Enabling Mission Success Together: Resident Management Offices at the Nexus of NASA and Industry Partners

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Outline



RESIDENT MANAGEMENT OFFICES



UNIQUE VANTAGE POINT AND ACCESS



CULTIVATING RELATIONSHIPS



CORE RESPONSIBILITIES AND DAILY OPS

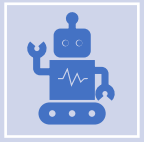
Resident Management Office (RMO)



NASA’s embedded liaisons at contractor facilities.



Ensure mission success, safety, and reliability for human spaceflight programs.



Responsibilities span oversight, insight, compliance, risk identification, and real-time issue resolution.

Role & Importance of Resident Offices



Embedded Technical Oversight/Insight



Proactive Issue Resolution



Enhanced Communication & Transparency



Adaptability and Confidentiality

Unique Vantage Point & Access



- Direct Facility Access
- Dual Access Systems
- Enhanced Surveillance & Insight
- Strategic Onsite Presence

Note: Access varies by contract and partner flexibility.

Navigating Contractual Boundaries & Relationships



RMOs navigate complex contractual boundaries, including performance-based agreements and design authority shifts.



Horizontal integration requires more staffing and coordination; vertical integration allows centralized oversight.



RMOs balance provider confidentiality with the need for safety and compliance data, ensuring ethical insight and risk contextualization.

Core Responsibilities & Daily Operations



COORDINATION AND INSIGHT



UNBIASED REPORTING



TECHNICAL EXPERTISE AND ANALYSIS



QUALITY ASSURANCE AND COMPLIANCE

Relationship Building & Ensuring Compliance



Building Trust and Collaboration



Participation in Review Processes



Multi-disciplinary Coordination



Balancing Transparency and Confidentiality

A Foundation Built on Experience, Adaptation & Relationships

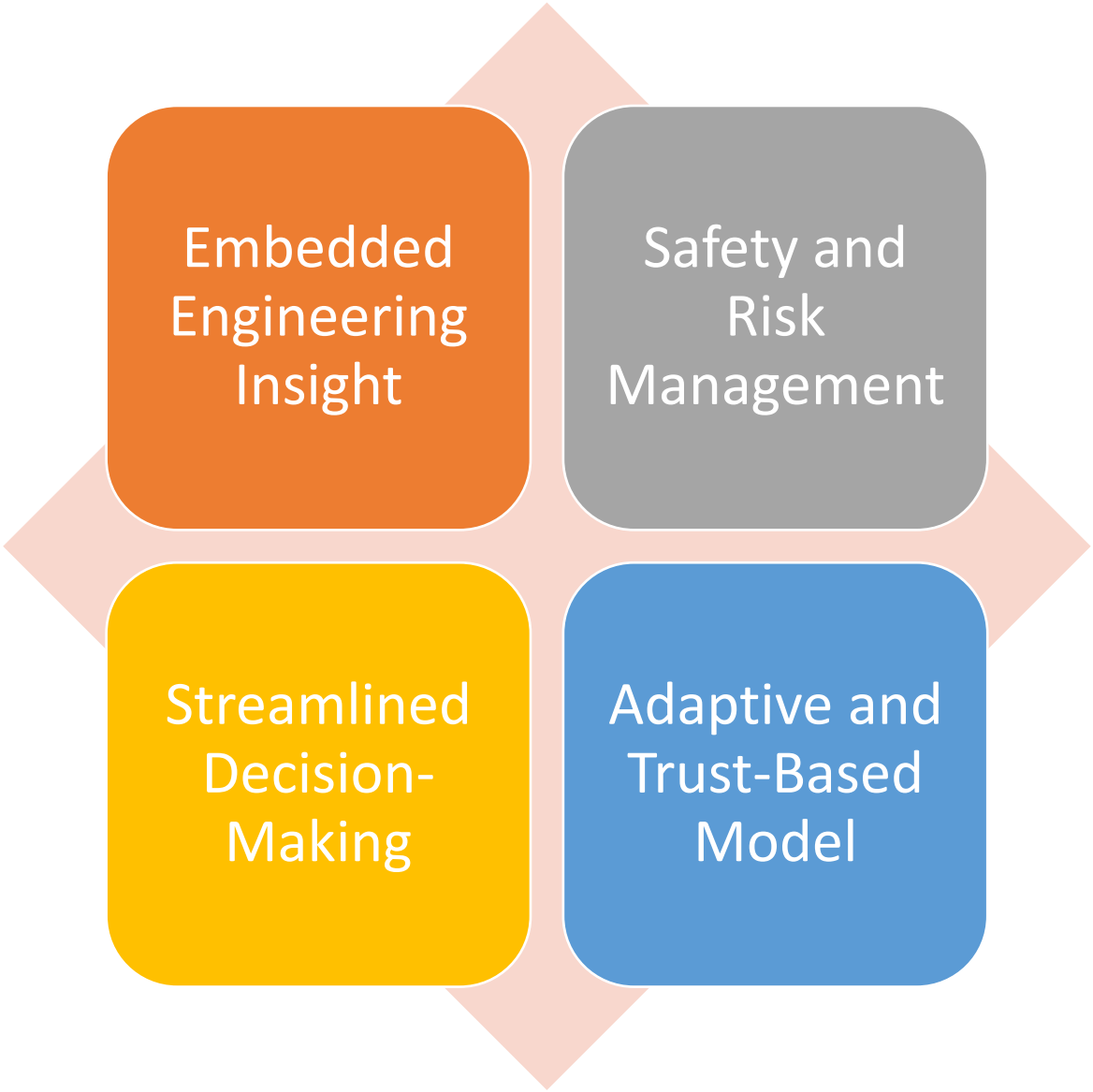
RMOs bring deep systems engineering and system expertise to interpret observations and connect them to Program requirements effectively.

Experience enables RMOs to adapt to new technology development, ensuring quality systems function properly and meet standards.

RMOs use judgment and strong leadership skills to build relationships and credibility, not merely enforce rules.

Experienced RMOs align technical truth with contractual obligations, preventing surprises and supporting certification integrity.

Conclusion


Embedded Engineering Insight
Safety and Risk Management
Streamlined Decision-Making
Adaptive and Trust-Based Model


NASA
*Concept image