BS ISO 18238:2015

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Space systems — Closed loop problem solving management

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National foreword

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The UK participation in its preparation was entrusted to Technical Committee ACE/68, Space systems and operations.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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The committee responsible for this document is ISO/TC 20, *Aircraft and space vehicles*, Subcommittee SC 14, *Space systems and operations*.

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Introduction

This International Standard is useful to promote a method to identify the root causes of problems including failures, defects, accidents and other undesirable conditions, and to implement corrective actions and preventive actions.

The intent of this International Standard is to define the best practices dealing with root causes analysis and problem solving, prevent recurrence of the problem, and achieve quality improvement. It provides a standard process flow method to identify the root causes and improve the process and achieve quality improvement. It applies to all space products and organizations, at all levels and phases.

The process described in this International Standard is created by comparing and mixing root cause analysis and problem solving methodologies used by main actors of aerospace industry around the world. The process flow chart can be used to find root causes and to solve the problem thoroughly.

This International Standard provides a method for finding the root causes mainly against failures, defects, and accidents. As for non-conformance, ISO 23461 “Programme Management - Nonconformance control system” is usually applied.

When necessary, the problem solving process method in this International Standard should also be used for processing of major non-conformance in ISO 23461.

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