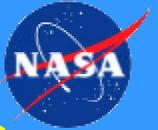


# ***Benefits of ISO***

*Note: The following list of Benefits are words from the different Organizations. The only changes were minor and editorial in nature only.*



- **ISO has provided a valuable hierarchical system for MSFC documents. It has forced definition, decision, and documentation of some management processes that had been uncertain or undetermined prior to implementation of ISO.**
- **The electronic review/concurrence system developed during implementation, gives virtually every MSFC employee the opportunity to provide inputs to these documents to make the MSFC more productive, more efficient, and more competitive. This has given the employees a sense of ownership in the process**
- **Implementation has brought focus to the need for employee training.**



- **Implementation has put discipline into each project/program to systematically and regularly 'keep their (documentation) house in order'.**
- **Implementation has improved communication to employees of emphasis, priority, and commitment of Center Management to concepts of structured, disciplined approach to quality and an improved understanding of Center “global” processes for all employees. It has established the understanding with the employees that management places a priority on Quality and provides a mechanism through which to achieve it.**



***Benefits of ISO***

- Expanded employees' knowledge of Center operations and policies through the accessibility of directives and participation in the internal audit program
- Afforded employees the opportunity for professional development through participation in the internal audit program
- Directive review process allows input from every working level at the Center
- Forced documentation of operating and test procedures has allowed quicker transition for new hires, transfers and cross-training
- Discipline instituted by ISO has led to the improvement of test equipment operating procedures



- **Discipline instituted by ISO is improving record filing**
- **Improved the quality and communication of MSFC's Microgravity Products and Services**
- **With the implementation of the new Program/Project Data System in Microgravity Research Program Office, which consolidates the responses from GRC, JPL, and JSC, the electronic document review and approval process will provide instant access to the comments provided by the Centers. This will improve the quality of the consolidated response MRPO prepares.**



***Benefits of ISO***

- **ISO system creates standardization, at least within a Project. Processes and procedures that are developed in accordance with ISO elements, but customized to a specific Project, provide that standardization and cuts across the various Project elements.**
- **Participation in the ISO implementation process has required each CaER organization to review, analyze and document the processes used to carry out the assigned missions of each organization. This effort has led to a clearer understanding of those processes.**
- **The implementation of ISO has also compelled us to update those Center-wide regulations for which we are responsible and to make organizational-level procedures and guidelines available to all employees through the MSFC intranet.**



*Benefits of ISO*

- **The Marshall Management System, which is a central feature of the ISO implementation effort, has proven to be a powerful tool for assuring the timely collection of feedback from our customers and other stakeholders and for assuring our timely response to that feedback.**
- **Helped iron out gray areas between different groups**
- **Written word finally being updated**
- **Level of accessibility of documents improved**
- **Provides buy-in for everyone for the documents (no longer getting actions within documents by other organizations without buy-in)**



- Places emphasis on continuous improvement through the continual review of processes and procedures
- Heightened awareness and added discipline to existing processes to ensure proper operation by existing procedures
- Led to the identification and documentation of processes not previously defined
- Internal office procedures are now better documented and more consistently observed. This is especially helpful when one of our personnel has to fill in for someone who is out, and will also be very helpful when new personnel join our staff



***Benefits of ISO***

- **ISO has prompted other MSFC organizations to update their procedures and regulations. Because of the role of the Chief Counsel's Office, we frequently have to refer to and often interpret MSFC directives. It certainly helps when those directives are consistent with each other and consistent with actual practice.**
- **Renewed emphasis on quality being one of our top goals, and top-level management has recognized this goal.**
- **Increased awareness of records responsibilities.**



***Benefits of ISO***

- **When properly followed, the ISO system provides for more expeditious approval/issuance of new and revised documents.**
- **Cancellation of many outdated directives and procedures that were either duplicative or no longer needed. ISO documents are now up-to-date and usable and more accessible through the electronic network.**
- **Emphasis on the importance of completing work in accordance with the proper procedures.**
- **Renewed emphasis on employees being very knowledgeable of their job responsibilities and the specific directives/procedures that apply to their jobs.**



***Benefits of ISO***

- **Better identification of NASA's responsibilities versus the contractors' responsibilities and the interface requirements involved.**
- **Consistent format for procedures throughout the Center.**
- **Visibility of the various personnel who are responsible for writing and reviewing/approving the directives/issuances. This has contributed to more timely processing of directives/organizational issuances.**
- **Streamlined and defined our processes, especially for foreign national visits.**
- **Update of regulations.**



*Benefits of ISO*

- Improvement of processes, i.e. foreign national unique badges and the backup system that we ensured was in place for SOMIS. ISO caused us to be able to sustain little damage and recover after the love bug hit.
- Training for new employees has been enhanced as a result of having well-defined security policies and procedures.
- Protective Services Department provides more consistent security guidance as a result of the streamlined policies and procedures.
- Strengthened external relationships with other organizations as a result of the increased coordination, e.g., Export Control.



***Benefits of ISO***

- **Provided greater MSFC awareness of Protective Services Department (PSD) processes, policies and procedures which has resulted in an increase in the frequency of employee requests for PSD advice and assistance, particularly in the area of technology protection and international visitors.**
- **Improved file management system, thus increasing efficiency and effectiveness.**
- **Improved strategic planning process.**
- **Allows for better focus on customer interaction, response, and processes.**
- **Streamlined process for directive approval.**



***Benefits of ISO***

- **Update of the Property Management Group (PMG) processes.**
- **Documentation Library on the web provides for easy access to directives.**
- **Required adherence to directives.**
- **Regularly scheduled self assessment of directives.**
- **Regularly scheduled audits.**
- **ISO prompted the Equal Opportunity Office to document the processes used in day-to-day operations in the office. This is especially helpful when one of our personnel has to fill in for someone who is out.**



*Benefits of ISO*

- The OWI's were used as a training tool during some in-house training recently conducted by CFO. The benefit from ISO was that we were required to update the procedures/process flows and they can now be used for training new employees and cross training of our experienced employees.
- By requiring us to document our work procedures, we have more integrated and consistent processes.
- People are more aware of the responsibilities and functions of others within the office.
- People feel more like part of a team, as everyone was part of process development.



***Benefits of ISO***

- **Helps to enforce discipline in the system**
- **Helps validate processes “say what we do, do what we say”**
- **Required the creation of Organizational Work Instructions which is utilized by Shuttle personnel as a “how to handbook on job responsibilities” (especially helpful with new hires)**
- **Helped to standardize process**
- **Helped to ensure communication and ownership of responsibilities between Shuttle and Support Organizations such as Procurement, Engineering and others.**
- **Drove Shuttle Management to look at processes across the various elements. Developed common procedures where appropriated and to document where process should be different.**



***Benefits of ISO***

- **65% reduction in procurement documentation**
- **ISO has streamlined the acquisition process by having readily available, the procedures, instructions and forms, necessary for procurement personnel to do their job.**
- **ISO directives has greatly reduced the time personnel spend in researching regulations, policies, instructions, guidelines and looking for form and formats from volumes of material that existed pre ISO.**
- **A streamlining, and subsequent decrease in turn-around time, in the formulation and implementation of project and program planning activities due to the detailed level of “standardization” established by the policies and procedures governing these activities within the Center’s ISO program.**



- **Increased visibility into the planning, procedures and product provided by the various sub-organizations within the Directorate, providing a tangible metric by which the “quality” and consistency of the organization’s efforts can be reasonably measured.**
- **Greater awareness among a larger number of personnel and staff with TD of the broader, inter-related scope of activities occurring within the Center’s day-to-day operations, derived in large part from their ready access to the ISO documents available through the MIDL on-line; documents which describe, much of how MSFC conducts business, and of the underlying strategies, goals and commitments behind the various activities.**