

## **REVISION B**



# **Administer QASAR “Best of Best” Award Program**

  
Michael A. Greenfield, Ph.D.  
Acting Associate Administrator for  
Safety and Mission Assurance

February 1, 2002  
Date

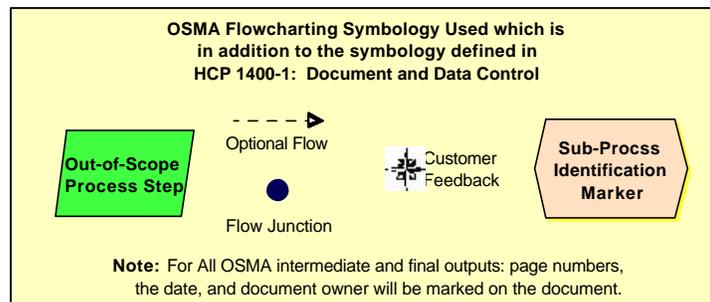
### DOCUMENT HISTORY LOG

Status (Draft/ Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		January 13, 2000	
Revision	A	April 14, 2000	Editorial corrections to Section 1, Reference 4.2, step 6.02; Modified steps 6.04 and 6.09; Section 5 Flowchart, and added new references 4.1 and 4.3 and the new 1 <sup>st</sup> Quality Record.
	B	February 1, 2002	Added customer list, customer feedback to sections 5 step 6.08. Deleted existing reference 4.3 and Appendix A.

HOWI Author: Q/Geoff Templeton

OSMA Staff Member Responsible for this HOWI: Q/Michael Greenfield

Customers for this HOWI: Internal: AA/SMA  
External: none



## 1. Purpose

The purpose of this Office of Safety and Mission Assurance (OSMA) Headquarters Office Work Instruction (HOWI) is to document the process used to nominate and select the annual QASAR (Quality and Safety Achievement Recognition) "Best of Best" Award winners. Appendix B of this HOWI is an example of a QASAR Award pamphlet containing the award criteria, nomination procedures, and the nomination form. This HOWI also specifies the Quality Records associated with the QASAR "Best of Best" Award process.

## 2. Scope and Applicability

This OSMA HOWI is applicable to all individuals involved in the nomination and selection process for annual winners of the QASAR "Best of Best" Award. Centers may locally award monthly and/or annual QASAR Awards. This HOWI deals with the Agency Level "Best of Best" award program. The QASAR "Best of Best" is authorized by the Deputy Administrator's Memorandum of October 30, 1998, which is contained in Appendix A.

## 3. Definitions

- 3.1. "Best of the Best": Each year, the "Best of the Best" of the year's local QASAR Award recipients are selected for Agency recognition. Each Center and Headquarters Office can submit one nomination in each category for consideration in the "Best of the Best."
- 3.2. QASAR Award: The NASA Quality and Safety Achievement Recognition (QASAR) Award recognizes NASA, other Government, and prime/subcontractor employees for significant quality improvements to products or services for NASA and safety initiatives within products, programs, processes, and management activities.
- 3.3. QASAR Award Board: The Deputy Associate Administrator for Safety and Mission Assurance chairs the QASAR Award Board. The Board consists of the ten Center SMA Directors.

## 4. Reference Documents

The documents listed in this section are used as reference materials for performing the processes covered by the Quality Management System (QMS). Since all NASA Headquarters Level 1 (QMS Manual) and level 2 (Headquarters Common Processes) documents are applicable to the QMS, they need not be listed in this Section unless specifically referenced in this OSMA HOWI.

- 4.1. [NPG 3451.1: NASA Awards and Recognition Program](#)

- 4.2. The current QASAR Award Program Brochure.

Note: The 1999 printing of the brochure is included as Appendix A as an example.





## 7. Quality Records

Record ID	Owner	Location	Media Electronic /hardcopy	Schedule Number & Item Number	Retention & Disposition
Annual Guidelines	OSMA Corres Control	OSMA Chron Files	Hardcopy	Schedule: 1 Item: 22.A	Retire to FRC when 5 years old in 5 year blocks, then retire to NARA when 10 years old
Call for Nominations	OSMA Corres Control	OSMA Chron Files	Hardcopy	Schedule: 1 Item: 22.A	Retire to FRC when 5 years old in 5 year blocks, then retire to NARA when 10 years old
Nominations	QASAR PM	QASAR Files	Hardcopy	Schedule: 3 Item: 40.D	Keep until awards presented then destroy
Review and Score of Nominees ** Sensitive File **	QASAR PM	QASAR Files	Hardcopy	Schedule: 3 Item: 40.D	Keep until awards presented then destroy
QASAR Award Board Voting Record ** Sensitive File **	QASAR PM	QASAR Files	Hardcopy	Schedule: 3 Item: 40.D	Keep until awards presented then destroy
QASAR Award Notification	OSMA Corres Control	OSMA Chron Files	Hardcopy	Schedule: 1 Item: 22.A	Retire to FRC when 5 years old in 5 year blocks, then retire to NARA when 10 years old

**Note:** Quality Records marked as \*\*Sensitive File \*\* are not available for general review.

## Appendix A: Sample QASAR Guidelines Document from [1999](#)



---

# QASAR

## AWARD PROGRAM

---

**Quality and Safety Achievement Recognition**

Administered by the  
Office of Safety and Mission Assurance  
National Aeronautics and Space Administration  
Washington, DC 20546-0001



# CONTENTS

---

Foreword.....	page 5
I: What is QASAR? .....	page 7
II: Purpose .....	page 7
III: QASAR Award Categories .....	page 7
IV: Selection Process .....	page 8
V: QASAR Award Criteria .....	page 8
VI: QASAR Supplemental Criteria Elements .....	page 9
VII: Nominations.....	page 10
VIII: Nomination Justification .....	page 10
XI: QASAR Award “Best of the Best” .....	page 11
X: QASAR Award Board.....	page 11
XI: NASA QASAR Representatives .....	page 12
Appendix A .....	page 13

# FOREWORD

---

Working on the cutting edge of aeronautics and space research and technology, working in the harsh environment of space, and doing the things that have never been done—NASA’s mission is inherently risky. Safety and quality must be all encompassing drivers, understood and applied in every step in a process and at every level of the organizational structure, from the individual employee to the top manager. There is simply no quality nor safety compromise in human flight or high-cost spacecraft.



Frederick D. Gregory

In this era of increasing workloads and decreasing budgets, our success hinges on the ability to provide top-quality products and services, as well as management-centered safety processes in the most economical way possible. Achieving quality and safety is not simple. It takes top management commitment, the right information and tools, along with dedication, discipline, and the willingness to examine and analyze work processes. It takes commitment to follow through and implement improvements.

The QASAR Award recognizes those individuals who have stepped up to the challenge and displayed exemplary performance in contributing to safety and quality in products, services, and processes for NASA. I encourage you to review these criteria and participate in this award program to recognize exemplary performance in support of NASA.

**FREDERICK D. GREGORY**  
Associate Administrator for  
Safety and Mission Assurance

# I. WHAT IS QASAR?

---

**Q**ASAR stands for Quality and Safety Achievement Recognition. The QASAR Award recognizes NASA, other Government, and prime/subcontractor individuals for significant quality improvements to products or services for NASA, as well as safety initiatives within products, programs, processes, and management activities. NASA Headquarters and each of the Centers have local QASAR Award programs; annually, the “Best of the Best” in each award category is chosen for Agency recognition by the Administrator.

# II. PURPOSE

---

**T**he QASAR Award Program promotes safety, quality, and continuous improvement throughout NASA. The award recognizes specific Government and contractor employees at NASA Headquarters and the Centers who have displayed or exhibited exemplary performance in contributing to the quality and/or safety of products, services, processes, or management programs and activities.

# III. QASAR AWARD CATEGORIES

---

- 1** Most significant safety and mission assurance (SMA) contribution from within the NASA SMA organization
- 2** Most significant safety or quality product improvement, service improvement, or initiative from a NASA employee external to the SMA organization
- 3** Most significant safety or quality product improvement, service improvement, or initiative from a Government (non-NASA) employee
- 4** Most significant safety or quality product improvement, service improvement, or initiative from a NASA prime or subcontractor employee

## IV. SELECTION PROCESS

---

- Depending on local policies, the NASA Headquarters and Center SMA offices evaluate nominees and select local recipients on a monthly, quarterly, semiannual, or annual basis.
- Annually, a QASAR Award Board, composed of representatives from the Centers and Headquarters, will select ***one individual in each category*** to receive the Agency QASAR “Best of the Best” awards.
- With respect to this Award process, the Jet Propulsion Laboratory is considered a NASA Center.
- The QASAR award period runs from calendar year to calendar year. Nominations for the Agency “Best of the Best” for the previous calendar year are due to the Office of Safety and Mission Assurance no later than January 10, or, if January 10 falls on a weekend, the last working day before January 10. See Section IX.

## V. QASAR AWARD CRITERIA

---

**T**o be eligible to receive a QASAR Award, an individual must accomplish at least one of the following:

- Identify or implement significant quality or safety improvements to NASA products, services, or processes
- Institute continuous quality or safety improvement through NASA and/or contractor action teams
- Identify potential quality or safety problems, along with recommended corrective action, to preclude mishaps or major systems impacts
- Advance the quality and safety profession through other significant accomplishments

# VI. QASAR SUPPLEMENTAL CRITERIA ELEMENTS

---

The following items may be considered within the criteria when determining an individual's eligibility for the QASAR Award:

- Was an operational hazard identified that, if not corrected, could cause injury to personnel and/or damage to ground support equipment or flightware?
- Was exceptional performance displayed—for example, did the individual define a problem that was undetected and/or exert extraordinary management or floor-level effort that resulted in corrective action?
- Were recommendations made that significantly improved product or service quality or safety, safety methods, or safety procedures, and/or resulted in significant resource savings? Or did the process cost more and result in better reliability and safety?
- Was outstanding performance shown in fostering NASA/contractor teamwork and partnership for quality or safety?
- Was outstanding leadership displayed in contributing actively to the safety and mission success goals of NASA Headquarters and/or the Center and its safety programs?
- Has the process resulted in advancing one or more of the elements of the NASA Administrator's safety initiatives?
- Has the individual distinguished him or herself in the quality or safety area by:
  - teaching quality or safety courses in colleges/universities,
  - serving on technical advisory committees or other significant outreach activities, or
  - making a significant contribution to NASA's body of knowledge in quality and/or safety principles?

# VII. NOMINATIONS

---

Any NASA or NASA contractor employee may nominate an eligible individual to receive a QASAR Award. The award nomination should be no more than one page in length. A sample form is provided in Appendix A. QASAR Award nominations should be submitted to the cognizant Headquarters or Center QASAR representative (listed in paragraph XI) or as Center policy designates.

# VIII. NOMINATION JUSTIFICATION

---

Nominations should indicate how the individual impacted the Agency or mission he or she was supporting, and should, if appropriate, include metrics that support the achievement, for example:

- Specific examples of improved safety
- Specific examples of improved quality/or improved reliability
- Demonstrated cost savings
- Improved time management
- How the product or service was improved
- How productivity was increased
- Scope and duration of benefit
- Level of customer satisfaction

## IX. QASAR AWARD “BEST OF THE BEST”

---

Each year, the “Best of the Best” of that year’s local QASAR Award recipients are selected for Agency recognition. Each Center and Headquarters may submit ***one nomination in each category*** for consideration in the “Best of the Best.” Nominations from the Centers must be signed by the Center Director, and nominations from the Strategic Enterprises and Headquarters Functional/Staff Offices must be signed by the nominating Associate Administrator. The QASAR Award Board will select one recipient in each category.

The QASAR “Best of the Best” Award plaques will be presented by the Administrator at the Annual NASA Continual Improvement and Reinvention Conference, usually held in April.

## X. QASAR AWARD BOARD

---

The Deputy Associate Administrator for Safety and Mission Assurance chairs the QASAR Award Board. It consists of representatives from Headquarters and each Center. It convenes annually to select the QASAR Award “Best of the Best” recipients.

# XI. NASA QASAR REPRESENTATIVES

---

## AMES RESEARCH CENTER

Kenneth P. Zander  
Mail Stop 218-7  
*Tel:* (650) 604-5604  
*Fax:* (650) 604-6508

## DRYDEN FLIGHT RESEARCH CENTER

Edmund M. Hamlin  
Mail Stop D-8002  
*Tel:* (805) 258-3526  
*Fax:* (805) 258-2193

## GODDARD SPACE FLIGHT CENTER

John M. Maristch  
Code 303  
*Tel:* (301) 286-9900  
*Fax:* (301) 286-0221

## JET PROPULSION LABORATORY

John W. Schlue  
Mail Stop 301-415  
*Tel:* (818) 354-5335  
*Fax:* (818) 393-1907

## JOHNSON SPACE CENTER

Lois D. Walker  
Mail Code NA  
*Tel:* (281) 483-8425  
*Fax:* (281) 483-0567

## KENNEDY SPACE CENTER

Sheryl C. Marshall  
Code EC-D  
*Tel:* (407) 867-3577  
*Fax:* (407) 867-1750

## LANGLEY RESEARCH CENTER

John A. Greco  
Mail Stop 421  
*Tel:* (757) 864-3018  
*Fax:* (757) 864-8918

## LEWIS RESEARCH CENTER

David E. Ross  
Mail Code M501-4  
*Tel:* (216) 433-6546  
*Fax:* (216) 433-5270

## MARSHALL SPACE FLIGHT CENTER

Michael J. Kim  
Code CR80  
*Tel:* (256) 544-4087  
*Fax:* (256) 544-4857

## STENNIS SPACE CENTER

Clifton T. Arnold, Jr.  
Mail Code QA00  
*Tel:* (228) 688-1685  
*Fax:* (228) 688-3701

## NASA HEADQUARTERS

Geoffrey B. Templeton  
Code Q  
*Tel:* (202) 358-2157  
*Fax:* (202) 358-2779

# APPENDIX A

---

## QASAR AWARD NOMINATION FORM

---

### QASAR CATEGORY

- NASA Safety & Mission Assurance (SMA)
- NASA (outside SMA Organization)
- Government (outside NASA)
- NASA Prime or Subcontractor

NOMINEE \_\_\_\_\_

ORGANIZATION \_\_\_\_\_

### JUSTIFICATION

(Describe the specific events or actions which justify the nomination)

---

---

---

---

---

---

---

---

---

---

### CITATION

(Write a brief description summarizing the justification for the award, to be used in award memo)

In recognition of \_\_\_\_\_

---

---

---

### SIGNATURES

\_\_\_\_\_  
Center SMA Director or Headquarters Division Director

\_\_\_\_\_  
Center Director or Associate Administrator