

REVISION A



Administer QASAR “Best of Best” Award Program



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Associate Administrator for
Safety and Mission Assurance

April 14, 2000

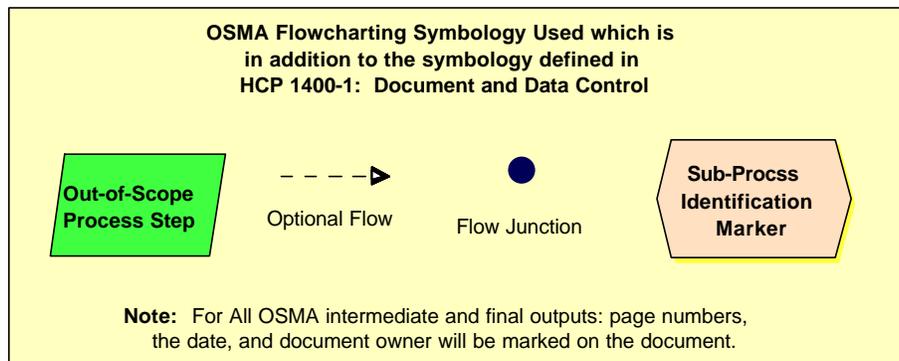
Date

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 1, Reference 4.2, step 6.02; Modified steps 6.04 and 6.09; Section 5 Flowchart, and added new references 4.1 and 4.3 and the new 1 st Quality Record.

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OSMA Staff Member Responsible for this HOWI: Q/Michael Greenfield



1. Purpose

The purpose of this Office of Safety and Mission Assurance (OSMA) Headquarters Office Work Instruction (HOWI) is to document the process used to nominate and select the annual QASAR (Quality and Safety Achievement Recognition) "Best of Best" Award winners. Appendix B of this HOWI is an example of a QASAR Award pamphlet containing the award criteria, nomination procedures, and the nomination form. This HOWI also specifies the Quality Records associated with the QASAR "Best of Best" Award process.

2. Scope and Applicability

This OSMA HOWI is applicable to all individuals involved in the nomination and selection process for annual winners of the QASAR "Best of Best" Award. Centers may locally award monthly and/or annual QASAR Awards. This HOWI deals with the Agency Level "Best of Best" award program. The QASAR "Best of Best" is authorized by the Deputy Administrator's Memorandum of October 30, 1998, which is contained in Appendix A.

3. Definitions

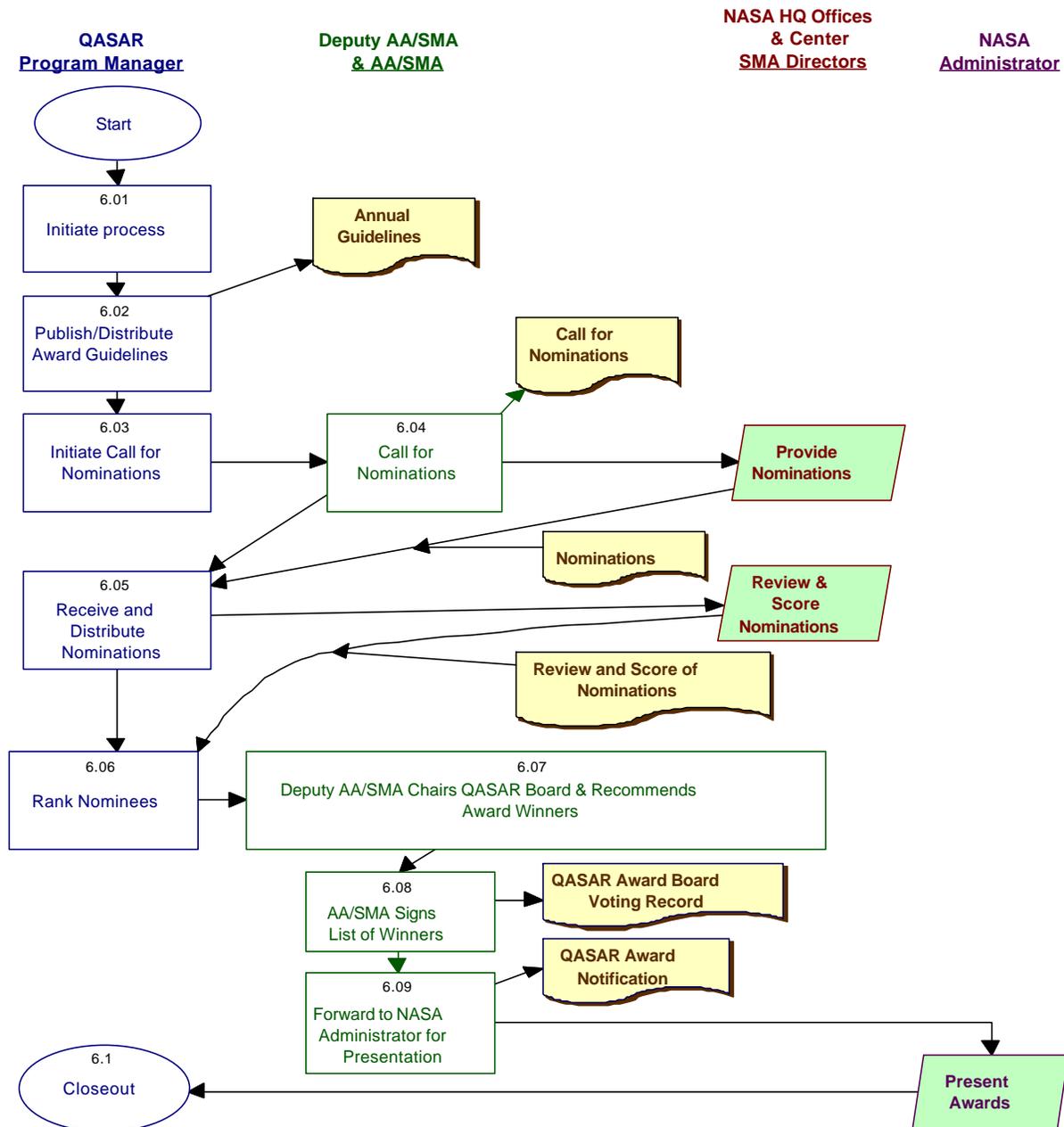
- 3.1. "Best of the Best": Each year, the "Best of the Best" of the year's local QASAR Award recipients are selected for Agency recognition. Each Center and Headquarters Office can submit one nomination in each category for consideration in the "Best of the Best."
- 3.2. QASAR Award: The NASA Quality and Safety Achievement Recognition (QASAR) Award recognizes NASA, other Government, and prime/subcontractor employees for significant quality improvements to products or services for NASA and safety initiatives within products, programs, processes, and management activities.
- 3.3. QASAR Award Board: The Deputy Associate Administrator for Safety and Mission Assurance chairs the QASAR Award Board. The Board consists of the ten Center SMA Directors.

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. [NPG 3451.1: NASA Awards and Recognition Program](#)
- 4.2. The current QASAR Award Program Brochure.
Note: The 1999 printing of the brochure is included as Appendix B as an example.
- 4.3. Incentive Awards Board Chairman Memorandum of October 30, 1998 (See Appendix A)

5. Flowchart



6. Procedure

6.01 QASAR PM

Initiate Process:

Begins the process to select winners in the 4th quarter of the calendar year.

- 6.02 QASAR PM Publish and Distribute Award Guidelines:
The QASAR PM reviews the guidelines and publicity information from the previous QASAR Award(s) and updates for current cycle. Appendix A contains a past cycle's document as an example.
- 6.03 QASAR PM Initiate Call for Nominations:
Call for nominations is drafted and forwarded to AA SMA for approval/signature.
- 6.04 AA/SMA Call for Nominations:
AA/SMA reviews and signs the call for nominations. The call is sent to Center Directors and Headquarters AA's.
Nominations for QASAR Awards are sent to QASAR PM.
- 6.05 QASAR PM Receive & Distribute Nominations
The QASAR PM receives QASAR nominations from the Center SMA Directors. The nominations are collated and then sent to the Center SMA Directors along with a scoring worksheet.
The Center SMA Directors will review and score the nominations.
- 6.06 QASAR PM Rank Nominees
The QASAR PM receives and collates the Center SMA Director scores and ranks the nominees according to the scores. The collated scores and ranking are provided to the Deputy AA/SMA and the Center SMA Directors.
- 6.07 Deputy AA/SMA Deputy AA/SMA Chairs the QASAR Award Board and Recommends Award Winners:
The QASAR Award Board meets and reviews the nominations against the criteria specified in the published award guidelines. The Board is made up of the Center SMA Directors and the Deputy AA/SMA. The Board then identifies the best nominations and recommends winners to the AA/SMA. The board also identifies whether or not monetary awards will be presented.
- 6.08 AA/SMA Signs List of Winners
The AA/SMA concurs on the QASAR Board's list of winners and signs the list.
- 6.09 AA/SMA Forward to NASA Administrator for Presentation:
The Awards are forwarded to the NASA Administrator for presentation. If a monetary award is to be presented with the QASAR Award, then the OSMA Resources Management Group is contacted to begin the paperwork. The AA/SMA sends a memo to the Center Director notifying them that a QASAR award has been selected for a person at that Center. NASA HQ Office of Management Systems is sent a copy of the memo to begin processing any monetary recognition as a part of the award.
The QASAR awards are normally presented at the NASA Continual Improvement Conference normally held in April each year by the NASA Administrator.

6.10 QASAR PM

Closeout:

The QASAR PM ensures that all Quality Records and lessons learned from award cycle are filed and then closes out the process.

7. Quality Records

Record ID	Owner	Location	Media Electronic /hardcopy	Schedule Number & Item Number	Retention & Disposition
Annual Guidelines	OSMA Corres Control	OSMA Chron 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
Call for Nominations	OSMA Corres Control	OSMA Chron 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
Nominations	QASAR PM	QASAR Files	Hardcopy	Schedule: 3 Item: 40.D	Keep until awards presented then destroy
Review and Score of Nominees ** Sensitive File **	QASAR PM	QASAR Files	Hardcopy	Schedule: 3 Item: 40.D	Keep until awards presented then destroy
QASAR Award Board Voting Record ** Sensitive File **	QASAR PM	QASAR Files	Hardcopy	Schedule: 3 Item: 40.D	Keep until awards presented then destroy
QASAR Award Notification	OSMA Corres Control	OSMA Chron 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

Note: Quality Records marked as **Sensitive File ** are not available for general review.

Appendix A: Deputy Administrator QASAR “Best of Best” Authorization Memorandum

Appendix B: Sample QASAR Guidelines Document from 1999

National Aeronautics and
Space Administration
Office of the Administrator
Washington, DC 20546-0001



OCT 30 1998

TO: Q/Associate Administrator for
Safety and Mission Assurance

FROM: AD/Chair, Incentive Awards Board

SUBJECT: NASA Safety and Motivation Awards Program

The Incentive Awards Board concurs that the NASA Safety and Motivation Awards program (enclosed) be established as an Agencywide awards program.

It has been determined that the program guidelines are in accordance with the Code of Federal Regulations Part 451 and NASA NPG 3451. If it is necessary to make any changes to the NASA Safety and Motivation Awards program, you should submit them to the Office of Human Resources and Education for approval prior to implementation.


J. P. Dailey

Enclosure

NASA SAFETY AND MOTIVATION AWARDS PROGRAM

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NASA SAFETY AND MOTIVATION AWARDS PROGRAM

This annual awards program formally recognizes outstanding safety-related performance/contributions to NASA programs and operations and is an effective means of encouraging safety excellence. This outline explains the purpose, organizational responsibilities, eligibility, nomination procedures, selection criteria, and award recognition of this program.

I. Purpose

This award provides an incentive for NASA employees to perform in a highly effective manner in achieving NASA's safety initiatives goals of excellence.

II. Organizational Responsibilities

A. Headquarters

The Office of Safety and Mission Assurance (Code Q) is responsible for the general policy direction and administering the program. This includes the annual solicitation of nominations, serving as focal point for receipt of nominations, and heading the selection panel which evaluates the nominations and recommends selection of the awardees. The Associate Administrator (AA) for Safety and Mission Assurance will make final selections based on the recommendations of the panel.

B. Field Installations

The AA for Safety and Mission Assurance will request nominations from the Installation Directors who will submit nominations to Headquarters, Office of Safety and Mission Assurance.

III. Eligibility

The award is applicable to all NASA Centers, with the exception of Headquarters, Office of Safety and Mission Assurance. It shall recognize the safety achievements of NASA Federal Government employees supporting NASA safety objectives in all occupational categories and grade levels, including employees of the Jet Propulsion Laboratory (JPL) who are performing NASA work.

IV. Installation Nomination Procedures

A. Annual "Call" for Nominations

The Associate Administrator for Safety and Mission Assurance will annually solicit nominations for this award, indicating in the announcement the due date for receipt of the nomination. Upon receipt of the call for nominations, each Installation should transmit the announcement to all eligible personnel and solicit nominations from supervisory as well as non-supervisory personnel.

B. Preparation of Nominations

Each Field Installation shall screen the nominations and select one nominee. Nominations should be submitted in the format outlined in the appendix and be based on accomplishments during the current fiscal year. Nominations from the Installations and Headquarters offices must include an endorsement from their respective Installation Director or head of Headquarters office. An original and six (6) copies of each nomination shall be submitted. In addition, a proposed summary citation of approximately 25 words should be included for each nomination.

C. Selection of Nominees

While Installations may initially receive any number of candidates, only one nominee may be submitted by an Installation (including Headquarters) to Office of Safety and Mission Assurance, Headquarters. The nomination must be based on the following selection criteria and be submitted by the Installation Director.

V. Selection Criteria

The Safety and Motivation Awards Program is awarded for significant, accomplishment or contribution clearly characterized by a substantial and significant safety improvement in operations, service, efficiency, or cost savings in assisting NASA to achieve its goals in the safety and mission assurance area (see Appendix).

VI. Headquarters Selection Procedures

A. Selection Panel

A panel of Headquarters personnel will review the nominations submitted and recommend award recipients to the AA for Safety and Mission Assurance. The panel will consist of individuals from Code Q, the Headquarters Program Offices, and the Office of Equal Opportunity Programs. The panel will be chaired by a representative from the Office for Safety and Mission Assurance.

B. Initial Screening

Each panel member will initially review all nominations by using the criteria grid provided in the Appendix. A meeting of the panel will then be convened to determine whether clear consensus winners emerge. If consensus is reached on awardees, no further evaluation is necessary. If there is no consensus, panel members will discuss the strengths and weaknesses of the nominees and have an opportunity to reconsider and change ratings. Prior to the final rating, panel members may agree to eliminate from further consideration those nominations which only meet the criteria minimally.

C. Frequency of Award

The selection panel may determine that an award is not warranted if the nominees' accomplishments are not sufficiently noteworthy.

D. Number of Awards

There will be a maximum of two (2) awards given.

E. Approval of Awards

The recommendations of the selection panel will be submitted to the AA for Safety and Mission Assurance for final selection.

VII. Award Recognition

Award recipients will receive cash recognition with a certificate with the exception of JPL employees and employees in the Senior Executive Service (SES). SES employees have a separate award/compensation process and may only receive a certificate of recognition and no cash award. Consequently, since NASA does not have authority to use appropriated funds for monetary awards to other than civil servants, JPL employees may only receive a certificate of recognition and no cash award. Presentation of awards will normally be made during the Agency Honor Awards ceremony at Headquarters.

APPENDIX

NASA SAFETY AND MOTIVATION AWARDS PROGRAM
In Support of the Agency's Safety Initiative
(Nomination Format)

NOTE: Each NASA Installation may nominate one individual and forward his/her name to the Headquarters Office of Safety and Mission Assurance.

Identifying Data:

- Full Name:
- Occupation Series and Grade:
- Present Position Title:
- Organization Title:
- Center or HQS Code:

Selection Criteria:

1. Nominee must be either a civil service employee of NASA or an employee of the Jet Propulsion Laboratory.
2. Nominee must have made significant achievements leading to a safer and more effective use of resources and/or execution of NASA programs and operations to meet NASA safety goals and initiatives. This includes encouraging and rewarding safety excellence among employees and supervisors. Furnish examples of how the nominee has supported the Agency safety initiatives and activities with his/her actions and/or innovative suggestions to significantly impact safety awareness to NASA programs and operations.
3. The nominee must possess an understanding of the latest NASA safety policies and goals and furnish examples on how his/her actions provide impacts and/or changes to the development and growth of the Agency's Safety Program Initiatives.

Scoring Matrix:

Each selection criteria item above will be scored by the Selection Panel as follows:

Item	Minimally	Moderately	Strongly
#1	X	X	10%
#2	10%	30%	60%
#3	5%	15%	30%

Endorsements:

Include a statement confirming the preceding information and the signature of the endorsing official(s).



QASAR

AWARD PROGRAM

Quality and Safety Achievement Recognition

Administered by the
Office of Safety and Mission Assurance
National Aeronautics and Space Administration
Washington, DC 20546-0001



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FOREWORD

Working on the cutting edge of aeronautics and space research and technology, working in the harsh environment of space, and doing the things that have never been done—NASA’s mission is inherently risky. Safety and quality must be all encompassing drivers, understood and applied in every step in a process and at every level of the organizational structure, from the individual employee to the top manager. There is simply no quality nor safety compromise in human flight or high-cost spacecraft.



Frederick D. Gregory

In this era of increasing workloads and decreasing budgets, our success hinges on the ability to provide top-quality products and services, as well as management-centered safety processes in the most economical way possible. Achieving quality and safety is not simple. It takes top management commitment, the right information and tools, along with dedication, discipline, and the willingness to examine and analyze work processes. It takes commitment to follow through and implement improvements.

The QASAR Award recognizes those individuals who have stepped up to the challenge and displayed exemplary performance in contributing to safety and quality in products, services, and processes for NASA. I encourage you to review these criteria and participate in this award program to recognize exemplary performance in support of NASA.

FREDERICK D. GREGORY
Associate Administrator for
Safety and Mission Assurance

I. WHAT IS QASAR?

QASAR stands for Quality and Safety Achievement Recognition. The QASAR Award recognizes NASA, other Government, and prime/subcontractor individuals for significant quality improvements to products or services for NASA, as well as safety initiatives within products, programs, processes, and management activities. NASA Headquarters and each of the Centers have local QASAR Award programs; annually, the “Best of the Best” in each award category is chosen for Agency recognition by the Administrator.

II. PURPOSE

The QASAR Award Program promotes safety, quality, and continuous improvement throughout NASA. The award recognizes specific Government and contractor employees at NASA Headquarters and the Centers who have displayed or exhibited exemplary performance in contributing to the quality and/or safety of products, services, processes, or management programs and activities.

III. QASAR AWARD CATEGORIES

- 1** Most significant safety and mission assurance (SMA) contribution from within the NASA SMA organization
- 2** Most significant safety or quality product improvement, service improvement, or initiative from a NASA employee external to the SMA organization
- 3** Most significant safety or quality product improvement, service improvement, or initiative from a Government (non-NASA) employee
- 4** Most significant safety or quality product improvement, service improvement, or initiative from a NASA prime or subcontractor employee

IV. SELECTION PROCESS

- Depending on local policies, the NASA Headquarters and Center SMA offices evaluate nominees and select local recipients on a monthly, quarterly, semiannual, or annual basis.
- Annually, a QASAR Award Board, composed of representatives from the Centers and Headquarters, will select ***one individual in each category*** to receive the Agency QASAR “Best of the Best” awards.
- With respect to this Award process, the Jet Propulsion Laboratory is considered a NASA Center.
- The QASAR award period runs from calendar year to calendar year. Nominations for the Agency “Best of the Best” for the previous calendar year are due to the Office of Safety and Mission Assurance no later than January 10, or, if January 10 falls on a weekend, the last working day before January 10. See Section IX.

V. QASAR AWARD CRITERIA

To be eligible to receive a QASAR Award, an individual must accomplish at least one of the following:

- Identify or implement significant quality or safety improvements to NASA products, services, or processes
- Institute continuous quality or safety improvement through NASA and/or contractor action teams
- Identify potential quality or safety problems, along with recommended corrective action, to preclude mishaps or major systems impacts
- Advance the quality and safety profession through other significant accomplishments

VI. QASAR SUPPLEMENTAL CRITERIA ELEMENTS

The following items may be considered within the criteria when determining an individual's eligibility for the QASAR Award:

- Was an operational hazard identified that, if not corrected, could cause injury to personnel and/or damage to ground support equipment or flightware?
- Was exceptional performance displayed—for example, did the individual define a problem that was undetected and/or exert extraordinary management or floor-level effort that resulted in corrective action?
- Were recommendations made that significantly improved product or service quality or safety, safety methods, or safety procedures, and/or resulted in significant resource savings? Or did the process cost more and result in better reliability and safety?
- Was outstanding performance shown in fostering NASA/contractor teamwork and partnership for quality or safety?
- Was outstanding leadership displayed in contributing actively to the safety and mission success goals of NASA Headquarters and/or the Center and its safety programs?
- Has the process resulted in advancing one or more of the elements of the NASA Administrator's safety initiatives?
- Has the individual distinguished him or herself in the quality or safety area by:
 - teaching quality or safety courses in colleges/universities,
 - serving on technical advisory committees or other significant outreach activities, or
 - making a significant contribution to NASA's body of knowledge in quality and/or safety principles?

VII. NOMINATIONS

Any NASA or NASA contractor employee may nominate an eligible individual to receive a QASAR Award. The award nomination should be no more than one page in length. A sample form is provided in Appendix A. QASAR Award nominations should be submitted to the cognizant Headquarters or Center QASAR representative (listed in paragraph XI) or as Center policy designates.

VIII. NOMINATION JUSTIFICATION

Nominations should indicate how the individual impacted the Agency or mission he or she was supporting, and should, if appropriate, include metrics that support the achievement, for example:

- Specific examples of improved safety
- Specific examples of improved quality/or improved reliability
- Demonstrated cost savings
- Improved time management
- How the product or service was improved
- How productivity was increased
- Scope and duration of benefit
- Level of customer satisfaction

IX. QASAR AWARD “BEST OF THE BEST”

Each year, the “Best of the Best” of that year’s local QASAR Award recipients are selected for Agency recognition. Each Center and Headquarters may submit ***one nomination in each category*** for consideration in the “Best of the Best.” Nominations from the Centers must be signed by the Center Director, and nominations from the Strategic Enterprises and Headquarters Functional/Staff Offices must be signed by the nominating Associate Administrator. The QASAR Award Board will select one recipient in each category.

The QASAR “Best of the Best” Award plaques will be presented by the Administrator at the Annual NASA Continual Improvement and Reinvention Conference, usually held in April.

X. QASAR AWARD BOARD

The Deputy Associate Administrator for Safety and Mission Assurance chairs the QASAR Award Board. It consists of representatives from Headquarters and each Center. It convenes annually to select the QASAR Award “Best of the Best” recipients.

XI. NASA QASAR REPRESENTATIVES

AMES RESEARCH CENTER

Kenneth P. Zander
Mail Stop 218-7
Tel: (650) 604-5604
Fax: (650) 604-6508

DRYDEN FLIGHT RESEARCH CENTER

Edmund M. Hamlin
Mail Stop D-8002
Tel: (805) 258-3526
Fax: (805) 258-2193

GODDARD SPACE FLIGHT CENTER

John M. Maristch
Code 303
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JET PROPULSION LABORATORY

John W. Schlue
Mail Stop 301-415
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NASA HEADQUARTERS

Geoffrey B. Templeton
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APPENDIX A

QASAR AWARD NOMINATION FORM

QASAR CATEGORY

- NASA Safety & Mission Assurance (SMA)
- NASA (outside SMA Organization)
- Government (outside NASA)
- NASA Prime or Subcontractor

NOMINEE _____

ORGANIZATION _____

JUSTIFICATION

(Describe the specific events or actions which justify the nomination)

CITATION

(Write a brief description summarizing the justification for the award, to be used in award memo)

In recognition of _____

SIGNATURES

Center SMA Director or Headquarters Division Director

Center Director or Associate Administrator