

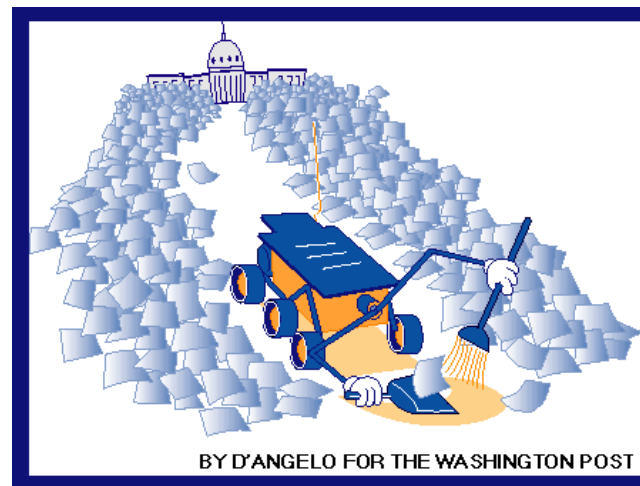
Improvement Subprocesses Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



Summary



Dr. Barry E. Jacobs
barry.e.jacobs@comcast.net

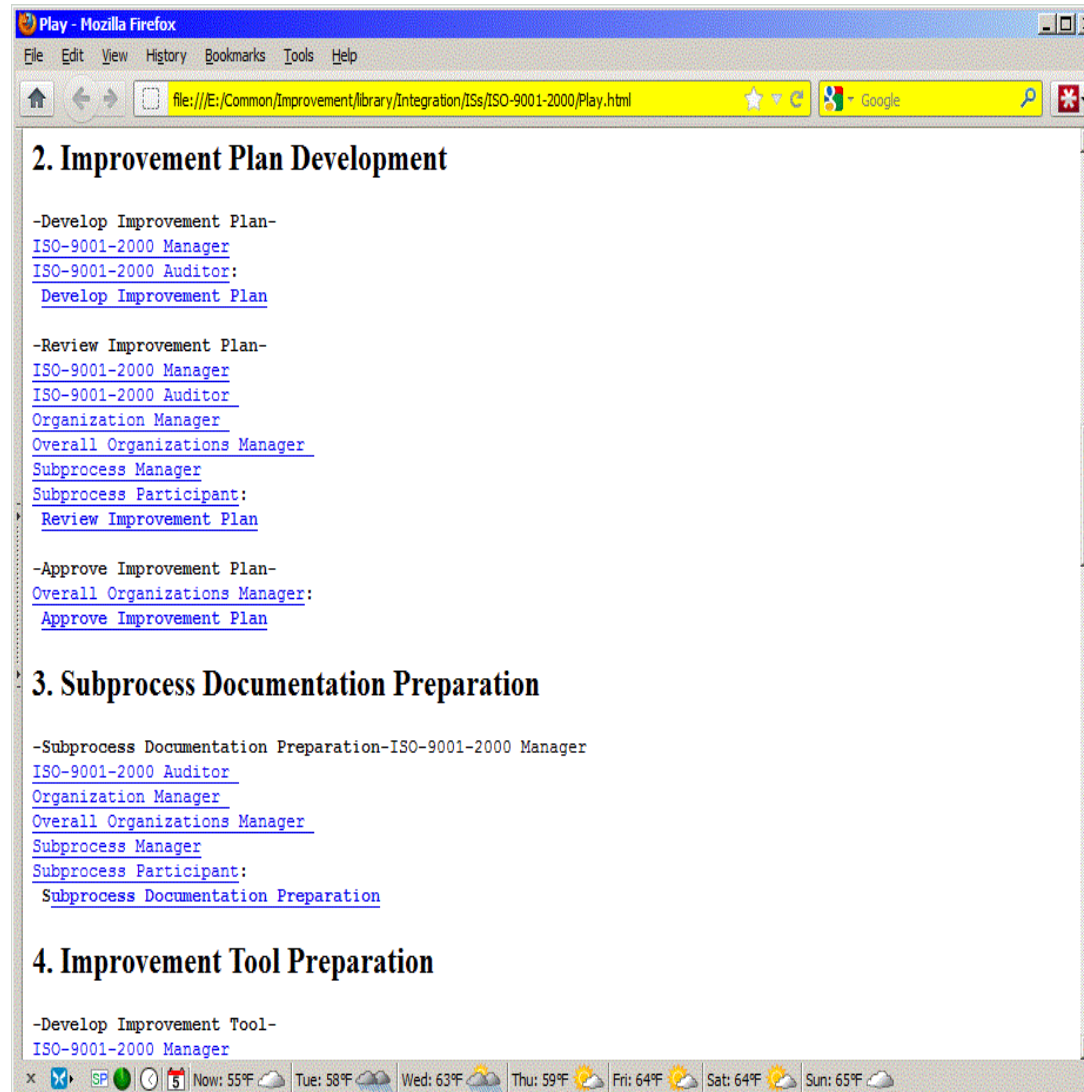
The Bottom Line:

We believe that to truly understand one's universe, one must see it thru multiple “eyes” and also have tools to “communicate” these views.

**To do this, we propose editable and cost-saving process documentation “plays”
for process developers and participants
to help them quickly and effectively learn, integrate, test,
teach, and work together.**

These “plays” may be added to new or existing systems.

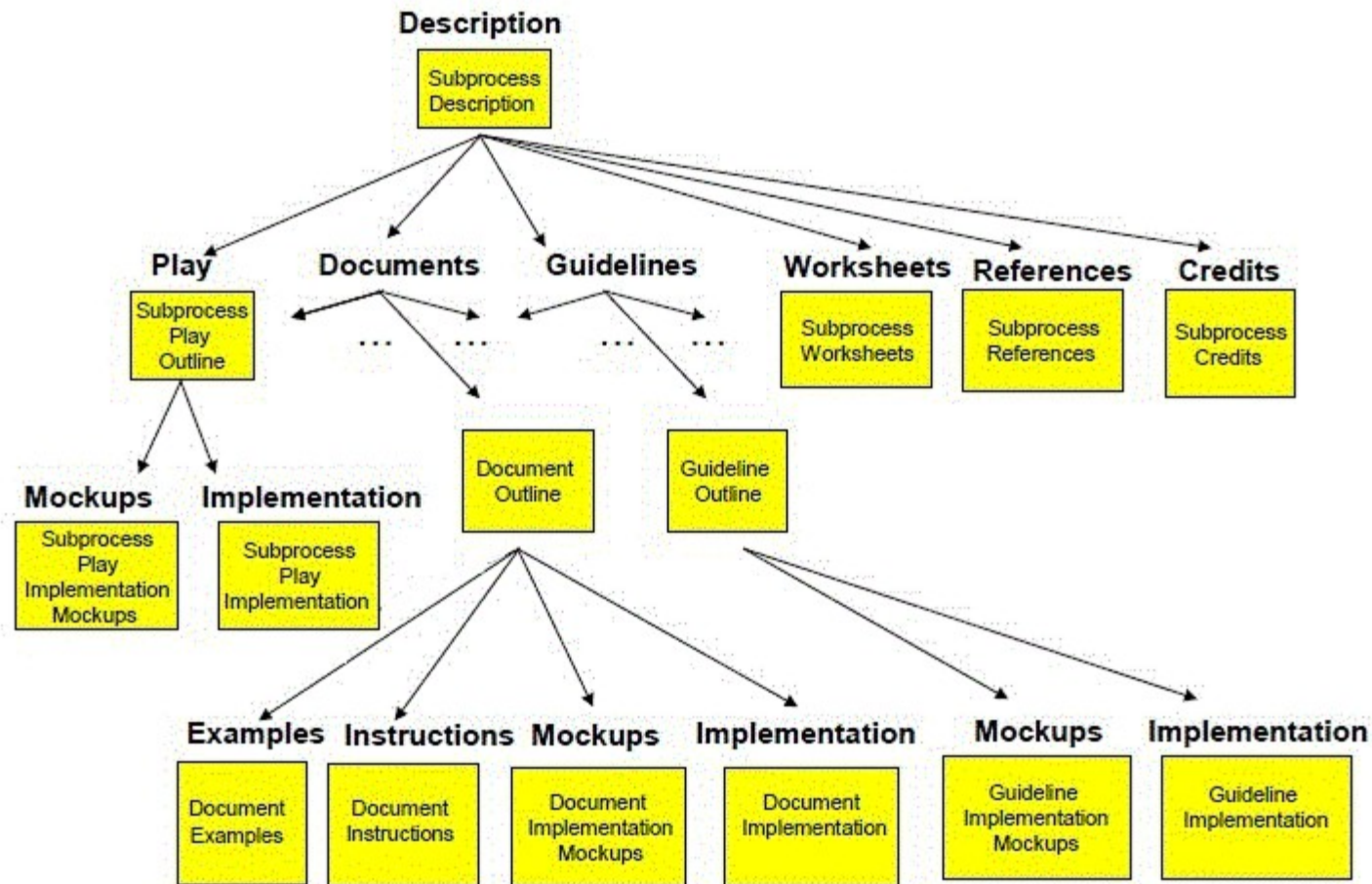
Plays describe subprocess execution.



Benefits:

- Facilitates the collection of system and organizational requirements,**
 - Does not anger/upset people whose opinions are heard,**
- and**
- Increases the interaction between managers, process developers, and participants.**

For each subprocess, an “Integration View” is the integration or combination of other subprocess views. An “Integration View” facilitates intra- and inter-organization communication.



All the world's a stage ...

Jaques:

**All the world's a stage,
And all the men and women merely players;
They have their exits and their entrances,
And one man in his time plays many parts,
His acts being seven ages.**

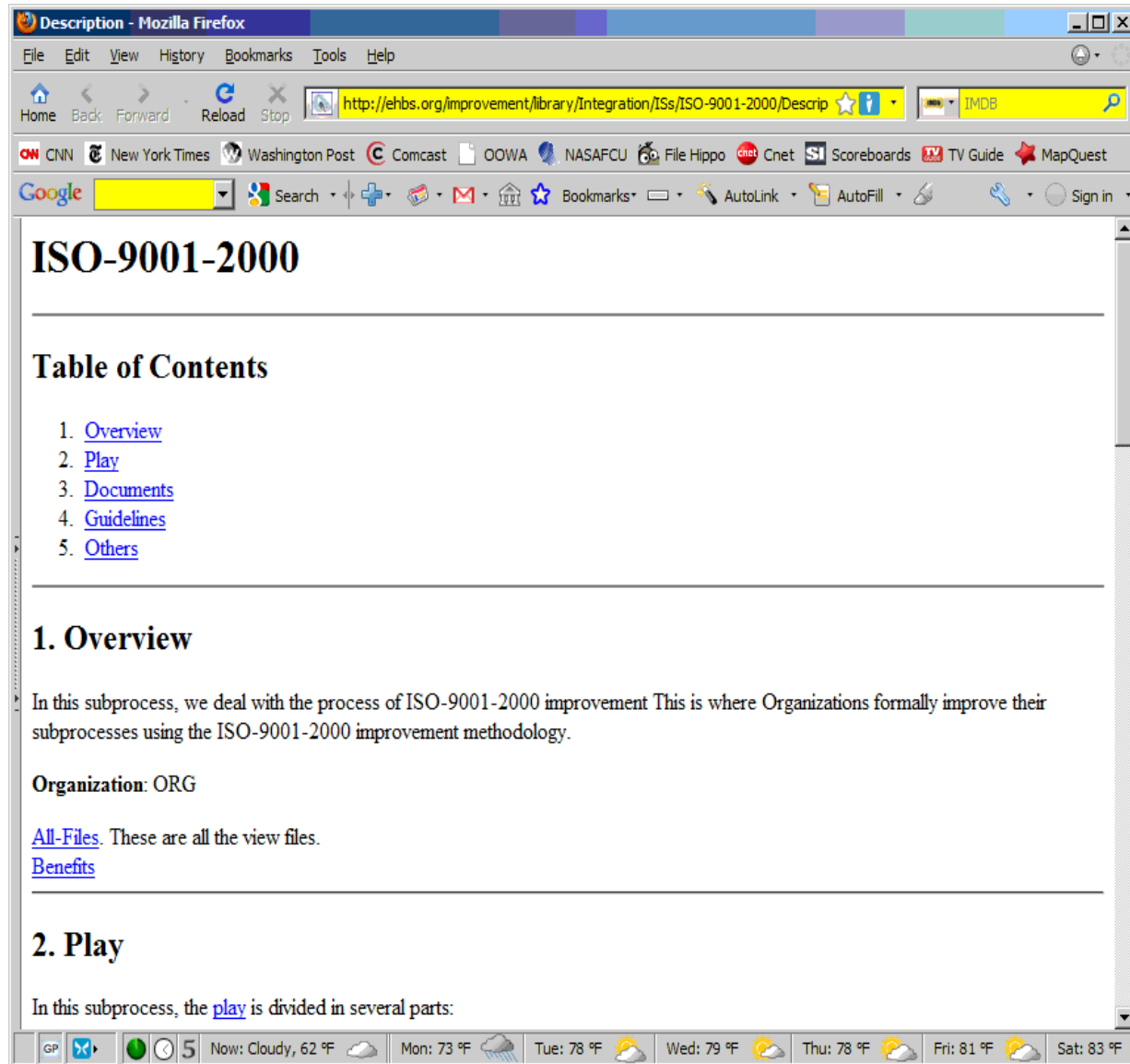
William Shakespeare

As You Like It, Act 2, Scene 7.

The approach uses a modernization of the Socratic Method or Dialogue to gain consensus between Teachers, Documentors, Managers, Implementors, and Participants.



Descriptions summarize subprocesses.



ISO-9001-2000

Table of Contents

1. [Overview](#)
2. [Play](#)
3. [Documents](#)
4. [Guidelines](#)
5. [Others](#)

1. Overview

In this subprocess, we deal with the process of ISO-9001-2000 improvement This is where Organizations formally improve their subprocesses using the ISO-9001-2000 improvement methodology.

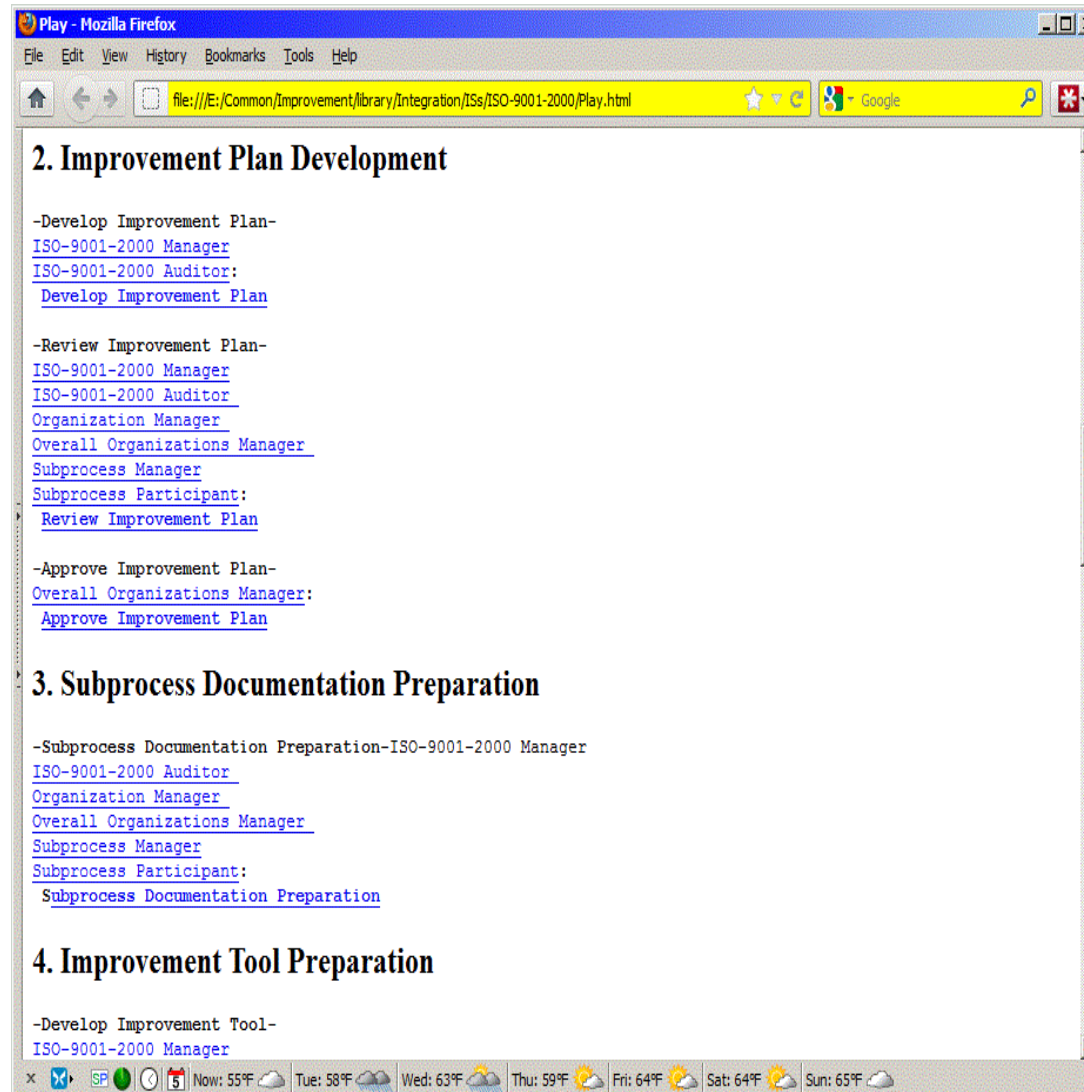
Organization: ORG

[All-Files](#). These are all the view files.
[Benefits](#)

2. Play

In this subprocess, the [play](#) is divided in several parts:

Plays describe subprocess execution.



Documents describe subprocess data.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/improvement/library/Integration/ISs/ISO-9001-2000/Descrip>. The page content is as follows:

3. Documents

In this subprocess, we have the following document types:

- [Improvement Plan](#). These are used to represent the Improvement Plan.
- [Subprocess Documentation](#). These are used to represent the documentation for a subprocess.
- [Staff Preparation Report](#). These are used to represent the Staff Preparation Report.
- [Improvement Tool](#). These are used to represent the Improvement Tool.
- [Audit Report](#). These are used to represent the Audit Report.
- [Recommendations Report](#). These are used to represent the Recommendations Report.
- [Improvements Implementation Report](#). These are used to represent the Improvement Implementation Report.

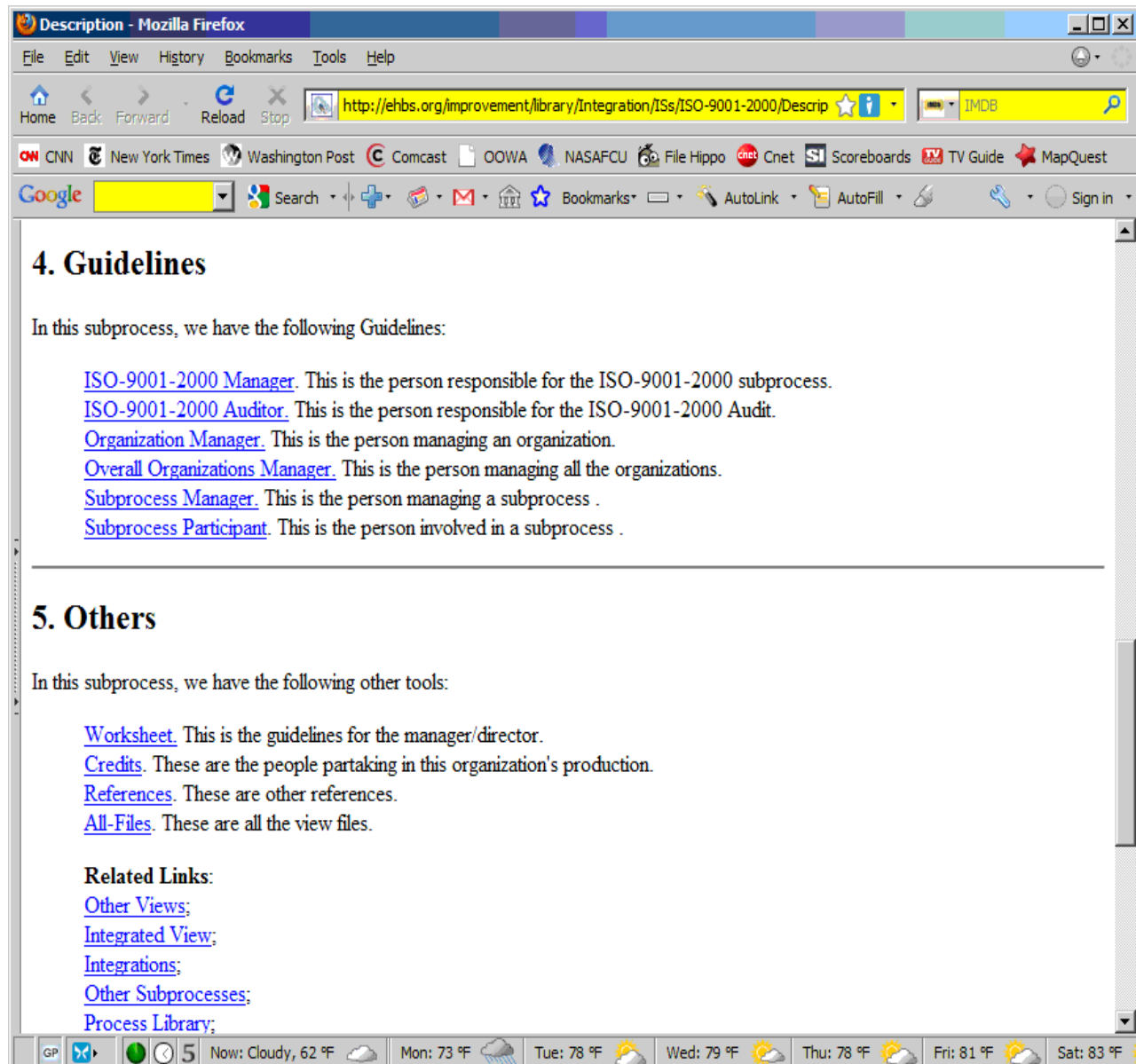
4. Guidelines

In this subprocess, we have the following Guidelines:

- [ISO-9001-2000 Manager](#). This is the person responsible for the ISO-9001-2000 subprocess.
- [ISO-9001-2000 Auditor](#). This is the person responsible for the ISO-9001-2000 Audit.
- [Organization Manager](#). This is the person managing an organization.
- [Overall Organizations Manager](#). This is the person managing all the organizations.
- [Subprocess Manager](#). This is the person managing a subprocess .
- [Subprocess Participant](#). This is the person involved in a subprocess .

5. Others

Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window. The address bar displays the URL <http://ehbs.org/improvement/library/Integration/ISs/ISO-9001-2000/Descrip>. The page content is as follows:

4. Guidelines

In this subprocess, we have the following Guidelines:

- [ISO-9001-2000 Manager](#). This is the person responsible for the ISO-9001-2000 subprocess.
- [ISO-9001-2000 Auditor](#). This is the person responsible for the ISO-9001-2000 Audit.
- [Organization Manager](#). This is the person managing an organization.
- [Overall Organizations Manager](#). This is the person managing all the organizations.
- [Subprocess Manager](#). This is the person managing a subprocess .
- [Subprocess Participant](#). This is the person involved in a subprocess .

5. Others

In this subprocess, we have the following other tools:

- [Worksheet](#). This is the guidelines for the manager/director.
- [Credits](#). These are the people partaking in this organization's production.
- [References](#). These are other references.
- [All-Files](#). These are all the view files.

Related Links:

- [Other Views;](#)
- [Integrated View;](#)
- [Integrations;](#)
- [Other Subprocesses;](#)
- [Process Library;](#)

The browser's status bar at the bottom shows the current time as 5:00 and the weather as 'Now: Cloudy, 62 °F'. It also displays a forecast for the following days: Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, and Sat: 83 °F.

Subprocess Worksheets facilitate subprocess manager communication with process developers and participants.

Worksheet - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/8000-8999/nasa/flightprojects/summary/mock-ups/Worksheet.htm

IMDB

Subprocess Worksheet

Classification: Improvement Subprocesses (T6-00-00-00)
Subprocess Type ISO-9001-2000 (T6-1-00-00)

Organization: IMAGE

Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Phase D: Project Development .	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Project Technical Products	The purpose of this task is to provide Technical products for the Flight Project.	Phase D Manager, Project Manager, Program Manager, Organization Manager, Overall Projects Manager, Task Lead, Subtask Lead, Reviewer, Approval Official, Documents Manager	James Green	06/23/07	06/23/07	Missile System Pre-Launch Safety Package (Update)	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						As-built Hardware and Software Documentation (Baseline)	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Verification and Validation Report (Baseline)	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Operations Handbook (Baseline)	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Reviews	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Approvals	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Project Planning, Cost, and Schedule Products	The purpose of this task is to provide Planning, Cost, and Schedule products for the Flight Project.	Phase D Manager, Project Manager, Program Manager, Organization Manager, Overall Projects Manager, Task Lead, Subtask Lead, Reviewer	James Green	07/23/07	07/23/07	Work Agreement for Next Phase (Baseline)	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Reviews	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034

D... Now: Sunny, 68° F Tue: 86° F Wed: 86° F Thu: 87° F Fri: 85° F Sat: 81° F Sun: 82° F

References list other related resources.



Credits acknowledge people's contributions.



Tools that can be focused on during stages- by tool.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Google

Tools To Focus On During Stages- By Tool.

Tool	Process Developer	Process Participant
Descriptions	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Documents	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Role Guidelines/EHBs	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Subprocesses Worksheets	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
References	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Credits	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together

Tools that can be focused on during stages- by stage.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages2.html

Google

Tools To Focus On During Stages- By Stage.

Stage	Process Developer	Process Participant
Learn	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Integrate	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Documents Using Role Guidelines/EHBs.
Test	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Teach	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Work Together	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.

Outline of Presentation:

- The Bottom Line-**
- Objectives-**
- Solution-**
- Where Shakespeare Meets Freud-**
- Some Applications-**
- Things Supported-**
- Examples-**
- Final Thoughts-**

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.



Organizations provide different views of the subprocesses, some of which may be proprietary.

NASA Flight Programs/Missions Organizations - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/8000-8999/nasa/flightprojects/whatare/Organizations.htm

Amazon.com

NASA Flight Projects/Missions Organizations

Product Realization Subprocesses Organizations
ACRIMSAT Mission
Aura Mission
Cassini-Huygens Mission
Chandra X-ray Observatory
Cosmic Hot Interstellar Plasma Spectrometer (CHIPS)
Cluster ESA/NASA Mission
Deep Impact
ISS Expedition 10
Fast Auroral Snapshot Explorer (FAST)
Far Ultraviolet Spectroscopic Explorer (FUSE) Mission
Galaxy Evolution Explorer (GALEX) Mission
Geostationary Operational Environmental Satellite Program (GOES) - Organization Subprocess Formulation
Geotail Mission
Gravity Probe B (GPB) Mission
Gravity Recovery and Climate Experiment
High Energy Transient Explorer-2 (HETE-2) Mission
Hubble Space Telescope
Ice Cloud and Land Elevation Satellite (ICESat) Mission
Imager for Magnetopause-to-Aurora Global Exploration (IMAGE)
James Webb Space Telescope (JWST)
INTERNATIONAL Gamma-Ray Astrophysics Laboratory (INTEGRAL)
Lunar Reconnaissance Orbiter (LRO)
Mars Exploration Rover - Opportunity
Mars Exploration Rover - Spirit
Mars Global Surveyor
Mars Reconnaissance Orbiter (MRO)
MERCURY, Surface, Space Experiment, GEOchemistry and Ranging (MESSENGER) Mission
Muses-C
NOAA-M Environmental Satellite
Polar Mission
Reuven Ramaty High Energy Solar Spectroscopic Imager (RHESSI)
Rosetta Mission

Now: 82°F Sat: 88°F Sun: 78°F Mon: 76°F Tue: 80°F Wed: 81°F Thu: 80°F

Organizations execute the eight “Play Development” stages.

- 1) summarizing (descriptions),**
- 2) playwriting (outlines),**
- 3) staging (mockups),**
- 4) dress rehearsal (implementations),**
- 5) performance (implementations),**
- 6) evaluations (implementations),**
- 7) revisions (outlines, mockups, implementations),**
- and**
- 8) closing.**

People in organizations provide different views of the subprocesses



**Subprocess
Documentor's
View**



**Subprocess Teacher's,
Manager's, Implementor's
and Participant's Views**

Organizations generate Subprocess Life-Cycle* Views

- **Organization subprocess teachers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)**
- **Organization subprocess documentors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)**
- **Organization subprocess managers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)**
- **Organization subprocess implementors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)**
- **Organization subprocess participants want to quickly learn, integrate, and perform tasks that are part of their views. (Critical)**
- **Organization subprocess managers want to quickly monitor execution of tasks that are part of their views.**
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly improve, test, and teach their subprocesses.**
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly improve, test, and teach using other organization's views.**
- **Organization subprocess teachers, documentors, managers, implementors, and participants become hurt/angry when their views are not supported.**
- **Organization subprocess implementors want to quickly update, test, and teach tools that help facilitate execution of their subprocesses.**
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly leave when their views continue not to be supported.**

*** Also, called the "Universal Subprocess".**

The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message"



Overview of how editable and cost-saving process documentation tools can solve problems.

Problem	Solution
Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.	Editable process documentation tools can be tailored to each subprocess.
Organizations provide different views of the subprocesses.	Editable process documentation tools can be tailored to reflect different organization's views of the subprocess.
Organizations execute the eight "play development" stages.	Editable process documentation tools can be tailored to reflect the eight "play development" stages.
People in organizations provide different views of the subprocesses.	Editable process documentation tools can be tailored to communicate different people's views of the subprocess.
Organizations generate Subprocess Life-Cycle Views.	Editable process documentation tools can be tailored to reflect different Life-Cycle views of the subprocess.
The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message".	Editable process documentation tools can be tailored to layer below different people's views of the subprocess.

Solution: Process Libraries maintain organization's views of the subprocesses.

Views - Mozilla Firefox

File Edit View History Bookmarks Tools Help

barry.e.jacobs 6.8 minutes saved

file:///E:/8000-8999/nasa/flightprojects/summary/mock-ups/Views.htm

CNN New York Times Washington Post Comcast File Hippo Summaries Process Libraries NASAFCU Scoreboards Bandwidth TV Guide

Google Search PageRank Check AutoLink AutoFill Subscribe Options

Views

Total 30 Entries

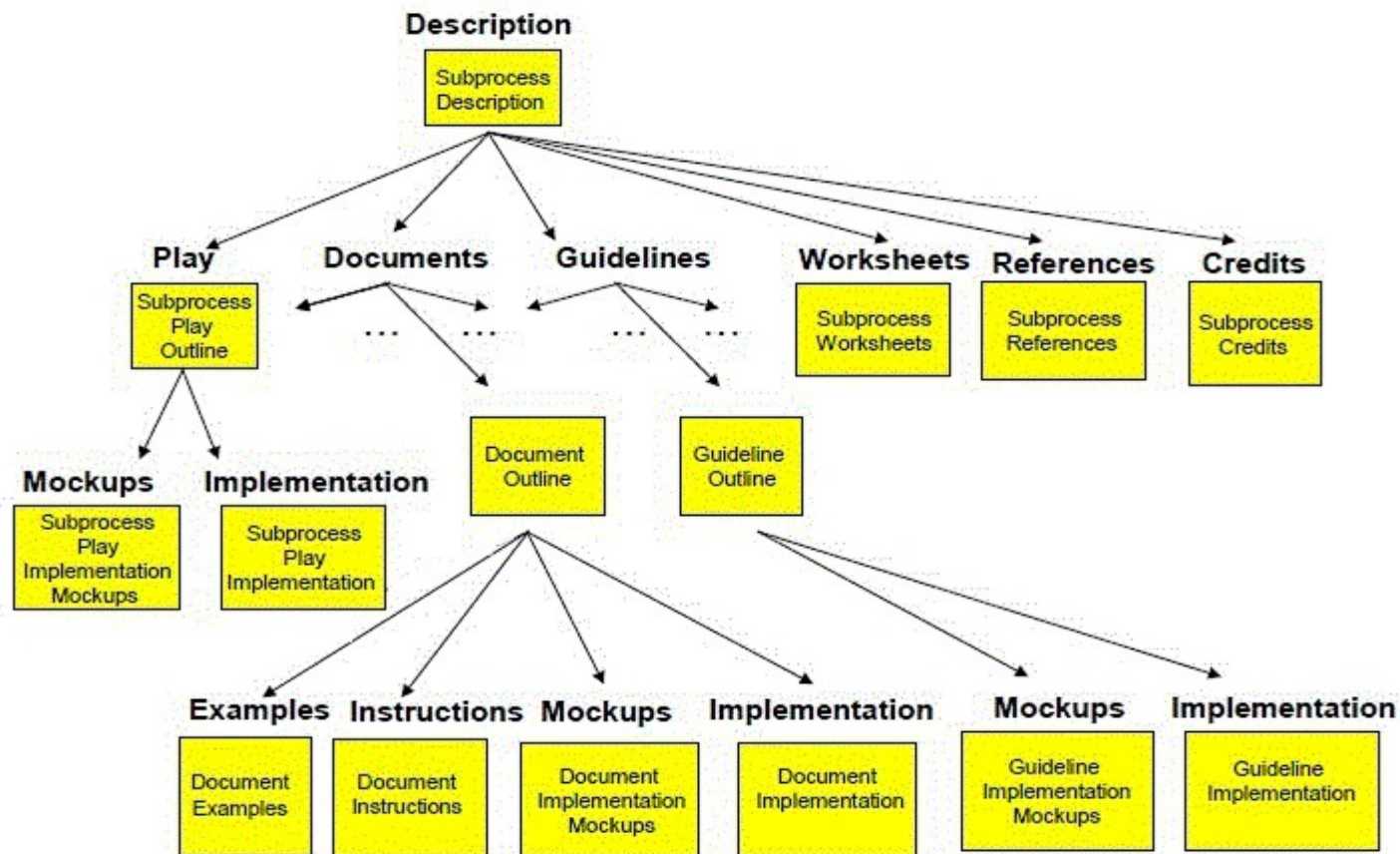
Classification: Improvement Subprocesses (T6-00-00-00)
Subprocess Type: ISO-9001-2000 (T6-1-00-00)

[Create View](#)

View	Steps
ASTRO-E2 Don Margolies (Don.Margolies@nasa.gov)	Update Copy Delete
CHIPS Dave Pierce (Dave.Pierce@nasa.gov)	Update Copy Delete
CINDI/TWINS Jim Byrd (Jim.Byrd@nasa.gov)	Update Copy Delete
Constellation-X Liz Citri (Liz.Citri@nasa.gov)	Update Copy Delete
ESDIS MaryAnn Esfandiari (MaryAnn.Esfandiari@nasa.gov)	Update Copy Delete
EO-1 Bryant Cramer (Bryant.Cramer@nasa.gov)	Update Copy Delete
EOS AURA Richard A. Pickering (Richard.A.Pickering@nasa.gov)	Update Copy Delete
ESMO Paul Ondrus (Paul.Ondrus@nasa.gov)	Update Copy Delete

Done Fasterfox McAfee SiteAdvisor Now: Partly Sunny, 63° F Sat: 62° F Sun: 63° F Mon: 67° F Tue: 61° F

Our basic approach is to wrap organization's subprocesses in a common envelope containing “communication vehicles” that facilitate intra- and inter-organization communication.



Tools that can be focused on during stages- by tool.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Google

Tools To Focus On During Stages- By Tool.

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References	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Credits	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together

Tools that can be focused on during stages- by stage.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

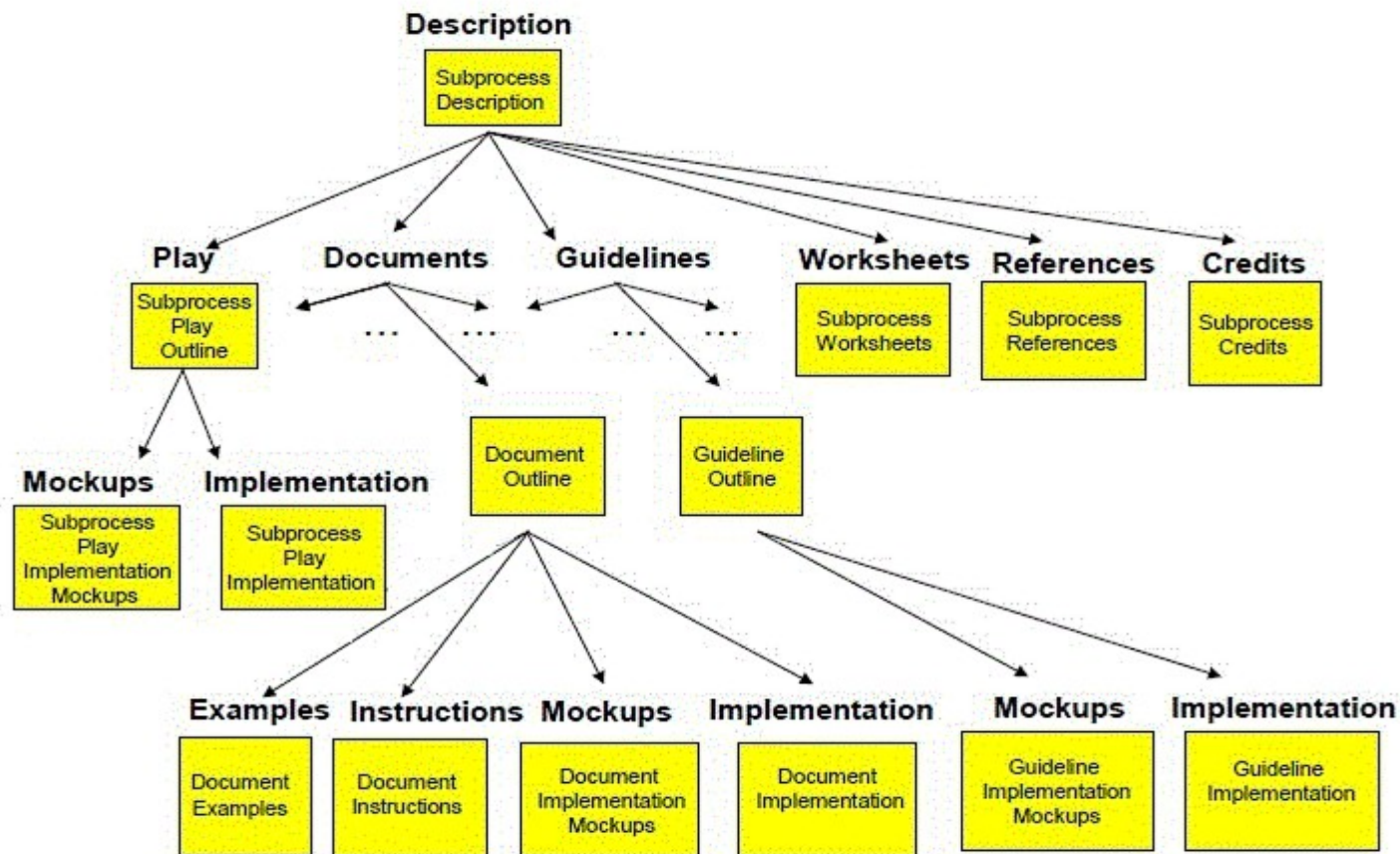
ehbs.org/intro/summary/stages2.html

Google

Tools To Focus On During Stages- By Stage.

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Integrate	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Documents Using Role Guidelines/EHBs.
Test	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Teach	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Work Together	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.

For each subprocess, an “Integration View” is the integration or combination of other subprocess views. An “Integration View” facilitates intra- and inter-organization communication.





Process Libraries (PLs) and Electronic Handbooks (EHBs) are where Shakespeare meets Freud.



- In Process Libraries (PLs), subprocesses are represented as "plays" where "actors" communicate thru the Internet. Each organization puts on its own "productions". For each role, Electronic Handbooks (EHBs) (also called Guidelines) guide "actors" thru their parts. Managers are "directors" using Worksheets as learning/management tools. Documentors serve as "playwrights". [Shakespearean]
- Organizations are represented as "families" having "multiple personalities". Subprocess "plays" and its "components" provide communication vehicles between members of the same family, different families, and families from different subprocesses. Documentors also serve as "family therapists". [Freudian]

The approach uses a modernization of the Socratic Method or Dialogue to gain consensus between Teachers, Documentors, Managers, Implementors, and Participants.





Subprocess Life-Cycle Views that are supported.

- **Organization subprocess teachers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess teachers copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess documentors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess documentors copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess managers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess managers copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess implementors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess implementors copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess participants want to quickly learn, integrate, and perform tasks that are part of their views. (Critical)** Organization subprocess participants study the steps of their organization subprocess view Guidelines.
- **Organization subprocess managers want to quickly monitor execution of tasks that are part of their views.** Organization subprocess managers monitor the execution of tasks using their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly update, test and teach their subprocesses.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly update, test, and teach using other organization's views.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach using other relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library.
- **Organization subprocess teachers, documentors, managers, implementors, and participants become hurt/angry when their views are not supported.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess implementors want to quickly update, test and teach tools that help facilitate execution of their subprocesses.** Organization subprocess implementors update, test, and teach tools using requirements from Plays/Documents/Guidelines/Worksheets in the Process Library.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly leave when their views continue not to be supported.** Organization subprocess teachers, documentors, managers, implementors, and participants archive their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **The Key Human Factor Issue: Communication Within and Across Organizations.** Organization subprocess Plays/Documents/Guidelines/Worksheets in Process Libraries facilitate intra- and inter-organization communication.

Basic People Principles that are supported.

- Subprocesses determine tools.** The approach supports people doing their jobs as they see it. Forcing additional tools on people only adds more burdens to their jobs and they will likely ignore them. Additional requirements should be integrated into existing subprocesses.
- Everyone's subprocesses should be supported as best as possible.** The approach supports people seeing their jobs differently. This is often a good thing for subprocess improvement.
- Tools are role-based so that data is collected during subprocess execution.** As people partake in the subprocesses, the approach supports data entry in the system. If data collection is done after the fact, the quality of the data generally suffers.
- Tools are people-based so that users require minimal training.** The approach helps people to determine which steps to use. For each of the substeps (i.e., forms and documents), the approach should have clear templates, instructions, and samples.
- Tools are web-based so that all users can easily partake.** The web-based approach supports the reduced need to install special software on user's computers. This is especially important in the case where the number of participants is large.
- Everyone helps build the tools.** The approach supports joint ownership in the subprocesses and the underlying systems which is crucial for overall acceptance.

Subprocess/Play Developments that are supported.

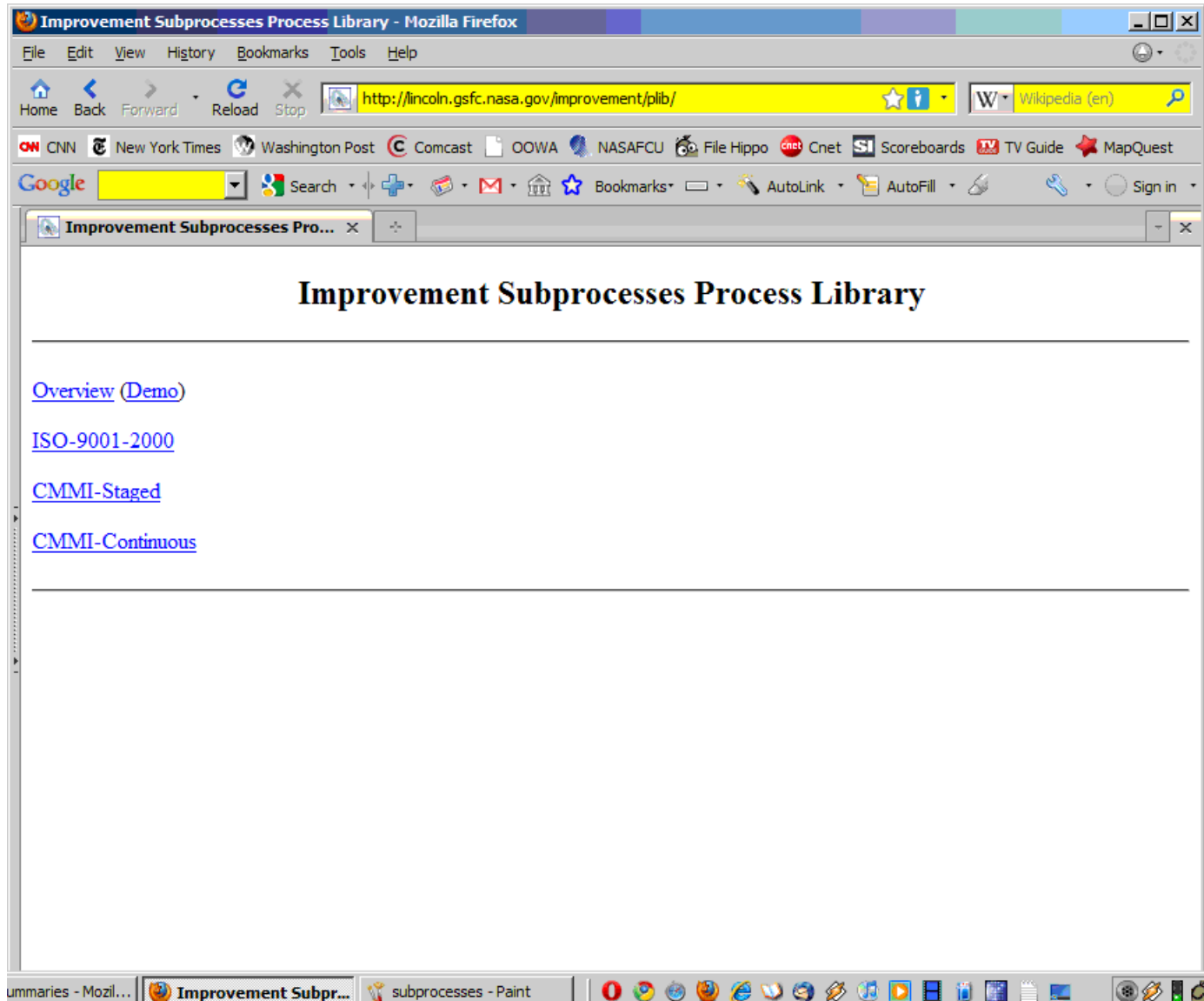
- Presentation & Paper/Marketing.** The approach supports presentation & paper/marketing using the contents of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- Worksheet/Outlining.** The approach supports worksheet/outlining using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- Temporal Flow/Playwriting.** The approach supports temporal flow/playwriting using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- Examples/Rehearsal.** The approach supports examples/rehearsals using the mockups of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- Implementation/Staging.** The approach supports implementation/staging using the building of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- Utilization/Performance.** The approach supports users utilization/performance using execution of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- Revision/New Production.** The approach supports revision/new production using updates of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- Closeout/End Production.** The approach supports closeout/ end performance using storage of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.

Process Library Operations that are supported.

- **Organization Subprocess Formulation.** The approach supports the introduction of new organizations and their subprocesses into the library.
- **Organization Subprocess Implementation.** The approach supports implementation of common tools for organizations in the library.
- **Organization Subprocess Customer Support.** The approach supports user requests for the library.
- **Organization Subprocess Evaluation.** The approach supports organization subprocess evaluations.
- **Organization Subprocess Update.** The approach supports the updating of organizations and their subprocesses in the library.
- **Organization Subprocess Closeout.** The approach supports the closeouts of organizations and their subprocesses from the library.

Examples

Process Libraries are organized by subprocesses.



View Tools show how organizations view their subprocesses.

Views - Mozilla Firefox

File Edit View History Bookmarks Tools Help

barry.e.jacobs 6.8 minutes saved

file:///E:/8000-8999/nasa/flightprojects/summary/mock-ups/Views.htm

CNN New York Times Washington Post Comcast File Hippo Summaries Process Libraries NASAFCU Scoreboards Bandwidth TV Guide

Google Search PageRank ABC Check AutoLink AutoFill Subscribe Options

Views

Total 30 Entries

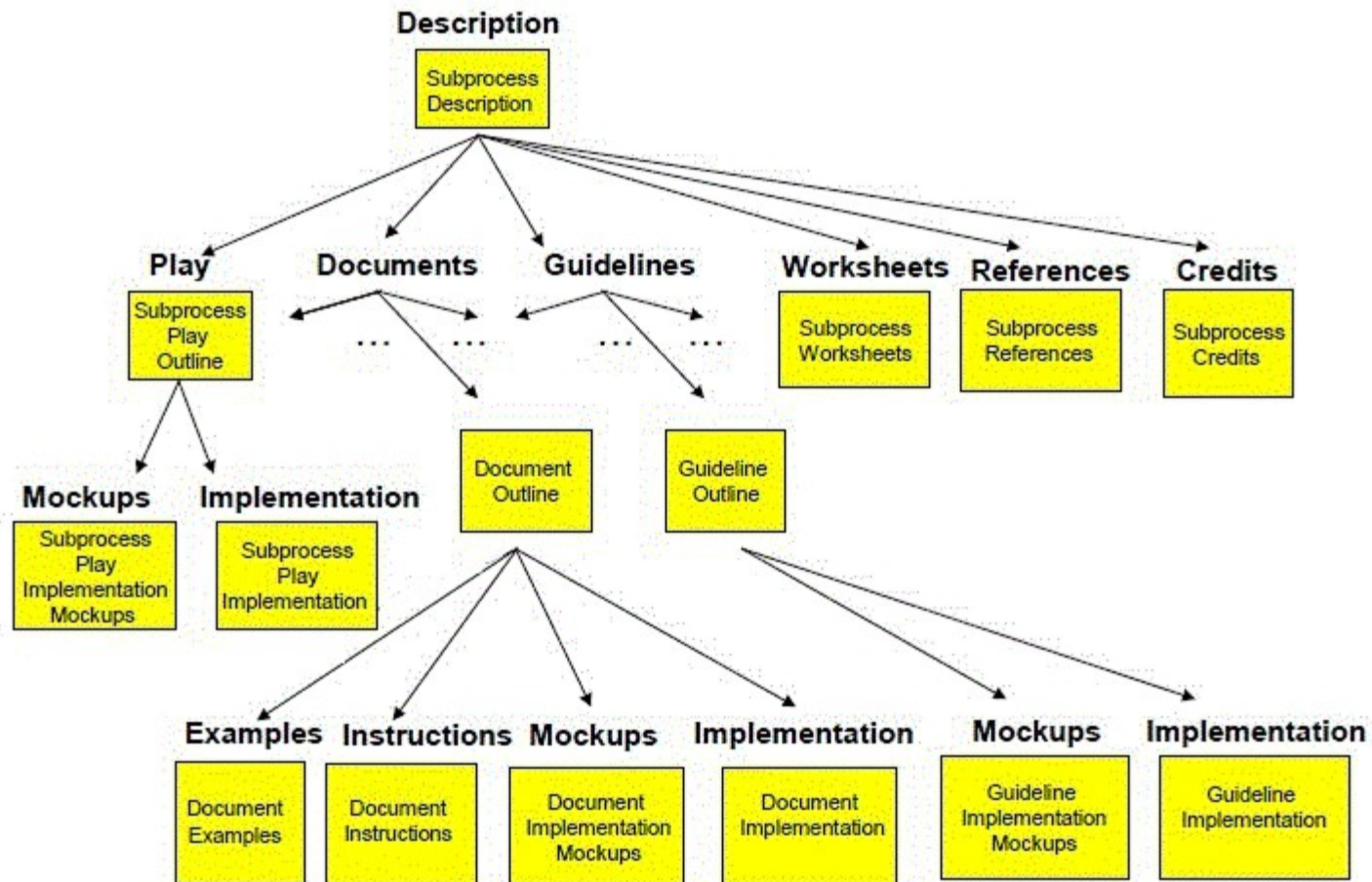
Classification: Improvement Subprocesses (T6-00-00-00)
Subprocess Type:ISO-9001-2000 (T6-1-00-00)

[Create View](#)

View	Steps
ASTRO-E2 Don Margolies (Don.Margolies@nasa.gov)	Update Copy Delete
CHIPS Dave Pierce (Dave.Pierce@nasa.gov)	Update Copy Delete
CINDI/TWINS Jim Byrd (Jim.Byrd@nasa.gov)	Update Copy Delete
Constellation-X Liz Citri (Liz.Citri@nasa.gov)	Update Copy Delete
ESDIS MaryAnn Esfandiari (MaryAnn.Esfandiari@nasa.gov)	Update Copy Delete
EO-1 Bryant Cramer (Bryant.Cramer@nasa.gov)	Update Copy Delete
EOS AURA Richard A. Pickering (Richard.A.Pickering@nasa.gov)	Update Copy Delete
ESMO Paul Ondrus (Paul.Ondrus@nasa.gov)	Update Copy Delete

Done Fasterfox McAfee SiteAdvisor Now: Partly Sunny, 63° F Sat: 62° F Sun: 63° F Mon: 67° F Tue: 61° F

Subprocess View Tools contain the envelope of related files.



Descriptions summarize subprocesses.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/improvement/library/Integration/ISs/ISO-9001-2000/Descrip>. The page title is "Description - Mozilla Firefox". The browser's toolbar includes buttons for Home, Back, Forward, Reload, and Stop, along with a search bar and various utility icons. The page content is titled "ISO-9001-2000" and features a "Table of Contents" with the following links:

- [1. Overview](#)
- [2. Play](#)
- [3. Documents](#)
- [4. Guidelines](#)
- [5. Others](#)

The "1. Overview" section contains the following text:

In this subprocess, we deal with the process of ISO-9001-2000 improvement This is where Organizations formally improve their subprocesses using the ISO-9001-2000 improvement methodology.

Organization: ORG

[All-Files.](#) These are all the view files.

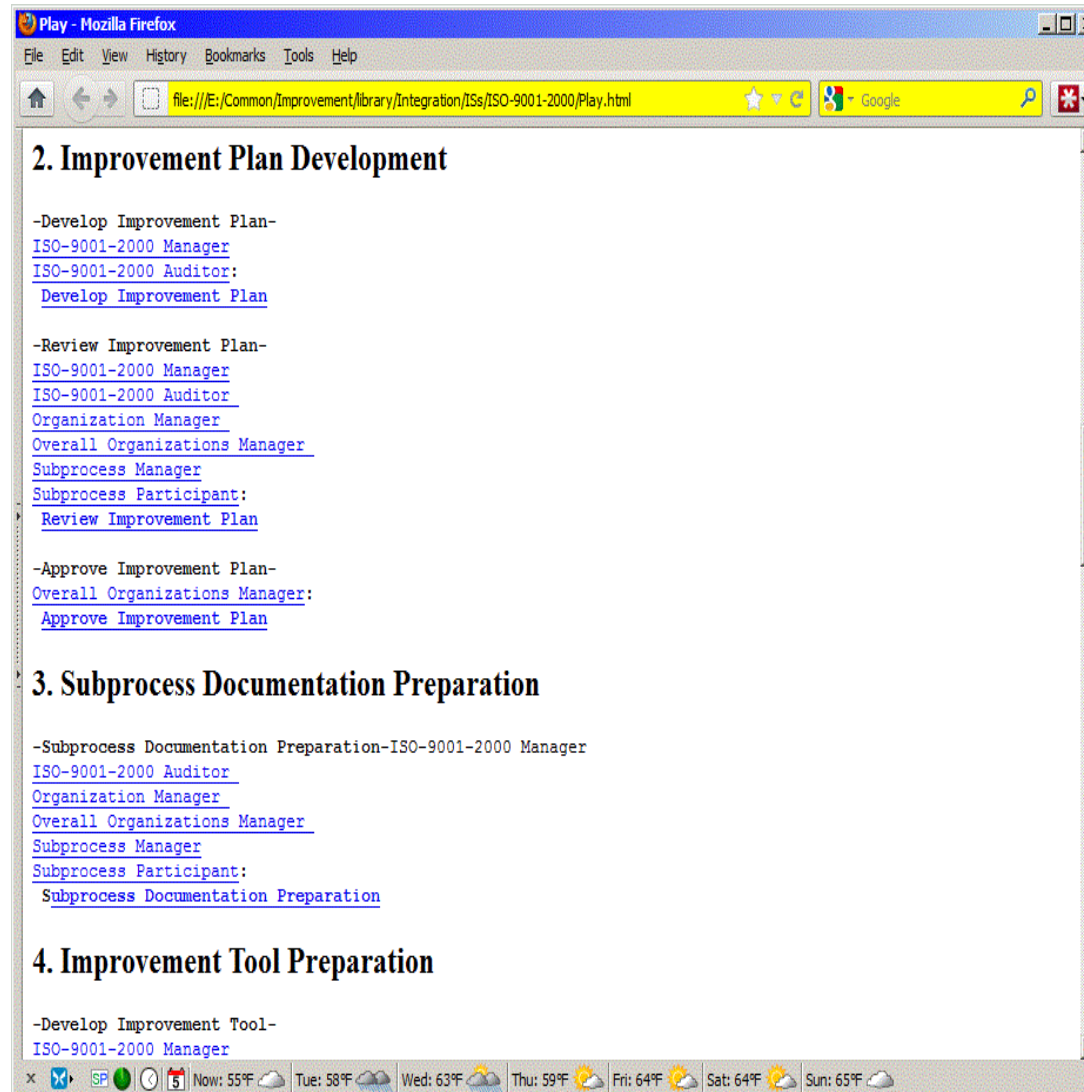
[Benefits](#)

The "2. Play" section contains the following text:

In this subprocess, the [play](#) is divided in several parts:

The Windows taskbar at the bottom shows the system clock as 5:05 PM, the date as Monday, and the weather as Cloudy, 62 °F. The taskbar also displays weather forecasts for the following days: Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, and Sat: 83 °F.

Plays describe subprocess execution.



Documents describe subprocess data.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/improvement/library/Integration/ISs/ISO-9001-2000/Descrip>. The page content is as follows:

3. Documents

In this subprocess, we have the following document types:

- [Improvement Plan](#). These are used to represent the Improvement Plan.
- [Subprocess Documentation](#). These are used to represent the documentation for a subprocess.
- [Staff Preparation Report](#). These are used to represent the Staff Preparation Report.
- [Improvement Tool](#). These are used to represent the Improvement Tool.
- [Audit Report](#). These are used to represent the Audit Report.
- [Recommendations Report](#). These are used to represent the Recommendations Report.
- [Improvements Implementation Report](#). These are used to represent the Improvement Implementation Report.

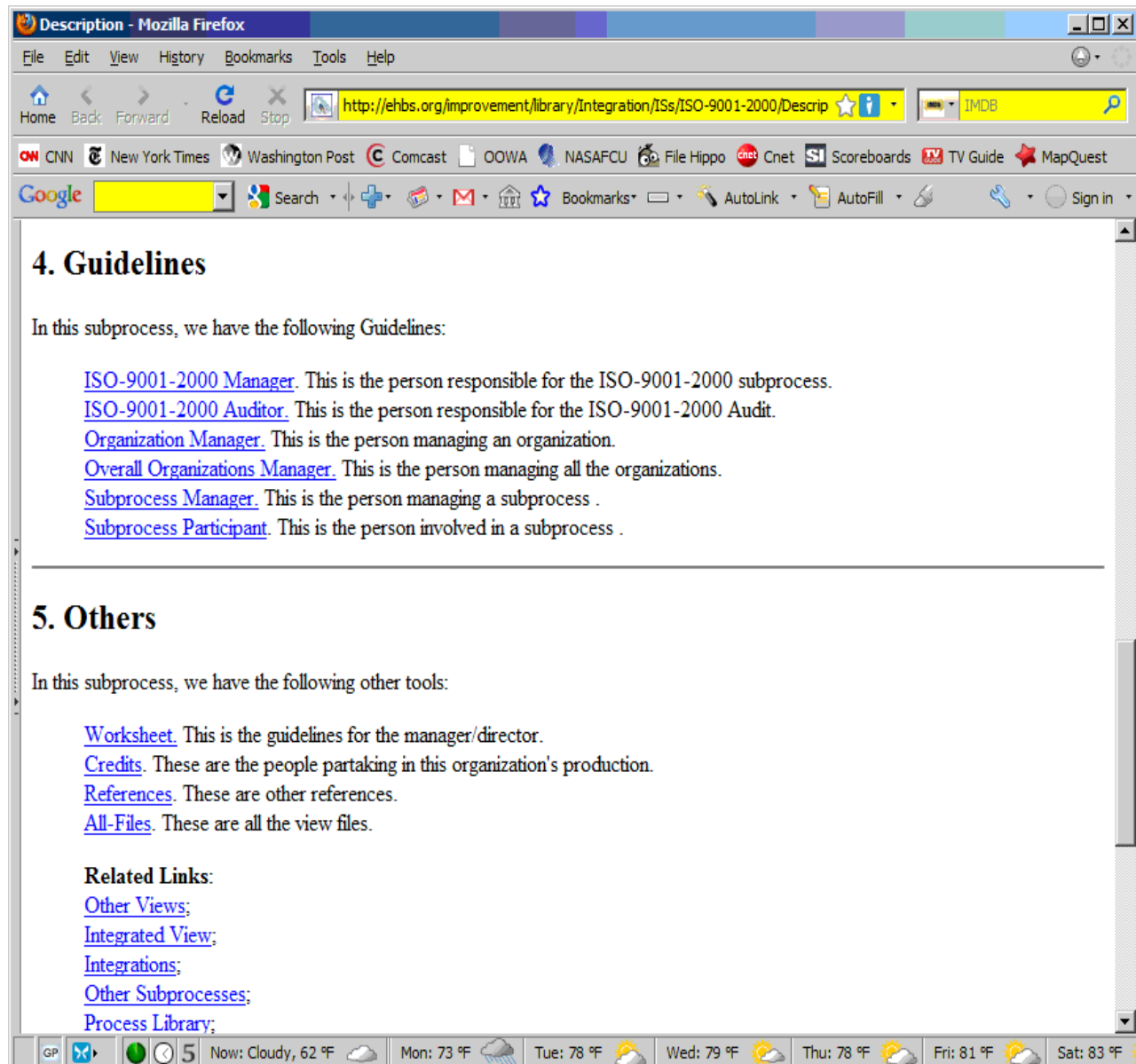
4. Guidelines

In this subprocess, we have the following Guidelines:

- [ISO-9001-2000 Manager](#). This is the person responsible for the ISO-9001-2000 subprocess.
- [ISO-9001-2000 Auditor](#). This is the person responsible for the ISO-9001-2000 Audit.
- [Organization Manager](#). This is the person managing an organization.
- [Overall Organizations Manager](#). This is the person managing all the organizations.
- [Subprocess Manager](#). This is the person managing a subprocess .
- [Subprocess Participant](#). This is the person involved in a subprocess .

5. Others

Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window. The address bar displays the URL <http://ehbs.org/improvement/library/Integration/ISs/ISO-9001-2000/Descrip>. The page content is as follows:

4. Guidelines

In this subprocess, we have the following Guidelines:

- [ISO-9001-2000 Manager](#). This is the person responsible for the ISO-9001-2000 subprocess.
- [ISO-9001-2000 Auditor](#). This is the person responsible for the ISO-9001-2000 Audit.
- [Organization Manager](#). This is the person managing an organization.
- [Overall Organizations Manager](#). This is the person managing all the organizations.
- [Subprocess Manager](#). This is the person managing a subprocess .
- [Subprocess Participant](#). This is the person involved in a subprocess .

5. Others

In this subprocess, we have the following other tools:

- [Worksheet](#). This is the guidelines for the manager/director.
- [Credits](#). These are the people partaking in this organization's production.
- [References](#). These are other references.
- [All-Files](#). These are all the view files.

Related Links:

- [Other Views;](#)
- [Integrated View;](#)
- [Integrations;](#)
- [Other Subprocesses;](#)
- [Process Library;](#)

The browser's status bar at the bottom shows the current time as 5:00 and the weather as 'Now: Cloudy, 62 °F'. It also displays a forecast for the following days: Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, and Sat: 83 °F.

Subprocess Worksheets facilitate subprocess manager communication with process developers and participants.

Worksheet - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/8000-8999/nasa/flightprojects/summary/mock-ups/Worksheet.htm

IMOB

Subprocess Worksheet

Classification: Improvement Subprocesses (T6-00-00-00)

Subprocess Type ISO-9001-2000 (T6-1-00-00)

Organization: IMAGE

Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Phase D: Project Development .	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Project Technical Products	The purpose of this task is to provide Technical products for the Flight Project.	Phase D Manager, Project Manager, Program Manager, Organization Manager, Overall Projects Manager, Task Lead, Subtask Lead, Reviewer, Approval Official, Documents Manager	James Green	06/23/07	06/23/07	Missile System Pre-Launch Safety Package (Update)	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						As-built Hardware and Software Documentation (Baseline)	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Verification and Validation Report (Baseline)	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Operations Handbook (Baseline)	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Reviews	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Approvals	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Project Planning, Cost, and Schedule Products	The purpose of this task is to provide Planning, Cost, and Schedule products for the Flight Project.	Phase D Manager, Project Manager, Program Manager, Organization Manager, Overall Projects Manager, Task Lead, Subtask Lead, Reviewer	James Green	07/23/07	07/23/07	Work Agreement for Next Phase (Baseline)	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Reviews	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034

D... Now: Sunny, 68° F Tue: 86° F Wed: 86° F Thu: 87° F Fri: 85° F Sat: 81° F Sun: 82° F

References list other related resources.



Credits acknowledge people's contributions.



Integration Tools facilitate subprocess integration.

Read Integration - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop <http://pls.gsfc.nasa.gov/flight/Read/TaskReadResult.do?slid=T7> IMDB

CNN New York Times Washington Post Comcast NOMAD File Hippo NASAFCU Cnet SI Scoreboards TV TV Guide

Google

Read Integration

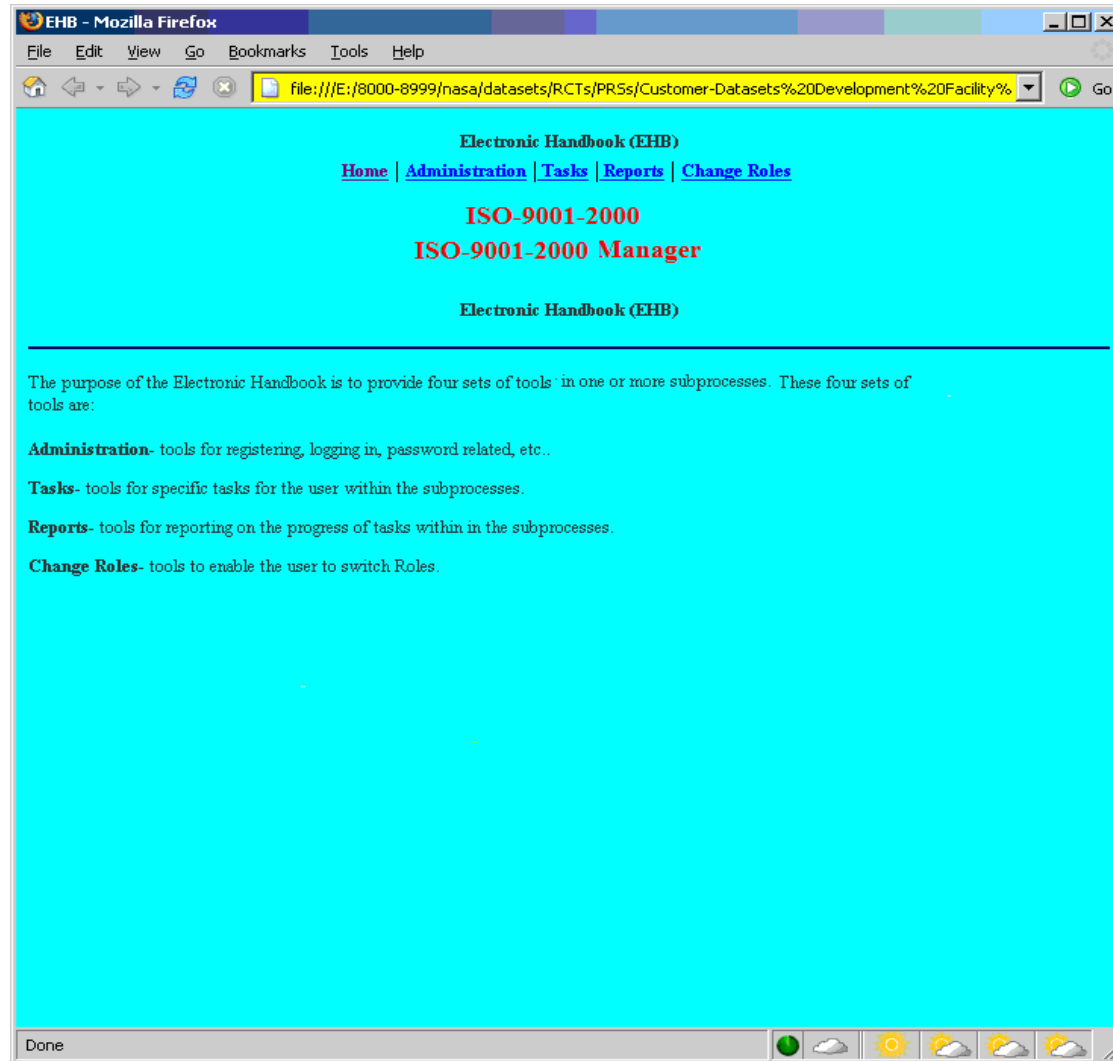
Read Integration	
Title	Improvement Plan
Type	Document
Id	T6-1-3-00
Ordinal	
URL	http://ehbs.org/fps/RCTs/ISs/ISO-9001-2000/Type%201/View/ISO-9001-2000/Documents/Improvement Plan.htm Fetch
Date Created	25-JUL-2005
Date Updated	08-AUG-2007

Samples From Views

Gamma-Ray Large Area Space Telescope (GLAST)- Fetch - (Size: 7 KB)	28-NOV-2006 28-NOV-2006
Geostationary Operational Environmental Satellite Program (GOES)- Fetch - (Size: 7 KB)	01-NOV-2006 01-NOV-2006
Integration- Fetch - (Size: 7 KB)	23-JUN-2005 16-MAY-2006
James Webb Space Telescope (JWST)- Fetch - (Size: 7 KB)	19-OCT-2006 19-OCT-2006
Lunar Reconnaissance Orbiter (LRO)- Fetch - (Size: 7 KB)	19-OCT-2006 19-OCT-2006
Mars Reconnaissance Orbiter (MRO)- Fetch - (Size: 7 KB)	19-OCT-2006 19-OCT-2006
Office of the Chief Engineer Fetch - (Size: 7 KB)	29-OCT-2006 29-OCT-2006
Solar Terrestrial Relations Observatory (STEREO)- Fetch - (Size: 7 KB)	19-OCT-2006 19-OCT-2006

Now: Partly Cloudy, 55° F Wed: 56° F Thu: 59° F Fri: 63° F Sat: 61° F Sun: 63° F Mon: 5

Electronic Handbooks (EHBs) facilitate the execution of subprocesses.



Demonstration Tools introduce the concepts to a community in their terms.

Improvement Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Improvement Subprocesses

ehbs.org/improvement/


Improvement Subprocesses
Process Libraries (PLs) and Electronic Handbooks (EHBs)
[Where Shakespeare Meets Freud]



1. [What Are PLs and EHBs?](#)
2. [Quick Summary](#)
3. [Some Applications](#)
4. [In The Press](#)
5. [Experiences](#)
6. [Some Papers](#)
7. [Some Demonstration Tools](#)
8. [Some Subprocesses and Their Documentations](#)
9. [Assembly Line Processes](#)
10. [Benefits](#)

[White Paper](#)
[Book](#)

U.S. GOVERNMENT COMPUTER
If not authorized to access this system, disconnect now.



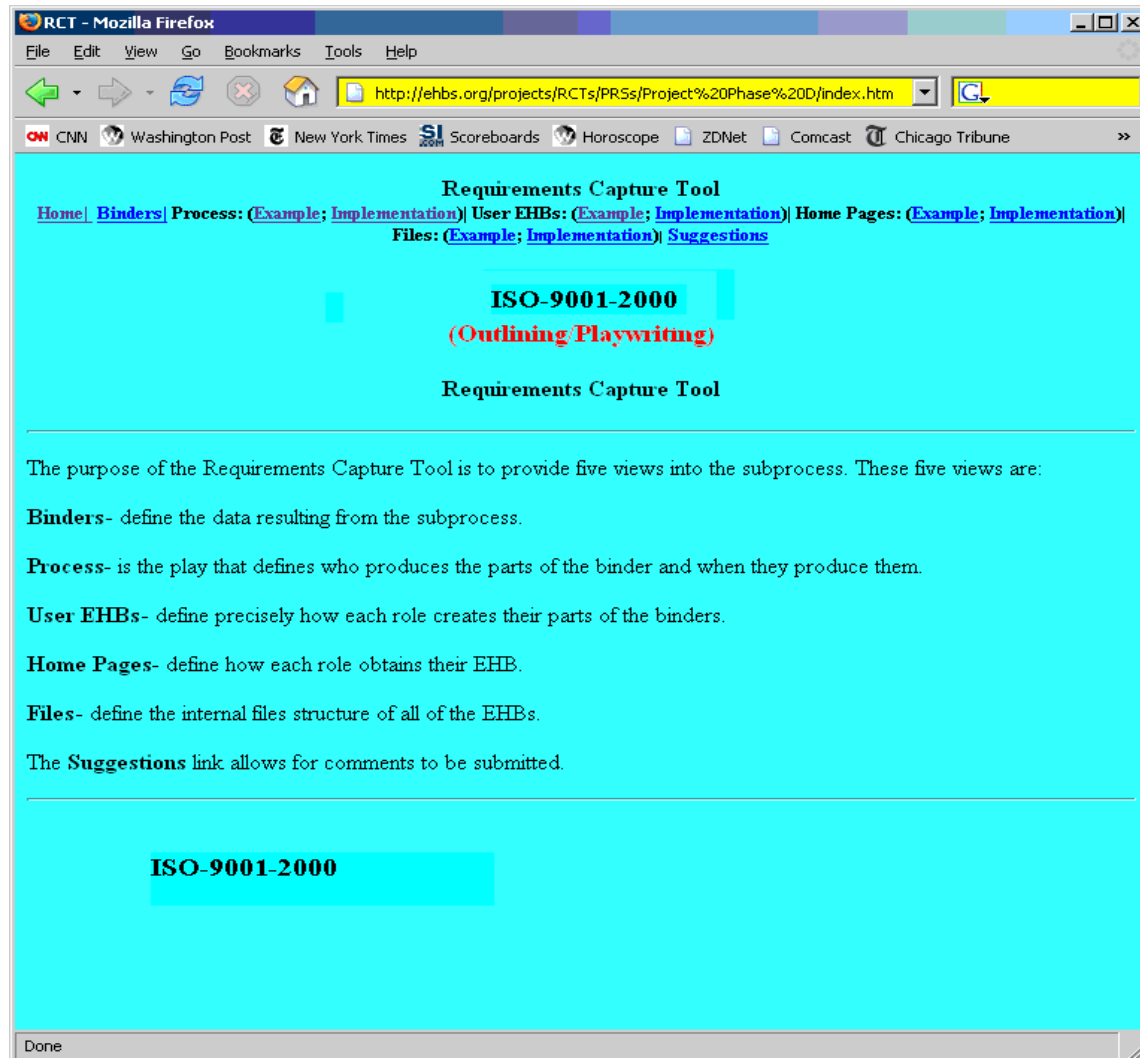
YOU SHOULD HAVE NO EXPECTATION OF PRIVACY
By continuing, you consent to your keystrokes and data content being monitored.

[NASA Privacy, Security Notices](#)

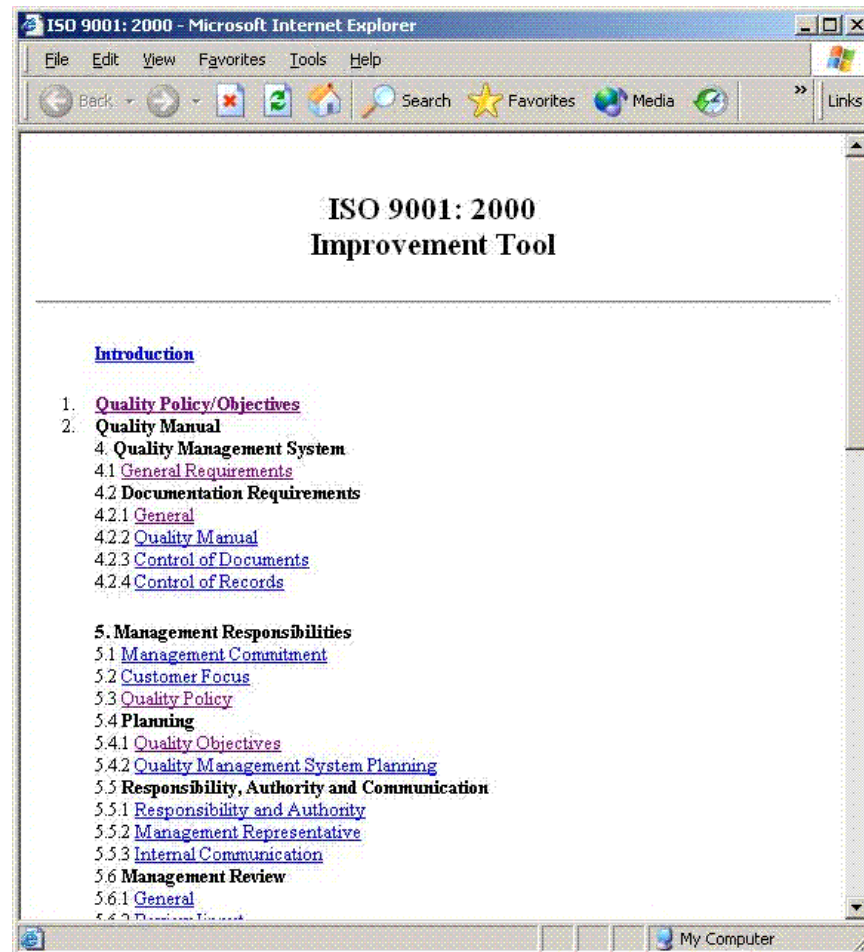
Last Modified: June 23, 2005

Silver Spring, MD 20902, USA: 71°F Sun: 73°F Mon: 72°F Tue: 77°F Wed: 83°F Thu: 84°F Fri: 79°F

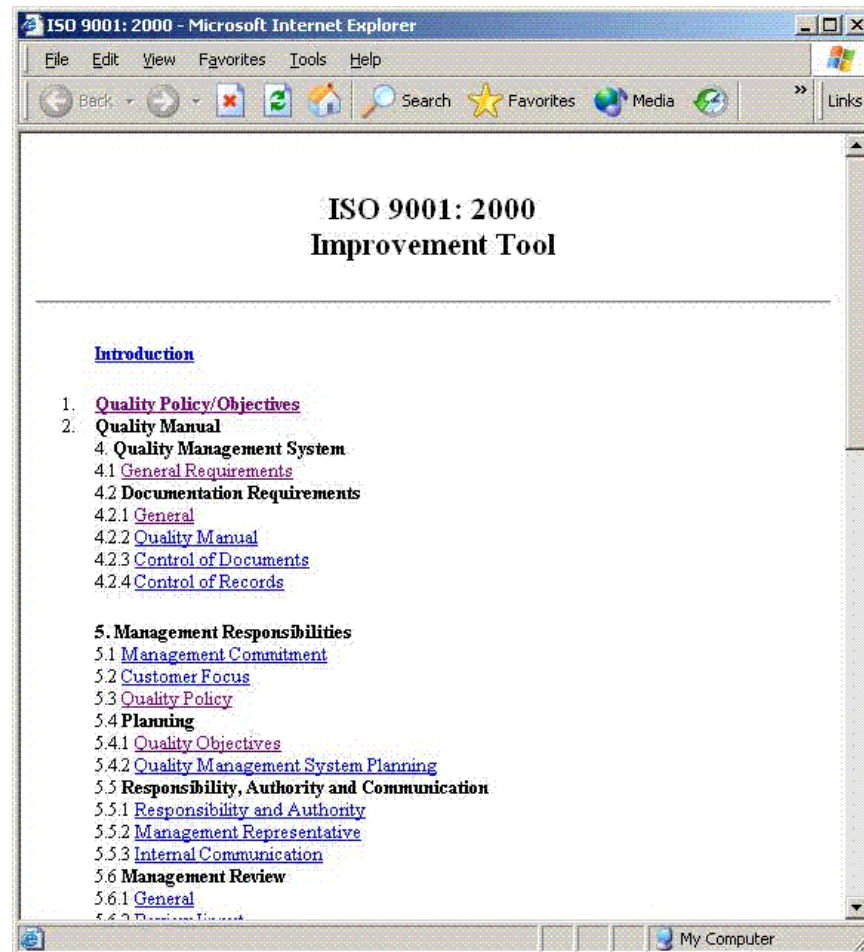
Requirements Capture Tools (RCTs) facilitate subprocess development.



Improvement Tools facilitate subprocess improvement.

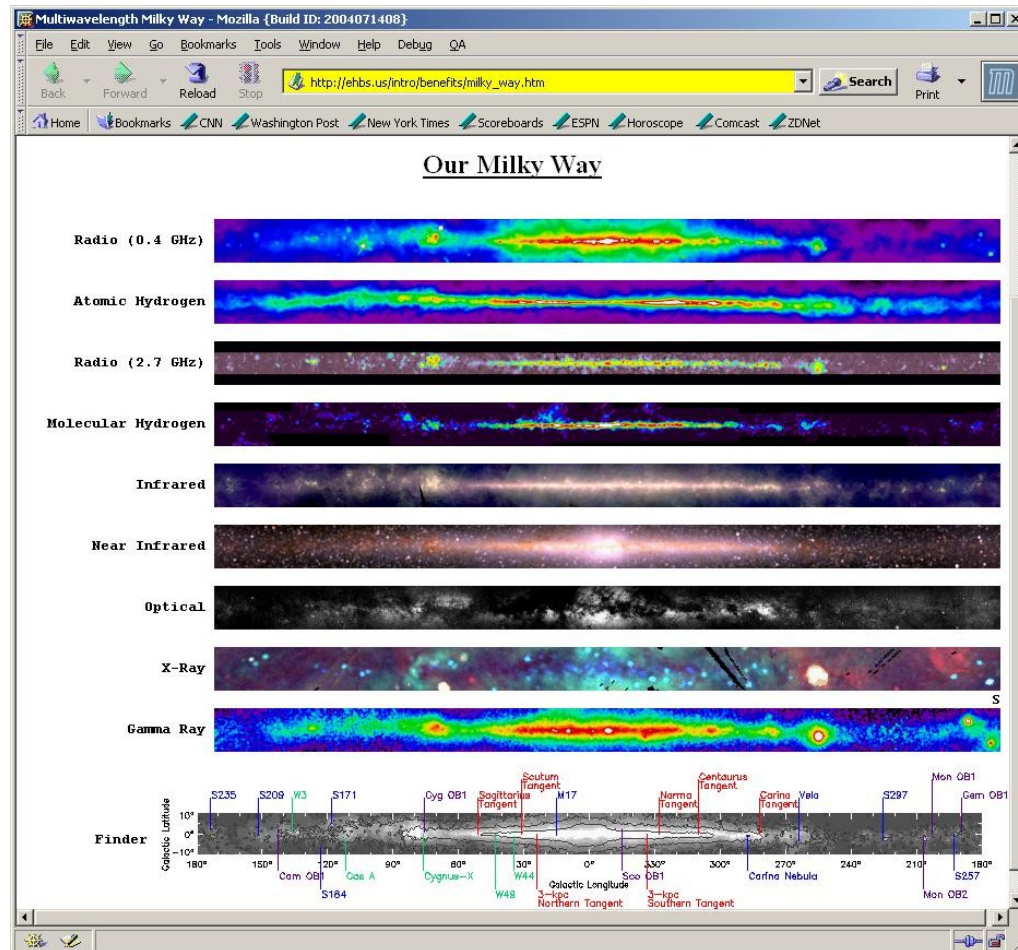


Improvement Tools facilitate subprocess improvement.



Final Thoughts

We believe that to truly understand one's universe, one must see it thru multiple “eyes” and also have tools to “communicate” these views.



All the world's a stage ...

Jaques:

**All the world's a stage,
And all the men and women merely players;
They have their exits and their entrances,
And one man in his time plays many parts,
His acts being seven ages.**

William Shakespeare

As You Like It, Act 2, Scene 7.

Some Effects of Separation

**"Men hate each other because they fear each other;
They fear each other because they don't know each other;
They don't know each other because they can't communicate with each other;
They can't communicate with each other because they are separated from each other. "**

Dr. Martin Luther King Jr.

September 3, 1957

Theatre of Dionysus- Athens, Greece



For More Details



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EHBs Home Page

ehbs.us

Search

Complex Process Management Using PLs and EHBs [Where Shakespeare Meets Freud]



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[7. Some Demonstration Tools](#)

[8. Some Subprocesses and Their Documentations](#)

[9. Assembly Line Processes](#)



[10. Benefits](#)

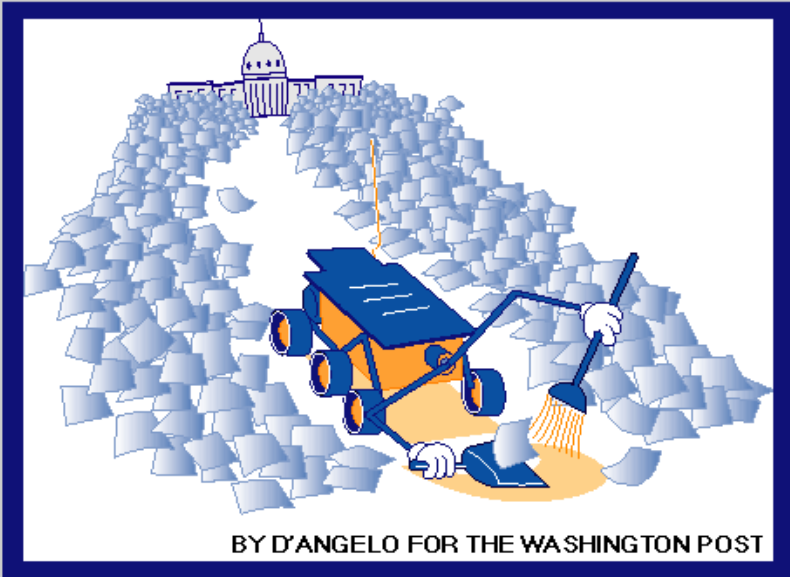
[White Paper Book](#)

[How Can I Apply These To My Organization's Processes?](#)

Complex Process Management Using Process Libraries and Electronic Handbooks

[Where Shakespeare Meets Freud]





BY D'ANGELO FOR THE WASHINGTON POST

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(301) 681-7816
[\[Mini-Bio\]](#)

Now: 64°F Sun: 83°F Mon: 60°F Tue: 62°F Wed: 76°F Thu: 78°F Fri: 62°F