

## QUALITY ASSURANCE PROGRAMS

The Quality Assurance Programs group provides guidance and technical support to effectively deploy and implement two ORNL management systems: Performance-Based Management and Quality Management.

The *Performance-Based Management System* encompasses feedback and improvement tools, occurrence reporting, Price-Anderson noncompliance reporting, causal analysis, critiques, issues and corrective action management, commitments tracking, nonconformance tracking, and the sharing of lessons learned. It also provides training in these areas.



Performance-based management technical capabilities include the following:

- Development of the ORNL Performance Evaluation Plan with our DOE customers to identify performance goals, objectives, and indicators for measuring overall performance;
- Quarterly and end-of-year Laboratory-level performance reporting;
- Self-assessment planning to monitor progress in meeting our objectives;
- Evaluation of self-assessment results and use of information from our assessments to improve operations;
- Occurrence reporting assistance, including categorization, report development and filing, tracking of actions and submittal dates, and notification of approval or rejection of final reports;
- Tracking systems and assistance provided for nonconformances, Price-Anderson noncompliances and assessments, and conditions and actions to ensure that problems and issues are effectively resolved to prevent their recurrence;
- Lessons Learned programmatic activities to provide feedback to the Laboratory on both positive and negative operating experiences.

The *Quality Management System* provides quality assurance (QA) services to the Laboratory through quality managers and quality assurance specialists, who are assigned to the line organizations to assist in establishing applicable planning and control systems for organization activities and assessing the effectiveness of those systems.

Quality management program support activities include

- maintaining the ORNL Quality Assurance program description,
- supporting subject areas and procedures,
- providing training on quality fundamentals across a broad operational spectrum, and
- maintaining a supplier/vendor evaluation program.

Technical capabilities include quality planning assistance; work planning assessments; program reviews; analysis of assessment data; process improvement facilitation; process mapping; investigation, analysis, and resolution of quality problems; common cause analysis; design and analysis of customer surveys; root cause analysis; business planning facilitation; and vendor evaluations and fabrication surveillance.

### *Point of Contact:*

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