George C. Marshall Space Flight Center
Marshall Space Flight Center, Alabama 35812

EM50-OWI-002
April 27, 2005

ORGANIZATIONAL WORK INSTRUCTION

EM50

Work Request Process

Revision F

APPROVING AUTHORITY	NAME	TITLE	ORG	DATE
Group Leader	DeWitt Burns	Environmental Effects Branch	EM50	4/27/2005

CHECK THE MASTER LIST—
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		11-19-97	Initial Release
Revision	A	02-10-99	Location of branch files moved, updated research and development task description.
Revision	B	06-03-99	Updated for reorganization, in-scope activities
Revision	C	02-22-00	Changed QMS documents to directives, new work tracking form
Revision	D	04-25-02	Changed title to better reflect scope, updated wording
Revision	E	08-31-04	Revision made due to HQ mandate
Revision	F	04/27/05	Revision made due to reorganization

WORK REQUEST PROCESS

1. SCOPE

1.1 Scope. This document applies to technical work performed by personnel within the Environmental Effects Group.

1.2 Purpose. This document identifies basic procedures for generating work requests, tracking work requests, and data control within the group. The procedures contained in this document are intentionally flexible so that employees may select work tracking and data control methods which best suit the type of activities they track and the types of data they control.

1.2.1. Work Requests. Work requests are received by the group from a variety of sources in a variety of ways group, team, and/or individual. This procedure is intended to allow group personnel to maintain close working relationships with their customers while simultaneously documenting work performed and maintaining the integrity of data generated.

1.2.2. Research and Development Tasks. Tasks intended to develop, refine, extend, or establish laboratory test capabilities shall be tracked in the same manner as work requests.

1.3 Applicability. This document applies to technical work performed within the Environmental Effects Group. It does not supercede individual Organizational Work Instructions (OWI's) for specific tests. Records, required by customers or other OWI's shall still be provided as required.

2. APPLICABLE DOCUMENTS

MPR 1410.1 *Documentation and Data Control for Organizational Issuance*

3. DEFINITIONS

Technical work refers to the test, review, analysis, development, and documentation of hardware, software, or data.

4. INSTRUCTIONS

Work request numbers are numbered WR-EM50-XXXX, where XXXX is assigned in sequence. Work requests WR-EM50-0001 through 0146 were previously tracked by the Work Request Notebook, located in

Bldg. 4605, Room 7. Beginning with WR-EM50-0147, work requests are tracked by the Filemaker Pro database "ISO9000.fp5" found on the EM50 shared directory at MSFCDATA5/ED-D5G/EM50/Iso9000. Work requests are added by adding another record to the ISO9000.fp5 database and filling in the information on the requestor and tasks required by the responsible employee.

Responsibility for documenting and controlling specific tasks and activities within the group may be assigned to teams or individuals. Responsibilities may be delegated in a formal or informal way but shall be written and specific.

Each organization and individual who receives work requests shall first document the request. Documentation shall include, as a minimum, the information contained in the attached work request form. Additional information shall be recorded in log books, memos, or other mechanisms as required.

The individual receiving the request shall determine the appropriate level for work documentation and control based on the criteria above. Work requests shall then be passed to the appropriate individual for further documentation and control. If a work request is transferred to another organization or individual within the group, a record of the original work request shall be retained by the individual who originally accepted the work and the transfer shall be documented in his/her records. A copy of the work request shall be provided to the individual or organization accepting responsibility for performing the work.

Records, appropriate to the task, shall be identified and maintained by the individual or organization responsible for accomplishing the work.

Progress shall be documented at the appropriate level. When a work request has been completed, completion should be documented in a response. A response serves as a record that the work was performed and provides the customer with documentation of findings. When an individual or organization is acting as a designee at the group or team levels, the response shall be approved at the higher level.

5. NOTES

None.

6. SAFETY PRECAUTIONS AND WARNING NOTES

As specified in applicable OWI's.

7. APPENDICES, DATA, REPORTS, AND FORMS

Sample Work Request Form: Attachment I

8. RECORDS

Documentation of work requests, records of work performed, and closure responses are required. Records shall be maintained at the appropriate level for at least three years following task completion.

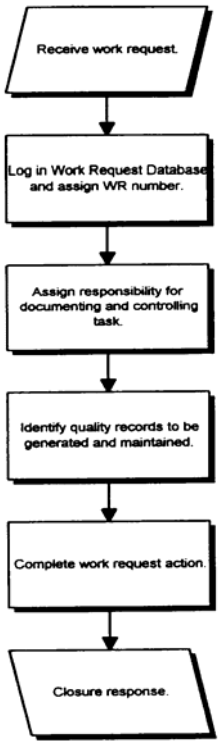
9. TOOLS, EQUIPMENT, AND MATERIALS

None.

10. PERSONNEL TRAINING AND CERTIFICATION

None.

11. FLOW DIAGRAM



Marshall Space Flight Center Organizational Work Instruction
ED31 Work Tracking and Data Control per ED31-OWI-002

Work Request #: **WR-ED31-**

Date In (mm/dd/yy): _____

Date Out (mm/dd/yy): _____

Requester: _____

Requester's Phone #: _____ Requester's Tracking #: _____

Project: _____ Project Code: _____

Responsible Employee: _____

Data Required ☐ Testing ☐ Technical Review ☐ Other...

Description of Request:

Required Actions or Quality Records

Special Instructions:

Notes:

Attachment I