

# *EOTA – Business Process*



*Document Title:*

**Measurement, Analysis, and Improvement Process**

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*Parent Document:*

**Q-001, Quality Manual**

*Notify of Changes:*

**EOTA Employees**

*Referenced Document(s):*

**P-008 Corrective-Preventive Action Process, P-004 Business System Management Review and REG-003 Records Register**

**Revision History:**

<b>Rev.</b>	<b>Description of Change</b>
A	Initial Release
08_0416	Changed verbiage in Step 6 to, "CAR/PAR/IO using P-008, Corrective-Preventive Action & Improvement Opportunity"
11_0304	Added REG-003 Records Register to reference list and changed verbiage to more accurately reflect current process.

## **I. Purpose**

This document provides data to demonstrate conformity of the product / service, ensuring conformity of the Management System, and to continually improve the effectiveness of the System. This will include determination of applicable methods, including statistical techniques, and the extent of their use.

## **II. Scope**

This process applies to EOTA employees with emphasis on EOTA Management and Integration Group members.

## **III. Responsibility**

**Program Manager (PM1) / Designee** – Through collaboration with FMT, QAM, and PM2, responsible for determining if measurement is required, determining metric parameters, identifying metric impact, assigning metric responsibility, analyzing data, and determining changes or corrective actions including resource assignments. Note: These actions are typically addressed in, at minimum, the Business Management Review (BMR).

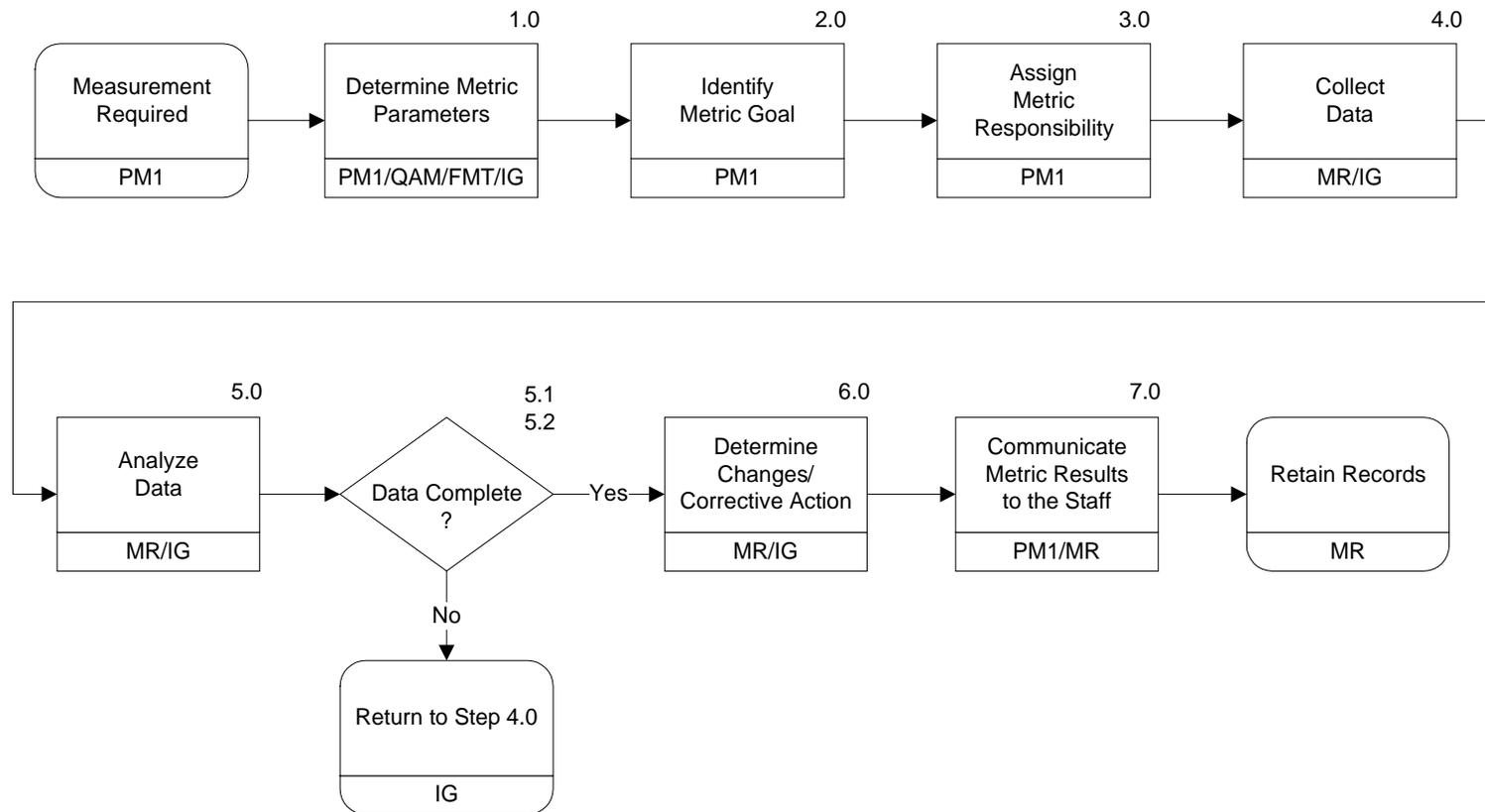
**Management Representative (MR) / Designee** – Responsible for confirming the availability of data for review and analysis, including the information needed for Management Review as identified on, at minimum, the Metric Summary.

**EOTA Management/Integration Group (IG)** – Responsible for providing metric-related input.

## **IV. Definitions**

N/A

## V. Process





## **1.0 Determine Metric Parameters**

The PM1, with support from the FMT, QAM, PM2 and IG members, will determine the required metrics and associated parameters.

## **2.0 Identify Metric Goal**

The PM1, with support from the IG members, will identify the objective of the measurement and the metric goal.

## **3.0 Assign Metric Responsibility**

The PM1 will assign the responsibility of collecting the data in a manner that is consistent with the BMR. This may include data collection, metric generation, and reporting.

## **4.0 Collect Data**

The Management Representative, working with the IG members will collect the applicable data. The MR will maintain the metric in a reporting format (i.e. excel file, reports, etc.) and support the generation of the metric at the prescribed intervals.

## **5.0 Analyze Data**

The IG members will analyze the data to determine conformity of service/process and continually improve the BMS through sound interpretation of the data and its reflection of the overall effectiveness of the BMS. The data is considered sufficient if it provides information related to Customer satisfaction, conformity to service/process requirements, characteristics and trends of processes and products including opportunities for preventive action and suppliers.

**5.1** If the data is sufficient to accomplish effective analysis, the IG will proceed to Step 6.0.

**5.2** If the data is not sufficient to accomplish effective analysis, the IG will return to Step 4.0.

## **6.0 Determine Changes / Corrective Action**

The IG and/or Top Management will determine if changes and/or corrective actions need to occur. The MR, with support from the IG members, will generate any CAR/PAR/IO using P-008, Corrective-Preventive Action or P-012, Process-Continual Improvement or initiate Action Items concurrent with the Business System Management Review (BSMR).

## **7.0 Communicate Metric Results to the Staff**

The PM1 will communicate any relevant results to the Staff typically monthly during Staff Meetings. Communication may include meetings, e-mail, or one-on-one communication, as required. The MR will retain metric data in accordance with REG-003, Record Register for reference and use P-004, BSMR to report findings. Documentation of outcomes of metric data analysis will be included in the BSMR record.