



NASA Project Management Challenge Conference 2008

John F. Kennedy Space Center

LAUNCH SERVICES PROGRAM

Processes – What are they good for? Absolutely Something!

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- *Tired of being asked to create a process or document just to check a box for an upcoming audit?*
- *Are you creating processes that fall in a black hole never to be looked at again?*
- *Would you like to learn how to create processes that will be used, and users will know how to find them, update, and improve the process?*
- *A list of questions to ask, a simple template, and you are on your way to create a process that will be efficient and useful.*
- *Don't waste valuable time trying to decide how to get started on creating your process, only to find out you didn't need one to begin with.*
- *Spend time on creating efficient processes that your team will ask for.*



- Results We Want
 - Produce a consistent product or result
 - Provide guidance
 - Adapt to change
 - Control Configuration
 - Document how we are doing business



- Reasons for Failure
 - Failed implementation of Process Models, i.e. CMMI, 6 Sigma, etc.
 - Tendency to reward fire fighting
 - Not systematic - randomness creeps in
 - Good processes go unnoticed
 - Process deployment
 - Inability to adapt to and keep up fast track changing environments



- Process System Design - Getting started
 - Don't get intimidated or over whelmed
 - Focus on end result
 - Document what you are going to do
 - Example
 - Planning a party – determine the activities to be carried out to complete the task
 - » Decide on theme;
 - » Guest list;
 - » Location;
 - » Menu. etc.
 - Create desk instructions if necessary to help complete task



- Processes should be evaluated for:
 - Is it necessary or are you just creating a process to check a box? i.e. ISO, CMMI, 6 Sigma, etc.
 - Impact on the customer
 - Relevance to overall strategic direction (mission)
 - Viability (probability of success – technology risk, management and stakeholder commitment, qualifications and competency of workers = probability of success)



- Responsibilities of Process owners
 - Determine your audience
 - Ensure proper deployment
 - Simple as email notification
 - May involve training
 - Monitor effectiveness



- Process Development Tips
 - Identify objectives
 - Identify requirements
 - Identify change
 - Identify records being generated
 - Involve your stakeholders
 - Create a process that will be used



- Process Development Tips (con't)
 - Simple documentation
 - Don't make to complex
 - too simple
 - too busy
 - Use lighter colors for printing
 - Spell out acronyms
 - Make sure you identify decision blocks
 - Avoid going in two or more directions
 - Use notes and text blocks to expand details;
 - Choose the right format
 - Avoid endless loops – no dead ends

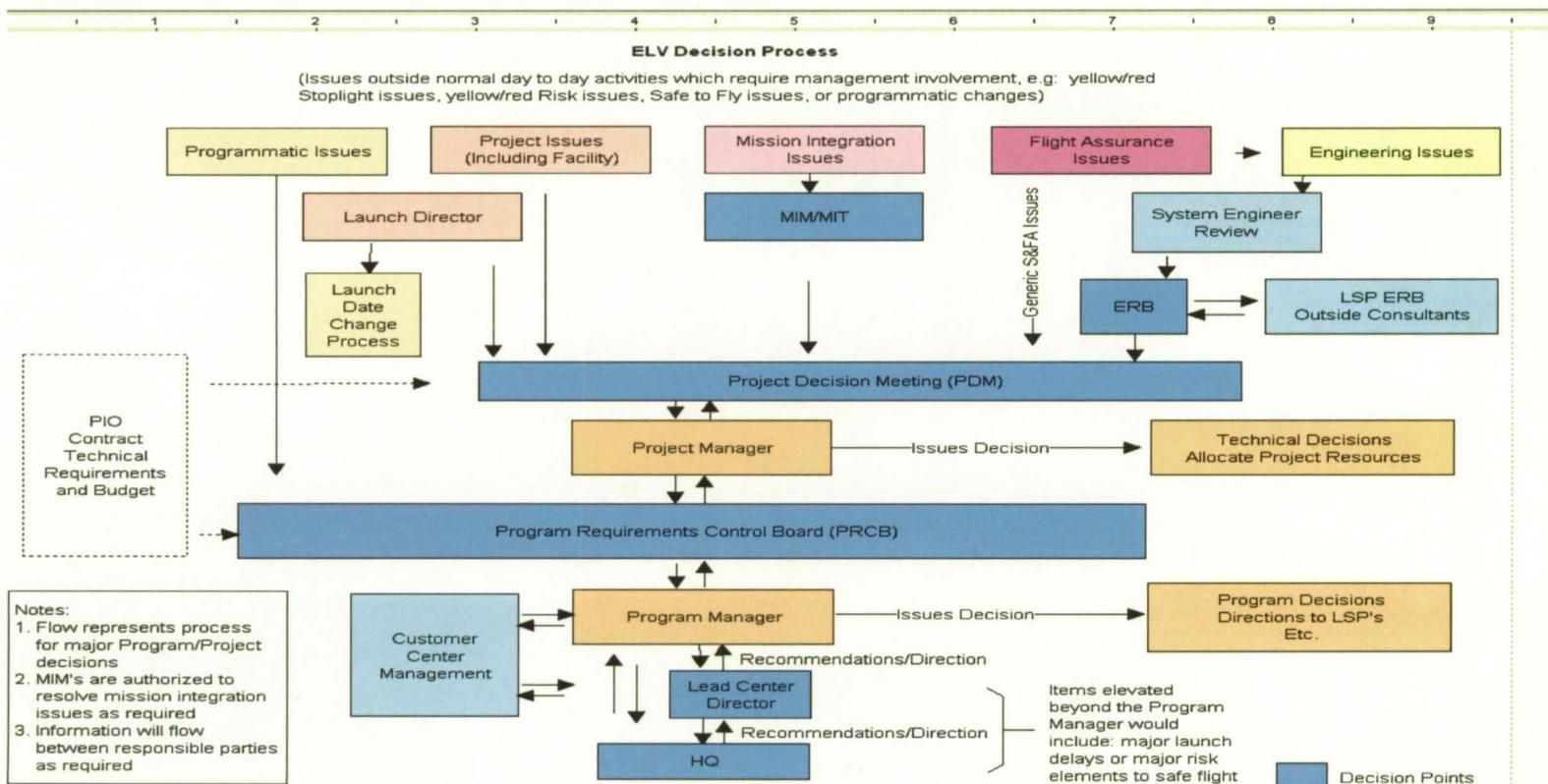


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Complex Process



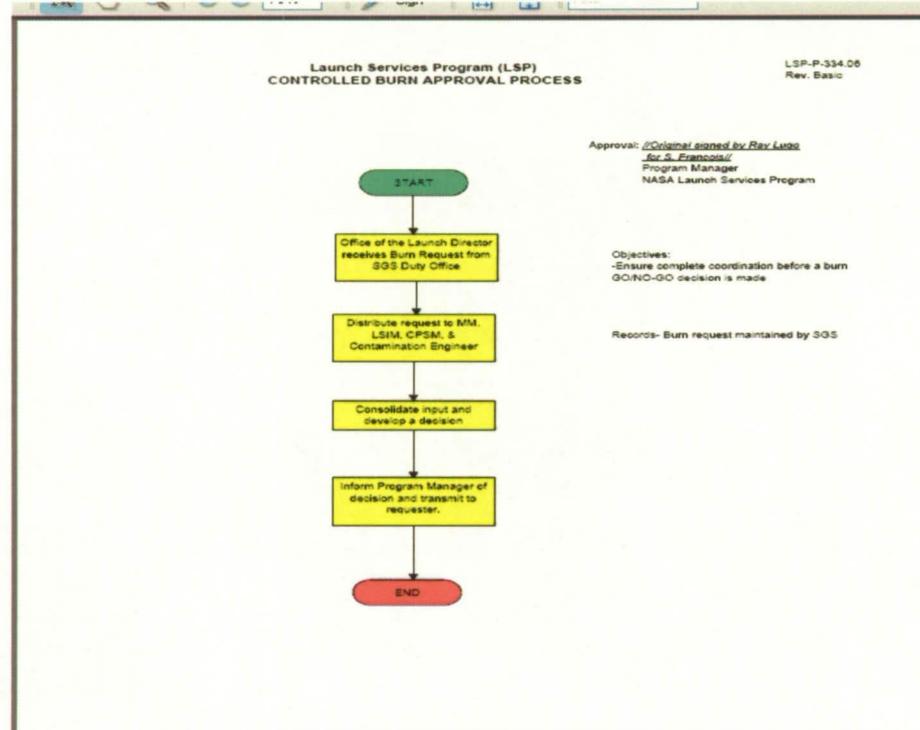


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Simple Process





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Process Template



National Aeronautics and Space Administration
John F. Kennedy Space Center, Florida
Expendable Launch Vehicles Program

LSP-P-411.02
Revision Basic
08/10/05

Word File

**SPACECRAFT CLOSEOUT SHELTER
INSPECTION AND MAINEANCE
PROCEDURE**

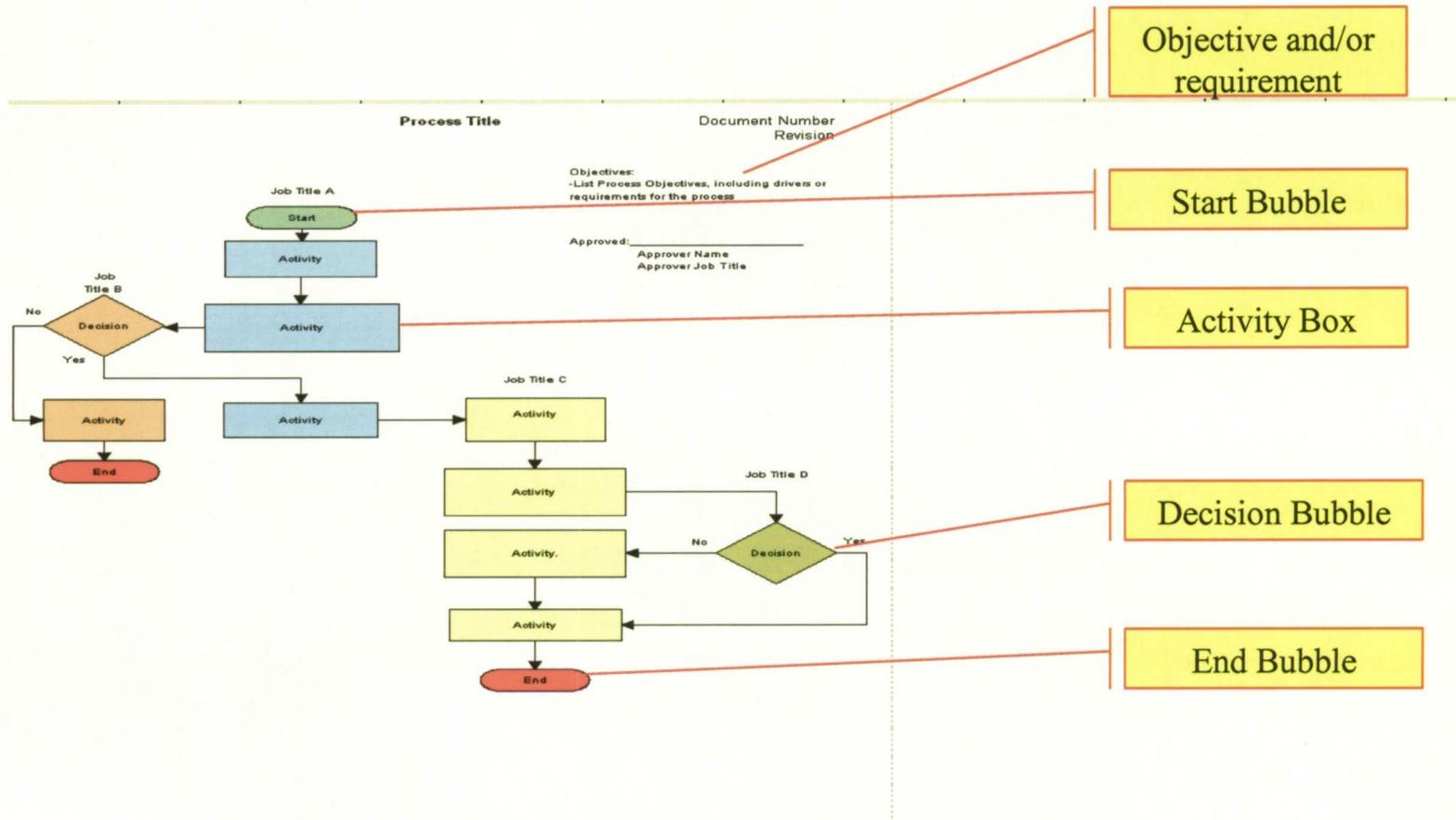


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Process Template





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Process Template

Process Reference List		
Document Number	Document Title	
Revision History		
Revision	Description	Date
Business Records Generated from Process		
Record Title	Location	

Document Number
Revision

Reference List

Revision History

Business Records



- Benefits of Process Improvement
 - Better Practices, continuous improvement is a Hallmark
 - Process to provide a method to efficiently document, review, obtain approval, and revise processes
 - Pass on what we learn
 - If we stop learning we will fail
- People make NASA run – processes help us accomplish it



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- References
 - ISO 9000 Quality System Development Handbook – David Hoyle



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Questions or Comments?