



AIAA Houston Section Innovation Workshop

PAE

NASA JSC Facilities Services Support Contractor



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Senior Quality Manager

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Outline

- **PAE Quality Policy**
- **Opportunities for Innovation**
- **Areas of Innovation**
 - *Processes*
 - *Tools*
 - *Communication*
- **Innovations**
 - *Brine System*
 - *Water Testing*
 - *Procurement*
- **Plan for Innovation**
- **Conclusion**




Technical Services
Facilities Support Services Contract
NASA Johnson Space Center

Quality Policy

“Continuous Improvement through pro-active solutions and open communication with a focus on Safety, Environment and Efficiency.”

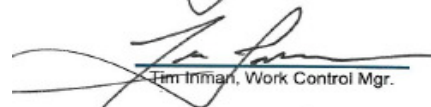
Objectives:

- 1. Achieve Operational Excellence.**
- 2. Exceed Customer Expectations.**
- 3. Deliver Innovative and Cost-Effective Solutions.**



William Young, SHE Mgr.


Grant Dorn, Business Ops. Mgr.


Patti McCoy, HR & Labor Relations Mgr.


Tim Inman, Work Control Mgr.

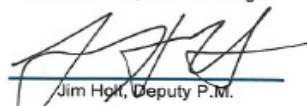

Chris Provenzano, Maintenance Mgr.

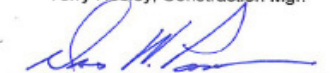

Joseph Duhon, Operations Mgr.


Dennis Smith, Contracts Mgr.


Terry Hogley, Construction Mgr.


Stephen Brettel, Engr. Mgr.


Jim Holt, Deputy P.M.


David Popham, Program Mgr.


James W. Hughes, Quality Mgr.

Opportunities for Innovation

- **Never accept the status quo**
- **Delve into the problem areas**
- **Small innovations equal BIG payoffs**
- **Strive for perfection, achieve excellence**
- **Celebrate and reward success**

Areas of Innovation

- Processes
- Tools
- Communication



Areas of Innovation Process

- **Situation**
- *Brine System*
- *Manual dump 40lb salt sacks*
- *Annual maintenance – tank residue*



- **Solution**
- *Brine Solution system*
- *ROI in 18 months*
- *Reduces opportunities for employee injury*
- *Reduces maintenance time*
- *Reduces cost*



Areas of Innovation

Tools



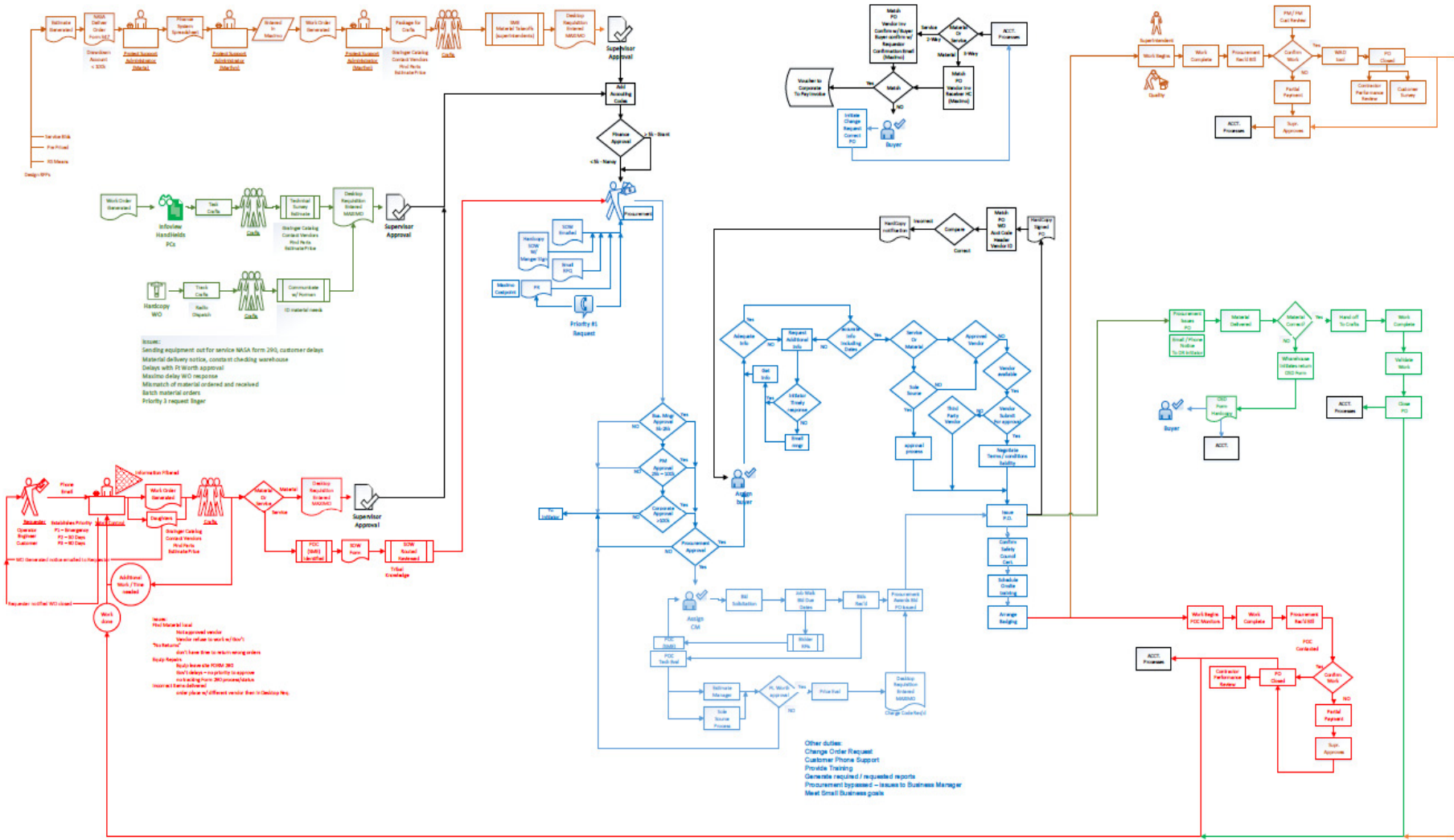
- **Situation**
- *Required potable water testing*
- *Different operators testing, proficiency / accuracy varied*
- *Dedicated Lab Tech to ensure accuracy*
- *Manually record data from each test, enter into system*
- *Two separate tools*
- *System contamination*

- **Solution**
- *Portable Parallel Analysis (SL1000 PPA)*
- *One tool, testing time less than half*
- *Multiple tests (6) at one time*
- *Electronic log*
- *No contamination*



Areas of Innovation Communication

- **Situation**
 - *Procurement time*
 - *PRs with non approved vendors*
 - *Requestors and Purchasers ineffective communication*
- **Solution**
 - *Performance Improvement effort*
 - *Develop & Deliver training to Requestors*
 - *Desktop guide part of training*
 - *Post updated Vendor list on Portal*
 - *Relocate procurement*
 - *Reduce procurement time 46%*



Procurement Process 'MESS'

Plan for Innovation

- **Enterprise Risk Management**
- **Assess Risks**
- **Response Plans**
- **Seek input from front line / involved w/ activity**
- **Weigh all options and ideas**

Conclusion

- **Never accept the status quo**
- **Delve into the problem areas**
- **Small innovations equal BIG payoffs**
- **Strive for perfection, achieve excellence**
- **Celebrate and reward success**