

# Office Work Instruction (OWI)

HOWI1400-S004A

05/10/1999

Responsible Office: NASA Headquarters Office of Space Science (OSS) [Code S]

**Subject: Tracking HATS Action Items Issued to OSS from External Sources**

## DOCUMENT HISTORY LOG

STATUS (BASELINE/ REVISION/ CANCELED)	DOCUMENT REVISION	EFFECTIVE DATE	DESCRIPTION
Baseline		02/04/1999	This is the initial "baseline" version of the OWI.
Revision	A	05/10/1999	This revision incorporates modifications responsive to NCRs #293, #302, #311, #315, #317, and #324 from the NASA HQ ISO-9001 Pre-Assessment audit.

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**1. PURPOSE** The purpose of this Office Work Instruction (OWI) is to provide general direction in tracking action items issued to the Office of Space Science (OSS) via the NASA Headquarters Action Tracking System (HATS) from external sources.

### **2. SCOPE AND APPLICABILITY**

2.1 The OSS mission is to understand our cosmic origins and destiny and how these are linked by the cycles of evolution. OSS objectives also address how NASA can utilize knowledge of the Sun, Earth, and other planetary bodies to improve the quality of life on Earth. Action items issued by sources external to and internal to NASA are received by OSS for subject matters related to the Space Science mission.

2.2 The scope of this OWI is to provide a mechanism that will improve the OSS response time to addressing externally issued action items.

### **3. DEFINITIONS**

3.1 AA. The OSS Associate Administrator.

3.2 CCA. The OSS Correspondence Control Assistant.

3.3 CCO. The NASA Headquarters Correspondence Control Office.

3.4 Code A. The NASA Headquarters Office of the Administrator.

3.5 HATS. The NASA Headquarters Action Tracking System.

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#### 4. REFERENCES

- |      |                          |  |
|------|--------------------------|--|
| 4.1  | ANSI/ISO/ASQC Q9001-1994 | American National Standard, Quality Systems -- Model for Quality Assurance in Design, Development, Production, Installation, and Servicing |
| 4.2  | HCP1280-2                | Corrective and Preventive Action   |
| 4.3  | HCP1280-3                | Internal Quality Audits  |
| 4.4  | HCP1400-1                | Document and Data Control  |
| 4.5  | HCP3410-4                | Employee Training  |
| 4.6  | HQPC1150.1               | NASA Headquarters Quality Council Policy Charter   |
| 4.7  | HQSM1200-1               | NASA Headquarters Quality System Manual  |
| 4.8  | NHB 1101.3               | NASA Organization Handbook   |
| 4.9  | NPD 1000.1               | NASA Strategic Plan  |
| 4.10 | NPD 8730.3               | NASA Quality Management System Policy (ISO 9000)   |
| 4.11 | NPG 1441.1               | NASA Records Retention Schedules (NRRS)  |
| 4.12 |                          | NASA Correspondence Standards  |
| 4.13 |                          | U.S. Government Printing Office Style Manual   |

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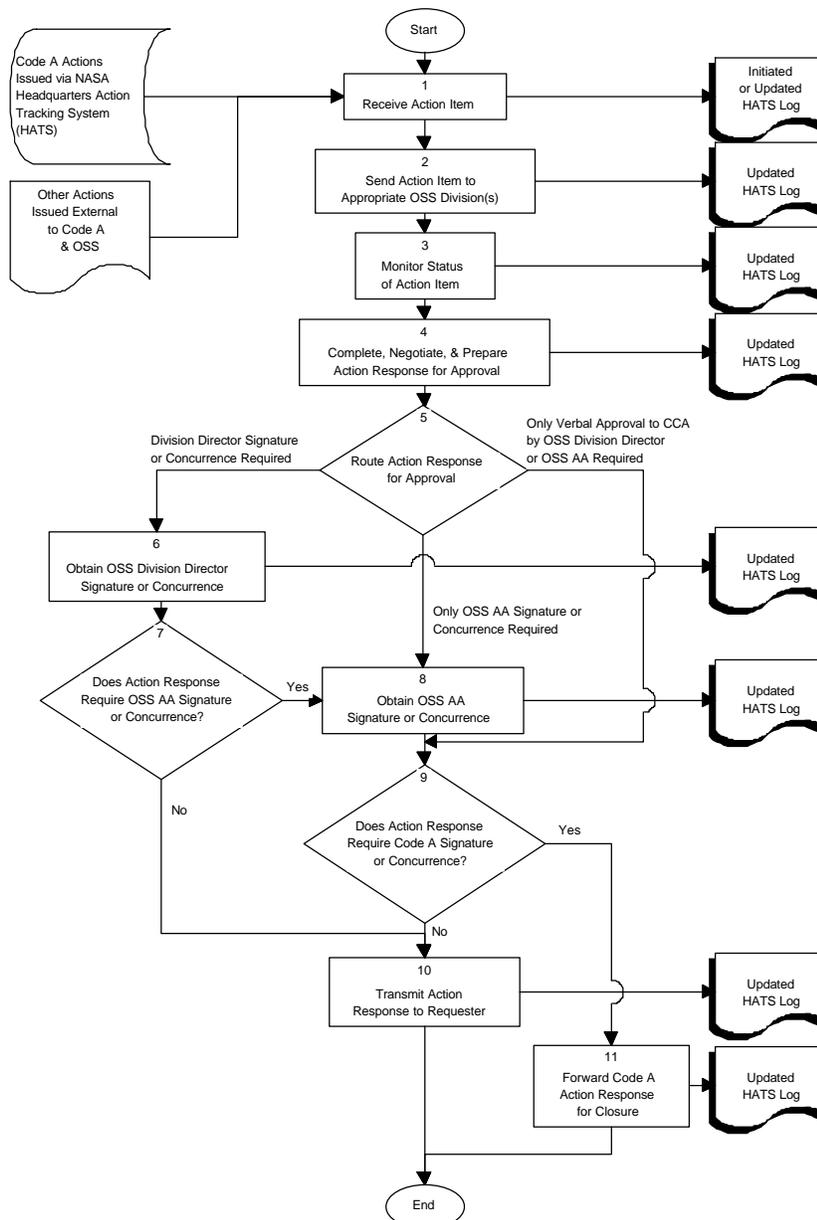
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### 5. FLOWCHART

[NOTE: "Quality record" output products are identified via shadowing of the standard ANSI document symbol.]



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#### 6. PROCEDURE

[NOTE: The following sequence of process steps is numbered in accordance with the number assigned to each corresponding function block in the flowchart in Section 5.]

<u>STEP #</u>	<u>AGENTS</u>	<u>DESCRIPTION</u>
1	CCA	The OSS Correspondence Control Assistant (CCA) (located in the OSS Associate Administrator's (AA's) office) receives the action item and updates or initiates an action log in the NASA Headquarters Action Tracking System (HATS), referencing the originating point of action. Based upon subject matter, the CCA determines: (a) the cognizant OSS Division(s) for responding to the action item; (b) the individual responsible for the subject matter (i.e., the Action Officer); (c) who should sign the response to the action item; and (d) the due date of the action item. HATS produces a cover page that provides all information as indicated above.
2	CCA, OSS Division Secretary	The CCA sends the action item to the appropriate OSS Division secretary. The OSS Division secretary updates the existing action log in HATS and forwards the action document to the Action Officer.
3	CCA, OSS Division Secretary	The CCA and the OSS Division secretary track the progress of the action item via prompting HATS. The CCA distributes an Overdue Action Report weekly to all OSS Action Officers and their Division Secretaries. HATS sends automatic E-mail notifications of overdue actions to the appropriate Action Officers' Division Secretaries. HATS automatically updates its Progress Notes feature and sends an E-mail notification to the Action Officer whenever any of the following data fields are modified: "Submitted", "Signed", "Closed", "Status", and "Due
4	Action	The Action Officer provides the completed action-item

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- |    |  |   |
|----|--|---|
|    | Officer,<br>OSS<br>Division<br>Secretary | response to the OSS Division secretary. The OSS Division secretary reviews the response for accuracy and format, prepares the final version of it, updates the HATS log, and obtains appropriate concurrences (per the subject matter of the action) prior to forwarding the record to the CCA.   |
| 5  | CCA                                      | The CCA routes the action item for approval by an OSS Division Director or the OSS AA (as appropriate, per the content of the action item). If signature or written concurrence is required by an OSS Division Director, proceed to Step #6. If signature or written concurrence is required by <i>only</i> the OSS AA, proceed to Step #8. If only a <i>verbal</i> approval by an OSS Division Director and/or the OSS AA is required, proceed to Step #9. |
| 6  | Action<br>Officer                        | If the action-item response requires signature or written concurrence by an OSS Division Director, a signed copy of the action-item response is provided to the CCA for close out. The HATS log is then updated by the CCA.   |
| 7  | CCA                                      | If the action-item response also requires signature or written concurrence by the OSS AA, proceed to Step #8. If not, proceed to Step #10.  |
| 8  | AA, CCA                                  | If the action-item response requires signature or written concurrence by the OSS AA, the action-item response is routed to the CCA for review and then is forwarded to the OSS AA (or designee).  |
| 9  | CCA                                      | If the action-item response also requires signature by the NASA Administrator (Code A), proceed to Step #11. If not, proceed to Step #10.   |
| 10 | Action                                   | After obtaining the appropriate OSS Division Director and/or  |

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- Officer            OSS AA (or designee) signature, written concurrence, or verbal approval, the Action Officer transmits the action-item response to the requester.
- 11    CCO            If the action-item response requires the signature of the NASA Administrator (Code A), the CCA forwards the action-item response to the Administrator's CCO for processing and then updates the HATS log. The action item is then closed in HATS by the Administrator's CCO.

## 7. QUALITY RECORDS

RECORD IDENTIFICATION	OWNER	LOCATION	MEDIA: ELECTRONIC OR HARDCOPY	SCHEDULE NUMBER AND ITEM NUMBER	RETENTION/ DISPOSITION
Updated HATS Log	SSE CCA	HATS server	Electronic	Schedule 1, Item 25	Remove from related records and destroy or delete when work is completed or when no longer needed for operating purposes.

[NOTE #1: These "quality record" output products are identified in Section 5 ("Flowchart") of this OWI via shadowing of the standard ANSI document symbol.]

[NOTE #2: In accordance with NPG 1441.1 NASA Records Retention Schedules, "... installations' office of primary responsibility will maintain one official record copy ...; reference copies may be maintained for related work". Therefore, the "Retention" and "Disposition" aspects of quality records apply only to the one official record copy of each quality record.]

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