



Langley Research Center

LPR 1280.1

Effective Date: March 7, 2008

Expiration Date: March 7, 2013

## **SEMI-ANNUAL SYSTEM LEVEL REVIEWS OF THE LANGLEY MANAGEMENT SYSTEM (LMS)**

National Aeronautics and Space Administration

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Office of Primary Responsibility: Office of the Director

## **PREFACE**

### **P.1 PURPOSE**

a. This Langley Procedural Requirement (LPR) establishes the procedural requirements for the planning, conduct and follow up on Semi-Annual system level reviews of the Langley Management System (LMS). Objectives of this LPR are to:

- (1) Assess Center performance with respect to its strategic and operational objectives
- (2) Confirm ongoing effectiveness, suitability and adaptability of the LMS to support LaRC's mission
- (3) Sustain continual improvement of the Langley Management System

### **P.2 APPLICABILITY**

This LPR applies to all NASA LaRC civil service personnel who plan and employees that plan, contribute to or participate in the LMS Semi-Annual Reviews.

### **P.3 AUTHORITY**

NPD 1280.1, NASA Management System Policy

### **P.4 APPLICABLE DOCUMENTS**

- a. ISO 9001, Quality Management Systems
- b. AS9100, Quality Management Systems - Aerospace
- c. LMS-PM, LMS Policy Manual

### **P.5 MEASUREMENT/VERIFICATION**

The results of Semi-Annual Management Reviews and performance trends evaluated over time will provide insights into the effectiveness of these reviews in meeting their intended objectives.

**P.6 CANCELLATION**

- a. LMS-CP-0002, "Center Annual Management Review (AMR)"
- b. LMS-CP-0009, "Langley Management System Quarterly Management Review (QMR)"

*original signed on file*

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## 1. INTRODUCTION

The Center Governance Model for Management Review is defined in detailed within the LMS Policy Manual. The approach for LMS system-level reviews and the role of these reviews within the overall LaRC governance model is described in that policy document.

## 2. RESPONSIBILITIES

- a. A management representative has been appointed by the Center Director to provide strategy and guidance to the Center Director and Center senior management on LMS implementation. The LMS Management Representative has freedom to resolve all matters relating quality to ensure that processes, implementation sub-systems and products/services effectively fulfill defined requirements. For the purposes of system level management review, the LMS Management Representative is responsible for agenda development, coordination of inputs, and ensuring actions are documented and tracked. The LMS Management Representative is also responsible for the completion of meeting minutes, acquiring appropriate concurrences and the posting of these records.
- b. The Office of Director is responsible to oversee the conduct of the reviews.
- c. The Center Leadership Council (CLC) is responsible to contribute to review content as appropriate and participate in the review itself.

## 3. PROCEDURAL REQUIREMENTS

### 3.1 Management Review Agenda Development

- a. To effectively assess and address the suitability, adequacy, and effectiveness of the management system, it is the responsibility of the LMS Management Representative to base each system-level review agendas on:
  - (1) Results of issues/actions identified from previous LMS Management Reviews
  - (2) LMS planning and implementation activities during the reporting period and upcoming events to also include: Integrated analysis of performance trends across all Center governance areas
    - (a). Potential subject areas include:
      - (1) **Corrective, Preventive and Improvement (CPI) Actions from:**
        - (a). Systemic Issues identified by the Systemic Issues Review Committee (SIRC) that may include, but are not limited to:
          - Internal Assessment and External Audit results

- LMS Feedback from Employees
- Product User Feedback
- Nonconforming Product Trends
- Annual Statement of Assurance Reports
- Other Strategic and Operational Reports (special teams)

**(2) *Anticipated Changes in Internal/External Environment that may impact the Management system***

Reminder: Any potential legal developments or pending legislation will be addressed by the Office of Chief Counsel to assess impacts on the LMS.

**(3) *Progress on Center Strategic Objectives and Initiatives***

3.2 *Documentation of Minutes*

- a. Minutes of LMS Management Review Meetings shall document:
- (1) Meeting Agenda
  - (2) Attendance Record
  - (3) Presentation Materials
  - (4) Decisions and Follow On Action Items
- b. Minutes will be approved by the Office of Director.
- c. Management Review minutes will be controlled within NX and also posted to the LMS web site.

3.3 *Tracking of Action Items*

- a. Formal action items shall be tracked. Action documentation is the responsibility of the LMS Management Representative. Actions will be tracked and reviewed as part of the regular CLC meeting framework within the governance model.

In order to add value, formal action is required when the issue, at a minimum:

- (1) Is a reasonable candidate for formal analysis to determine root cause(s)
- (2) Has reasonable potential for systemic application
- (3) Represents recognizable risk to product, process or system

- b. Informal Actions: It is the responsibility of the assignee to effectively address actions deemed "informal." Such items do not have to be formally tracked to final closure. Informal actions are typically such things as scheduling desired follow on meetings, updating calendar items or placing a topic on a future CLC agenda etc.