



NASA Headquarters  
Washington, DC 20546

Page 1 of 9  
HOWI1450 - M020  
REVISION B  
September 15, 1999

# Code M

## Correspondence and Action Tracking Process

**CHECK THE MASTER LIST at  
<http://hqiso9000.hq.nasa.gov>  
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

NASA Headquarters		
Code M Correspondence and Action Tracking Process	HOWI1450- M020	Revision: B
	Date: September 15, 1999	Page 2 of 9

**Code M  
Correspondence and Action Tracking Process**

**Approved and signed by**

**Joseph H. Rothenberg  
Associate Administrator  
Office of Space Flight**

NASA Headquarters		
Code M Correspondence and Action Tracking Process	HOWI1450- M020	Revision: B
	Date: September 15, 1999	Page 3 of 9

### DOCUMENT HISTORY LOG

Status (Draft/ Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		12-14-1998	
Revision	A	04-16-1999	Revised as a result of the DNV Pre-Registration Audit. Changed Section 7 to agree with Retention Schedule of NPG 1441.1B.
Revision	B	09-15-1999	Revised section 6 Flowchart Reference 5. This revision is a result of the DNV Registration audit which identified a minor non conformance (NCN 01/1A).

NASA Headquarters		
Code M Correspondence and Action Tracking Process	HOWI1450- M020	Revision: B
	Date: September 15, 1999	Page 4 of 9

## TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
<b>1.0 PURPOSE</b>	<b>5</b>
<b>2.0 SCOPE</b>	<b>5</b>
<b>3.0 DEFINITIONS</b>	<b>5</b>
<b>4.0 REFERENCES</b>	<b>5</b>
<b>5.0 FLOWCHART</b>	<b>6</b>
<b>6.0 TRACKING CORRESPONDENCE AND ACTIONS PROCESS STEPS</b>	<b>8</b>
<b>7.0 RECORDS</b>	<b>9</b>

NASA Headquarters		
Code M Correspondence and Action Tracking Process	HOWI1450- M020	Revision: B
	Date: September 15, 1999	Page 5 of 9

## 1.0 PURPOSE

This OWI prescribes the activity steps required to track Code M correspondence and actions within the NASA Headquarters, Office of Space Flight.

The Associate Administrator (AA) for the Office of Space Flight (OSF) is responsible for maintaining this document. The controlled version of the manual is available on the world wide web (WWW) via the HQ ISO 9000 Document Library for the ISO 9000 QMS at <http://hqiso9000.hq.nasa.gov>. By definition, any printed version of this OWI is uncontrolled. Any proposed revision to this manual is submitted by the AA for OSF or his designee. The AA for OSF or his designee, authorizes approval of the revision after an internal review by the Document Control Board.

## 2.0 SCOPE

The OWI process steps span activities that are initiated by the receipt of mail, correspondence or action items and culminate in the response to that action. The process includes monitoring and periodic reporting.

## 3.0 DEFINITIONS

The following definitions are offered to assist the user in understanding the process described in this OWI.

<u>Correspondence</u>	Written communication
<u>Action</u>	An assignment requiring the completion of an activity or response
<u>Action Officer</u>	The OSF official responsible for responding to an action
<u>CIC</u>	The office at NASA Headquarters responsible for tracking actions on behalf of the Administrator (i.e. Code CIC)
<u>Action Manager</u>	The person within the Office of Space Flight responsible for administering the action tracking process on a day-to-day basis.

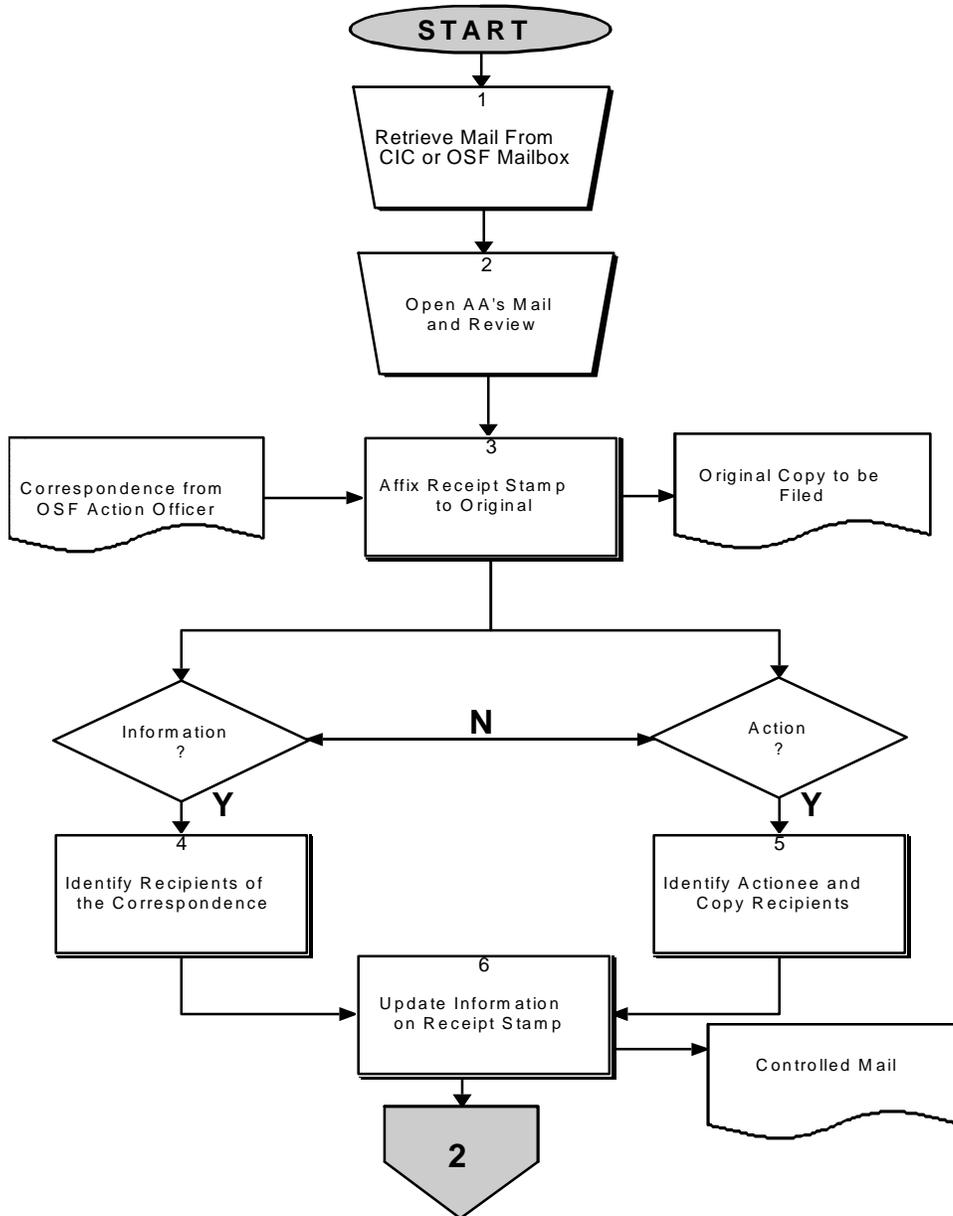
## 4.0 REFERENCES

The following documents contain provisions that, through reference in this OWI or in policy or procedure documents, constitute the basis for the documented procedure:

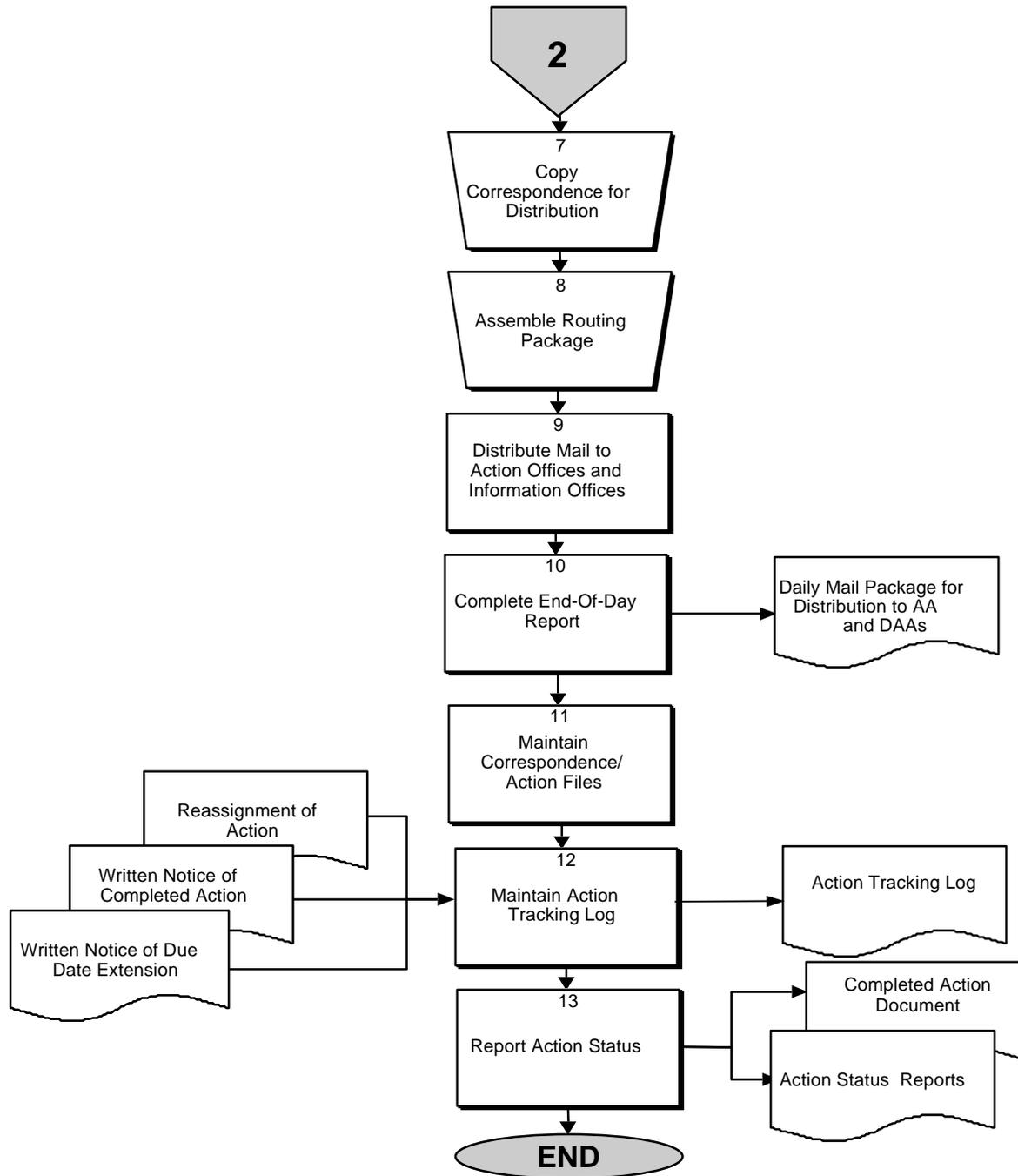
HQSM 1200.A.1	Headquarters Quality System Manual
---------------	------------------------------------

NASA Headquarters		
Code M Correspondence and Action Tracking Process	HOWI1450- M020	Revision: B
	Date: September 15, 1999	Page 6 of 9

## 5.0 FLOWCHART



NASA Headquarters		
Code M Correspondence and Action Tracking Process	HOWI1450- M020	Revision: B
	Date: September 15, 1999	Page 7 of 9



NASA Headquarters		
Code M Correspondence and Action Tracking Process	HOWI1450- M020	Revision: B
	Date: September 15, 1999	Page 8 of 9

## 6.0 TRACKING CORRESPONDENCE AND ACTIONS PROCESS STEPS

It is essential that Code M provide a quality response to correspondence in a timely manner. This requires the careful handling of mail received from internal as well as external sources. The process includes several checks and balances to ensure the delivery of a quality response. Similarly, specific actions resulting from correspondence received, or service requested must be tracked to ensure timely completion. The process is composed by a series of activities included in the table below.

<u>Actionee</u>	<u>Flowchart Reference</u>	<u>Action</u>
Code M Action Manager	1	Retrieve mail from Code CIC (Room 9S56) or OSF Mailbox (Room7B34), distribute incoming mail to appropriate mail slots (with the exception of the AA's mail)
Code M Action Manager	2	Open AA's Mail and review/read it
Code M Action Manager	3	Affix receipt stamp to original. NOTE: Actions may be received directly from OSF action officers. These enter the process at this point and are tracked like all other actions.
Code M Action Manager correspondence that information	4	Identify subject and recipients for  has been evaluated and determined to be for  only.
Code M Action Manager	5	Create an entry in the Action Tracking Log to include the identification of the office assigned action, the action tracking number and the due date. The due date is 10 working days from the date it is received in the mail center, unless in the letter, the writer or author is asking for a response by a particular date. If the Action Officer cannot complete the action within the specified 10 day time period, the Action Officer must obtain approval from the applicable Deputy Associate Administrator (DAA) as to when the action can realistically be closed. If the DAA grants the extension, the Action Officer is responsible for providing written documentation to the Code M Action Manager. This documentation must include (a) the action tracking number, (b) the original due date, and (c) the New Due Date. If the New Due Date is not met, the DAA is responsible for establishing a Revised Due Date, and the Action Officer is responsible for notifying the Code M Action Manager of the Revised Due Date. If the

NASA Headquarters		
Code M Correspondence and Action Tracking Process	HOWI1450- M020	Revision: B
	Date: September 15, 1999	Page 9 of 9

Revised Due Date is not met, Code M Action Manager will provide a written report to the Associate Administrator. This report will include the original due date; the New Due Date; and the Revised Due Date. The Associate Administrator will take whatever action is deemed appropriate.

Code M Action Manager	6	Complete the information on the receipt stamped original correspondence by transferring the numbers and identification data from the log.
Code M Action Manager	7	Make copies of the correspondence as appropriate to prepare for distribution.
Code M Action Manager	8	Assemble packages for distribution
Code M Action Manager	9	Distribute all Informational mail and actions as appropriate
Code M Action Manager	10	Complete end-of-day processing. This includes preparing a complete package of all the incoming mail that was logged in for the day and distributing to the AA and the 6 DAAs
Code M Action Manager	11	Maintain correspondence and action files. Correspondence is maintained as delineated in Section 7.
Code M Action Manager	12	Maintain Action Tracking Log. The log is updated whenever a written notice is received. Such notices may include a redesignation of the action office, a notice of due date extension, or the completion of the action. Reference to the action log indicates current action status.
Code M Action Manager	13	Report Action Status. Several action status reports are prepared to assist in ongoing action management; Pending Report, Overdue Action Report, and the Daily Action Status Report. These reports are sent to the AA and the 6 DAAs.

## 7.0 RECORDS

RECORD IDENTIFICATION	OWNER	LOCATION	RECORD MEDIA: ELECTRONIC OR HARD COPY	SCHEDULE NUMBER AND ITEM NUMBER	RETENTION/DISPOSITION
Completed Action Document	M	M	Hardcopy	Schedule 2 Item 22,B	Destroy or delete when 2 yrs old.
Action Tracking Log	M	M	Hardcopy	Schedule 2 Item 22,B	Destroy or delete when 2 yrs old.

NASA Headquarters		
Code M Correspondence and Action Tracking Process	HOWI1450- M020	Revision: B
	Date: September 15, 1999	Page 10 of 9

Action Status Reports	M	M	Hardcopy	Schedule 2 Item 22, B	Destroy or delete when 2 yrs old.
-----------------------	---	---	----------	--------------------------	--------------------------------------