



Dryden Centerwide Procedure

Code X

Employee’s Voice Improvement Suggestion Program

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Electronically approved by
Assistant Director of Management Systems

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1.0 PURPOSE OF DOCUMENT

This document describes the Employee's Voice suggestion procedure.

2.0 PROCEDURE SCOPE & APPLICABILITY

Scope: This procedure applies to submitting and processing Employee's Voice submissions.

Applicability: This procedure applies to all employees who make an Employee's Voice submission or participate in the solution.

3.0 PROCEDURE OBJECTIVES, TARGETS, METRICS, & TREND ANALYSIS

Objective: Employee's Voice submissions are directed to an assignee or organization

Target: 100% of submissions are directed to an assignee or organization within 10 working days

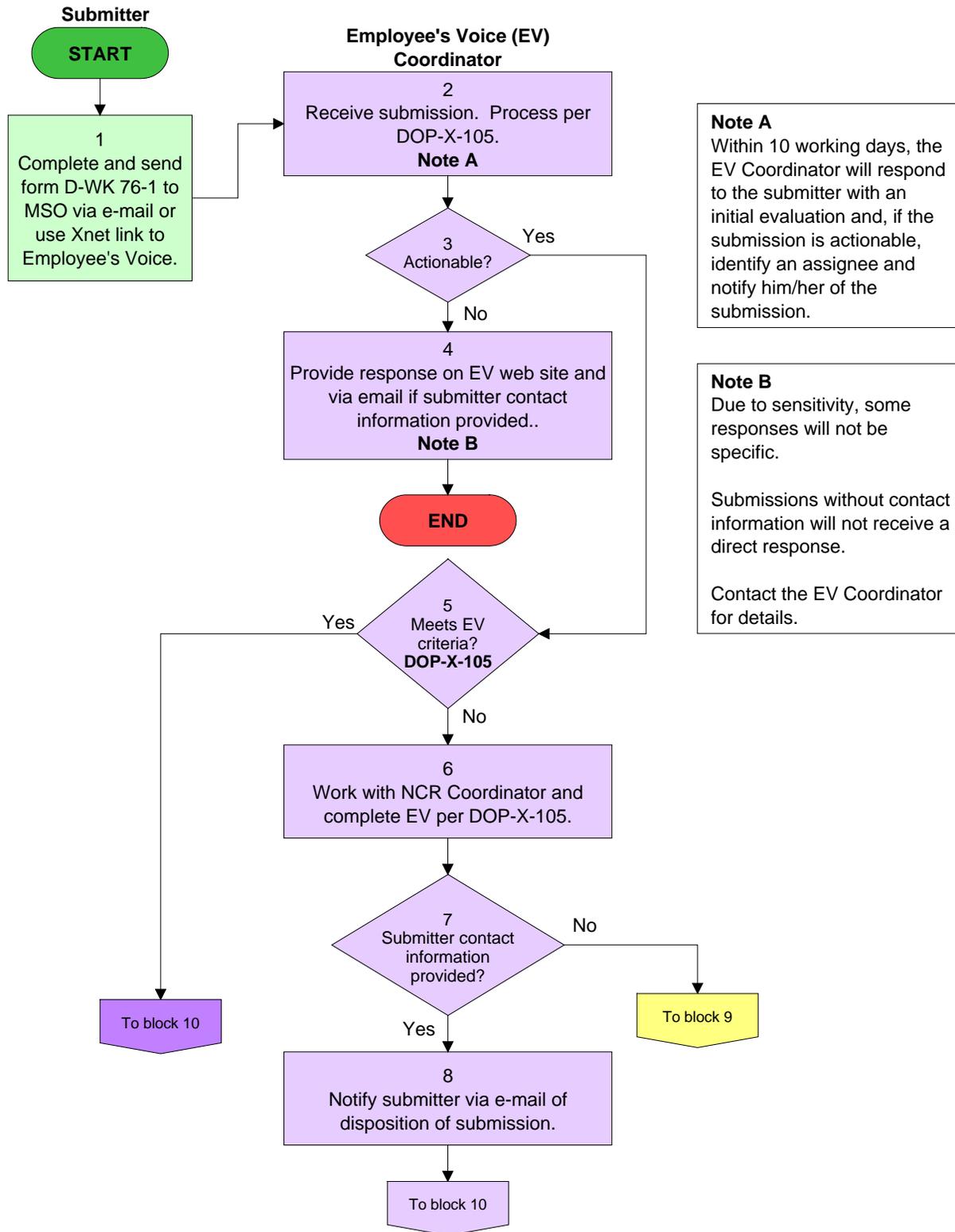
Metric: Number of working days taken to submit Employee's Voice to assignee or organization

Trend analysis: Metrics will be analyzed to determine whether procedural objectives have been met.

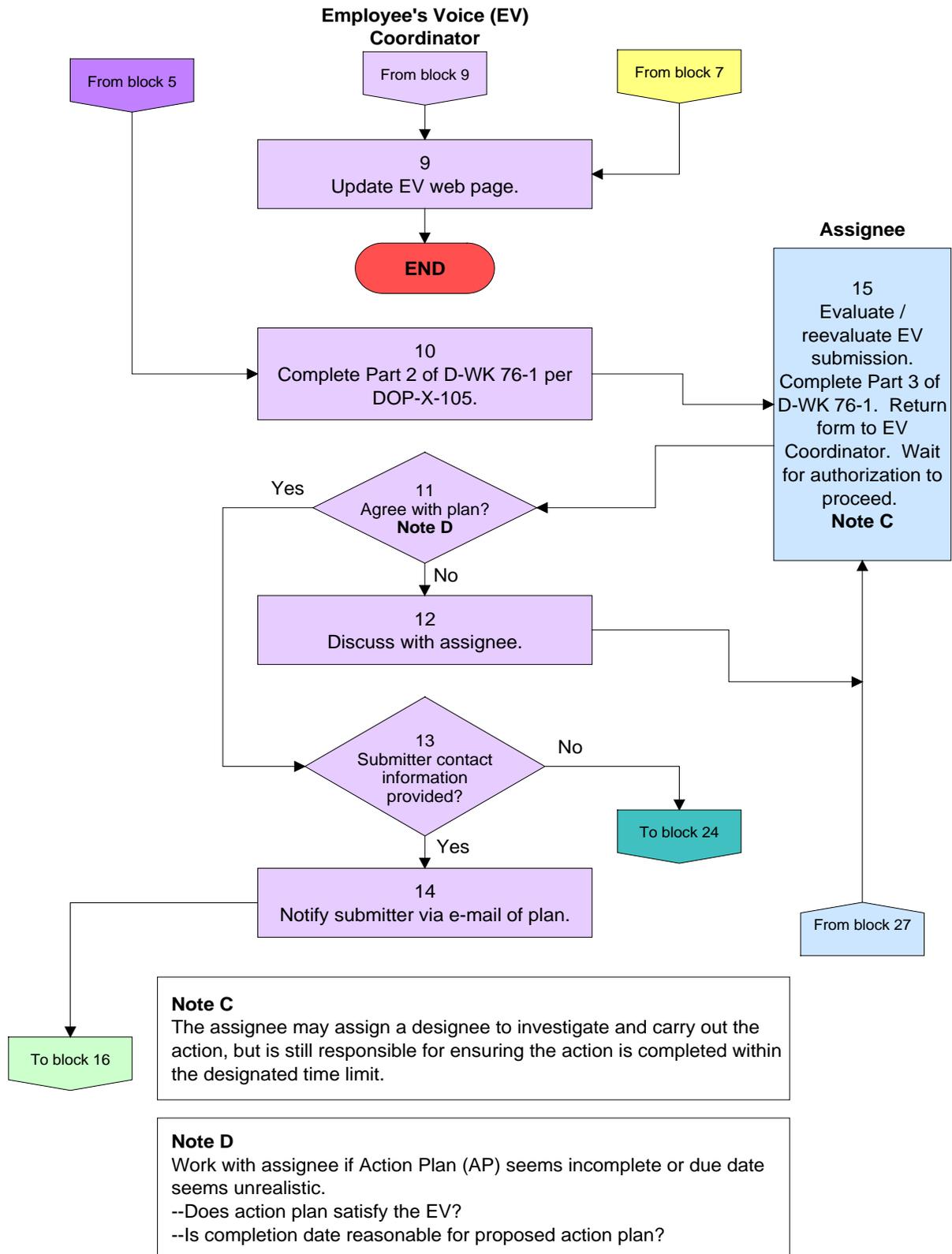
4.0 WAIVER AUTHORITY

The ADMS may approve waivers to this procedure in its entirety or in part. Waivers may be requested verbally or in writing. The EV Coordinator will document details of the waiver in block #21 of [D-WK 76-1](#). The ADMS approves the waiver in block #22 of D-WK 76-1.

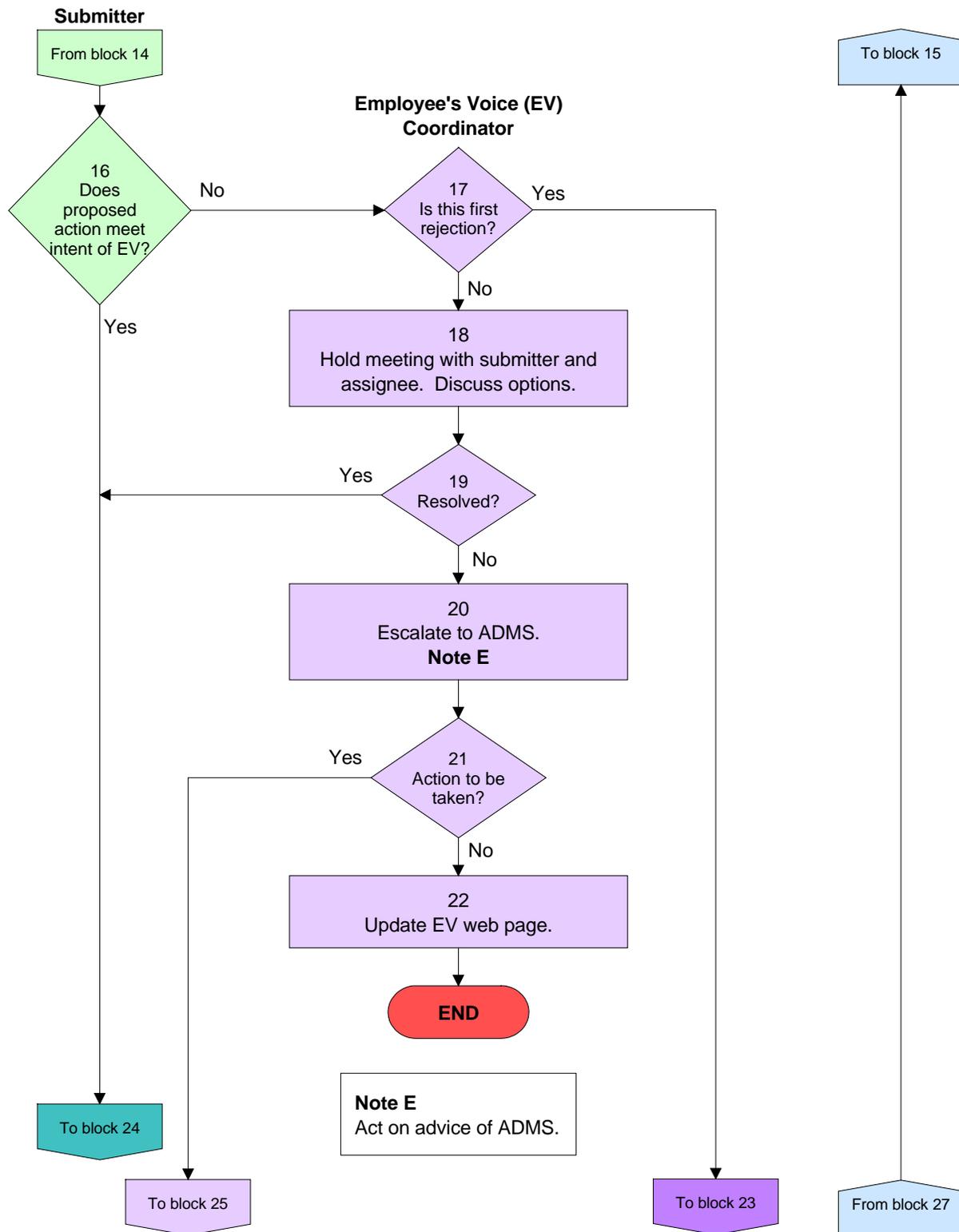
5.0 EMPLOYEE'S VOICE PROCESS FLOWCHART



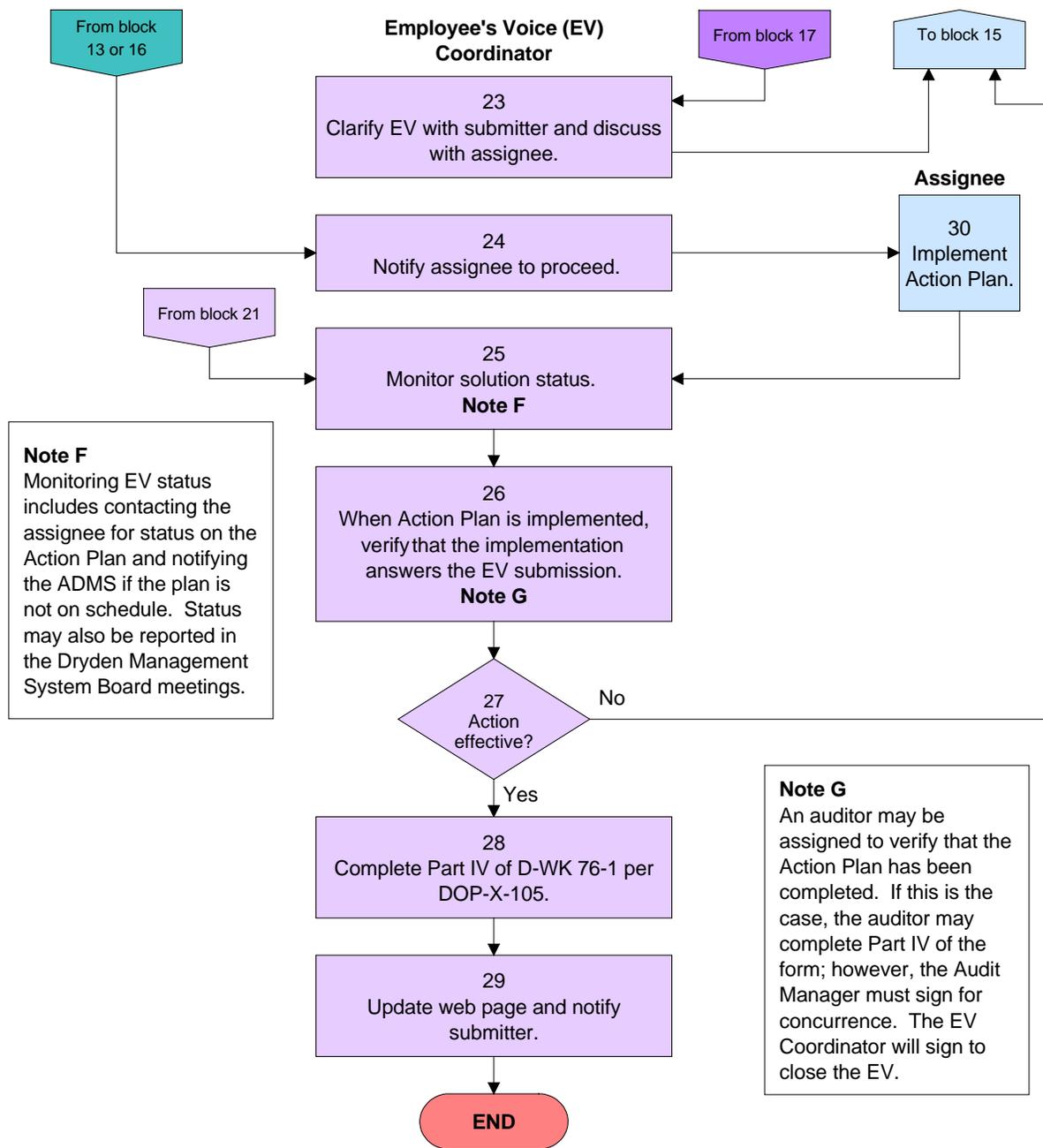
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6.0 MANAGEMENT RECORDS & RECORDS RETENTION

[D-WK 76-1](#) will be filed in the MSO office and archived for two years in accordance with NPR 1441.1, Records Retention Schedules, and [DCP-F-603](#), Records Retention.

7.0 RELEVANT DOCUMENTS

7.1 Authority Documents

NPD 1280 NASA Management System Policy
ISO9001:2000 Quality Management Systems – Requirements

7.2 Reference Documents

[DCP-X-037](#) Corrective/Preventive Action System
[DOP-X-105](#) Managing the Employee's Voice (EV) System

7.3 Forms

[D-WK 76-1](#) Employee's Voice

8.0 ACRONYMS

ADMS	Assistant Director for Management Systems
AP	Action Plan
CA	Corrective Action
DMS	Dryden Management System
IPP	Inter-Organizational Process Panel
MSO	Management Systems Office
NCR	Nonconformance Report
PA	Preventive Action

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Document History Log

IPP REVIEW DATE: 07-30-09

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"> • 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	<ul style="list-style-type: none"> • Extensive rewrite • Combined Audit Manager and MSO responsibilities into one column in the flowchart • Added OFI, CA, and PA criteria
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"> • Page 5, block 2: Added "and assign tracking number" • Page 7, Note F: Added last sentence.
Admin Change	F-3	02-19-09	2-10	Corrected expiration date in header
Revision	G	09-01-09	All	<ul style="list-style-type: none"> • Changed title (from Management System Opportunity For Improvement (OFI)) • Changed flowchart to reflect current process • Updated Section 3.0 • Updated Section 6.0 • Reorganized to comply with current template

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