

HUMAN SPACE ENDEAVOURS SYMPOSIUM (B3)
ISS Utilisation (3)

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REINVENTING THE INTERNATIONAL SPACE STATION PAYLOAD INTEGRATION PROCESSES

Abstract

The fundamental ISS payload integration philosophy and processes were laid down in the context of how NASA science programs were conducted and executed in the early 1990's. Today, with the designation of ISS as a National Lab, the ISS payload customer base is growing to include other government agencies, private and commercial research. The fields of research are becoming more diverse expanding from the NASA centric physical, materials and human research sciences to test beds for exploration and technology demonstration, biology and bio technology, and as an Earth and Space science platform. This new customer base has a broader more diverse set of expectations and requirements for payload design, verification, integration, test, training, and operations. One size fits all processes are not responsive to this broader customer base. To maintain an organization's effectiveness it must listen to its customers, understand their needs, learn from its mistakes, and foster an environment of continual process improvement. The ISS Payloads office is evolving to meet these new customer expectations.