

National Aeronautics and Space Administration  
Headquarters  
Washington, DC 20546-0001



October 26, 2009

Reply to Attn of: Office of Safety and Mission Assurance

TO: Distribution

FROM: Chief, Safety and Mission Assurance

SUBJECT: 2009 Quality and Safety Achievement Recognition (QASAR) Award Program - Request for Nominations

The QASAR Award Program promotes quality, safety, leadership, productivity, performance, teamwork, and improvement throughout NASA. The award recognizes individual government and contractor employees at NASA Headquarters (HQs) and Centers who have demonstrated exemplary performance in contributing to the quality and/or safety of products, services, processes, or management programs and activities.

All NASA employees may nominate commendable individuals for the 2009 QASAR awards. QASAR award nomination guidelines are enclosed. The QASAR award process for nominee submittal or evaluation is performed electronically using the Safety and Mission Assurance Requirements Tracking System (SMARTS) at <http://smarts.grc.nasa.gov/app/index.cfm>. QASAR award contacts and Safety and Mission Assurance Directors should open an account. After all nominations are entered into SMARTS by December 1, 2009, each Center and HQs Office may select and submit one nomination for each category to the QASAR Award Board.

The QASAR awards will be presented during the Project Management Challenge 2010, on February 10, 2010, at the Moody Gardens Hotel, Galveston, Texas (see <http://pmchallenge.gsfc.nasa.gov>). Thank you for your continued support of this program. If you have any questions or need to reassign a QASAR award contact, please feel free to contact Ms. Kelly Kabiri, QASAR Program Manager, at (202) 358-0590.

  
Bryan O'Connor

Enclosure

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DFRC/Mr. Chacon  
GRC/Mr. Hartline  
GSFC/Mr. Watkins  
HQ/Mr. Jedrey  
JPL/Mr. Landano  
JSC/Ms. Marshall  
KSC/Ms. Bartell  
LaRC/Mr. Watson  
MSFC/Mr. Malone  
SSC/Mr. Douglas

QASAR Contacts, NASA Centers:

ARC/Mr. Smith  
DFRC/Ms. Rodon  
GRC/Ms. Ling  
GSFC/Mr. Isaac  
HQ/Mr. Redman  
JPL/Ms. Zieger  
JSC/Ms. Lancaster  
KSC/Ms. Singleton  
LaRC/Mr. Porter  
MSFC/Mr. Tesney  
SSC/Mr. Pierce

## **2009 Quality and Safety Achievement Recognition (QASAR) Award Nomination Guidelines**

### **I. QASAR Award Purpose**

The QASAR Award recognizes individuals from NASA, other government entities, and prime/subcontractor organizations who have exhibited exemplary performance contributing to significant quality improvements to products or services for NASA, or safety initiatives within products, programs, processes, the environment, or management activities.

### **II. QASAR Award Nomination Responsibilities**

Any NASA employee or NASA contractor may nominate an eligible individual to receive a QASAR Award through the Safety and Mission Assurance Requirements Tracking System (SMARTS) at <http://smarts.grc.nasa.gov/app/index.cfm>. QASAR Award nominations may also be submitted to the cognizant QASAR Award representative (see QASAR POC column in table below). The QASAR POC will interface with the Center Director and SMA Director to ensure nominations entered are approved prior to submission. Centers may send one nomination in each category. Nominations must be submitted through SMARTS no later than December 1, 2009, and scored by SMA Directors by January 5, 2010. With respect to this award process, the Jet Propulsion Laboratory is considered a NASA Center.

### **III. QASAR Award Categories**

**Category 1:** Most significant quality and safety contribution from within the NASA SMA organization.

**Category 2:** Most significant quality and safety contribution from a NASA employee external to the NASA SMA organization.

**Category 3:** Most significant quality and safety contribution from a government (non-NASA) employee.

**Category 4:** Most significant quality and safety contribution from a NASA prime or subcontractor employee.

### **IV. QASAR Format Requirements**

The entire award process will be conducted using the QASAR Award SMARTS. The SMARTS application requires the same nomination information as previous years: QASAR category, name of nominee, organization, justification, citation, date, and signature of Center Director. A downloadable version of the QASAR Award nomination form is posted on the SMARTS home page.

### **V. QASAR Eligibility Requirements**

All NASA employees and NASA contractors, and employees from other government entities, are eligible to be nominated for the QASAR award in the category that reflects their status at the time of submittal. The award period is January 1 – December 1, 2009.

## VI. QASAR Process Participants

The Chief, Safety and Mission Assurance, Office of Safety and Mission Assurance, annually requests nominations for the QASAR Awards. Nominations are approved by the nominating Center SMA Director and Center Director's office. The QASAR Award Board, composed of the Center SMA Directors, and chaired by the Deputy Chief, Safety and Mission Assurance, reviews and scores the nominations and selects the QASAR Award recipients.

Location	SMA Director	QASAR POC
ARC	Charles Duff (Acting)	Douglas L. Smith
DFRC	Vince Chacon	Miriam Rodon
GRC	Tom Hartline	Jerri Ling
GSFC	Marcus A. Watkins	Eric Isaac
HQ	Dave Redman	Dave Redman
JPL	Matt Landano	Yvonne Zieger
JSC	Terrence Wilcutt	Brenda Lancaster
KSC	Shannon D. Bartell	Lisa Singleton
LaRC	Grant Watson	Donald J. Porter
MSFC	Roy Malone	Steve Tesney
SSC	Freddie Douglas	Keith Pierce

## VII. QASAR Award Selection, Evaluation, and Validation Factors

The Center SMA Directors will review and score the nominations and the QASAR Award Board selects one recipient in each category. They may not score their own Center's nominee. Nominations should indicate how the individual impacted the Agency, mission, and program or project he or she is supporting. 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 and recommended corrective action to preclude mishaps or major system failures or unavailability impacts
- advance the quality and safety profession through other significant accomplishments.

Metrics must be included in the nomination to demonstrate improvement in specific areas of consideration. The questions below are evaluated at 25 points each.

### 1.0 Safety, quality, maintainability, and reliability

- Did the individual identify an operational hazard, a failure mode, or a quality defect that, if not corrected, could cause injury to personnel and/or damage to or failure of ground support equipment or flight hardware or software?

### 2.0 Productivity and Teamwork

- Did the individual contribute substantially to a significant improvement in NASA/contractor teamwork and partnership for quality and safety? Did the individual identify something that was undetected? Did they assure corrective action was

3.0 Savings and improvement

- Did the individual make recommendations that resulted in significantly improved product or service quality or safety, safety methods, safety procedures, and/or significant process savings? Or did the changed process result in better reliability and safety even if the changes resulted in additional cost?

4.0 Leadership

- Did the nominee display exceptional leadership in contributing actively to the safety and mission success goals of NASA and/or the Center or Component Facilities and its safety program? Has this individual ensured that safety and mission success requirements are communicated, understood, implemented, and not compromised?

**VIII. Awards**

Winners are notified and presented a plaque at the NASA Project Management Challenge 2010, at the Moody Gardens Hotel, Galveston, Texas, on February 10, 2010.