



Volume II

Appendix D.17

MER Manager's Tiger Team Checklist

This appendix contains the Mission Evaluation Room Manager's Tiger Team Checklist referenced in Volume I, Chapter 6. The checklist is reproduced at smaller than normal page size.

THIS PAGE INTENTIONALLY LEFT BLANK



MER Manager's Tiger Team Checklist

MER Manager's Tiger Team Checklist

- For All Anomalous Conditions
 - Document The Condition
 - Time
 - Description
 - Actions Taken
 - Ensure That The Appropriate On-Console MER Subsystem Support Team Members Are Actively Investigating The Condition
 - Call In Additional Subsystem Support If Necessary
 - If Multiple Systems Are Involved, Coordinate Their Activities
- When it has been determined that a problem has acquired sufficient criticality or complexity that additional support is required, the following should be performed:
 - Instruct The Contractor Console To Contact Their Team Members & Initiate A Problem Action Log
 - Contact the following:
 - Shuttle Chief Engineer
 - NASA Responsible Design Engineer/Technical Lead
 - NASA MV/SSVEO Manager
 - NASA MV3/OEO Manager
 - KSC TPE/NTD
 - Notify The MOD Flight Control Team Of The Current MER Position On The Anomaly (Recommend Proceed As Planned, Or Hold And Evaluate)
 - Designate A NASA Tiger Team Leader (co-lead with USA)
 - Team Leader May Be A DCE, MER Mgr., Shuttle Chief Engineer, Or Any Other NASA Personnel Deemed Appropriate
 - Work With The Team Lead & MOD To Establish An MOD Interface/Representative To The Team
 - Meet With The Team Lead Regularly To Keep Abreast Of Problem Status, Actions, Activities, Plans, Meetings, etc.
 - Work With MOD/MOIR Mgr. To Prioritize Chit Traffic & Establish Chit Response Due Times

1/8/97

LRW

1

C2-000021

MER Managers Tiger Team Checklist.pdf

CAB060-2672

MER Contractor Console Tiger Team Checklist

- For All Anomalous Conditions
 - Document The Condition
 - Time
 - Description
 - Actions Taken
 - Assist The MER Manager Console With The Call-in Of Additional Subsystem Support Personnel (If Requested)

- When the MER Manager has informed the Contractor console that a problem has acquired sufficient criticality or complexity that additional support is required, the following should be performed:
 - Contact The Following:
 - Houston BNA Mission Engineering Support Operations Director
 - Downey MSR On-Call Lead
 - Downey BNA Vehicle Project Office Personnel On Travel To Houston
 - USA Operations Requirements Project Director
 - Appropriate BNA Houston Subsystem Engineers (As Required)
 - Appropriate BNA SSM As Required
 - Create An Action Tracking List For The Anomaly
 - Organize A Hard Copy File For All Documents Associated With The Anomaly
 - Set Up A Directory On The Contractor Console Laptop (or in an appropriate file server) For All Electronic Documents Associated With The Anomaly

1/8/97

LRW

2

C2-000021

MER Managers Tiger Team Checklist.pdf

CAB060-2673

Shuttle Chief Engineer's Tiger Team Checklist

When notified by the MER Manager that a problem has acquired sufficient criticality or complexity that additional support is required, the following should be performed:

- Ensure That The Appropriate Engineering Team Members Are Actively Investigating The Condition
- Work With MER Mgr. & Team Leaders To Assess The Anomaly & Plan An Initial Course Of Action
 - Call In Additional Engineering Support If Necessary
 - If Multiple Systems Are Involved, Coordinate Their Activities
 - Inform The MER Contractor Console Of The Status Of All Actions Assigned (for tracking purposes)

- Contact the following:
 - Affected NASA Division Chief Engineer(s) (DCE)
 - Affected NASA Responsible Design Engineer/Technical Lead

- Routinely Discuss/Status The Engineering Position On The Anomaly With The MER Manager And The Team Leaders

1/8/97

LRW

3

C2-000021

MER Managers Tiger Team Checklist.pdf

CAB060-2674

USA Ops Requirements Project Director's Tiger Team Checklist

When notified by the Contractor Console that a problem has acquired sufficient criticality or complexity that additional support is required, the following should be performed:

- Ensure That The Appropriate Engineering Team Members Are Actively Investigating The Condition
- Designate A USA Tiger Team Leader (co-lead with NASA)
- Work With The Team Leaders To Assess The Anomaly And Plan An Initial Course Of Action
 - Call In Additional Engineering Support If Necessary
 - Inform The MER Contractor Console Of The Status Of All Actions Assigned (for tracking purposes)
- Contact the following:
 - Affected USA Subsystem Area Manager(s) (SAM)
 - Downey BNA Orbiter Program Manager
 - USA Orbiter Program Management (as required)
 - KSC NSLD On-call Personnel
 - KSC USA Vehicle Manager
 - KSC USA On-call Personnel
- Routinely Discuss/Status The Engineering Position On The Anomaly With The MER Manager And The Team Leaders

1/8/97

LRW

4

C2-000021

MER Managers Tiger Team Checklist.pdf

CAB060-2675

Tiger Team Leader's Checklist

- Work With NASA & Contractor Management To Establish The Tiger Team Membership
- Work With The Shuttle Chief Engineer, The USA And Contractor Management, And The Tiger Team Members To Assess The Anomaly And Plan A Course Of Action
 - Request Additional Engineering Support If Necessary
 - Keep The MER Contractor Console Informed Of The Status Of All Actions Assigned (for tracking purposes)
 - Coordinate All Meetings Involving The Tiger Team
- Ensure That The Tiger Team Members Have Clearly Defined Actions To Perform
- Serve As The Focal Point To Ensure That The MER Manager And The NASA And Contractor Management Are Kept Informed Of The Team Position And Activities Associated With The Anomaly
 - Provide Recommendations Concerning All In-Flight Activities Involving The Anomaly
 - Coordinate The Plan Of Action
 - Coordinate Team Activities, Meeting Schedules, Personnel, And MER Facility/Administrative Support Requirements
 - Coordinate Requests For Information From The Flight Crew, Crew Actions, And Crew Troubleshooting
 - Coordinate The Generation Of, And The Responses To, Flight Chits

1/8/97

LRW

5

C2-000021

MER Managers Tiger Team Checklist.pdf

CAB060-2676

THIS PAGE INTENTIONALLY LEFT BLANK