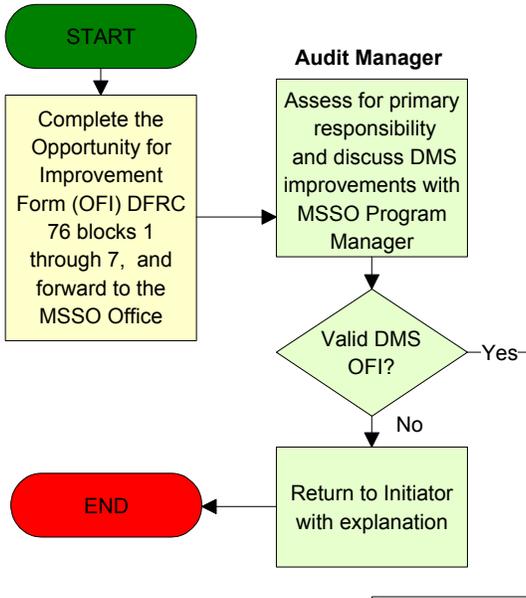


Initiator (See Note 1)

# MANAGEMENT SYSTEM PREVENTIVE ACTION AND OPPORTUNITY FOR IMPROVEMENT

Dryden Flight Research Center  
DCP-X-003  
Revision: E



Objectives:

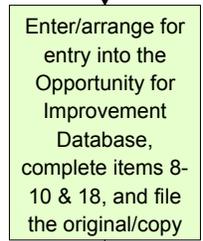
- to ensure that customer comments are addressed quickly
- to ensure that management system improvements are taken
- to implement an escalation system when action is required
- to monitor changes to the management system to prevent adverse effects
- to promote a user friendly system to improve the DFRC Management System (DMS)
- to avoid similar problems being worked in multiple directorates or offices
- provide input to Management Review for possible Preventive Action
- to implement an escalation system when corrective actions not taken

Electronically Approved By:  
Associate Director

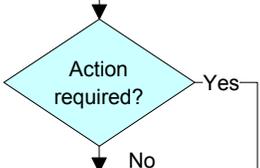
**Reference:**

**Preventive Action**  
-Action taken to eliminate the causes of a potential nonconformity in order to prevent occurrence

**Opportunity for Improvement**  
-Action taken to improve the management system through employee ideas and external customer comments

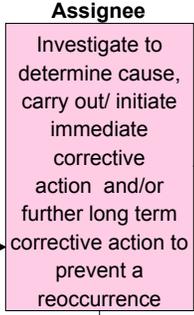
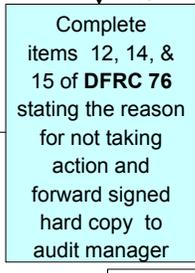
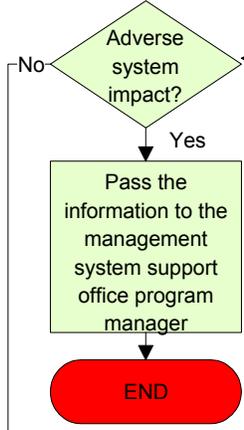


Director/  
Office Chief

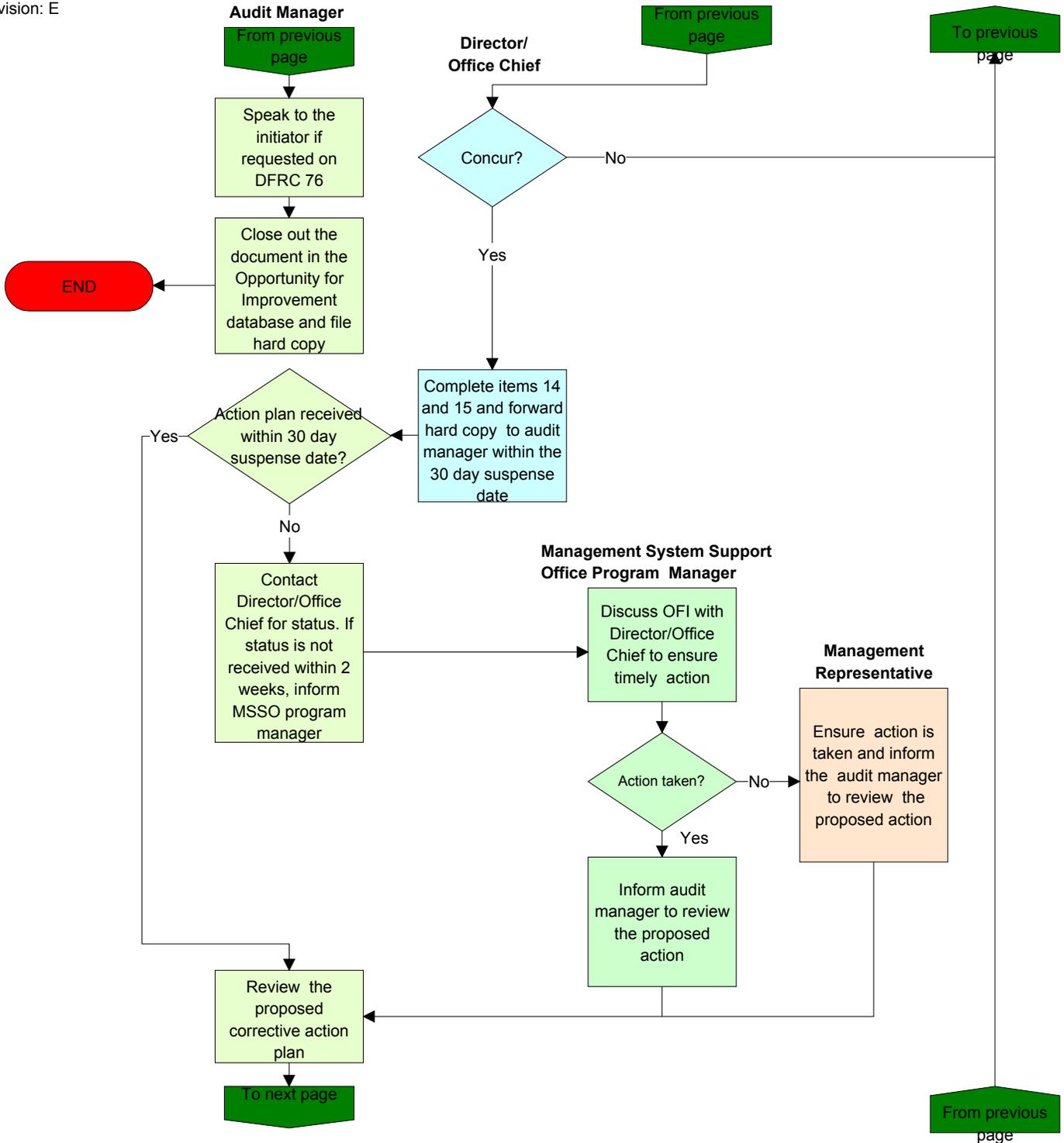


**Note 1:**

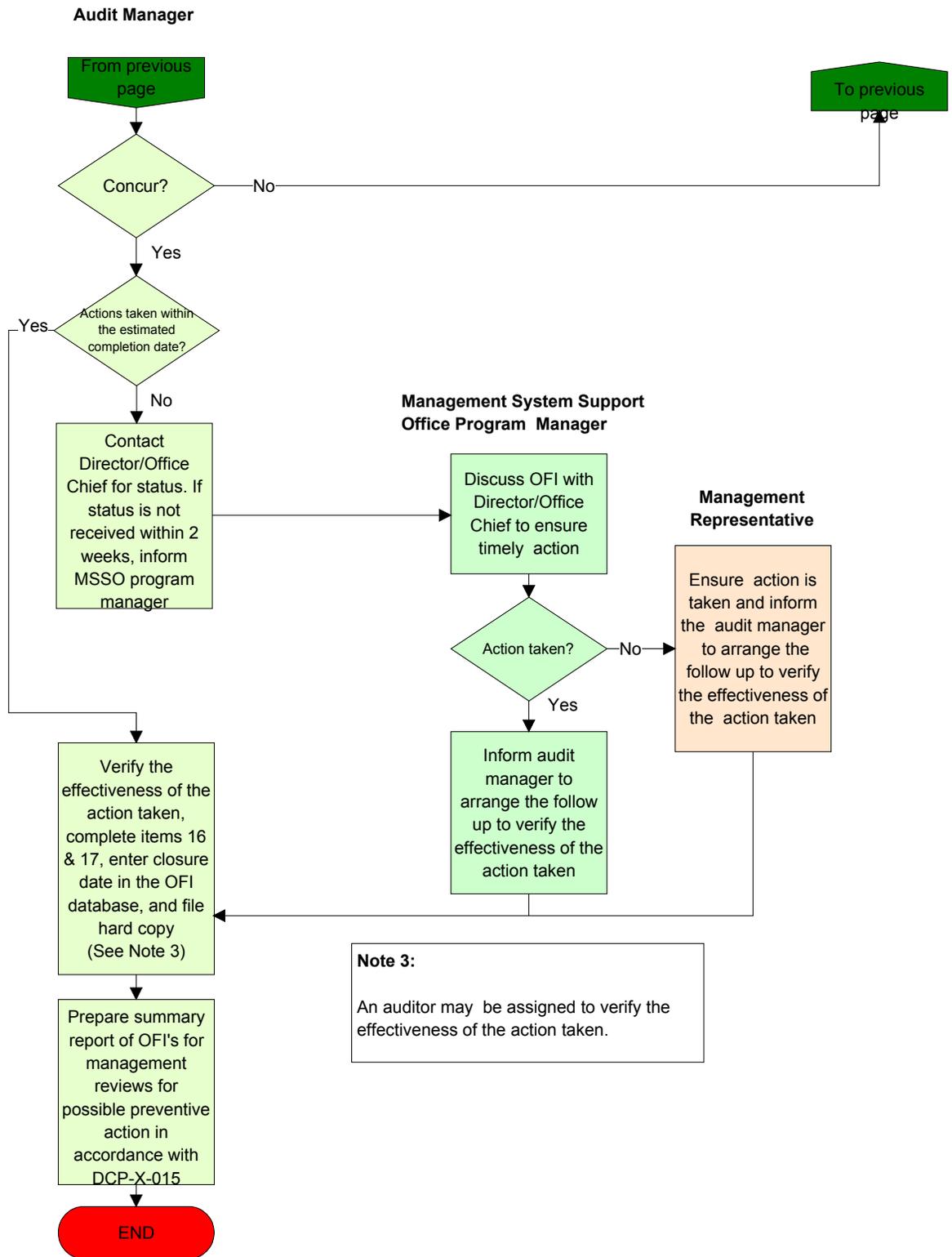
- Any manager at DFRC in receipt of a customer comment/ concern
- Any employee as a result of analysis of operation, documentation, data and records
- Management Representative as a result of management review process per DCP-X-015
- Audit Manager as a result of audit trend analysis



ALL DOCUMENTS ON THIS SITE  
<http://www.dfrc.nasa.gov/DMS/dms.html>  
 ARE FOR REFERENCE ONLY  
 THIS SITE IS UPDATED EVERY 30 DAYS



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### DOCUMENT HISTORY PAGE

This page is for informational purposes and does not need to be retained with the document.

| <u>DATE APPROVED</u>                 | <u>ISSUE</u> | <u>PAGE</u> | <u>AMENDMENT DETAILS</u>  |
|--------------------------------------|--------------|-------------|---|
| <u>12/3/98</u>                       | Baseline     |             |   |
| <u>2/9/99</u>                        | Rev A        | 1           | <u>Modified signature block from "Approved" to "Electronically Approved by", changed title, modified Note 1 and added Note 2.</u>   |
| <u>3/1/99</u>                        | Rev B        | All         | <u>Major modification made to the flow chart</u>  |
| <u>4/20/99</u>                       | Rev C        | All         | <u>Major modification made to the flow chart</u>  |
| <u>9/30/99</u>                       | Rev D        | All         | <u>Page 1: changed title; revised 2nd objective; modified "Initiator" block; modified blocks 1 &amp; 4 and added blocks 2 &amp; 3 of "Audit Manager"; modified blocks 2 &amp; 3 of "Director/Office Chief"; and block 2 of "Assignee". Page 2: modified block 2 of "Director/Office Chief"; modified blocks 6 &amp; 7 of "Audit Manager"; and changed title of "MSSO Office Chief" to "MSSO Program Manager".</u> |
| <u>See IDMS Document Master List</u> | Rev E        | All         | <u>Established escalation system instructions, defined preventive action per ISO 8402, changed "MSSO Project Manager" to "MSSO Program Manager" throughout flowchart, and added links.</u>  |