

REVISION D



OSMA Management of NASA Safety Reporting System (NSRS)

/s/ James D. Lloyd for
Bryan O'Connor
Chief Safety and Mission Assurance

February 2, 2006
Date

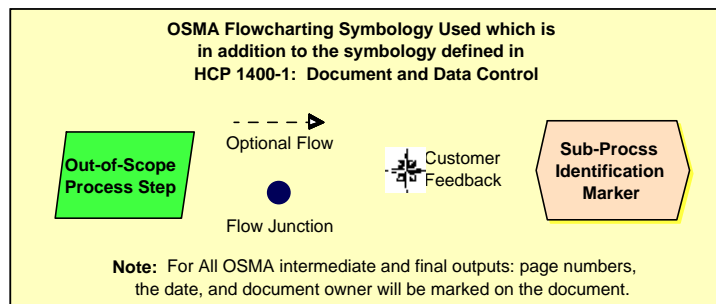
DOCUMENT HISTORY LOG

Status (Draft/ Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		February 17, 2000	
Revision	A	November 14, 2000	Editorial corrections to Section 1 and Section 5 Flowchart and steps 6.07, 6.10, 6.11 and 6.13.
	B	February 1, 2002	Changed HOWI Author. Added customer list. Editorial correction to definition in section 3.2, references 4.6 and 4.7, and step 6.07. Process explanation added to section 6 introduction and step 6.15. Changed steps 6.16 and 6.17 and Appendix A form.
	C	March 31, 2004	Editorial and organizational changes to all sections.
	D	February 2, 2006	Updated to new Organization Structure

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Customers for this HOWI: Internal: Chief SMA and the NASA Workforce
 External: none



1. Purpose

The purpose of the Office of Safety and Mission Assurance (OSMA) Headquarters Office Work Instruction (HOWI) is to document the administration process for the NASA Safety Reporting System (NSRS).

2. Scope and Applicability

This HOWI applies to the OSMA staff members who manage the NSRS (and its support contractor) and the OSMA management in their review of these efforts. The following personnel are involved with the management of the NSRS:

- The contractor-operated NSRS Administrative Office
- The NASA HQ Office of Safety and Mission Assurance
 - Chief of Safety and Mission Assurance
 - Director, Safety and Requirements Assurance Division
 - NSRS TAG Chairperson
 - NSRS COTR
 - NSRS HQ TAG members, as appointed by the NSRS TAG Chairperson
- Center TAG Representatives
- NSRS Reporters (civil servant or contractor)

3. Definitions

- 3.1. Anonymous (with respect to the NSRS Process): Reporters' identities will not be disclosed and no submitted information shall be used directly or indirectly to identify any reporter
- 3.2. Chief SMA: Chief Safety and Mission Assurance
- 3.3. COTR: Contracting Officer Technical Representative
- 3.4. Headquarters and Center Technical Advisory Groups: NSRS TAG working groups internal to NASA Centers/Facilities
- 3.5. NSRS Administration Office: The office of the NSRS Support Contractor who administers the anonymous reporting system and works in close coordination with NSRS Chair and the CoTR.
- 3.6. NSRS Chair: The Chair of the NSRS Technical Advisory Group at NASA Headquarters
- 3.7. NSRS Reporter: Person making the NSRS report.
- 3.8. NSRS Technical Advisory Group (TAG): The Headquarters and Center NSRS representatives who assist the NSRS Chair in the timely investigation and close out of NSRS reports.

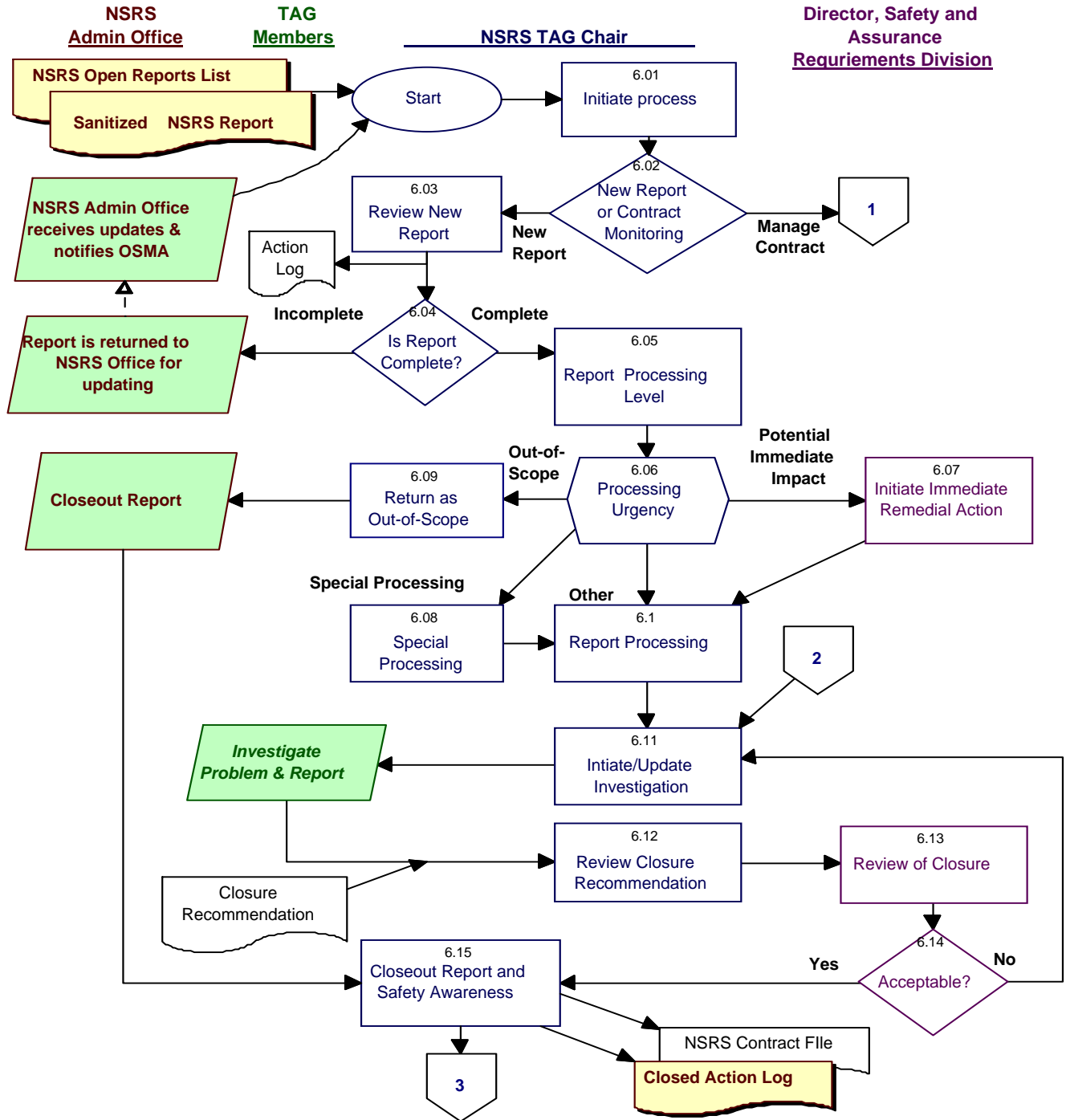
- 3.9. Report Closure: The approval of the NSRS report response by the NSRS Chair and the Director, Safety and Assurance Requirements Division.

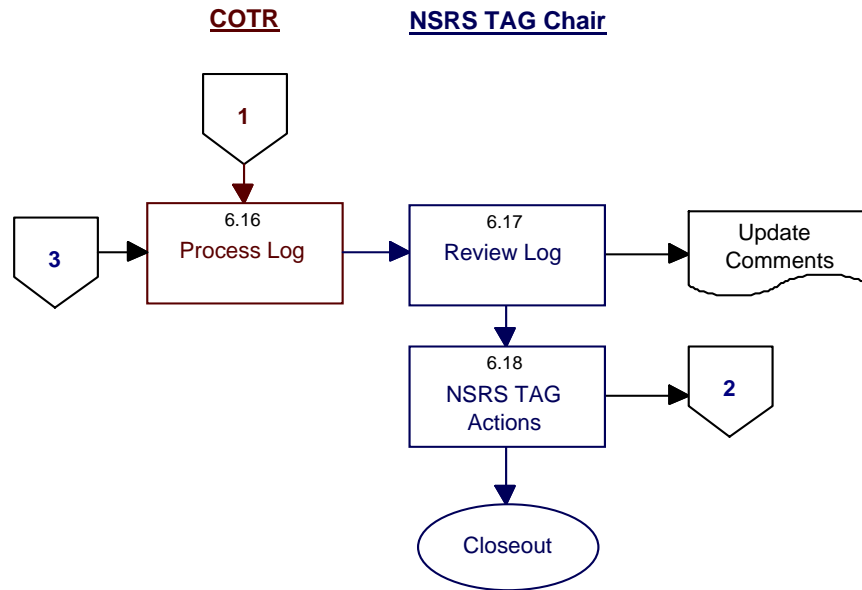
4. Reference Documents

The documents listed in this section are used as reference materials for performing the processes covered by the Quality Management System (QMS). Since all NASA Headquarters Level 1 (QMS Manual) and Level 2 (Headquarters Common Processes) documents are applicable to the QMS, they need not be listed in this section unless specifically referenced in this OSMA HOWI.

- 4.1. [41 CFR Subpart 101-37.11: Accident and Incident Reporting and Investigation \(Federal Property Management Regulations\)](#) [This reference only used if the National Transportation Safety Board is involved]
- 4.2. [NPD 8700.1: NASA Policy for Safety and Mission Success](#)
- 4.3. [NPD 8710.2: NASA Safety and Health Program Policy](#)
- 4.4. [NPR 8621.1: NASA Procedural Requirements for Mishap Reporting, Investigating, and Recordkeeping.](#)
- 4.5. [NPR 8715.3: NASA Safety Manual](#)
- 4.6. NSRS Investigator's Guide (version 1.1)
- 4.7. NSRS Technical Manual (Revised: February 14, 2001)

5. Flowchart





6. Procedure

NOTE: ALL NSRS REPORT PROCESSING MUST ENSURE ANONYMITY OF THE REPORTER.

The NSRS Administration Office receives a new NSRS report, removes identifying information concerning the reporter from the report, then forwards the sanitized report to the NASA NSRS Chair. The NSRS Chair is pre-notified of the report by telephone. If the NSRS Chair is not available, the Director, Safety and Assurance Requirements Division will be telephoned or paged. This notification is not written to ensure the report is not intercepted.

The NSRS Administration Office transmits the sanitized report by fax to the NASA Safety and Assurance Requirements Division. The sanitized reports include the report accession number, report type, dates received, sanitized narrative, and callback results. When sanitized NSRS reports are to be sent to NASA Safety and Assurance Requirements or the TAG by fax, the recipient shall be notified that the transmission is coming and should be prepared to retrieve it to prevent interception.

The references listed in Section 4 define the parameters which control the process.

6.01 NSRS Chair

Initiate process:

Upon notification of a new NSRS report or receipt of the NSRS Open Report Log, the NSRS Chair initiates the process.

6.02 NSRS Chair

New Report or Contract Monitoring

If there is a new NSRS report, the process continues with step 6.03, if there is a new copy of the NSRS Open Report Log, the process continues with step 6.16.

6.03 NSRS Chair Review New Report:

The NSRS Chair reviews the new NSRS report for completeness. A complete NSRS report has adequate data fields on the form filled in to evaluate the reported concern. This evaluation is based on the professional background of the NSRS Chair. The NSRS Chair initiates and attaches a NSRS Action Log (Appendix B) to the report file.

If there is a need for additional information to proceed with the investigation and/or resolution of the problem, the Chair directs the NSRS Administration Office to obtain more information from the NSRS reporter. In these cases, a callback to the reporter (if reporter can be identified) is completed as soon as possible after the NSRS Administration Office receives the report. Callbacks are required if the report does not explain what, why, how, when, and under what circumstances the hazard exists, or does not describe expected impacts if the hazard is not corrected. Additional callbacks may be made at the request of the NSRS Chair.

6.04 NSRS Chair Is Report Complete?

If the NSRS Chair identified a need for additional information in the review, then the report is returned to the NSRS Administration Office for data gathering. Otherwise, the process continues. The Action Log is updated if it is returned to the NSRS Administration Office.

6.05 NSRS Chair Report Processing Level:

The NSRS Chair reviews each report for the following items to define the next step in processing the report: (The Action Log is updated if the report is marked as urgent, out-of-scope, or requires special processing.)

1. The NSRS Chair reviews the report for urgency. If the NSRS report is urgent and involves an upcoming NASA mission (i.e.; Shuttle Launch) the Director, Safety and Assurance Requirements Division is notified about the NSRS report. Immediate remedial action may be required.
2. NSRS reports that are deemed to be out-of-scope are closed out. Out-of-scope reports are ones which do not deal with a safety problem covered by NSRS. These may be provided to the other organizations for their action.
3. The NSRS Chair determines if any special processing is required for further processing of the NSRS report. Several types of reports require special handling which include (but are not limited to) reports that contain national security classified information, reports containing very personal information which can not be sanitized without losing the nature of the report, reports of alleged criminal activity, and aspects that describe out-of-scope complaints or may involve very high profile personnel. The NSRS Technical Manual contains detailed procedures on Special NSRS Report Handling. Reports involving alleged criminal activity require that the NASA Inspector General Office be notified immediately.

For Launch/Mission Support problems the following special procedures apply:

- Commencing with the Flight Readiness Review (FRR), about 2 weeks prior to each Space launch date and through recovery, the NSRS Administration Office will heighten its report handling posture. (Commencing at L-2 days in the countdown, the NSRS Administration Office will report received life-threatening safety concerns directly to the NSRS Chair, and Director, Safety and Assurance Requirements Division.)

6.06 NSRS Chair Processing Urgency

Based on the previous step the report is processed either as out-of-scope, urgent requiring immediate remedial action, special processing, or normal processing.

6.07 Director, Safety and Assurance Requirements Division Initiate Immediate Remedial Action:

The Director notifies the NASA SMA Offices and NASA management officials that are/should be involved with the NSRS report. Notification will be limited to the nature of the report and that immediate remedial action is needed. The selection of persons who is notified are based on the nature of the NSRS report and the breadth of the problem and its potential effect. The Director assures anonymity of the reporter. The goal of the notification is to prevent further hazard propagation, not to investigate the reported problem.

For reports deemed urgent during launch operations, the Safety Representative located at KSC (or launch site) will ensure the proper action is taken with regards to the remedial action specified by the NSRS Chair or higher authority. The NSRS Administration Office will support the NSRS as urgent while launch is in progress, and until spacecraft is returned to earth or disposed of on orbit.

6.08 NSRS Chair Special Processing:

The NSRS Chair will define the special processing needed for the report and add a cover to the report. The NSRS Chair will ensure that the special processing is maintained throughout the Report processing. This category of processing may be used for very sensitive reports or reports containing national security information.

6.09 NSRS Chair Return as Out-of-Scope

The NSRS Chair returns the report to the NSRS Administration Office with direction that the report is to be identified as out-of-scope and closed out.

6.10 NSRS Chair Report Processing

The NSRS Administration Office retains the original report form and then returns the identification strip to the reporter.

The NSRS Chair adds the report accession number and investigative status to the NSRS status web page at <http://www.hq.nasa.gov/office/codeq/status/>. The NSRS Chair notifies the Director, Safety and Assurance Requirements Division, and other internal branches having interest in the reported incident.

6.11 NSRS Chair Initiate/Update Investigation:

The NSRS Chair has the responsibility to ensure that the safety issues reported to the NSRS are resolved. As an initial assessment, the NSRS Chair reviews the report and immediately deliberates with one or more NASA senior HQ OSMA officials to best determine how the report should be investigated and by whom it will be investigated. The goal of the investigation is to determine whether or not there actually is a safety issue or hazardous situation, and, if so, determine how best to mitigate and correct the problem, prevent further safety hazard propagation, and not to investigate in such a way as to lay blame or to uncover the identity of the reporter. The initial assessment to determine how to investigate and who should investigate is influenced by several factors which include:

- Criticality/Scope – how urgent and/or widespread does the safety situation or hazard appear to be? To what levels of management has the NSRS author previously tried to address or resolve the concern?

- Subject Matter/Content – does the specific nature of the concern appear to effect institutional, programmatic, and/or functional types of activities?

Based on the initial assessment results, the NSRS Chair identifies an individual or team to investigate the NSRS report. These individuals or team members are typically chosen from among the pool of existing NSRS TAG team members. (TAG team members include senior staff in the HQ OSMA, as well as designated representatives from other NASA program and functional disciplines as well as NASA centers and component facilities.) In cases where a team is formed to investigate, a lead investigator is identified to conduct the overall investigation.

The investigation will identify if a valid safety issue is discovered, and, if so, will oversee the development and implementation of a corrective action plan.

Generally, a written status report is due to the NSRS Chair every 30 days until the issue is satisfactorily resolved. (More frequent reporting may sometimes be required in cases where the nature of the concern requires more urgent action.) Once the investigation and all corrective actions have been completed, the NSRS investigative lead provides a recommendation for closure of the NSRS report, along with a closure rationale in writing, to the NSRS Chair. The Action Log and NSRS status web page are updated showing assignments made and direction given.

**** Note:** This step may also be reached as an output of either steps 6.14 or 6.18. In these steps additional guidance or direction was determined to be needed for the processing of the NSRS report. This may be due to timeliness, other similar reports, unacceptable closeout rationale, or any other reason deemed necessary in the professional opinion of the NSRS Chair, the SARD Division Director, or the Chief Safety and Mission Assurance Officer. The NSRS Chair provides the additional guidance to the lead investigator.

**** Note:** The NSRS Administrative Office is not authorized to discuss NSRS reports with anyone outside the NASA Safety and Assurance Requirements Division, including TAG members. TAG members must direct any questions about NSRS reports to the NSRS Chair.

6.12 NSRS Chair

Review Closure Recommendations:

Justification of the TAG member's closeout recommendation is based on the input and concurrence of NASA Center senior management and safety officials. A closure recommendation from a TAG should be submitted using the NSRS closure format template and requires three concurrences/signatures before it will be considered for closure by the NSRS Chair:

- 1) The concurrence/signature of the TAG member leading the investigation,
- 2) The concurrence signature of the Center SMA Director at the facility where the hazard has been identified and investigated, and
- 3) The concurrence/signature of the line-manager who resides at a management level one step above the level where management decisions would normally be made for the process in question.

The NSRS Chair reviews the response and coordinates it with NASA Headquarters personnel that have responsibility in the reported area as well as OSMA management. The time required to officially complete the close out of a report may vary depending on the nature of the report. Generally, reports are not “closed” by the NSRS Chair until all evidence of corrective action to resolve the problem has been provided.

When the report is ready to be closed, the NSRS Chair then certifies the satisfactory resolution of the safety issue, in writing on the Action Log. The NSRS Chair can then recommend closing the file to the Director, Safety and Assurance Requirements Division.

6.13 Director, Safety & Assurance Requirements Division Review of Closure:

The Director, Safety and Assurance Requirements Division, will indicate concurrence with the NSRS Chair's recommendation by signing the Action Log. If resolution questions remain the issue may be raised to higher organizational levels for resolution, including the NASA Administrator, or referred to another NASA Headquarters organization or Center for evaluation.

If either the NSRS Chair or the Director, Safety and Assurance Requirements Division does not agree with the closure rationale, discussions may be held with appropriate organizational levels to resolve the matter. If agreement still cannot be reached, similar joint discussions shall be held at the Associate Administrator / Chief level, or even with the NASA Administrator, to reach a final decision

6.14 Director, Safety & Assurance Requirements Division Acceptable?

If the closure is acceptable, then the NSRS report is closed out. Otherwise, the NSRS Chair is directed to continue the investigation.

6.15 NSRS Chair Closeout Report & Safety Awareness:

After approval the NSRS Chair completes the NSRS Report Action Log which has been included as a cover sheet for the report (see Appendix B for a sample). The NSRS Chair assigns a final status code and updates the NSRS status page. The investigative records are forwarded to the NSRS Administration Office along with the file on the report generated in step 6.05. The NSRS Chair and the NSRS Administration Officer sign the “Transfer of NSRS Report” form. (See Appendix A.).

The NSRS Open Report Log is updated by the NSRS Administration Office.

The NSRS Administration Office will enter a summary of final resolution actions into the NSRS database along with the date of closure for all NSRS issues, completing the action on the report. When quality records have been filed, then the process is closed out.

Note: Safety awareness may be conducted after the report has been closed (see Appendix A).

6.16 COTR for NSRS Administration Contract Process Log

The COTR for the NSRS Administration Office Contract reviews the submitted log for contract compliance. Comments are appended to the log and forwarded to the NSRS Chair.

6.17 NSRS Chair Review Log

The NSRS Chair reviews the COTR's comments and verifies the accuracy of the log against the open and closed action report sheets. If changes are needed to the log, they are forwarded to the NSRS Administration Office for updating of the Open Report Log.

6.18 NSRS Chair NSRS TAG Actions

The NSRS Chair reviews the report log sheets for actions which are overdue, nearing their due date, or were identified as high profile reports. The lead for the investigation (see step 6.11) is contacted for status. After all open reports have been reviewed, the process is closed out.

7. Quality Records

Record ID	Owner	Location	Media Electronic /hardcopy	Schedule Number & Item Number	Retention & Disposition
NSRS Open Reports List	NSRS COTR	COTR Contract File	Hardcopy	Schedule: 5 Item: 25.A	Contract length plus 1 year then forward to CO with CO permission
Sanitized NSRS Report	NSRS Chair	NSRS Admin Office	Hardcopy	Schedule: 1 Item: 120.E	Keep as long as report has reference value or destroy when 15 years old **See Note**
Closed Action Log	NSRS Chair	NSRS Admin Office	Hardcopy	Schedule: 1 Item: 120.E	Keep as long as report has reference value then destroy when 15 years old. **See Note**
NSRS Closure Format Template	NSRS Chair	NSRS Admin Office	Hardcopy	Schedule: 1 Item: 120.E	Keep as long as report has reference value then destroy when 15 years old. **See Note**

Note: Destruction of NSRS Reports may only be done with the permission of the NSRS Chair or the COTR. Immediately prior to the end of the contract or upon direction of the COTR or Contracting Officer, all NSRS Records and NSRS Files being held by the NSRS Administration Office will be transitioned to the new contractor or returned to OSMA.

Appendix A: Safety Awareness:

In addition to their technical involvement with NSRS safety issues, TAG members represent the interests and manage the participation in the NSRS of their particular NASA Center or Headquarters office. Periodically the TAG Chair may convene the entire TAG to discuss all facets of the NSRS. The Chair, who reports to the Director, Safety and Assurance Requirements Division, manages TAG activities. Center TAG members are expected to manage the Awareness Program at their respective locations and ensure that reporting forms and information about the NSRS are readily available to every employee. Each member serves as an advisor to the NSRS Chair on the implications of NSRS operating procedures, maintenance of reporter confidentiality, NSRS report resolution, and closeout procedures. The TAG may participate in NSRS program reviews, provide recommendations on the Awareness Program, and suggest topics, formats, and schedules for the analysis of NSRS data.

Appendix B: NSRS Action Log

A copy of the Action Log and the transfer form is contained as Appendix B.

NSRS Office, NASA Safety and Assurance Requirements Division (OSMA/SARD)
NSRS ACTION LOG



NSRS Report Accession Number: _____

Date Received at HQ: _____

Topic: _____

Preliminary Screening by HQ:

- Urgent
- Routine
- Critical
- Non-Critical
- Classified Material
- Potentially Criminal Activities
- Out of Scope

Screened by: _____

TAG Chairman
Concurrence _____

Action Assignments:

	<u>Prime</u>	<u>Coord.</u>
ARC	_____	_____
DFRC	_____	_____
GRC	_____	_____
GSFC	_____	_____
JPL	_____	_____
JSC	_____	_____
KSC	_____	_____
LaRC	_____	_____
MSFC	_____	_____
SSC	_____	_____
OSMA	_____	_____
Other	_____	_____

Initial Review and Status by Tag Member(s): **New:** Yes
No

- Category:
- Admin/Management
 - Design
 - Industrial Safety
 - Maintenance
 - Non-Safety
 - Operations
 - Procedures
 - Working Conditions

Date	Action	Comments	Due Date

Use CONTINUATION SHEET to complete Action Log, if required

Recommended Disposition by TAG Member(s):

Concurrence: _____ Date: _____
TAG Chairman

Significant: Yes
No

Approved: _____ Date: _____
Director, Safety and Assurance Requirements Division



Date	Action	Comments	Due Date

National Aeronautics and Space Administration
Washington, D.C. 20546

Office of Safety and Mission Assurance
Safety and Assurance Requirements Division (SARD)



DATE:

SUBJECT: Transfer of NSRS Report(s) # _____

The above referenced NSRS reports have been approved for closure by SARD.

A signed NSRS Action Log and all original documentation for the above referenced NSRS reports have been officially transferred to the NSRS Contractor for closure.

Chairman
NSRS Technical Advisory Group

NSRS Program Manager

Enclosure(s)

Appendix C: NSRS Closure Format

The format for the closure of an NSRS is as follows:

DATE: DAY/MONTH/YEAR
TO: Chairperson, NASA Safety Reporting System
Office of Safety and Mission Assurance, NASA Headquarters
SUBJECT: NSRS 17X Investigation & Recommendation for Closure

PLEASE NOTE: This memorandum contains NASA Safety Reporting System (NSRS) information with access limited to persons who require this information for the resolution of this NSRS action.

Background: Re-state in a concise summary the concerns expressed in the original NSRS report. The Reporter of NSRS 17X (received from 17X on DAY/MONTH/YEAR) was concerned that...

Investigative Method: Explain the timeline and steps taken to substantiate and/or corroborate the facts reported in the NSRS report – include such things as who you consulted with on your investigation (by name and functional title), and what if any additional documents you reviewed.

Investigative Findings & Recommendations: Explain what your investigation revealed. Were you able to substantiate and/or corroborate the facts in the report? Is there indeed a safety hazard or issue that requires immediate mitigation and/or longer-term corrective action? What needs to be done to resolve the problem and prevent its recurrence?

Completion of Mitigations/Corrective Actions/Evidence of Recurrence Effectiveness Control: Explain the timeline and steps taken to mitigate any immediate safety hazard as well as longer-term corrective actions to prevent recurrence of a similar nature. For example, in addition to fixing the actual hazard, did you also change or institute a policy, or install a machine guard on a piece of equipment, or order new personal protective equipment, or need to re-educate the affected population via a training bulletin? PLEASE NOTE: NSRS reports are never closed until all remediation has been completed.

Other/Attachments: Is there anything else you would like the NSRS Chairperson and/or NASA HQ OSMA to know about your investigation and results? Please list the titles of any supporting documentation as appropriate.

Signatures: Generally, three signatures are required: 1) the signature of the NSRS representative at the affected facility, 2) the signature of the lead safety and mission assurance official at the affected facility or program, and 3) the signature of the line-management official who is one-step-above the management level where the solution to this type of safety problem would normally be decided and/or directed.

Finally, Please Note: An NSRS report is not officially “closed” until the NSRS Chairperson AND the Division Director, Safety and Assurance Requirements Division in the Office of Safety and Mission at NASA Headquarters have reviewed and approved the report for closure – the NSRS Chairperson often seeks independent technical verification and validation of the report content before recommending it to the Division Director for closure. The most frequent reasons for rejecting reports for closure include:

- 1) Corrective actions are incomplete
- 2) Required signatures not provided
- 3) NASA HQ OSMA is not satisfied with the investigation approach or the type or degree of mitigations or corrective actions taken.
- 4) Incomprehensible technical language (acronyms not spelled out in first usage, etc)

If you are ever in doubt as to whether your report is going to be acceptable for final closure at HQ, you are welcome to submit a final draft, without signatures, to the NSRS Chairperson for pre-closure review and comment. (This pre-screening will not guarantee that your final report will be accepted as-is for closure, but it helps in identifying areas that lack clarity or missing details.) If you have any further questions about how to format or submit this report, please contact: Mr. Eric Raynor, NSRS Chairperson, at 202-358-4738 or eric.c.raynor@nasa.gov

Appendix D: NASA Safety Reporting System (NSRS) – Questions and Answers

The following commonly asked questions and answers apply to the NSRS.

A) What is the NSRS?

The NSRS is an anonymous, voluntary, and responsive reporting channel to notify NASA's upper management of safety and hazard concerns.

ANONYMOUS means that reporters' identities will not be disclosed and that no submitted information will be used directly or indirectly to identify any reporter.

RESPONSIVE means that reported safety concerns are evaluated and resolved in a timely fashion.

VOLUNTARY means that the reporting channel can be used whenever a reporter so chooses.

Reports are guaranteed prompt attention. Established by the NASA Administrator in 1987 after the Challenger Shuttle mishap, the NSRS has since supported all flights and has been expanded to cover all NASA operations.

B) Who can send reports to the NSRS?

Any NASA or contractor employee working in support of NASA.

C) When is the NSRS to be used?

The NSRS is designed to supplement local hazard-reporting channels. Personnel should first report any hazard or safety concern using their local established safety reporting procedures. See the NASA safety reporting website for more information about NASA's Safety reporting hierarchy:

http://www.nasa.gov/audience/safety/reporting/Safety_reporting.html

Personnel should use the NSRS if --

- They have reported a hazard locally and have seen no action taken;
- They are not satisfied with the response to a reported hazard; or
- They fear reprisal if they were to report the hazard through local reporting channels.

D) What should be reported to the NSRS?

Any hazard presented by a NASA operation that can affect the public, the NASA workforce, or NASA assets. On the reporting form, reporters should describe the hazard in detail. Reporters are encouraged to include as much information as possible to clarify their concern, and are specifically encouraged to include such things as:

- The scope of the hazard (whether the hazard affects NASA assets, the NASA workforce, and/or the general public).
- Manufacturing sources and/or part numbers (if hardware is involved).
- The physical location of the hazard.
- Whether or not the hazard has been reported elsewhere.
- Whether the hazard relates to a single event or recurring process.
- What the reporter believes may have caused the hazard.
- What the reporter thinks can be done to correct the hazard and prevent a recurrence.
- What the reporter believes the consequences may be if the hazard remains unresolved.

Reporters are strongly discouraged from including classified information in their reports. Fraud, waste, and abuse are to be reported directly to the NASA Inspector General. The NSRS contractor will forward any report of criminal activity to the NASA Inspector General. A reporter's anonymity cannot be guaranteed if they report criminal activity to the NSRS.

E) How are reports submitted to the NSRS?

By obtaining, completing, and mailing an NSRS Reporting Form. The NSRS program does not accept reports by telephone or email. NSRS Reporting Forms can be obtained from NSRS displays at every NASA facility, or by downloading the form from the NSRS website at <http://www.hq.nasa.gov/nsrs>. Completed forms are to be mailed to:

NSRS
P.O. Box 5826
Bethesda, MD 20824-9913

F) Why doesn't the NSRS accept reports by telephone hotline or email address?

Telephone and email systems are difficult to establish in such a way as to ensure the anonymity of the reporter. The completion of a written report form forces the reporter to clearly and seriously think through and describe their concern, and lessens the likelihood of receiving spurious reports.

G) How often is the NSRS mailbox checked for new reports?

It is checked every Monday, Wednesday, and Friday. In the two weeks prior to a launch, it is checked daily.

H) How is a reporter's anonymity protected?

An NSRS contractor (Futron Corporation of Bethesda, Maryland) receives and processes reports at its office. The contractor removes all identifying information and forwards only a summary of the concerns to the NASA Headquarters Office of Safety and Mission Assurance for immediate analysis and investigation. A reporter's identity is NEVER shared with NASA at any point. No record of a reporter's identity is retained by the contractor (except for reports of criminal activity, which are provided to the Office of the Inspector General).

I) How are reports handled by NASA Headquarters?

The NSRS contractor notifies the NSRS Chairperson when a new NSRS report has been received (the NSRS Chairperson is notified by pager of urgent reports, and by telephone of routine reports).

The NSRS Chairperson at NASA Headquarters, Office of Safety and Mission Assurance, reviews the report summary received from the NSRS contractor and assigns action to a Technical Advisory Group (TAG) member at the appropriate NASA facility. The TAG has 30 days to investigate the hazard and report findings to the NSRS Chairperson (urgent reports require shorter reporting deadlines). The NSRS Chairperson continues to work with the TAG until the hazard has been sufficiently addressed.

If the Chairperson requires further clarification of the hazard from the reporter, the NSRS contractor will contact the reporter and provide the clarified information to the NSRS Chairperson.

When the NSRS Chairperson and the Director of the Safety and Assurance Requirements Division at NASA Headquarters agree with the corrective action taken in response to the hazard, the report can be considered closed.

J) How are NSRS records managed?

NSRS records are tightly controlled. All records are stamped with a declarative statement that limits their access only to persons in need of such information for the resolution of the NSRS action. All active NSRS records under the control of the NSRS chairperson and the NSRS TAGS are never to be left unattended and are to kept in locked cabinets when not in use. Once the NSRS report is closed, all records required to document the closure of the report are collected by the NSRS chairperson and are given to the NSRS contractor for safe-keeping. The NSRS contractor maintains these records indefinitely in locked, fire-protected cabinets in a dedicated, locked storage facility with access controlled by the NSRS contractor. Only the NSRS contractor has direct access to these records on a day-to-day basis. The NSRS Chairperson is also authorized to access these records as needed. NSRS records are never made public (either within NASA or to the general public). All FOIA requests for access to NSRS records have been previously denied, on the grounds that disclosure of such information could inadvertently compromise the identity of a current or former NSRS reporter. Any press or media contacts must be coordinated with the NSRS Chairperson.

K) What type of feedback is provided to the reporter once they have submitted their report?

The NSRS contractor returns the report's identification strip to the reporter once the report has been received and it has been determined that no follow up contact is required to clarify the facts of the report. An accompanying letter provides access information to a blind public website where the reporter can check on the status of their report at <http://www.hq.nasa.gov/office/codeq/status/>. This webpage provides a general investigation status for each report using the following status codes:

- Code A – Investigation open.

- Code B – Investigation closed, corrective action pending.
- Code C - Investigation closed, no corrective action warranted.
- Code D – Investigation closed, reported concern could not be substantiated/validated.
- Code E – Investigation closed, physical/product corrective action completed.
- Code F – Investigation closed, policy/procedural corrective action completed.
- Code G – Investigation closed, education/awareness corrective action completed.
- Code H – Out of scope, not a safety concern. Referred to another functional area for investigation/analysis.
- Code I – Out of scope, involves waste/fraud/abuse. Referred to the NASA Inspector General.
- Code J – Investigation closed – insufficient information provided to perform an investigation

L) How is the NSRS program promoted throughout the NASA Community?

By way of strategically placed NSRS displays at NASA and contractor facilities – one poster and/or display is recommended in every NASA and NASA contractor building/facility.

The NASA Center NSRS TAGs are responsible for promoting and advertising the availability of the NSRS program at their facilities, and are expected to hold at least one annual awareness raising event for the NSRS program, which usually consists of an exhibit booth in conjunction with their facilities' annual safety awareness event.

NSRS marketing and display materials are provided at no cost to NASA facilities and contractors.