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Office Procedure No. GLP-QE-8735.1

Revision F

Office Procedure

Government Industry Data Exchange Program (GIDEP) & NASA Advisories

Approved by:

Timothy Best, Branch Chief, QEA

*This document identified the correct steps to accomplish this process. I acknowledge that by my signature I am the document owner for purposes of its maintenance and update.

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Change Record

Rev.	Effective Date	Description
Basic	07-22-1998	Initial Issue
A	07-22-1999	Add Documentation Requirements/Updated References (Change Request #QMO-004)
B	06-06-2000	Remove record retention duration and file location from Section 2.2, Records and Forms. This information is to be listed on NASA C-278 only. Remove mention of "GIDEP Form 97-1" from Section 2.2. Add "(Complete "Problem Report Impact Checklist")" to flow diagram for Externally Identified Problems. (Change Request #QMO-014)
C	10-29-2001	Document Review Add "& NASA Advisories" to title, Purpose, and Scope. Update Flow Diagrams to more clearly describe process activities.
C	Oct. 14, 2003	Document Review, no changes
D	Sept. 9, 2004	CR QMO-022: Add procedure to generate GRC NASA Advisories, update document and form numbers, add GIDEP Operations Manual
E	Sept. 17, 2007	CR 120 - Rewrite to update document and reflect current procedures and departments. Update Point of Contact
F	August 30, 2012	CR 192 – Document Review – only change is to name Tim Best as Approving Authority

***Include all information for each revision. Do not remove old revision data. Add new rows to table when space runs out by pressing the tab key in the last row, far right column.*

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1.0 INTRODUCTION

1.1 Purpose

This document establishes the processes at Glenn Research Center (GRC) how to ensure information about non-conforming or defective items in use at NASA Glen Research Center are identified and exchanged at GRC with NASA Advisory and GIDEP as appropriate.

1.2 Scope

This document provides the instruction in the closed looped processes for the exchange of data concerning significant parts, materials, and safety problems internal and external to NASA Glenn Research Center which include GIDEP Alerts, GIDEP Safe-Alerts, GIDEP Problem Advisories, and GIDEP Agency Action Notices.

This document shall apply to all GRC organizations and programs which use, develop, or provide supports for the government. This includes flight hardware, ground support equipment, and test equipments used by GRC government or in support of government program.

2.0 REFERENCES

2.1 Applicable Documents

<u>Document Number</u>	<u>Document Title</u>
NPD 1280.1	NASA Management System Policy (ISO 9000)
NPR 8735.1	Procedure for Exchanging Parts, Materials, and Safety Problem Data Utilizing GIDEP and NASA Advisories
SO300-BT-PRO-010	GIDEP Operations Manual

2.2 Records and Forms

<u>Forms</u>	<u>Location</u>
GIDEP Forms 97-1 and 97-2	http://members.gidep.org/gidep.htm
Problem Report Impact Checklist	Office of Chief, Quality Management Office
GRC NASA Advisory Form F-GLP-QE-8735.1	GRC BMS Library

<u>Records</u>
GIDEP Forms 97-1 and 97-2
Problem Report Impact Checklist
GRC NASA Advisories

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File location and retention duration are specified on NASA C-278, Organizational Records List, posted in the QE00 System Safety, Quality and Reliability Division folder in the BMS Library.

2.3 Definitions

ALERT (Acute Launch Emergency Restraint Tip):	A standardized report prepared by a GIDEP participant for the identification and notification of actual or potential problems on nonconforming parts, components, materials, manufacturing processes, test equipment, construction materials, office equipment, chemicals, or computer software. ALERTs are submitted on GIDEP Form 97-1.
GIDEP (Government-Industry Data Exchange Program):	A cooperative activity between government and industry participants seeking to reduce or eliminate expenditures of resources by making maximum use of existing information. The program provides a medium to exchange technical information essential during research, design, development, production and operation phases of the life cycle of systems, facilities, and equipment. GIDEP is managed and funded by the U. S. Government. Among its participating organizations are U. S. Government and hundreds of industrial organizations producing parts, components, and equipment for the government.
GIDEP ALERT:	Government-Industry Data Exchange Program (GIDEP) document for reporting a problem with parts, component, materials, specifications, software, facilities, manufacturing processes or test equipment that can cause a functional failure.
GIDEP SAFE-ALERT:	A government –Industry Data exchange Program document for reporting a non-conforming item, product or situation that creates a safety hazard for personnel or equipment.
GIDEP Problem Advisory:	Government-Industry Data Exchange Program document for reporting a problem with parts, components, materials, manufacturing processes, specifications, software, facilities, or test equipment that has an unknown or low probability of causing problems for other users.

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3.0 RESPONSIBILITIES:

3.1 Chief Assurance & Risk Management (ARM) Code QEA

- 3.1.1 Shall ensure to include ALERT participation in GRC organization plans, agreements, requirements, and contractor related to government hardware procurement, development, support, or use.
- 3.1.2 Shall designate a civil service employee in SMA organization to be a GRC Coordinator.

3.2 GRC NASA Advisory Coordinator

- 3.2.1 Shall review the responses from impact GIDEP Alert data distribution before the report release to NASA Advisory Headquarter.
- 3.2.2 Shall review and sign all GRC NASA Advisory form F-GLP-QE-8735.1 of all ALERT before releasing to NASA Advisory/GIDEP system.
- 3.2.3 Shall arrange a GRC GIDEP User Training Session once every three years. The training session will be given by a trainer from GIDEP Operations.

3.3 GRC GIDEP Coordinator:

- 3.3.1 Shall serve as a point of contact for GRC GIDEP Alert notification, tracking, review, response, distribution, and control GIDEP data access.
- 3.3.2 Shall maintain a working knowledge and proficiency of the NASA requirements associated with GIDEP/NASA Alert System by attending a GIDEP training clinic every 2 years periodically.
- 3.3.3 Shall receive and disseminate GIDEP data from Weekly GIDEP Push mail to Impact and Non-Impact GIDEP personnel distribution list at GRC.
- 3.3.4 Shall maintain and tracking receiving responses from GRC GIDEP Impact/non impact personnel list from all GRC organization.
- 3.3.5 Shall conduct and release any GIDEP data base searches when requested to identify any match components/parts results.
- 3.3.6 Shall review and evaluate completed “problem Report Impact Checklist”

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3.4 SMA Program / Project Lead

- 3.4.1 Shall ensure that such a requirement and/or implement GIDEP ALERT is included in a flight hard ware project.
- 3.4.2 Shall ensure that adequate parts accountability in flight project is specified.
- 3.4.3 Shall identify situations/the need to perform a GIDEP database search and advise/inform the GIDEP coordination in time to allow project support. For flight hardware. GIDEP searches should be performed to support critical design review, pre-ship review, and any special request where problem parts are suspected.

3.5 Organization Technical Point of Contact (OTPOC)

- 3.5.1 Shall receive, tracking, evaluate, and non-conforming product that distributed from GRC GIDEP Coordinator.
- 3.5.2 If non-conforming product is detected, OTPOC shall complete the “Problem Report Impact checklist “then send to GRC GIDEP coordinator.

4.0 PROCEDURES

4.1 Organization planning procedure

<u>Responsible Person or Organization</u>	<u>Block No.</u>	<u>Activity</u>
Organization	4.1.1	Each organization at GRC shall participate in GIDEP ALERT
Organization	4.1.2	Shall appoint an OTPOC as the point of contact for the organization for tracking review and response
Organization	4.1.3	Shall inform the GRC GIDEP Coordinator the OTPOC appointments from their organization
GRC GIDEP Coordinator	4.1.4	shall add OTPOC to distribution for ALERT and shall provide training materials/instruction in ALERT processing
SMA Program/Project lead	4.1.5	If a flight hardware project is involved, the SMA Program/Project lead shall assure that ALERT participation planning is included for the Project

4.2 Generation of ALERT procedure

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According to the “GIDEP Operations Manual” following are steps how an ALERT shall be generated and submitted once there is a problem or non-conforming product is detected. The GRC ALERT initiator shall follow instructions in “GIDEP Operations Manual” to initiate the ALERT but not more than 60 days from time of discovery of the nonconforming or detective item.

**Responsible Person or
Organization**

<u>Responsible Person or Organization</u>	<u>Block No.</u>	<u>Activity</u>
OTPOC (organization technical point of contact)	4.2.1	Shall complete and send the draft of NASA Advisory Form F-GLP-QE-8735.1 to GRC GIDEP Coordinator for review, and approval.
GRC GIDEP coordinator	4.2.2	Shall coordinate with Office of Chief council for reviewed and approved.
GRC GIDEP Coordinator	4.2.3	After concurrences from Office of Council, if there is an issue as GIDEP Alert, Safe Alert, or problem advisory, the GIDEP Coordinator shall send the draft copy of GIDEP form 97-1 or 97-2 to manufacturer per SO300-BT-PRO-010
GRC GIDEP coordinator	4.2.4	After receiving the response from the manufacturer/product supplier, the GRC GIDEP coordinator shall transmit information of ALERT to complete GRC/Assurance & Risk Management (ARM) files GIDEP form 97-1 or F-GLP-QE-8735.1

4.3 Receiving and Distributing of Alert’s procedure

**Responsible Person or
Organization**

<u>Responsible Person or Organization</u>	<u>Block No.</u>	<u>Activity</u>
GRC GIDEP Coordinator	4.3.1	Shall develop a list of impact and non-impact GRC GIDEP personnel from all GRC organization.
GRC GIDEP Coordinator	4.3.2	Once ALERT information receives from internal or external GIDEP organization by electronic mail, facsimile, or hardcopy format (such as a weekly push mail from GIDEP). The GRC Coordinator shall distribute ALERT to all Impact/non-Impact distribution personnel of GRC organization
GRC GIDEP Coordinator	4.3.3	If there is any request, the GRC GIDEP Coordinator shall response as requested and for purposes information only.
GRC GIDEP Coordination	4.3.4	Shall record the organization that received the distribution the data system to track the responses

4.4 Evaluating and Responses to ALERT procedure:

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Once the OTPOC received an ALERT distribution from GRC ALERT Coordinator (such as weekly GIDEP push mail) the OTPOC shall generate or obtain an impact of each ALERT for that organization, including any government subcontractor. The Initial impact evaluation and the full response with corrective action shall submit within 30 working days.

**Responsible Person or
Organization**

Block No. Activity

OTPOC	4.4.1	Shall perform ALERT evaluation weekly GIDEP push mail by comparing each hardware ALERT item against hardware used within or stocked by organization.
OTPOC	4.4.2	If there is NO IMPACT the OTPOC shall reply “NO IMPACT” to the GRC GIDEP Coordinator
OPTOC	4.4.3	If a part identified ALERT involved in organization, the OTPOC of that organization shall indicates and response IMPACT to GRC GIDEP Coordinator for data recording.
OPTOC	4.4.4	Upon the IMPACT issue for that organization of the OTPOC shall submit the initial impact information by using the “Complete Problem Report Impact Check list”.
OPTOC	4.4.5	If an impact was identified, the OTPOC shall complete the GRC NASA Advisory Form F-GLP-QE-8753.1 then send to GRC GIDEP Coordinator for review and sent to GRC NASA Advisory Coordinator
GRC GIDEP Coordinator	4.4.6	Shall review and record the response to GIDEP response spreadsheet and disposition
GRC NASA Advisory Coordinator		Shall review and approve.