

Assessment of MSFC's Process for the Development and Activation of Space Act Agreement

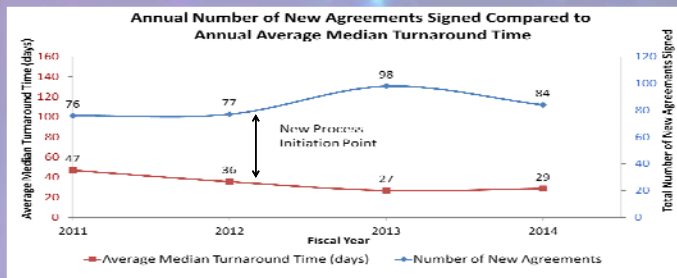
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Overview

- Space Act Agreements (SAAs) are contractual agreements that NASA utilizes to form partnerships with researchers, industry, and academia to stimulate cutting-edge innovation within the science and technology communities.
- This study assessed the current SAA development and activation process at Marshall Space Flight Center (MSFC) to determine if improvements could be implemented to increase productivity, decrease time to activation, and improve the quality of deliverables.

Key Findings

- Interviews with 12 SAA process stakeholders revealed that process adherence failures, communication issues, and authority ambiguity hampered the development process and resulted in lower quality agreements.
- The current process initially improved turnaround times; however, the latest trend indicates that turnaround time has begun to take longer while the number of new SAAs has begun to decrease, suggesting the potential need for process remediation based on interview findings.



Process Improvement Recommendations:



Develop or procure customer relationship management (CRM) software to monitor process adherence, track customer communication, and record processing times



Develop new, hands-on training materials to assist technical points of contact with crafting high-quality SAAs

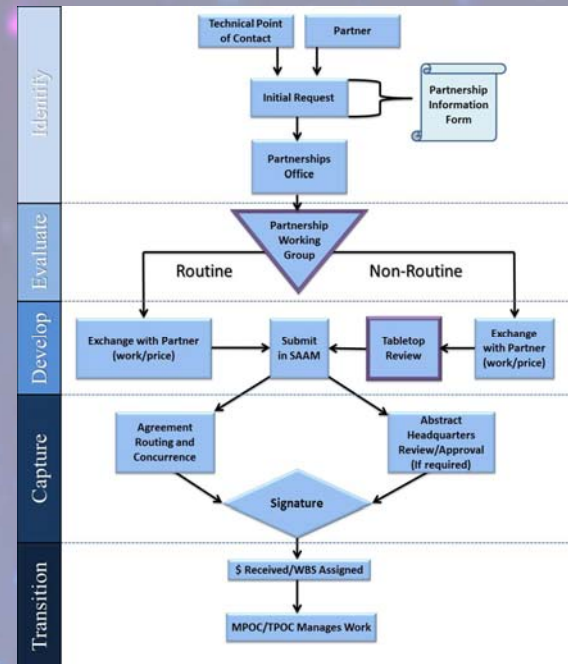


Co-locate or combine the primary SAA development teams (Office of Strategic Analysis and Communication and the Partnerships Office) to improve efficiency

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MSFC's SAA Development and Activation Process



Impact

- Space Act Agreements allow innovators the opportunity to partner with NASA to access resources, such as test facilities and subject matter experts, not readily available in industry or academia.
- These partnerships promote discovery and technological advancement which help support both the NASA missions and the science and technology communities.

Explanation

- Space Act Agreements play a vital role in facilitating the flow of knowledge among industry, academia, researchers, and government agencies.
- Improving the SAA development process helps promote timely and efficient use of resources to better understand our world, the universe, and beyond.

