



Dryden Flight Research Center  
Edwards, California 93523

**DOP-H-006, Baseline**  
**Expires December 1, 2016**

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# **Dryden Organizational Procedure**

## **Code H**

# **Managing the Employee's Voice (EV) System**

Electronically approved by  
Assistant Director for Management Systems

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## 1.0 PURPOSE OF DOCUMENT

This document describes how to record, track, follow-up, close, and report on Employee's Voice (EV) submissions.

## 2.0 PROCEDURE SCOPE & APPLICABILITY

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

**Applicability:** This procedure applies to Code H Human Resources Management and Development Office.

## 3.0 PROCEDURE OBJECTIVES, TARGET, METRICS, & TREND ANALYSIS

No metrics are generated by this procedure.

## 4.0 WAIVER AUTHORITY

The HR Director 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 HR Director approves the waiver in block #22 of D-WK 76-1.

## 5.0 EV COORDINATOR PROCEDURE

Employee's Voice (EV) submissions are documented on [D-WK 76-1](#) per the form's instructions. When a new EV submission is received, enter the data into the EV Log per Section 6.0.

**NOTE:** Throughout the procedure, responding to the submitter is dependent upon contact information being provided with the submission. If contact information is not provided, the submitter will not be updated with progress reports or contacted for concurrence on the action plan developed by the assignee. The only source of information the submitter will have will be updates on the EV web page.

## 5.1 New EV Submission

When the EV submission is received, determine if the suggestion is actionable. If the suggestion not is actionable, provide a response on the EV web site and to the submitter.

If the suggestion is actionable, determine if it meets the EV criteria by evaluating the suggestion against Section 5.6. Respond to the submitter with an initial evaluation within 10 working days of receipt.

### 5.1.1 EV Submissions that Meet EV Criteria

- A. Complete D-WK 76-1, Part II.
  - Note: Blocks 9 and 10 are only required if block 8 is checked "No".
  - Block 11, Response Due Date, will be 20 working days from the day the EV is to be sent to the assignee.
- B. Make a copy of the form, file the original in the EV binder, and send the copy to the assignee.

### 5.1.2 EV Submissions that Do Not Meet EV Criteria

- A. If the EV is closed because it does **not** meet the EV criteria, and it is **not** a nonconformance, document the explanation in Part IV of the form and submit via email to the Xnet web administrator for posting on the EV web page.
- B. If the EV is closed because it does **not** meet the EV criteria, but it **is** a nonconformance, forward EV to the NCR Coordinator in the MSO to open a corrective or preventive action per [DCP-X-037](#). Enter the CA or PA number in the space provided in Part II of the EV form, close the EV, and submit an explanation via email to the Xnet web administrator for posting on the EV web page.
- C. Notify the submitter via e-mail of the disposition of the submission.

## 5.2 Monitor EV Status

- A. Review the EV log for due dates to determine if actions are overdue. If dates are within one week of being due and no response is received, contact the assignee. If due dates are overdue and there has been no appropriate action, inform the HR Director.

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- B. Update the comments section of the EV log with any interaction with the assignee.

### **5.3 Updated EVs**

- A. When the EV form is returned by the assignee with a proposed action plan or a reason for not taking action, review the response and the estimated completion date. If the response answers the submission, forward the response to the submitter, who has 5 working days to concur/non-concur with the proposed solution.
- B. Enter the following information into the EV log.
- Return date – Date the EV form was received by the EV Coordinator.
  - Estimated completion date – Proposal completion date entered in Part III of the form
  - Any comments, as necessary.
- C. Advise the assignee to proceed with the action plan
- When the submitter concurs
  - The due date for submitter concurrence has passed
  - No submitter contact information was provided

### **5.4 Action Plan Verification**

Once the action has been completed, determine if follow-up verification is needed. If verification is needed, the EV Coordinator will perform the verification. After the EV Coordinator performs the verification, they complete Part IV of the EV form.

Determine if the EV has been resolved by reviewing the verification notes. If the EV has been resolved, forward the form to the HR Director for approval in block 22, HR Verification.

### **5.5 Closed EVs**

- A. When the signed D-WK 76-1 is returned from the HR Director, update the comments section of the EV log with the closed date and pertinent comments, sign and date the EV form, and file the original EV in the EV binder.

- B. Send the response to the submittal to the Xnet web administrator for posting and notify the submitter what action was taken.

## 5.6 Criteria for Classification

### A. Criteria for EV

- Can meet definition for Improvement
- Must not meet definition for Nonconformance
- Can meet definition for Observation

### B. Definition for Improvement

- Clarify statements currently documented in procedures and/or processes
- Streamline or improve a current process
- Standardize a procedure or process
- Improve quality of work environment

### C. Definition for Nonconformance

- The absence or failure of a process, procedure, and/or document to meet the requirements of policies, regulations, laws, and standards
- Requires an action to correct the issue or prevent reoccurrence

### D. Definition for Observation

- Findings that the MSO cannot judge even if the auditor(s) are sure a nonconformance exists. (Perhaps there is not enough information make a determination or not enough time was allotted for the auditor(s) to gather data.) Observations require a risk analysis of the suspected nonconformance and a determination if corrective or preventive action is necessary.

## 6.0 TRACKING TOOLS

The EV log is located in the Employee's Voice Suggestion folder on the Code H server. Historical logs are filed in the Archive folder on the Code H server.

### 6.1 Employee's Voice tab contains the following fields:

- A. EV Tracking Number format is yy-*nnn*-cc, where
  - yy = the year (i.e., 00 for 2000, 01 for 2001, etc.)
  - *nnn* = the next consecutive number, and

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- cc = the responsible party's code
- B. Date submitted
- C. Log Date – Date the submission is entered in the EV Log
- D. Summary of problem – Initiator's description of the issue
- E. Responsible Code
- F. Assignee
- G. Date assigned to responsible Code
- H. Response due date – 20 working days from item G above
- I. Response received date
- J. Estimated completion date
- K. EV closed date
- L. Comments
- M. Classification category. See Section 5.0
- N. Days Open – Calculated field. No entry necessary.

## 7.0 EV STATUS REPORTING

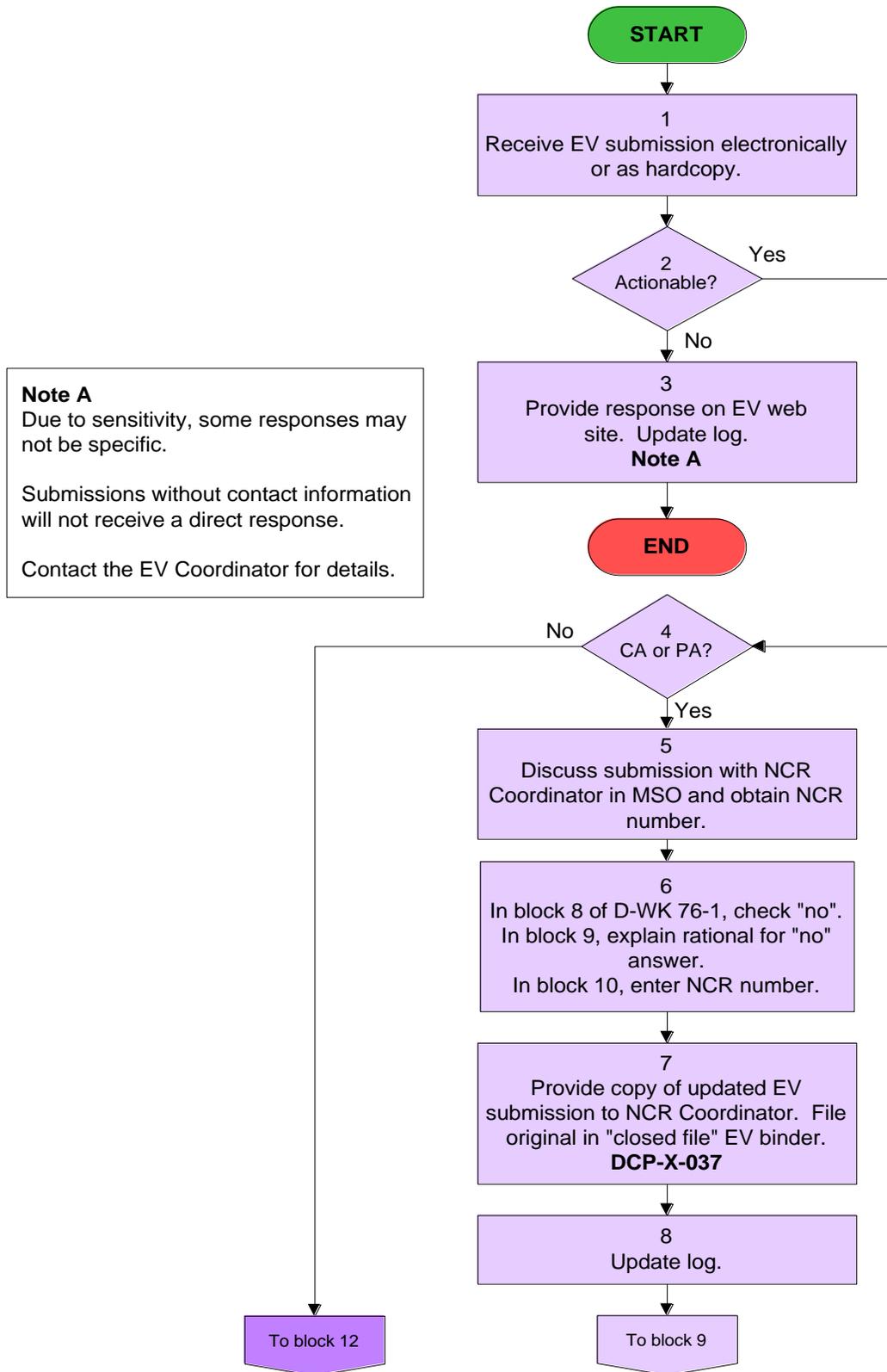
There are five EV charts created quarterly for the DMSB presented at the Dryden Center Management Council Institutional (DCMC-I). These charts are updated using the EV Desktop procedure located in the Employee's Voice Suggestion folder on the HR server.

- A. The Employee's Voice status chart reports the number of Employee's Voice suggestions opened and closed for a reporting period.
- B. The Employee's Voice statistics chart reports the number of days EVs have been open. This chart is copied from the Employee's Voice log, Days Open Data tab to the DCMC-I, Employee's Voice statistics chart.
- C. The Employee's Voice submission chart reports the number of working days taken to submit EVs to an assignee/organization. This information is updated per Section 6.1, B and G
- D. The Employee's Voice organizational response chart reports the number of working days taken to respond to the submitter with status or possible solution. This information is updated per Section 6.1, H and I.
- E. The Employee's Voice status chart reports potential risk for EVs over 270 days old. Note: This chart is not reported every period.

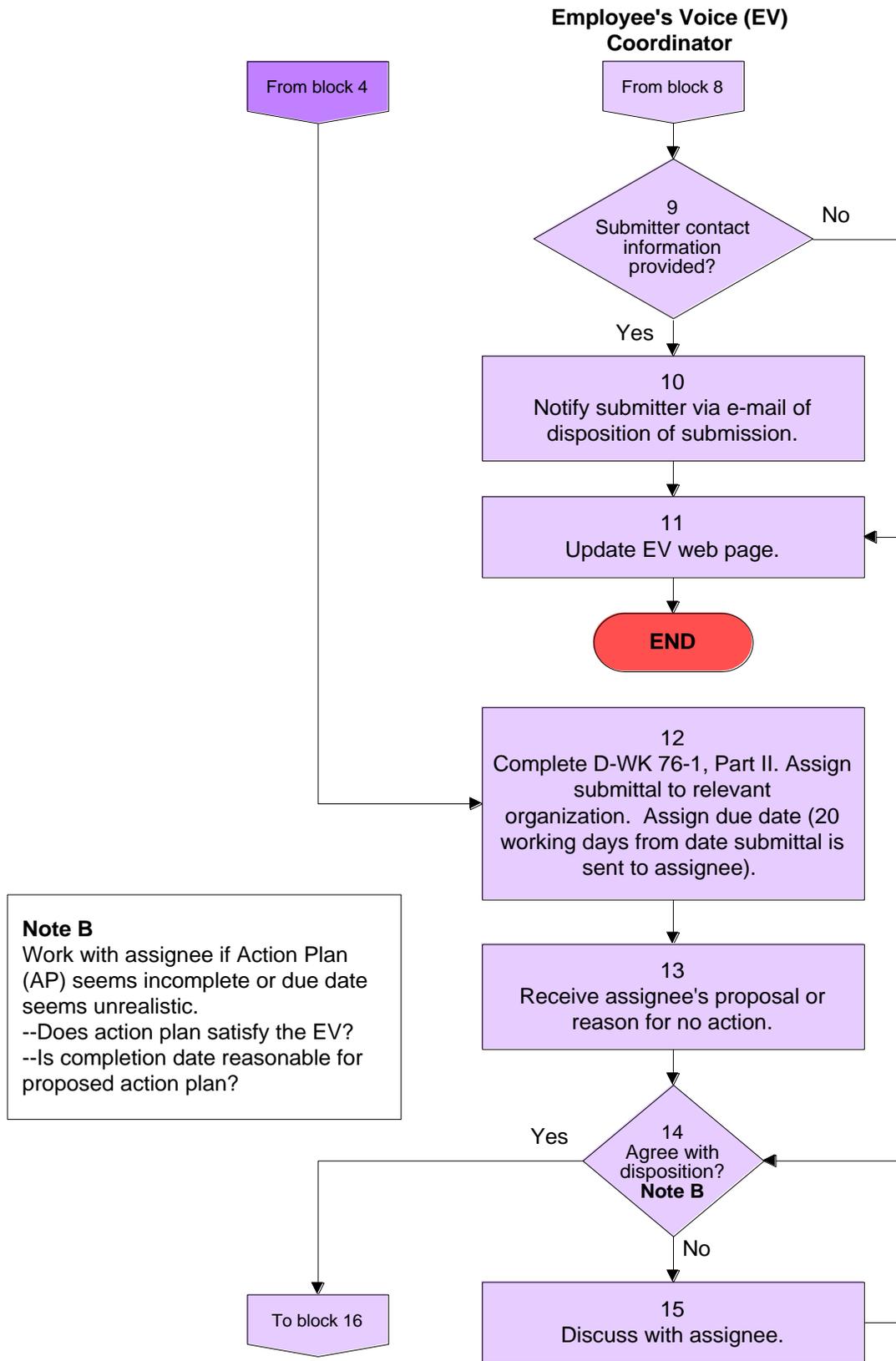
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Other reports may be generated based on the information in the EV log, as requested by management.

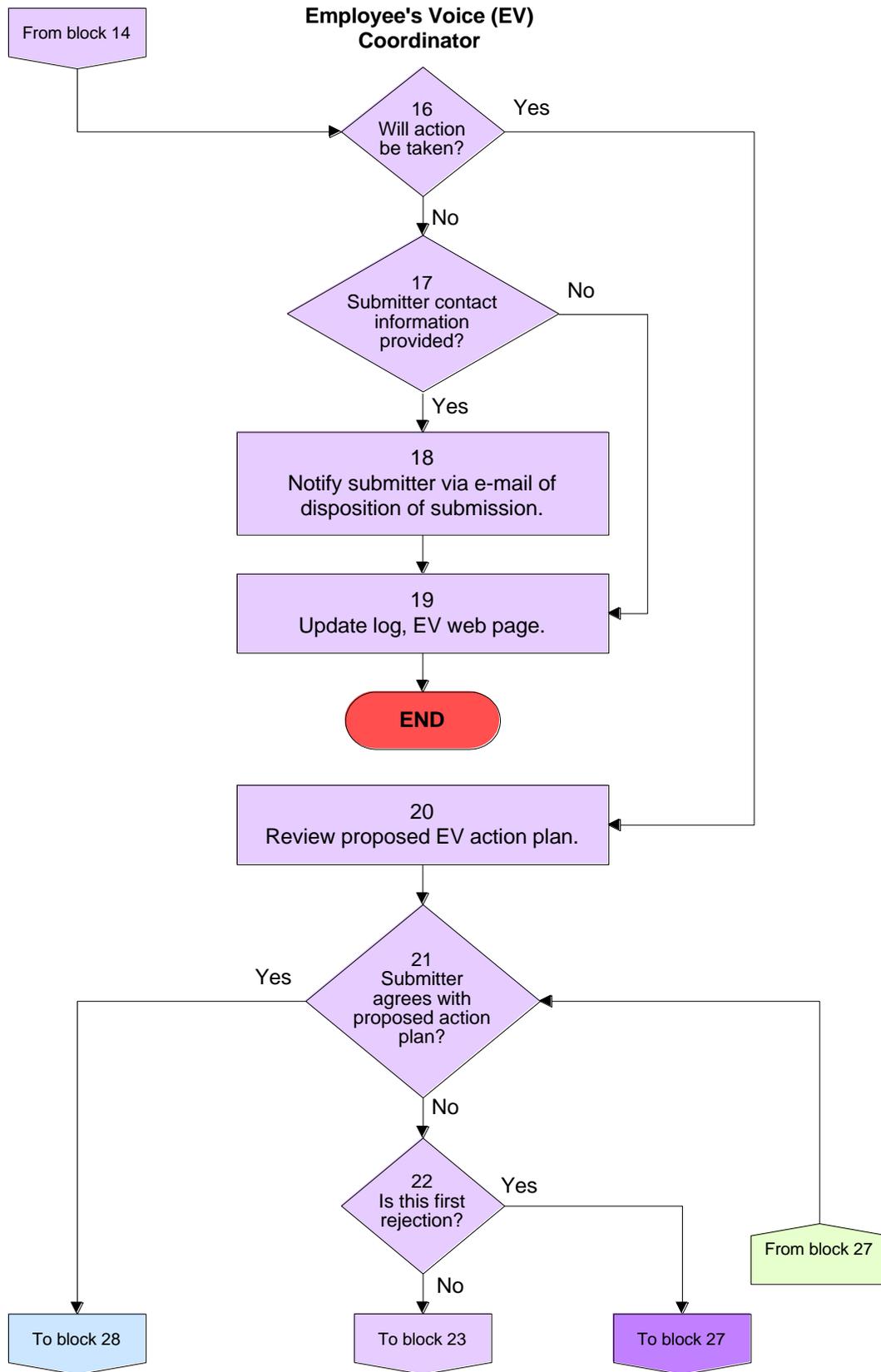
## 8.0 EV PROCEDURE FLOWCHART



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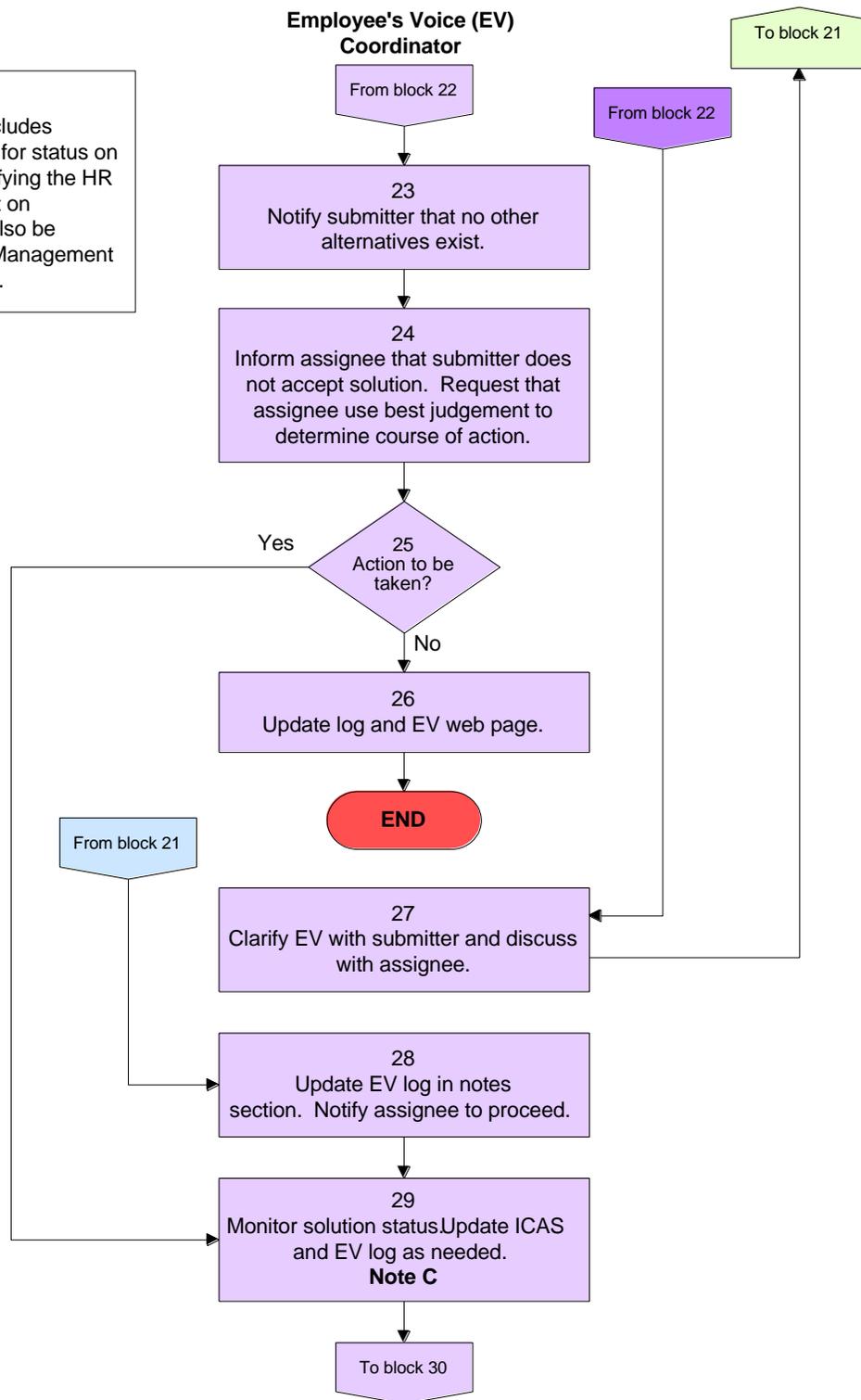


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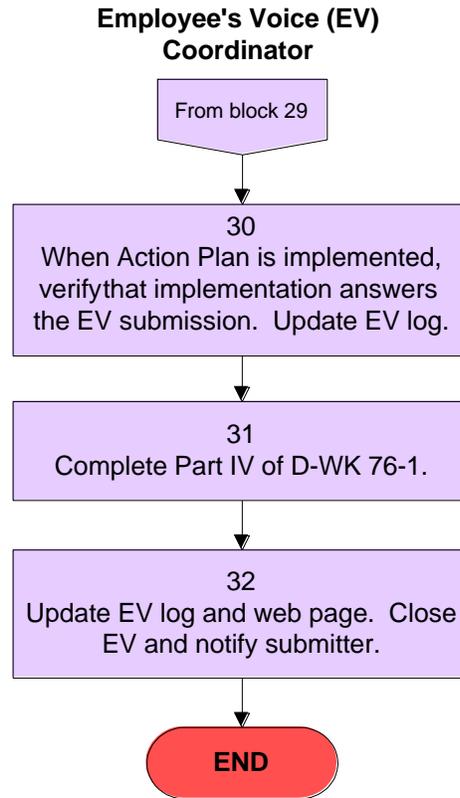


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**Note C**  
Monitoring EV status includes contacting the assignee for status on the Action Plan and notifying the HR Director if the plan is not on schedule. Status may also be reported in the Dryden Management System Board meetings.



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## 9.0 MANAGEMENT RECORDS & RECORDS RETENTION

- Completed form [D-WK 76-1](#), Employee's Voice: Retain for 7 years after the EV has been closed.
- EV Log: Retain for 7 years. Records with a completed date greater than 7 years may be deleted from the log.

Records are preserved, maintained, and disposed of in accordance with NPR 1441.1, NASA Records Retention Schedules, and DFRC records management procedures. Destruction of any records, regardless of format, without an approved schedule is a violation of Federal law.

## 10.0 RELEVANT DOCUMENTS

### 10.1 Reference Documents

[DCP-X-037](#) DMS Corrective and Preventive Action Procedure

### 10.2 Forms

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

## 11.0 ACRONYMS

ADMS	Assistant Director for Management Systems
AP	Action Plan
CA	Corrective Action
EV	Employee's Voice
MSO	Management Systems Office
NCR	Nonconformance Report
PA	Preventive Action

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**Document History Log**  
**MSO Review Date:**

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