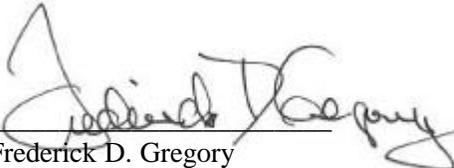


REVISION A

**This OSMA Process is NOT a part of the
OSMA ISO 9001 Quality Management System**



Manage NASA Operation and Engineering Board (OEB) Review


Frederick D. Gregory
Associate Administrator for
Safety and Mission Assurance

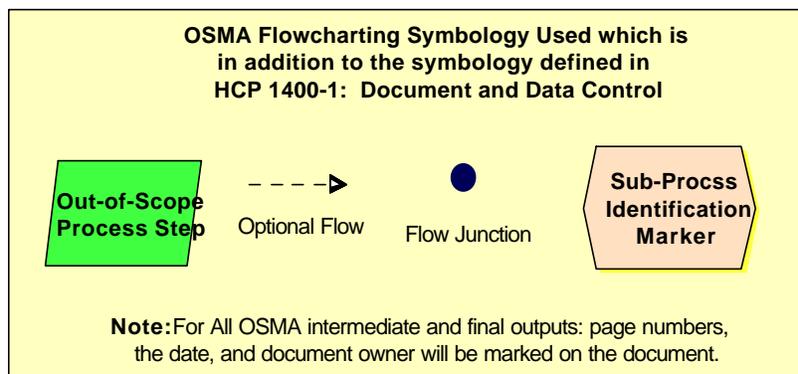
April 14, 2000
Date

DOCUMENT HISTORY LOG

Status (Draft/ Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		January 13, 2000	
Revision	A	April 14, 2000	Editorial corrections to Section 5 flowchart, and steps 6.01, 6.05, 6.07 and 6.09. Modifications to step 6.04.

OWI Author: QS/Arthur Lee

OSMA Staff Member Responsible for this OWI: Q/Frederick Gregory



1. Purpose

The purpose of this Office of Safety and Mission Assurance (OSMA) Headquarters Office Work Instruction (HOWI) is to document a consistent process for developing the Operations and Engineering Board's (OEB's) Reports. These reports are a key process in the maintaining of safe facilities and operations within NASA. This OWI also specifies the Quality Records associated with the process.

OEB is to provide an independent technical engineering and operational review of specifically selected NASA facilities and operations in support of the Office of Mission Assurance (OSMA), the NASA Enterprises, and the NASA Centers, including Component Facilities. OEB reviews and assesses the effects of changes in the NASA facilities engineering and operations infrastructure on the safety and mission success of NASA programs.

2. Scope and Applicability

This HOWI applies to the OEB Secretary who participates in the generation of the OEB Reports.

3. Definitions

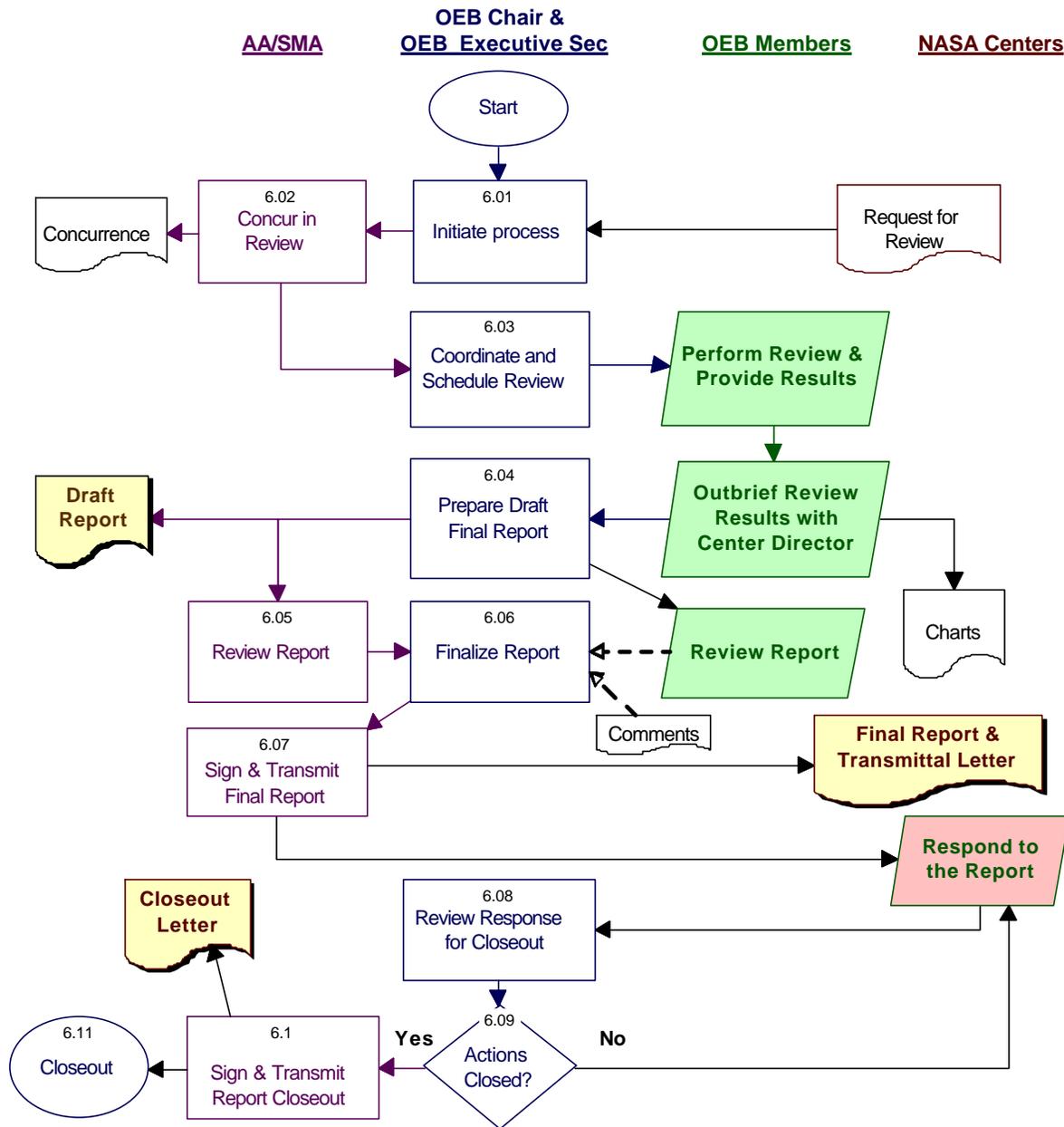
- 3.1. AA: Associate Administrator
- 3.2. AA/SMA: Associate Administrator for Safety and Mission Assurance
- 3.3. ES: Executive Secretary
- 3.4. IPO: Institutional Project Office
- 3.5. OEB: Operations and Engineering Board, Defined in Reference 4.2.

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 OWI.

- 4.1. [NPD 8700.1: NASA Policy for Safety and Mission Success](#)
- 4.2. [NPC 8701.1 NASA OEB Charter](#)
- 4.3. Public Law 90-67

5. Flowchart



6. Procedure

6.01 OEB Chair and OEB Executive Secretary (ES) Initiate Process:

Requests can come from the AA/SMA, Enterprise AAs, Director, Facilities Engineering Division (Code JX), Center Director, etc. Once an area of concern is identified, the OEB Chair is notified. The requests for review will vary in formality from verbal to written. Additionally, the OEB Chair may propose reviews to the AA/SMA based on previous and similar reviews. A scope and date for a review is determined.

- 6.02 AA/SMA Concur in Review:
The AA/SMA provides concurrence on the Center's facility to be reviewed or modifies the date proposed.
- 6.03 OEB Chair and OEB Executive Secretary Coordinate and Schedule Review:
Executive Secretary coordinates with the Center to schedule and develop the agenda for the review. Team members are contacted regarding availability and the OEB Chair and Executive Secretary Director provide a written notification to the Team members and the appropriate Center's Facilities and Safety Offices of this review with a CC: to the Center Management.
The OEB Team members perform the review and provide a summary of results based on the review.
The Center Director and Center senior management staff are provided an Outbrief by the OEB Chair and Team Members on the review results.
- 6.04 OEB Executive Secretary with the OEB Chair Prepare Draft Final Report:
The OEB Chair and Executive Secretary prepare the Draft Final Report from the material developed by the Team. The Draft Final Report is forwarded to the Team members and the AA/SMA for review. Appendices A provide sample meeting report and requests for action.
- 6.05 AA/SMA, OEB Team Members Review Report:
The AA/SMA and OEB Team Members receive the Final Report from the OEB Chair and Executive Secretary. The report is reviewed for technical accuracy and comments are returned to the OEB Executive Secretary.
- 6.06 OEB Chair and OEB Executive Secretary Finalize Report:
The report is finalized by incorporating comments, signing by the OEB Chair and reproduced. A cover letter is prepared for the AA/SMA for transmittal.
- 6.07 AA/SMA Sign and Transmit Final Report:
The AA/SMA signs and transmits the Final Report with a cover letter to the Center Director and the Institutional Program Office (IPO) responsible for the Center that was reviewed. The Final Report is filed as a Quality Record.
The Project Office at the Center will prepare a response to each "Request for Action" in the OEB Report. The response will be forwarded to the OEB Executive Secretary for review.
- 6.08 OEB Executive Secretary with the OEB Members Review Response for Closeout
The OEB Executive Secretary will have the OEB Members review the responses from the Centers. If the individual action is closed, then the OEB Chair will sign the action as closed.

6.09 OEB Executive Secretary Actions Closed?

If all of the actions are closed then the OEB Executive Secretary prepares a closeout letter for the AA/SMA to sign. If there are remaining open actions or responses are not adequate to close then the process loops back to waiting for the Center's responses.

6.10 AA/SMA Sign and Transmit Report Closeout:

The AA/SMA signs a letter and sends it to the Center Director stating that all OEB Requests for Action have been closed and the report is being closedout.

6.11 OEB Executive Secretary Closeout:

This Executive Secretary is responsible for retaining all OEB records, files, technical reports, and meeting minutes. This closes out the process.

7. Quality Records

Record ID	Owner	Location	Media Electronic /hardcopy	Schedule Number & Item Number	Retention & Disposition
Draft Report	OEB ES	Code QS OEB Files	Hardcopy	Schedule: 1 Item: 14.B.2	Keep until Final Report issued then destroyed
Final Report and Transmittal Letter	OEB ES	Code QS OEB Files	Hardcopy	Schedule: 1 Item: 14.B.1.A	Keep as long as report has reference value then destroyed
Closeout Letter	OEB ES	Code QS OEB Files	Hardcopy	Schedule: 1 Item: 22.A	Retire to FRC when 5 years old in 5 year blocks, then retire to NARA when 10 years old

Appendix A: Sample Meeting Minutes:

QS

TO: Distribution
FROM: Chairperson, Operations and Engineering Board
SUBJECT: NASA Operations and Engineering Board Review at Goddard Space Flight Center

The NASA Operations and Engineering Board (OEB) met at Goddard Space Flight Center (GSFC), Greenbelt, Maryland, during July 27-30, 1999. The purpose was to review the GSFC Facilities Maintenance Management Program for assurance of safety, reliability, and operational/environmental compliance with cost effectiveness. The OEB team included: Chairman, Peter Allen/MSFC; Trish Morrissey/ARC; Greg Spencer/DFRC; Rick Danks/GRC; Mitch Brown/GSFC; Paul Goozh/HQ; Charlie Pittinger/HQ; Sam Malone/HQ; Suey Yee/HQ; Brent Bennett/HQ; Ann Crouch/HQ; Ron Welch/JPL; Joe Pouzar/JSC; Roger Hall/KSC; Tim Marshall/LaRC; Kirk Miller/SSC; Phil Ward/WFF; and Executive Secretary, Arthur Lee/HQ. In addition, several technical observers were invited to the OEB Review which included: Ken Sateriale/HQ; Mike LaBeau/HQ; Deanna Murphy/HQ; Dennis Klekar/JSC; Marv Gassman/KSC; Jerry Nichols/LaRC; Bobby Fixx/LaRC; and Doug McNair/SSC. Enclosure 1 is the agenda for the review. Enclosure 2 is the list of attendees.

Mr. Peter Allen, OEB Chairman, introduced the OEB members to the GSFC Facilities Management Team for the review and provided a discussion of the OEB objectives and procedures. Mr. Allen emphasized that the OEB was to review GSFC Facilities Operations and Maintenance (O&M) Program for assurance of meeting safety, reliability, and operational/environmental compliance. ...

Mr. Jack Hodge, GSFC Chief, Facilities Management Division (FMD), briefly discussed the GSFC strategic goals, FMD's vision and mission, GSFC organizations, and the Center's unique facilities. The strategic goal that FMD is responsible for is to maintain and upgrade GSFC's core infrastructure, laboratory facilities, ...

Based on the GSFC Facilities Maintenance Management Program Review, thirty-one specific "Request For Action" (RFA) items were presented by the OEB to the GSFC FMD Team with an additional thirteen OEB observations that GSFC may want to revisit along with five commendation.

Major areas of concern include:
(NOTE: Itemized Listing followed)

Major observations made by the OEB include:
(NOTE: Itemized Listing followed)

Based on the OEB Review and tour of the GSFC facilities, the OEB complimented GSFC for: an excellent job in preparing for the review with professional presentations; excellent planning skills within FMD (especially with regard to projects); well written SRD manual which is very helpful to any user; structure of O&M utility funding which is successfully being used to achieve energy conservation; and FMD being customer service oriented.

Enclosure 3 is an official copy of the total RFA's for the Facilities O&M at GSFC. Draft copies of the RFA's were provided to the GSFC Facilities Management Team at the end of the OEB Review. The GSFC Facilities Management Team was requested to provide responses for the RFA's to the OEB for closure of actions by November 1999.

After completion of the OEB Review, a separate debriefing of the OEB results was presented to Mr. Bill Townsend, GSFC Deputy Center Director; Ms. Alison McNally, Deputy Director, Management Operations Directorate; Mr. Jack Hodge, Chief, FMD; Mr. Phil Holloway, Associate Chief, FMD; and Mr. Mike McNeill, Head, Safety and Environmental Branch on July 30, 1999. Also, Dr. Michael Greenfield, Deputy Associate Administrator for Safety and Mission Assurance at HQ, attended the debriefing. After the debriefing, GSFC senior management acknowledged the OEB's issues and concerns that were presented from the RFAs for the Facilities O&M Program and complimented the OEB members for their review (both technical and programmatic).

The next OEB visit is tentatively scheduled for November 16-19, 1999 for reviewing the Neutral Buoyancy Laboratory (NBL) at Johnson Space Center to assure safe and reliable operations exist at the Center. Future OEB Reviews that are being planned include: Micro-Devices Laboratory (Building 302) at Jet Propulsion Laboratory; Modernization of the Unitary Wind Tunnel (WT) at Ames Research Center (ARC); and/or the 40 Foot X 80 Foot Acoustics WT at ARC.

Pete Allen, Chairperson Arthur Lee, Executive Secretary

Enclosures (3)

DISTRIBUTION

HK/K. Sateriale
HS/M. LaBeau
J/D. Murphy
JE/O. Dominguez
JE/P. Goozh
JX/W. Brubaker
JX/C. Pittinger
MI/S. Malone
QS/A. Lee
RT/S. Yee
SPI/B. Bennett
YB/R. Beck
YB/A. Crouch
ARC/200-10/C. Imprescia
/213-8/T. Morrissey
DFRC/FM/G. Spencer
GRC/21-11/R. Danks
GSFC/700/M. Brown
JPL/301-360/R. Welch
JSC/JA1/J. Pouzar
/JA161/D. Klekar
KSC/MM-J/R. Hall
/FF-DI-C/M. Gassman
LaRC/442/K. Jacobs
/447/T. Marshall
/481/B. Fixx
/481/J. Nichols

MSFC/AD-20/P. Allen
SSC/RA-30/K. Miller
/RA-30/D. McNair
WFF/803/P. Ward

bcc:
Q/F. Gregory
/M. Greenfield
Q-1/S. Hilding
QE/P. Rutledge
QS/J. Lloyd

Appendix B: Sample Request for Action:

NASA OPERATIONS & ENGINEERING BOARD		
REQUEST FOR ACTION		
FACILITY: GSFC Facilities O&M	LOCATION: GSFC	
REVIEW DATE: 7/2 /99	ACTION ITEM NUMBER: GFOMA-	
SUBMITTED BY:		
ACTION REQUESTED: <input type="checkbox"/>	OBSERVATION: <input type="checkbox"/>	COMMENDATION: <input type="checkbox"/>
REASON/JUSTIFICATION:		
ASSIGNED TO:	RESPOND BY:	
PROJECT RESPONSE AND/OR ACTION PLAN:		
_____ Project Manager		
DISPOSITION:	ACTION CLOSED: [] YES []	
_____ Submitter	_____ Chairman, Operations & Engineering Board	
_____ Date		

Please Return Form To: Arthur Lee, OEB Executive Secretary
NASA Headquarters
Code QS
300 E Street, SW
Washington, D.C. 20546

To the Reviewed Project:

Please fill in the following sections:

Assigned to, Project Response, Project Managers Signature and send the signed original to the above address.

To the Submitter:

Please review the Project Response:

If the response adequately resolves the issue, check the "yes" block for Action Closed, under "Disposition" and provide signature.

If the response is not adequate, work with the Project Manager to resolve the issue. If agreement is not reached, refer the issue to the OEB Chairman for resolution.

To the OEB Chairman:

Please confirm that the actions are acceptable and sign under "Disposition" to complete the closed action.

Provide the completed form to the OEB Executive Secretary for filing.

NASA OPERATIONS & ENGINEERING BOARD	
REQUEST FOR ACTION	
FACILITY: GSFC Facilities O&M	LOCATION: GSFC
REVIEW DATE: July 27, 1999	ACTION ITEM NUMBER: GFOMA-29
8. SUBMITTED BY: Pete Allen/MSFC	
ACTION REQUESTED: <input checked="" type="checkbox"/>	OBSERVATION: <input type="checkbox"/> COMMENDATION: <input type="checkbox"/>
Recommend that GSFC move toward a common work control system (including statusing). Combine Work Request System (WRS) and MAXIMO (recommend move toward MAXIMO for consistency with other NASA Centers).	
REASON/JUSTIFICATION: It will provide more efficient and better reporting capabilities.	
ASSIGNED TO:	RESPOND BY:
PROJECT RESPONSE AND/OR ACTION PLAN: <div style="text-align: right; margin-right: 100px;">_____ Project Manager</div>	
DISPOSITION:	ACTION CLOSED: [] YES []
_____ Submitter	_____ Chairman, Operations & Engineering Board
_____ Date	