

SCP Quality Objectives

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The Flight Program and Projects Directorate (FPPD) has identified applicable goals from the GSFC Strategic Implementation Plan as its Quality Objectives. FPPD Quality Objectives and the associated metrics are shown in 400-PG-8730.3.1, *Quality Management System Implementation for FPPD*. As required by this PG, the Space Communications Program (SCP), formerly Missions Services Program (MSP), has taken a subset of these goals and developed SCP Quality Objectives and associated metrics as defined in 450-PG-8730.3.2, *Quality Management System Implementation for Mission Services Program*.

One of the four SCP Quality Objectives is to “Develop mechanisms to ensure that there is a continuing supply of qualified managers to support Center missions”. SCP has identified existing NASA training courses and requirements to do this, as well as providing employees with challenging assignments and sometimes shifted

responsibilities. SCP has adopted the following metrics to track the development of personnel:

- Program/Project management Training (liberally defined as any training directly related to program management):
 - Percentage of Program/Project Personnel completing 40 hours of Program Management annual training for Program Management personnel (calculated at the end of the FY) [requirement from NPR 7120.5, 4.1.2.e].
 - Percentage of Program/Project Personnel completing at least 80 hours of additional training (calculated at the end of the FY) [recommendation from NPR 7120.5, 4.1.2.e].

continued on page 9

