

STANDARDS-BASED MANAGEMENT SYSTEM (SBMS)

The Records, Training, and SBMS Services Division (RTSSD) is responsible for the implementation and maintenance of the Standards-Based Management System (SBMS) at ORNL. The division provides a staff of facilitators and information design and management experts to develop and implement SBMS.

SBMS translates laws, orders, and regulatory requirements into Laboratory-wide subject area documents (procedures and guidelines) that are current, accurate, and relevant to the work being performed by staff. The information in SBMS procedures and guidelines is based on an evaluation of external requirements (i.e., DOE directives and federal, state, and local laws), corporate policies, and best management practices that have been determined to be applicable to ORNL operations and processes. SBMS facilitates integration of the Laboratory's business and operating processes through an integrated set of management system descriptions.

SBMS services include the following:

- Establishing and maintaining the SBMS information hierarchy
- Managing internal and external requirements
- Developing and integrating information-
Operating and providing the administration for SBMS
- Delivery of laboratory-level documents



Responding to a variety of customer needs, the following services and tools are available to ORNL staff:

- Support services directory
- SBMS subscription service
- Maturity assessment
- Facility use agreements
- Work Smart Standards
- ORNL policies and standards
- Roles, responsibilities, accountabilities, and authorities (R2A2s)
- Lessons Learned subscription service
- Requirements decision records
- Interim procedures
- Program descriptions
- Automated document review and comment process
- Variance requests

Point of Contact:

Edith C. Jones
P.O. Box 2008
Oak Ridge, TN 37831-6425
865-576-5387
jonesec@ornl.gov