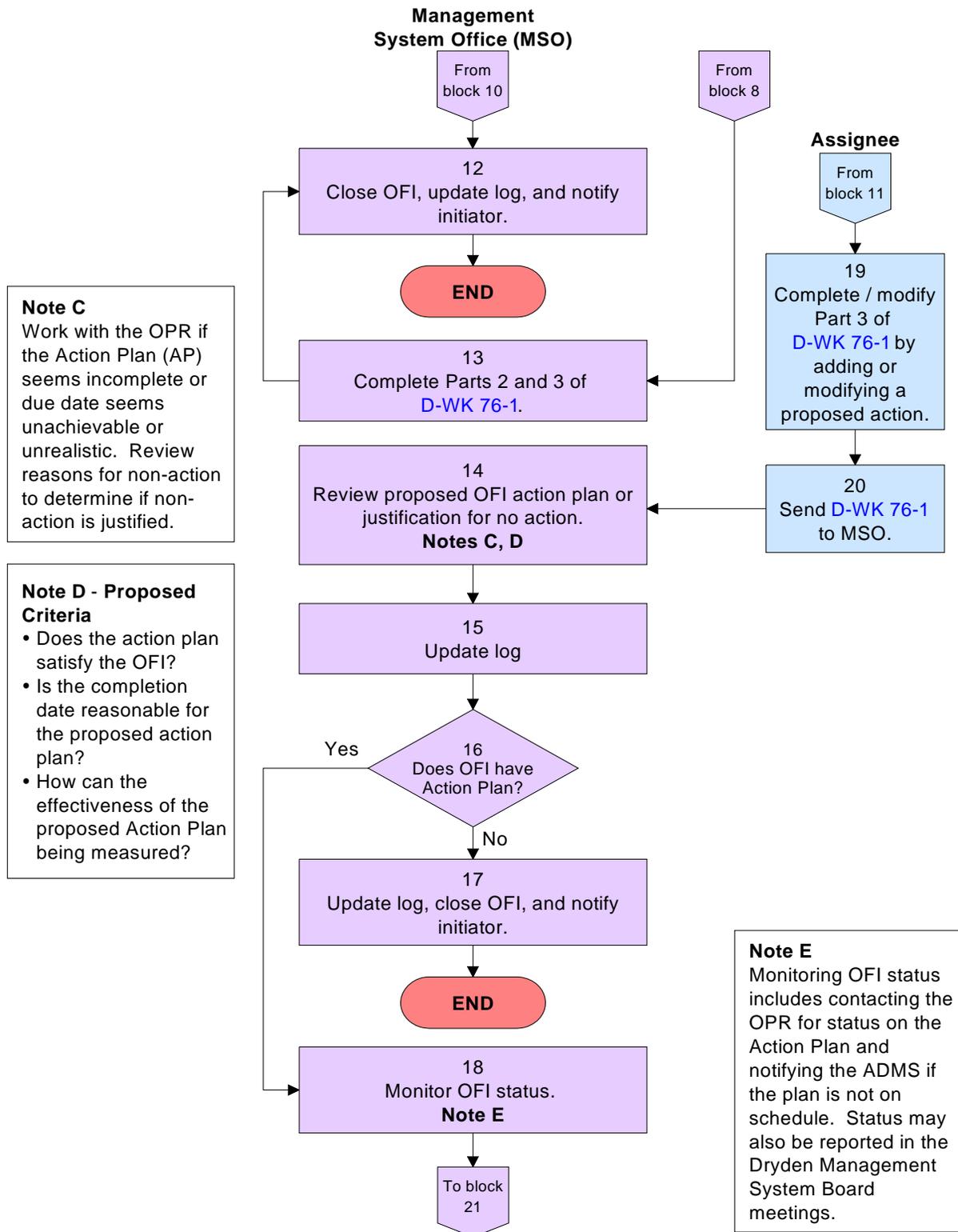
## 6.0 ACRONYMS

ADMS	Assistant Director for Management Systems
AP	Action Plan
CA	Corrective Action
DMS	Dryden Management System
IPP	Interorganizational Process Panel
MSO	Management Systems Office
NCR	Nonconformance Report
NPD	NASA Policy Directive
NPR	NASA Procedural Requirement
OFI	Opportunity for Improvement
OPR	Office of Primary Responsibility
PA	Preventive Action
WK	Worksheet

## 7.0 OFI PROCESS FLOWCHART



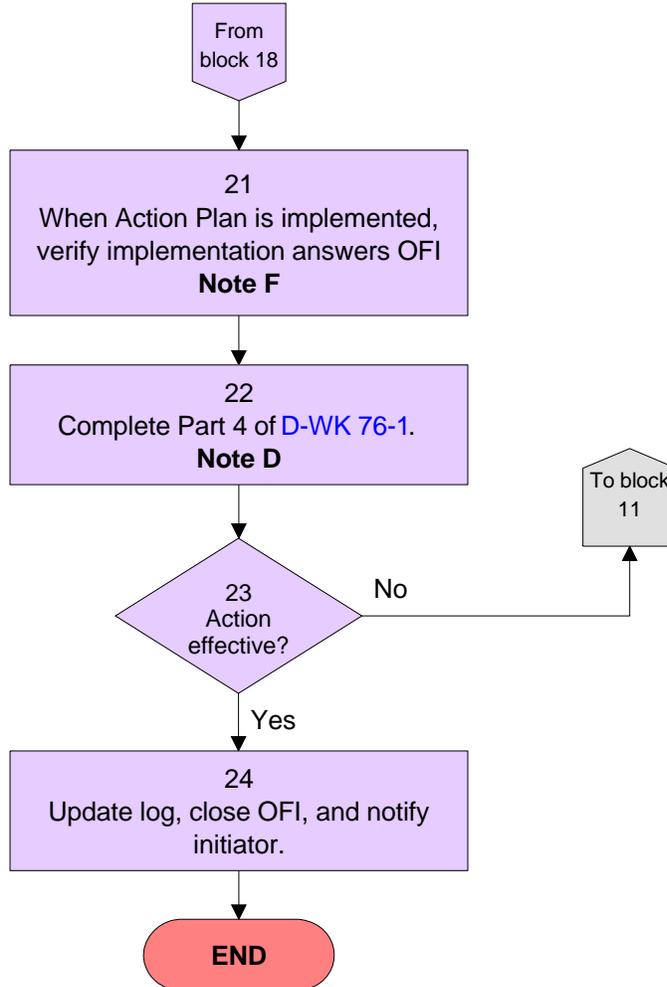
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**Note F**  
An auditor may be assigned to verify that the Action Plan has been completed. If this is the case, the auditor may complete Part 4 of the form; however, the Audit Manager must sign for concurrence. The OFI Coordinator will sign to close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

**Management System Office (MSO)**



## 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

[D-WK 76-1](#) 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.

Status Change	Document Revision	Effective Date	Page	Description of Change
Baseline		12/3/98		
Revision	A	2/9/99	1	Modified signature block from "Approved" to "Electronically Approved by", changed title, modified Note 1 and added Note 2.
Revision	B	3/1/99	All	Major modification made to the flow chart
Revision	C	4/20/99	All	Major modification made to the flow chart
Revision	D	9/30/99	All	<ul style="list-style-type: none"> <li>• Page 1: changed title; revised 2nd objective; modified "Initiator" block; modified blocks 1 &amp; 4 and added blocks 2 &amp; 3 of "Audit Manager"; modified blocks 2 &amp; 3 of "Director/Office Chief"; and block 2 of "Assignee".</li> <li>• Page 2: modified block 2 of "Director/Office Chief"; modified blocks 6 &amp; 7 of "Audit Manager"; and changed title of "MSSO Office Chief" to "MSSO Program Manager".</li> </ul>
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	<ul style="list-style-type: none"> <li>• Extensive rewrite</li> <li>• Combined Audit Manager and MSO responsibilities into one column in the flowchart</li> <li>• Added OFI, CA, and PA criteria</li> </ul>
Admin Change	F-1	06-26-07	All	Updated form number WK 1-76 to D-WK 76-1.
Admin Change	F-2	02-13-08		<ul style="list-style-type: none"> <li>• Page 5, block 2: Added "and assign tracking number"</li> <li>• Page 7, Note F: Added last sentence.</li> </ul>
Admin Change	F-3	02-19-09	2-10	Corrected expiration date in header

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