



U.S. Department of Energy
Office of River Protection

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05-ESQ-043

Mr. J. P. Henschel, Project Director
Bechtel National, Inc.
2435 Stevens Center
Richland, Washington 99352

Dear Mr. Henschel:

CONTRACT NO. DE-AC27-01RV14136 – ASSESSMENT REPORT A-05-ESQ-RPPWTP-003
– BECHTEL NATIONAL, INC. (BNI) QUALITY ASSURANCE (QA) PROGRAM
ASSESSMENT FOR THE PERIOD OF JUNE 6 THROUGH 14, 2005

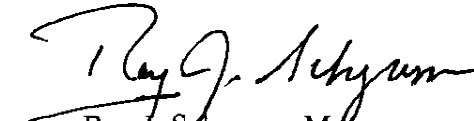
This letter forwards the results of the U.S. Department of Energy, Office of River Protection assessment A-05-ESQ-RPP-WTP-003, “Bechtel National, Inc. (BNI) Quality Assurance Program Assessment,” which was conducted from June 6 through 14, 2005.

The assessment team (Team) concluded that BNI had implemented the QA Manual requirements in procedures and processes. The Team concluded the BNI QA organization had implemented its QA Program responsibilities. The assessment resulted in no Findings and one Assessment Follow-up Item; however, the Team noted a number of quality-related implementation issues that will be the subject of a future assessment.

The attached Assessment Report (A-05-ESQ-RPPWTP-003) documents the details of the assessment.

If you have any questions, please contact me, or your staff may call Robert C. Barr, Director, Office of Environmental Safety and Quality, (509) 376-7851.

Sincerely,


Roy J. Schepens, Manager
Office of River Protection

ESQ:SAV

Attachment

cc w/attach:
R. D. Davis, BNI
G. Shell, BNI
W. R. Spezialetti, BNI

U.S. DEPARTMENT OF ENERGY
Office of River Protection
Environmental Safety and Quality

ASSESSMENT: Bechtel National, Inc. Quality Assurance Program Assessment

REPORT: A-05-ESQ-RPP-WTP-003

FACILITY: Bechtel National, Inc

LOCATION: Hanford Site

Dates: June 6 through 14, 2005

ASSESSOR: Samuel A. Vega, Lead Assessor
Paul R. Hernandez, Assessor

APPROVED BY: Patrick P. Carier, Team Lead
Verification and Confirmation

Executive Summary

The U.S. Department of Energy, Office of River Protection conducted an assessment of the Bechtel National, Inc. (BNI) Quality Assurance (QA) Program during the period of June 6 through 14, 2005. The purpose of this assessment was to determine program effectiveness in implementing QA Program requirements identified in the BNI QA Manual (924590-WTP-QAM-QA-01-001, Revision 5A). This was accomplished by sampling QA program activities (management assessments, independent assessments, suspect/counterfeit items (S/CI), and the management of corrective actions), and by reviewing a recent BNI “gap analysis” conducted to verify the adequate implementation of QA organizational responsibilities noted in the QA Manual.

The assessors concluded that BNI had implemented the program requirements of its QA Manual in established procedures and processes. In support of this conclusion, the assessors noted the Contractor conducted management and independent assessment activities; disseminated S/CI information; and for the most part, adequately documented and addressed identified issues in its corrective action and recommendation tracking systems. The assessors also found Corrective Action Reports (CAR) were addressed adequately, and the QA organization was meeting QA Manual responsibilities.

The assessors identified no Findings; however, while reviewing records, the Team noted a number of quality-related implementation issues that will be the subject of a future assessment. One Assessment Follow-up Item (AFI) will be tracked. The AFI will monitor resolution of deficiencies related to failures with following the BNI management assessment procedure and failures to properly document and track problems identified through management assessments. BNI had self-identified this issue in October 2004 and a CAR was generated. The issue recurred recently and was documented in two BNI surveillances. BNI has initiated a new CAR and, at the time of this assessment, was in the process of establishing corrective actions.

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List of Acronyms

AFI	Assessment Follow-up Item
BNI	Bechtel National, Inc.
CAR	Corrective Action Report
IA	Independent Assessment
MA	Management Assessment
ORP	Office of River Protection
QA	Quality Assurance
QAM	Quality Assurance Manual
S/CI	Suspect/Counterfeit Items
WTP	Waste Treatment and Immobilization Plant

**Bechtel Hanford, Inc. (BNI)
Quality Assurance (QA) Program Assessment**

Details

The assessors reviewed selected BNI QA Program processes, reviewed related documents and records, and interviewed management and staff to verify the implementation of program requirements and determine program effectiveness. The following sections identify the areas reviewed, describe the scope of the assessors' review and provide assessors' conclusions and observations.

Management Assessments (MA)

The assessors evaluated the effectiveness of the MA program by reviewing procedure 24590-WTP-GPP-MGT-002, "Management Assessment," interviewing BNI staff, and reviewing documentation that resulted from MA activities.

The assessors concluded the BNI MA program was adequate because the MA procedure and assessment schedule met QA Manual (QAM) program requirements; MA activities were generally performed and documented as prescribed in the procedure; results were reported to affected organizations and the appropriate management; and corrective actions were in place to address identified deficiencies.

The assessors identified issues associated with not documenting MAs properly and not reporting identified issues properly; however, BNI previously had self-identified these same issues. Generally corrective actions incorporated for these issues were effective; however, BNI was in the process of addressing additional similar, but more localized issues, just prior to this assessment. Assessment Follow-up Item (AFI) A-05-ESQ-RPPWTP-003-A1 documents this issue and the U.S. Department of Energy, Office of River Protection (ORP) will assess the effectiveness of these new corrective actions in the next scheduled assessment of this area.

Independent Assessments (IA)

The assessors evaluated the effectiveness of the IA program by reviewing procedure 24590-WTP-GPP-QA-501, "Independent Assessment," interviewing BNI staff, and reviewing documentation that resulted from IA activities.

The assessors concluded the BNI IA program was adequate because the IA procedure and assessment schedule met QAM program requirements; the IA assessors were qualified and proper qualification records were maintained; assessment procedures were implemented effectively; assessment reports were completed and identified issues were documented properly.

Suspect/Counterfeit Items (S/CI)

The assessors evaluated the effectiveness of the S/CI program by reviewing procedure 24590-WTP-GPP-MGT-012, "Control of Suspect/Counterfeit Items" and other related procedures, interviewing BNI staff, and reviewing documentation that resulted from S/CI activities.

The assessors concluded the BNI S/CI program was adequate because the procedures associated with S/CI met QAM program requirements; adequate processes were in place to effectively address S/CI related issues; S/CI information was adequately reviewed and disseminated within BNI; the flow-down of S/CI information was traceable down to the final actions taken to address identified S/CIs; and training requirements were clearly established and staff was adequately trained.

Quality improvement

The assessors evaluated the effectiveness of the quality improvement program by focusing assessment activities on the corrective action management process. This included reviewing procedures 24590-WTP-GPP-QA-201, "Corrective Action," and 24590-WTP-GPP-MGT-015, "Root Cause Analysis," interviewing BNI staff, and reviewing documentation that resulted from corrective action management activities.

The assessors concluded the BNI quality improvement program was adequate because the procedures associated with corrective action management activities met QAM program requirements; and the processes for determining the cause of identified deficiencies and establishing corrective actions were adequate.

The assessors identified issues with the identified cause and corrective actions established in Corrective Action Report (CAR) 24590-WTP-CAR-QA-04-203 (October 2004), but the assessors found that a recent BNI surveillance had noted additional similar issues and CAR 24590-WTP-05-095 was generated to address this recurring problem. Discussions with the BNI QA organization indicated BNI's plans for addressing the issue were appropriate. The assessors also found that the new issues were more localized than the original. As a result, this issue was documented as AFI A-05-ESQ-RPPWTP-003-A1.

BNI Gap Analysis Review

BNI performed a gap analysis prior to this assessment to verify adequate requirement flow-down and adequate implementation of procedures containing QA organizational responsibilities established in the BNI QAM. The assessors evaluated the effectiveness of the BNI QA organization's compliance with QAM requirements by performing a desk review of the BNI gap analysis, interviewing assessors who performed the analysis, and reviewing a sample of documentation noted in the analysis as objective evidence of implementation.

The assessors concluded the BNI QA organization had implemented and met QAM requirements because the documentation sampled demonstrated flow-down of requirements into procedures; and sufficient evidence was documented to demonstrate effective implementation of procedures.

Items Opened, Closed, and Discussed

Opened Findings

None

Opened AFI

A-05-ESQ-RPPWTP-003-A1 – Recurring issues were noted associated with not properly documenting MA reports, and with deficiencies in documentation and in the corrective action tracking databases.

Discussion:

The AFI will monitor resolution of deficiencies related to failures with following the BNI management assessment procedure and failures with properly documenting and tracking problems identified in management assessments. BNI had initially self-identified this issue in MA 24590-WTP-MAR-MGT-04-0003, “Project-Wide Management Assessment – October 2004.” CAR 24590-WTP-QA-CAR-04-203 was generated. The resulting corrective actions included extensive revisions to procedure 24590-WTP-GPP-MGT-002, “Management Assessment,” and a briefing to Waste Treatment and Immobilization Plant (WTP) senior management summarizing the assessment results and stressing the need to properly perform MAs.

The issue had recently recurred and was documented in two BNI surveillances (24590-WTP-SV-05-329, “E&NS Management Assessment Results,” and 24590-WTP-SV-QA-05-342, “Independent Evaluation of E&NS Management Assessment Report”). BNI has initiated a new CAR (24590-WTP-CAR-QA-05-095) as a result of these surveillances, and was in the process of establishing new corrective actions. Discussions with the BNI QA organization indicated BNI’s plans for addressing the issue were appropriate. The assessors also concluded the new issues were more localized than the original. ORP will evaluate the effectiveness of these new BNI corrective actions in the next scheduled assessment of this topic.

Closed

None

Signatures

Samuel Vega,
Assessment Team Leader