

Langley Management System (LMS) Overview

Presentation to CLC
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Outline

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Purpose of the LMS

The LMS is essentially a tool for Center Management to effectively:

- Ensure Center-wide alignment with NASA vision, LaRC mission, and defined objectives
- Guide the planning, conduct and oversight of work through the implementation of leadership's policies, decisions and procedural requirements across the entire Center
- Provide a management review framework to assess the effectiveness of the system to meet internal objectives and external requirements
- Drive necessary strategic and operational changes when required

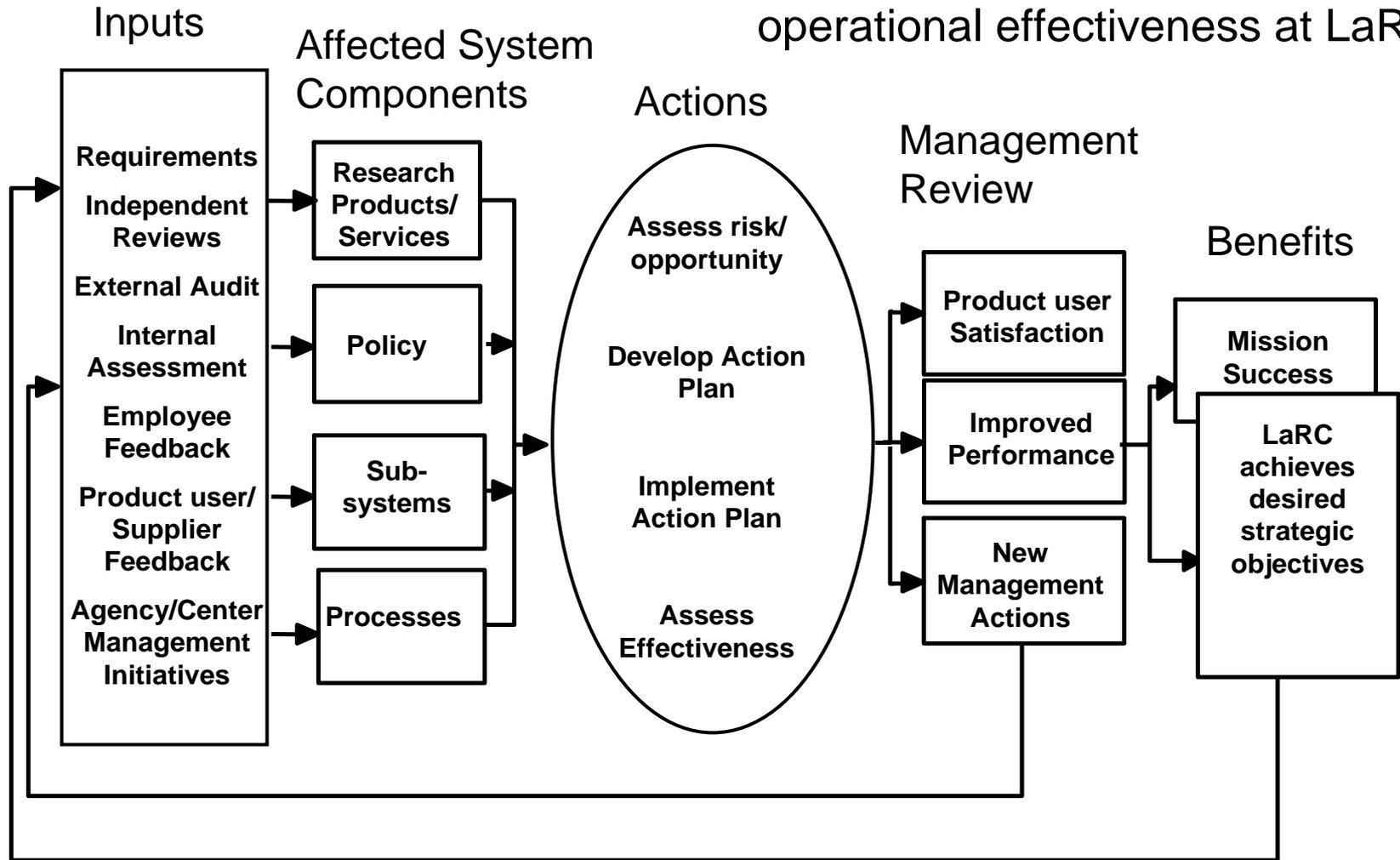
Description of LMS

The LMS is more than just the “LMS web site”

- A transparent, integrated management system that is designed to help LaRC implement all forms of management control, continual improvement and address all customer/regulatory requirements in order to best contribute to the NASA mission
- In essence, the LMS defines and controls the way we do business at LaRC (*from strategic and operational perspectives*)
 - ISO 9001 or AS9100 registration are just one of many attributes of the Langley Management System, it is not the “driver” behind its existence

How Does It Work?

Model for achieving strategic and operational effectiveness at LaRC



LMS ISO 9001/ AS 9100 Registration

ISO 9001 applicability:

- All civil service activities associated with design, analysis, development, and delivery of aerospace vehicle systems technologies and scientific research of all planetary atmospheres.

AS9100 applicability:

- Processes and services that support the design, development, fabrication, component assembly, and system installation of flight hardware, flight software, and associated ground support equipment interfacing with flight hardware and flight software.

LaRC's Quality Policy

Langley Research Center Pioneers the Future in Space Exploration, Scientific Discovery, and Aeronautics Through Research and Development of Technology, Scientific Instruments, and Exploration Systems.

In performing this mission, LaRC is committed to comply with internally and externally generated requirements that impact the planning, conduct and review of work. The Center will continue to seek and act on opportunities to improve our system, processes, products, and services.

Role of LMS Management Representative

The LMS Mgmt Rep:

- Is appointed by the Center Director to provide strategy and guidance to the Center Director and Center Leadership Council on LMS implementation – serves as management's liaison between strategic goals and the alignment of the LMS infrastructure
- Has freedom to resolve all matters relating to quality of the overall system - to ensure that processes, implementation sub-systems and products/services effectively fulfill defined requirements
- Reviews and recommends approval of LMS documentation to ensure effective and efficient operations, continual improvement, and desired strategic direction of the Center
- Facilitates change management so that new initiatives are planned and executed, while the integrity of the management system is maintained

Kathy Suddreth is currently serving as the LMS Mgmt Rep

Employee Responsibilities

- Understand the Center's Quality Policy and how their job supports the mission
- Learn how to use the LMS Website to access information needed to perform work at the Center
- Read and maintain ongoing awareness of LMS Policy Manual, all applicable work procedures, including identified training and record-keeping requirements
- Follow established mechanisms to effect changes to Center and Organizational policies and procedures
- Provide feedback on system weaknesses and opportunities for improvement

Management's Responsibilities

All of the employee responsibilitiesplus:

- Ensuring that when “Requests for Corrective Action” are assigned
 - The issue(s) are worked by conducting root cause analysis and action planning from a “systemic” perspective (*looking across the center, not just your OU*)
 - Responses are timely and effectiveness of action taken is assessed with proper recording to document completion
- Actively engaging in various Management Review forums and look for systemic trends/issues that need to be addressed at a Center level
- Provide ongoing awareness to employees of the need to work within the overall management system

While responsibility for the “hands on” work to address issues can be designated, the ultimate accountability rests with Leadership

LMS Website Overview

<http://lms/>