



DOE Corporate Operating Experience Program

DOE O 210.2 of June 12, 2006

Raymond W. Blowitski

Acting Director, Office of Analysis (HS-32), Office of Corporate Safety Analysis Office of Health, Safety and Security

301-903-9878

Email: Ray.Blowitski@hq.doe.gov







- DOE O 210.2 Overview
 - Overview of Corporate Safety Performance Monitoring Process
 - Overview of Operating Experience (OPEX) Review Process
- Lead Office Role and Functions
- Headquarters Program Office Role and Functions
- Field Element Roles and Functions
- Role of the Operating Experience Coordinator

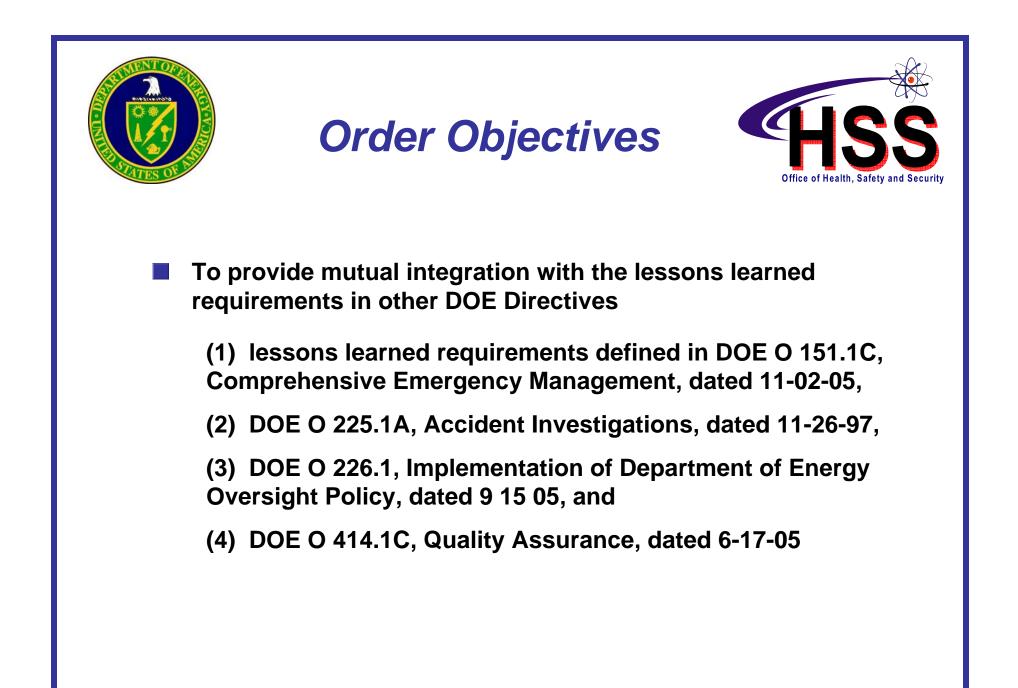


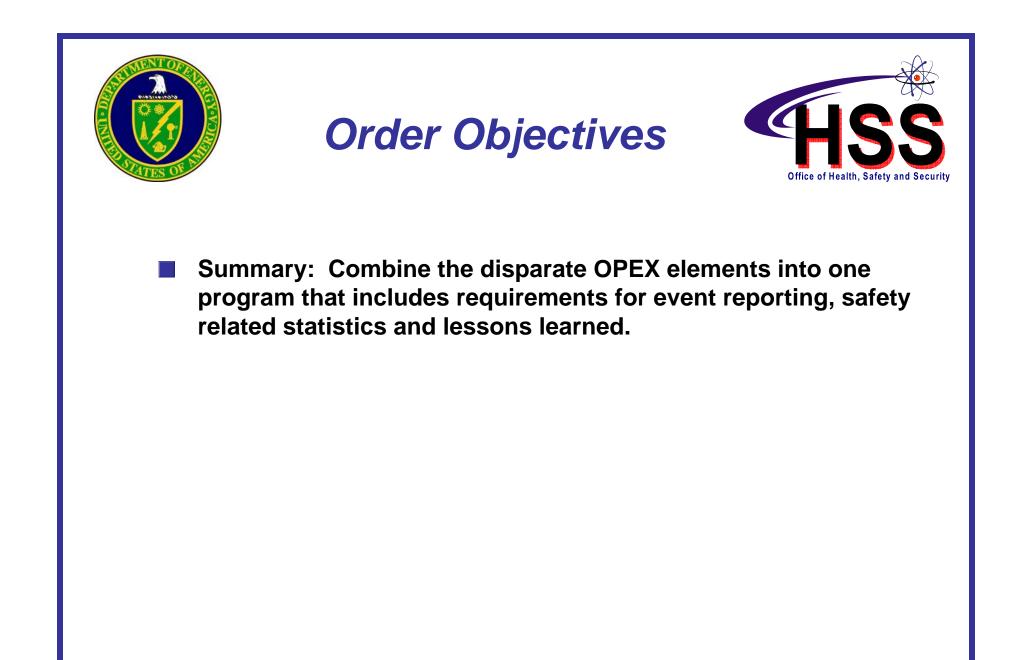


Order Objectives



- To institute a Department of Energy (DOE) wide program for the management of operating experience to prevent adverse operating incidents and to expand the sharing of good work practices among DOE sites
- To provide the systematic review, identification, collection, screening, evaluation, and dissemination of operating experience from U.S. and foreign government agencies and industry, professional societies, trade associations, national academies, universities, and DOE and its contractors
- To reinforce the core functions and guiding principles of DOE's Integrated Safety Management System (ISMS) to enhance mission safety and reliability







Definitions



• Operating Experience:

 Information that relates to the methods in which work is planned and conducted and an organization's missions are performed.

• Provides the basis for knowledge and understanding that fosters development of lessons learned and improvement of operational performance

Lessons Learned from Operating Experience:

- A good work practice or innovative approach that is captured and shared to promote repeat applications of effective work practices
- An adverse work practice or experience that is captured and shared to avoid a recurrence of a negative event



Other Reasons Why DOE Evaluates Operating Experience



- Safety of our workers
- Improve Operations
- Criticism from Defense Nuclear Facilities Safety Board (DNFSB)
- Price Anderson Amendments Act (PAAA) Implications
- Feedback and Improvement Core Function of Integrated Safety Management System (ISMS)
- Saving \$\$\$\$
- Required by a Number of DOE Directives New DOE O 210.2, DOE Corporate Operating Experience Program



Drivers for Change to an OPEX

- Executive Criticism
 - Lack of Corporate and Federal Involvement
 - Lack of Management Awareness/Support
 - Single Event Focus vs. Operational Event Trending
- INPO SEE-IN Program Benchmarking
- DNFSB Recommendation 2004-1
 - Recommended that DOE also look at events external to DOE
 - Commitment 18: Develop Comprehensive DOE Operating Experience Program
- DOE Lessons Learned from Columbia Davis-Besse Action Plan



Secretarial Leadership



Secretary Bodman's seven key leadership behaviors to build the safety culture (Re: Remarks to ISM Champion Workshop

URL: <u>http://www.doeism.org/workshop/Sep-</u> 06_Presentations/Remarks.asp)

1. Accept your safety responsibilities, make your safety expectations clear, and hold people accountable in a just manner.

2. Get employees involved in safety improvement.

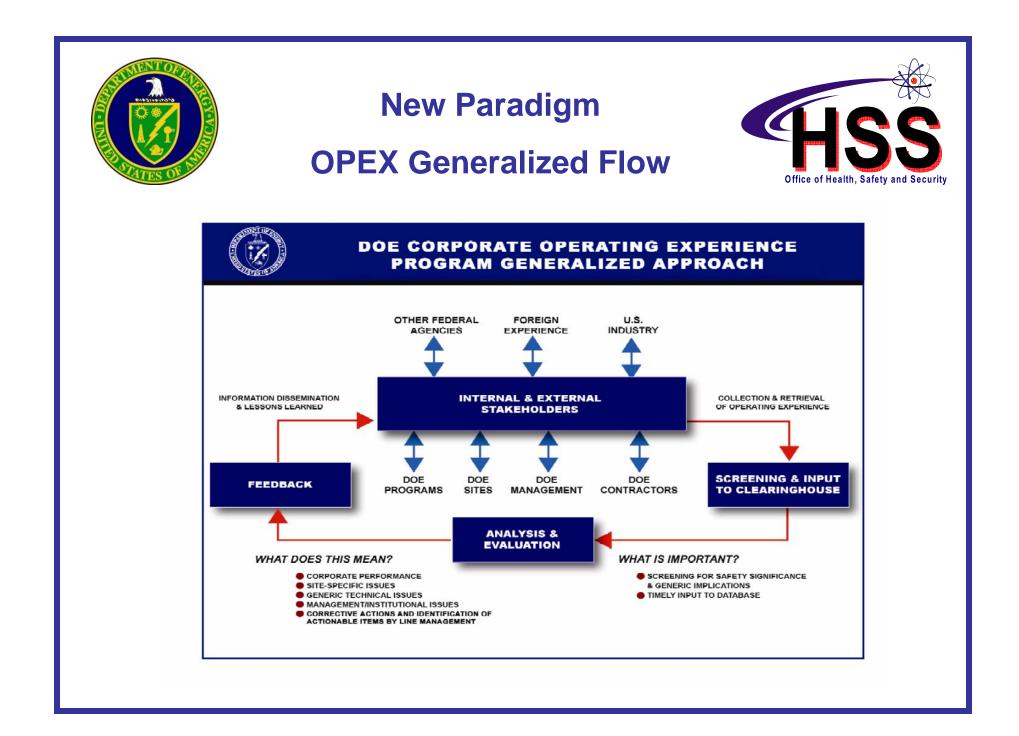
3. Get in to your facilities and look around. I did this immediately when I became Secretary of this Department; and I expect you to do this as well.

4. Encourage reporting.

5. Encourage questioning attitudes and differing professional opinions.

6. Search for and eliminate error-likely situations.

7. Learn from internal and external operating experiences.

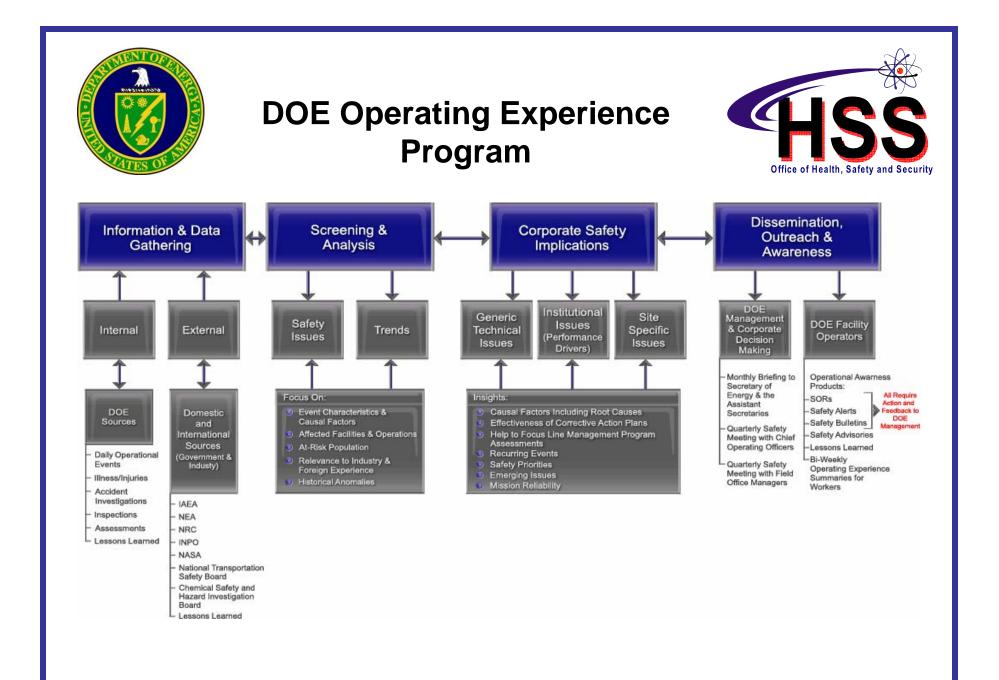






Office of Health Safety

- Prescribes a Formal Process that:
 - Evaluates DOE Internal and External Operating Experiences (OPEX) to assess trends and safety and Program issues and Promotes sharing of Good Work Practices that may affect safety and success of DOE missions
 - OPEX Clearing House Function: collection, storage, retrieval
 - OPEX Screened for Significance by all stakeholders
 - Timely Communication of Screening Results and Insights
 - DOE Corporate Communication thru Actionable or Informational Products
 - Effectiveness Evaluated Periodic Safety Meetings and Metrics



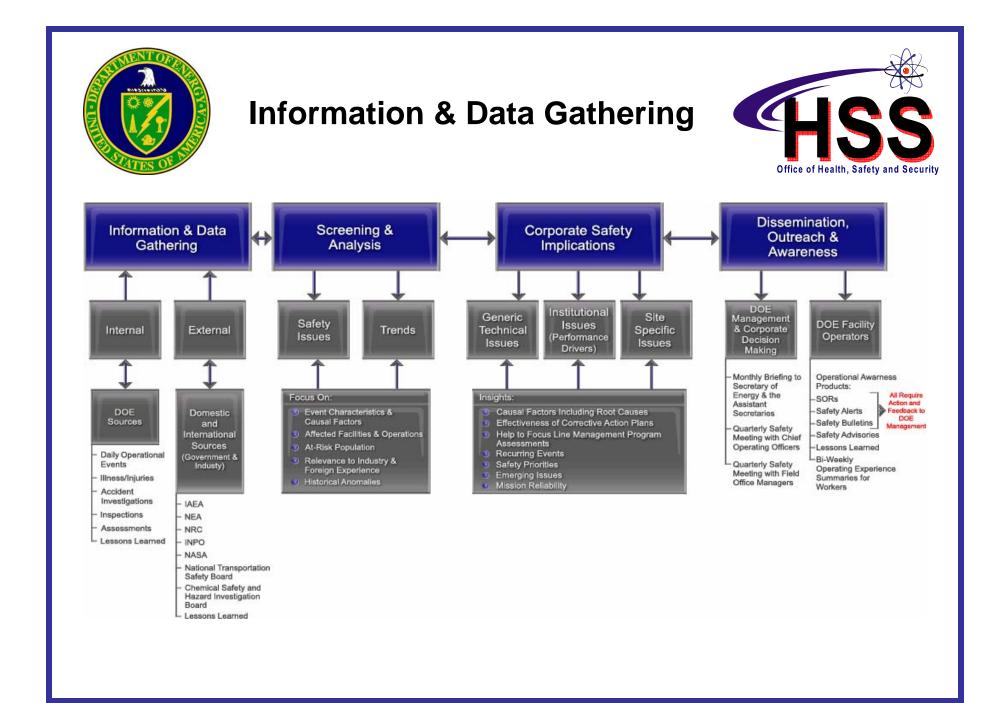


DOE Operating Experience Program



Organizational Roles & Responsibilities are defined for:

- DOE Corporate Operating Experience Program Lead Office
- Headquarters Program Secretarial Officers/NNSA
 Deputy Administrators
- DOE Field Elements including GOGOs
- DOE Contractors and Subcontractors





DOE Operating Experience Program

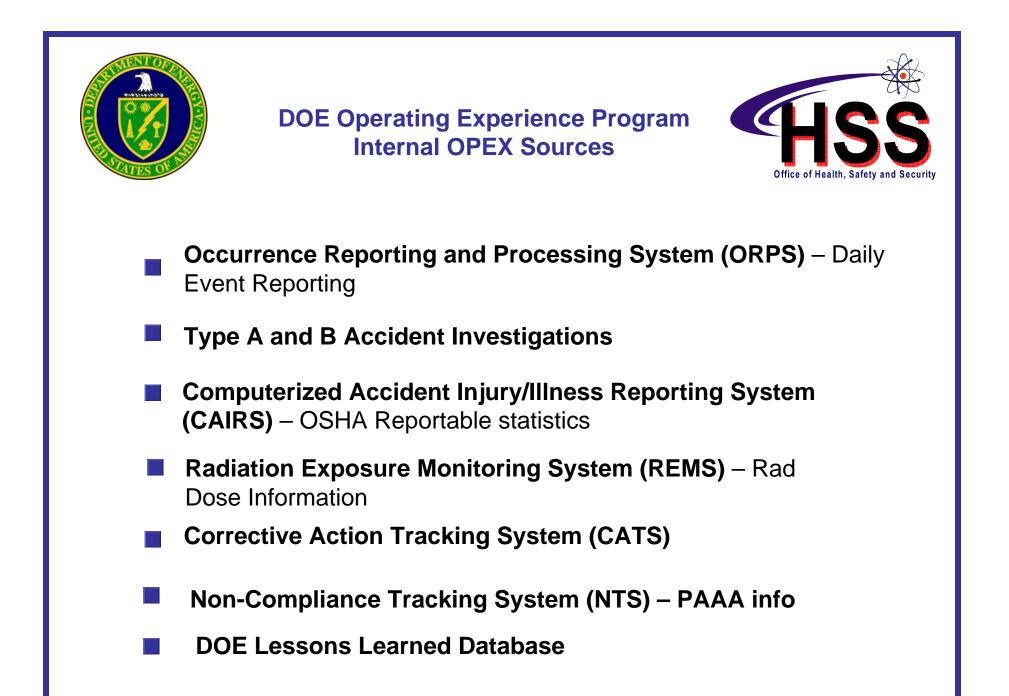


Primary Sources of OPEX Information

- DOE Internal Sources Databases and Reports
- External Sources Other Government Agencies, Industry, and Foreign Sources

URL: <u>http://www.eh.doe.gov/ll/links.html</u>

- Interagency Sharing Agreements formal or informal



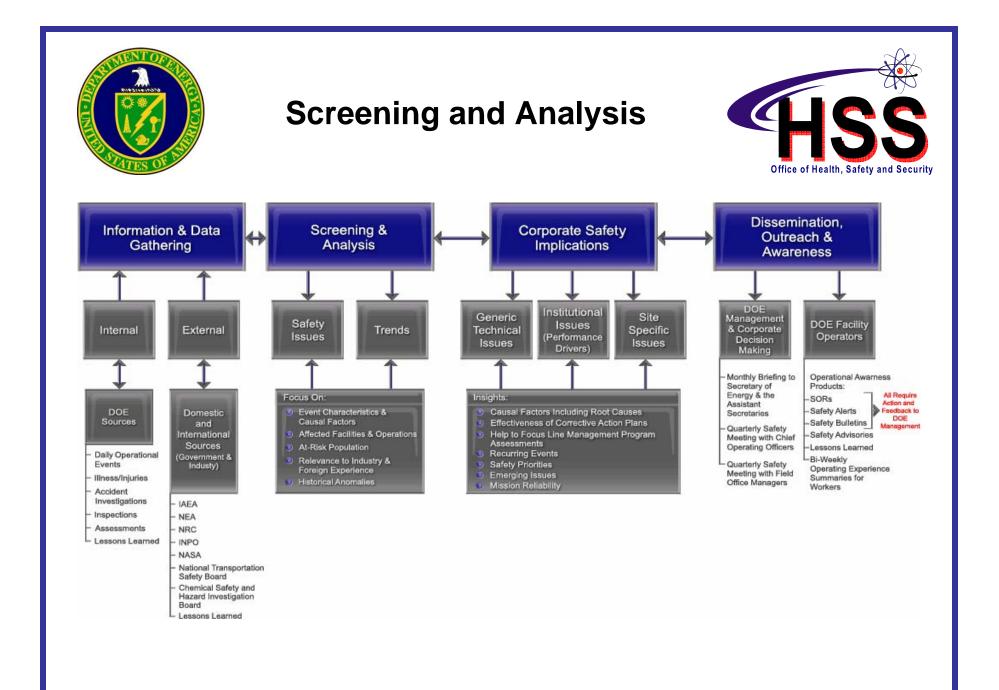


DOE Operating Experience Program Principle External OPEX Sources



- Institute of Nuclear Power Operations (INPO)
- Nuclear Regulatory Commission (NRC)
- U.S. Chemical Safety and Hazards Investigation Board (CSB)
- Occupational Safety and Health Administration (OSHA)
- **Government Industry Data Exchange Program (GIDEP)**
- National Aeronautics and Space Administration (NASA)
- Department of Defense

Etc.



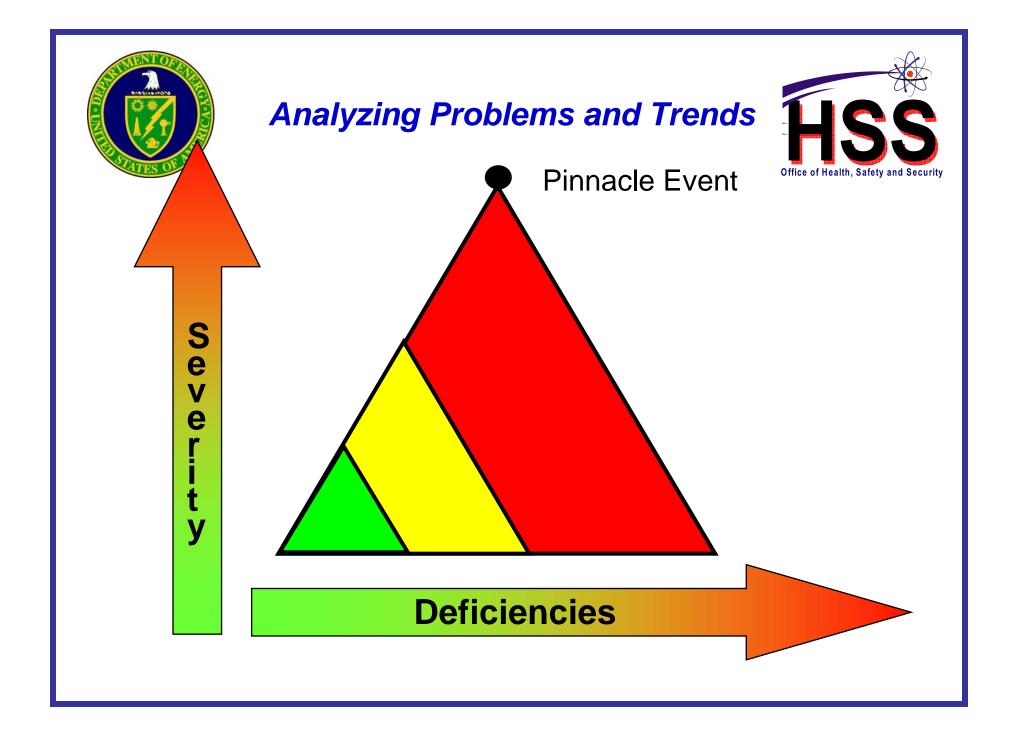


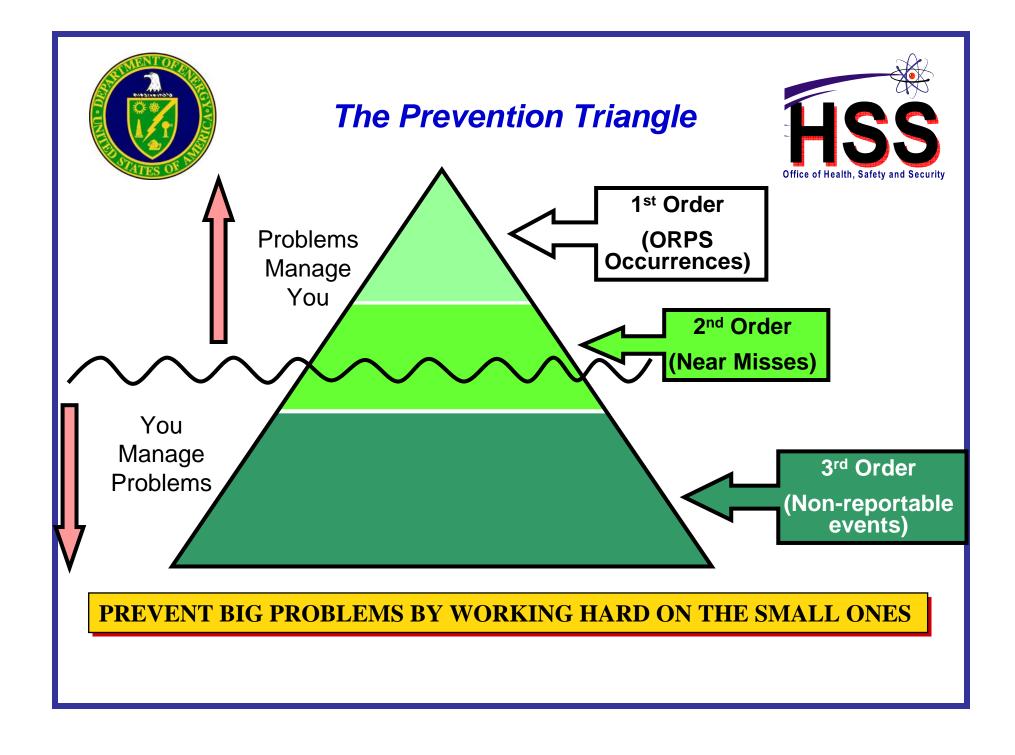
Screening OPEX Information



- Screen for Significance, consider
 - relevancy,
 - susceptibility,
 - vulnerability

based on site work and hazards







Trending and Analysis



- Occurrence Reporting and Processing System
 (ORPS) Information
 - Use HQ Keywords
 - Use of ORPS Reporting Criteria
 - Consider Occurrence Significance
- Trending
 - Don't JUST COUNT Occurrences
 - Don't Penalize Sites for Reporting



Trending and Analysis



- Analysis
 - Again Don't JUST COUNT Occurrences that is only a starting point
 - Reporting is Critical to Identify Operating Trends
 - Use Tools Electrical Safety Severity Analysis Tool <u>http://www.efcog.org/wg/ism_esip/index.htm</u>
 - ORPS Quarterly Review of Events (ORPS Manual DOE M 231.1-2) – Review events from the 12 months (rolling) for recurring trends – including non-reportable events.
 - Repeatable Events
 - Causal Analysis (ORPS Hierarchy of cause type: Root, and Apparent) – Any methodology acceptable
 - Consider Human Performance Improvement Elements look for error likely situations and systemic problems

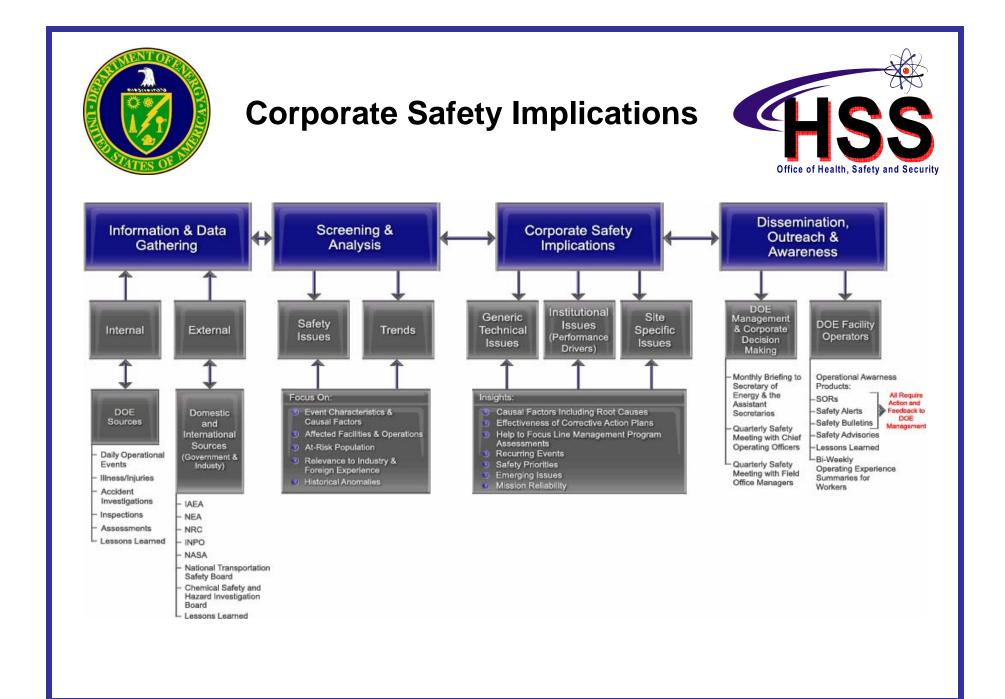
CONTRACTOR DE LA CONTRACTÓR DE LA CONTRA	Accident Investigations DOE O 225.1		
Type A Criteria		Type B Criteria	
Hospitalization	3 people, 48 hours or more	Hospitalization	1 person, 5 days or more
Single Radiation Exposure	>25 rem	Single Radiation Exposure	>10 rem
Environmental Release	5 times 40 CFR 302 limits resulting in serious damage	Environmental Release	
Property Loss or Damage	\$2.5 million or greater	Property Loss or Damage	



Trending and Analysis



- For Type A and B Accidents and Type B-Like Accidents, consider
 - relevancy,
 - susceptibility,
 - vulnerability
 - Look Beyond the Specific Cause and Findings to see if similar type systemic problems can occur at your site





Corporate Safety Implications



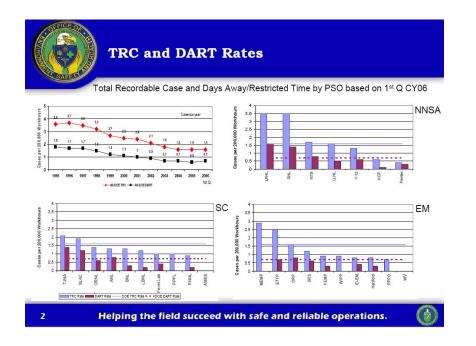
Operating Experience Performance Information should be evaluated by:

- DOE Wide,
- PSO (Program) wide,
- Field Element Wide,
- Site Wide,
- Facility/contractor wide
- Identify systemic problems cross cutting safety issues, e.g., Electrical Safety, Hoisting and Rigging,



Performance Information – shared with management

Monthly Deputy Secretary Briefing





Socialer an Equivalent Emerginary Can to a unit for in a borner participant Can to a unit for in a borner participant of the disput a borner on the of any of the disput a borner on the Canadian Canadia

> LLML – En April 20, 2006, a hydrawic jack used in twochrephoneg unequicated ysid of a wall also TRSG's Yard and truck an empoyee in the head, causary a covicil pool without the blucker and track and covidor. The speed employee events the two medical facility where for and also admonstreek, and the employee was invested without excitation. BML – An employee was injured in the April 14, 2005 Type 8 event.

and at TA-50. Cite

Office of Health, Safety and Security



COO, EV amended the definition of a twart Mos event. This memore do more accurately reflect the actual outcome of an all most laker, reduces the mutteer of events reported as main ethod.

lew definition:

In event that does not meet any other CAPS reporting orderow where comming physically happened that avant bargeosed to and significant consequences were avoided only by lock (e., no controls or protective optiment were in place to previous e avoids case sciences), or the controls or protective equipment were suffectives

Near Miss

r example, previously, if an event resulted in an injury, BUT the injury vid have been much worse. The event was categorized as a near mosIn the group account of a contract of group on the depart over a contract of the depart over the depart of the

Helping the field succeed with safe and reliable operations.



"Unacceptable Outcomes"



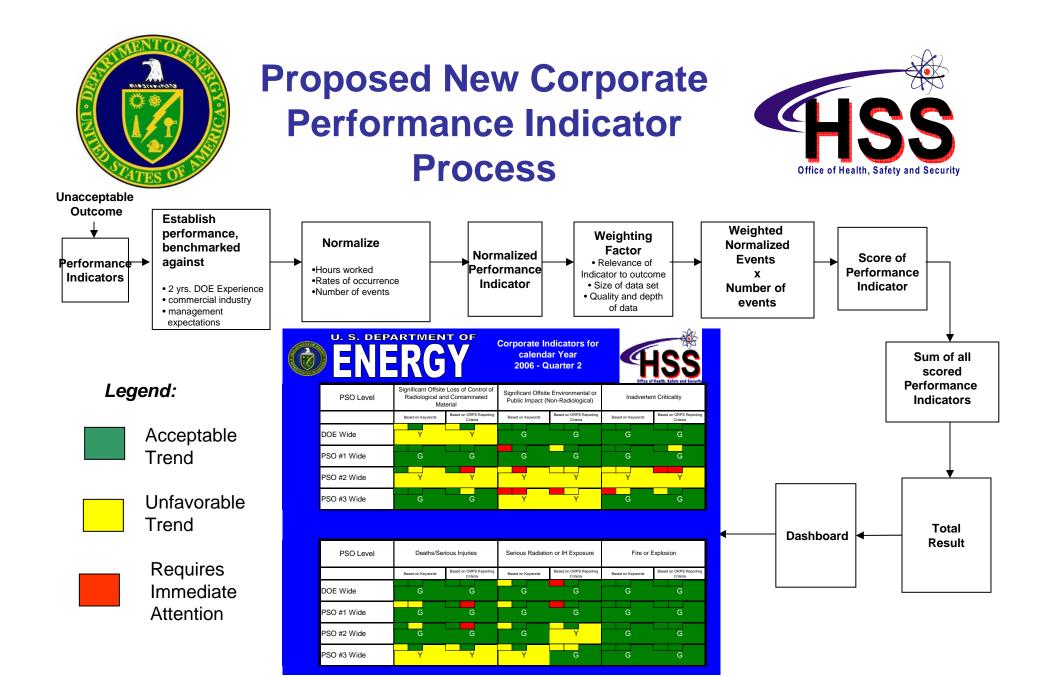
- Concept has been Approved by the Deputy Secretary
- Those events that must be avoided.
- DOE Corporate safety performance is defined in terms of the DOE's ability to avoid such outcomes.
- Poor performance in preventing these outcomes would likely indicate serious systemic failures and impact the Department's success.

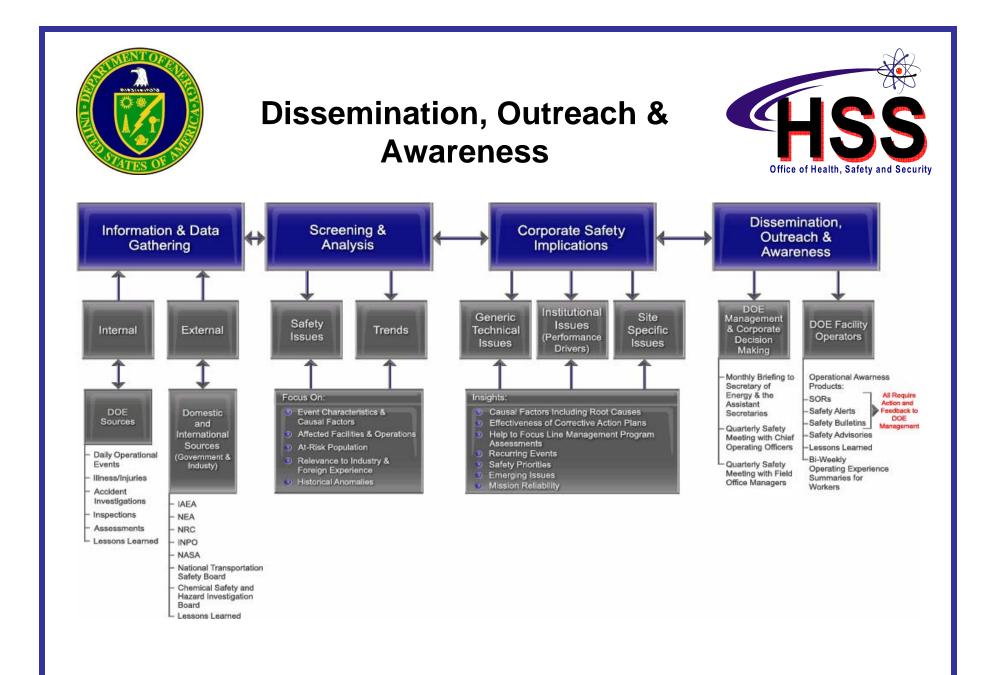


Corporate Safety Indicators -Proposed "Unacceptable Outcomes"



- Significant Offsite Loss of Control of Radiological or Contaminated Material
- Significant Offsite Environmental or Public Impact (nonradiological)
- Inadvertent Criticality
- Deaths/Serious Injuries
- Serious Radiation or IH Exposure to Workers
- Serious Unplanned Fire or Explosion
- Loss of Control of SNM
- Loss of Control of Critical/Sensitive Information
- Mission Failures







DOE Corporate Operating Experience Program



TWO TYPES OF PRODUCTS

- Operating Experience Performance Information
 Shared with Management
- Lessons Learned Focused Reports and Communications Mechanisms

URL: http://www.eh.doe.gov/II/



DOE Corporate Operating Experience Program



- DOE Corporate Operating Experience Web Page (<u>http://www.eh.doe.gov/II</u>) web based resource tool to:
 - DOE Site Performance Information
 - DOE Corporate Lessons Learned Collection
 - **SELLS** Society for Effective Lessons Learned Sharing
 - **EFCOG** Energy Facilities Contractors Group
 - Links to Other Lessons Learned Resources (Websites)



Performance Information – shared with management



- **Daily Event Summary** summarizes and communicates all daily occurrences
- Under Secretary Weekly Report Summarizes most significant occurrences and trends

URL: http://www.eh.doe.gov/ll/occurrences.html

- Monthly Deputy Secretary Briefing
- Quarterly Site Performance Reviews Developing new Corporate Performance Indicators
 - ESE and SC Under Secretary with Direct Reports
 - NNSA Administrator/Under Secretary



Corporate Lessons Learned – communications mechanism



- DOE Corporate Lessons Learned Collection (<u>http://www.eh.doe.gov/ll/oellproducts.html</u>) web based resource tool to:
 - DOE Lessons Learned Database
 - ➤ internet Push-email
 - > 2,752 Registered Users (as of 10/23/2006)
 - DOE Corporate Operating Experience Documents web pages
 - > Actionable Documents SORs, SAs, SBs
 - > Informational Documents SAds, OE Summary, J-I-Ts
 - Suspect/Counterfeit and Defectives Items websites (registry required)
- Actionable Documents are formally transmitted thru the line PSOs/NNSA Deputy Secretaries to the Contractor



Corporate Lessons Learned – communications mechanism



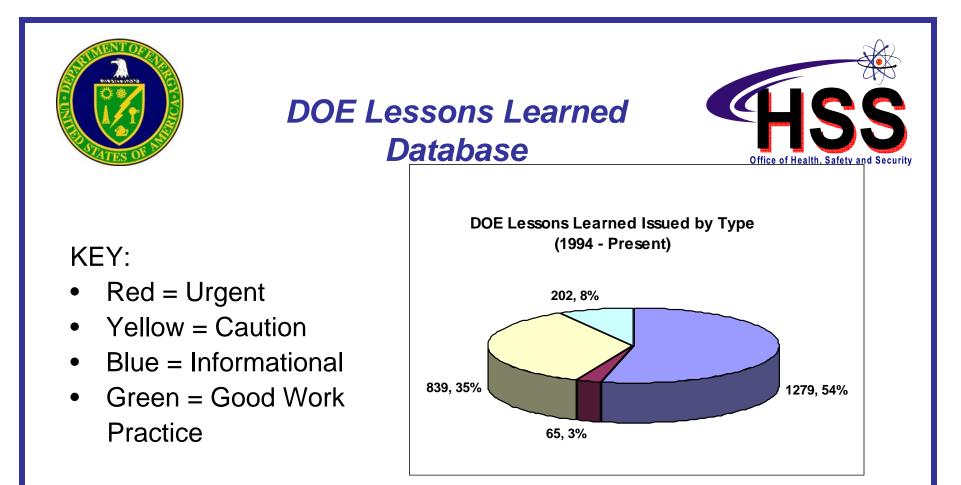
Management Level Documents

- Special Operations Reports (SOR's) Action Required
- ES&H Alert (SA) Action Required
- ES&H Bulletin (SB) Action May be Required
- ES&H Advisories (SAd) Informational
- Lessons Learned Issued by NNSA Deputy Administrators / PSOs – Action May be Required

Supervisory / Worker Level Documents

- Operating Experience Summary
- Push Mail Lessons Learned (Database)
- Just-In-Time Reports
- Data Collection Sheets (SCDI)

URL: http://www.eh.doe.gov/II/oellproducts.html



Includes both DOE Corporate and Field Generated Lessons Learned

URL: http://www.eh.doe.gov/DOEII/index.asp



Special Operations Reports (SOR

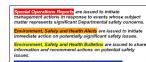


- Most significant safety concerns
- Issued by the Deputy Secretary of Energy
- Sets performance expectations
- Requires action and feedback
- Issued:
 - 1 in 2005 Laser Safety, SOR 2005-1, Feb 2005,
 - 1 in 2006 Electrical Safety, SOR 2006-1, Aug 2006



Special Operations Report U.S. Department of Energy

Electrical Safety 2006-01



DOE/EH-0703

t safety or health issues

The Department of Energy (DOE) has issued this Special Operations Report (SOR) to inform DOE and contractor line management that there continues to be a significant concern regarding the safe performance of electrical work across the DOE complex BACKGROUND

The Department experienced an increased number of electrical safety events in 2004 that continued through 2005 and 2006. In response to this adverse trend, the Department took several actions in 2005. One of these was the Secretary's directive to DOE and contractor line management to demonstrate that performance expectations were adequate and that site managers were being held accountable for improved electrical safety performance

More electrical safety events occurred in 2005 than 2004 What is most disturbing is the significant increase in the number of electrical lockout/tagout events and electrical shocks. More than a year after the October 2004 arc-flash event at the Stanford Linear Accelerator Center, which resulted in a Type A Accident Investigation, the Department experienced two arc-flash events during the th of December 2005 alor

In order to achieve consistent improvement in electrical safety across the Complex and to ensure ownership for improvement, all electrical safety improvement activities are being integrated under the umbrella of the Energy Facility Contractors Group (EFCOG). In January 2006, DOE and EFCOG developed and approved an Electrical Safety Improvement Project Plan. All of the actions associated with this plan are expected to be completed by the end of calendar year 2006.

August 2006

ANALYSIS The risk of serious injury is always present when working with electrical systems. Electricity exists everywhere in the workplace and presents a hazard not only to electrical workers, but to anyone who could potentially come in contact with it. The amount of electrical current needed to cause a fatality is extremely small, and yet the energy released during an arc flash or arc blast can be tremendously large. Consequently, workers must posses an adequate knowledge of electricity's potential hazards in

order to work smartly and safely As mentioned above, in the month of December 2005, two events occurred involving an electrical arc flash that could have had serious consequences.

 On December 10, at the Pantex Plant, electricians had removed ground sets from an automatic transfer switch in support of a short-circuit study and were reinstalling fuses when an arc flash occurred. At the moment one of the electricians placed a fuse into a 480-volt fuse holder, a large arc flash occurred. The electrician, who was knocked to the ground, was wearing appropriately rated electrical personal protective equipment (PPE) and did not require medical attention. (ORPS Report NA--PS-BWXP-PANTEX-2005-0137

Helping the field succeed with safe and reliable operations.

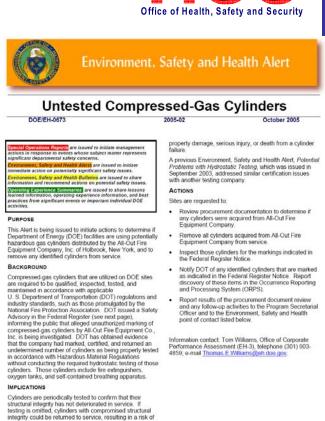
URL: http://www.eh.doe.gov/paa/specialops_reports.html



ES&H Alert (SA)



- of potentially significant ES&H issues
- that require immediate attention
- Actions are Required
 - Requires positive & negative responses
 - Field/PSO verification
- Implementation feedback required to PSOs and HS-1
- Issued 2 in 2005, 2 in 2004, 2 in 2003



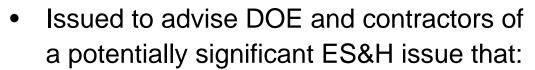
Helping the field succeed with safe and reliable operation

0

URL: http://www.eh.doe.gov/paa/alerts.html



ES&H Bulletin (SB)



- Requires management awareness and/or
- Has longer term impacts
- Actions are Recommended
- Implementation/applicability feedback required to PSOs and HS-1
- Issued: 5 in 2006, 15 in 2005

Gas Buildup in Drums					
<text><text><text><text><text><text><text><text><text><list-item><list-item><list-item><text></text></list-item></list-item></list-item></text></text></text></text></text></text></text></text></text>	 orms and contentral in industrious neuron or asses. Accronue, Scottiser Ser Personalismos Your Safety and Haalth Office Information on the Wide on related operating segmence, lessons learned, and DOE directives. http://www.neuro.accel.org.org/sections/hereit http://www.neuro.accel.org.org/sections/hereit http://www.neuro.accel.org.org/sections/hereit 				

URL: http://www.eh.doe.gov/paa/bulletins.html



ES&H Advisory (SAd)

- Issued to advise DOE and contractors of a potentially significant ES&H issue that:
 - Requires management awareness
- Informational only
- Issued: 5 in 2006, 3 in 2005, e.g. Revised OSHA Assigned Protection Factors, Sep 2006

Environment, Safety and Health Advisory Revised OSHA Assigned Protection Factors					
	2006-05		tember 200		
special Operations (reports are issued to instale management) actions in response to events innote upper matter represents significant Departmenta Jadety concerns. Simular immediate action on potentially against are issued to nate immediate action on potentially against Jadets Stores.	respiratory protectio employees who wea implements a contin program.	ction Factor (APF) is the n that is expected to be p ir respirators when the e- uing, effective respirator centration (MUC) means	provided to mployer y protection		
to share information and recommend actions on potential staffy source. Safety Advisores are issued to provide information to me DOE Complex on potentially significant safety or health issues.	Maximum Use Concertation (MUC) means the maximum atmospheric concentration of a hazardous substance from which an employee can be expected to be protected when wearing a respirator. APF EXAMPLES FOR FULL FACEPIECE RESPIRATOR TYPES				
RPOSE	Respirator Type		APF		
Advisory is being issued to alert DOE sites to the	Air-puntying resp	irator (APR)	50		
t Federal Register Notice announcing the revised ned Protection Factors (APFs) for respiratory	Powered air-purit	lying respirator (PAPR)	1,000		
ction. This Notice applies to the DOE O 440.1A and FR 851 implementation plans and the standards	Supplied-air resp respirator(pressu	irator (SAR)/airline re demand)	1,000		
nulgated by the Occupational Safety and Health sinistration (OSHA) in 29 CFR Parts 1910, 1915, and 6.	Self-contained bi (pressure deman	eathing apparatus d)	10,000		
KGROUND	DOE IMPACT				
A announced in the August 24, 2006, Federal Registe it had modified its respiratory protection Standard to	and 10 CFR 851 im	Significant aspects of these changes on the DOE O 440.1A and 10 CFR 851 implementation plans include:			
ude definitions and requirements for APFs and Maximu concentrations (MUCs). This final Standard, which uires implementation by November 22, 2006, applies to reral industry, construction, shipyard, longshoring, and	compared to 10	 APFs for full facepiece APRs are set by OSHA at 50, compared to 100 in ANSI Z88.2:1992. APFs for PAPR or SAR/airline respirator helmet/hood 			
rine terminal workplaces. The revised APFs provide ployers with information to use when selecting prators for employees exposed to atmospheric tarminants. Using APFs as the basis for respirator retion is an important component of an effective	set by OSHA ra responsible for	set by OSHA range are 25 or 1,000 (with employers responsible for obtaining manufacturer information to justify an APF of 1,000), compared to 1000 in ANSI			
piratory protection program. The revised Standard ersedes the respirator selection provisions of existing stance-specific standards with these new APFs (except the respirator selection provisions of the 1,3-butadiene ndard).	 These OSHA APFs are enforceable and not recommendations. 				

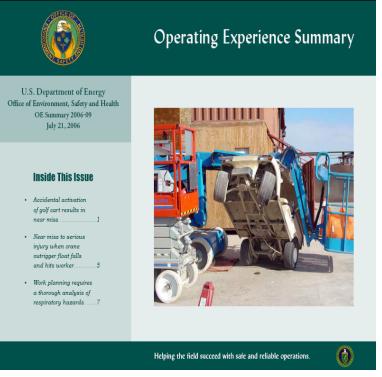
URL: http://www.eh.doe.gov/paa/safety_advisory.html



Operating Experience Summary



- Reviews of selected occurrences for workers and first line supervisors – convey operating errors and best practices
- Intended for use at safety meetings, e.g., tail gate meetings
- OE Summary issued by-weekly to monthly



URL: http://www.eh.doe.gov/paa/oesummary/index.html



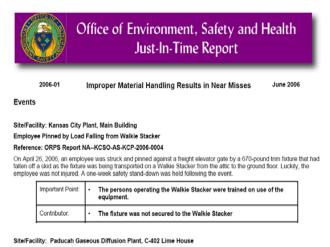
Other Informational Products

Just-In-Time Operating Experience

- Informational OE products issued to improve awareness of OE issues and improve Work Processes
- Can include:
 - Notification of events at other sites (inside or outside of DOE)
- No specific action or feedback is required beyond internal dissemination
- "Contractor Just-In-Time Submittals Are Encouraged"

URL:

http://www.eh.doe.gov/paa/jit.html



Office of Health, Safety and Security

Near Miss Results When Heat Exchanger Falls from Personnel Lift during D&D Operations

Reference: ORPS Report EM--PPPO-PRS-PGDPENVRES-2006-0002

On May 2, 2006, two workers lost control of a 150-pound heat exchanger that they were trying to unload from a personnel lift, and the unit fell approximately 2 feet onto a concrete floor. The mechanics inappropriately used the lift to lower the head exchanger from an elevated position, (carrying the exchanger on the safety railing of the hift because a forklift could not be positioned as planned. There were no personnel injuries; however, coworkers were exposed to potentially contaminated time dust after dust dispersed from the unit when it fell.

Impor	tant Point:	•	Both the Front Line Manager and the assigned safety professional authorized use of the personnel lift for the job.
Contr	ibutor:	·	The forklift to be used for the job would not fit through the doorway of the facility.

Site/Facility: Argonne National Laboratory East, Sector 30, Building 400 Crate Falls from Pallet Jack

Reference: ORPS Report SC--ASO-ANLE-ANLEPFS-2006-0002

On May 5, 2006, an experimental device packaged in a wooden crate rolled off of a manual pallet jack and fell approximately 8 inches onto a concrete floor during a move. The riggers were using a forklift and the pallet jack positioned at the ends of the 12-foot-long crate. The crate rolled off the pallet jack when the forklift was moved. There were no injuries.

Helping the field succeed with safe and reliable operations



Other Informational Products

Data Collection Sheets

- Informational OE products issued to improve awareness of OE issues
- Can include:
 - Notification of events at other sites (inside or outside of DOE)
 - Suspect/Counterfeit or Defective Items Identification
- No specific action or feedback is required beyond internal dissemination
- URL: (Access Limited) http://www.eh.doe.gov/sci/



Tracking Number

DCS 1048

Office of Environment, Safety and Health Data Collection Sheet

UL Warning on Potentially Hazardous Jig Saw

Source of Issue Source Tracking Number LL-LANL

THIS ISSUE WAS POSTED AT THE UL WEB SITEAT http://www.ul.com/media/newarel/nr040606.html

UL Warns of Potentially Hazardous Jig Saw



NORTHBROOK, III., - April 6, 2006 - Underwriters Laboratories Inc. (UL) is notifying consumers that the Professional Woodworker Jig Saw does not meet UL safety requirements and may pose a hazard to users. This product has not been evaluated for safety by UL and bears a counterfeit UL Mark for the United States and Canada

Office of Health, Safety and Security

N/A

Units: Unknown quantity

Manufacturer: Unknown

Date of Manufacture: Unknown

Identification

On the Product: The jig saw is brown in color and has two labels. One label identifies the product as "Professional Woodworker." The other label contains a counterfeit UL Mark and the jig saw's following enecifications

> 120V - 60 Hz, 3.8A Strokes: 0-3100/min LISTED, 95GA, E210256, Made in China

On the Packaging: The front of the packaging is marked "Professional Woodworker" with a counterfeit UL Mark. The bottom of the sleeve is marked "Stock No. JS34DLX/02732, Manufactured in China

Hazard: This product has features that present potential fire and

What you should do: UL recommends that users stop using the nediately and return it to the place of purchase

Questions concerning this issue should be directed to Tom Williams of the Office of Analytical Studies (EH-32) by telephone at (301) 903-4859 or by e-mail at thomas e williams@eh.doe.gov

Helping the field succeed with safe and reliable operations





DOE Lessons Learned Format



- Title:
- Date:
- Identifier:
- Lessons Learned Summary: *
- Discussion of Activities: *
- Analysis: *
- Recommended Actions:*
- Estimated Savings/Cost Avoidance:
- Priority Descriptor:
- Work / Function:
- Hazard:
- ISM Core Function:
- Originator:
- Contact:
- Authorized Derivative Classifier:
- Reviewing Official:
- Keywords:
- References:

*Key fields



DOE Corporate Operating Experience Program



QUESTIONS?