

SUMMARY OF INTERNAL STAKEHOLDER COMMENTS

- The Lessons-Learned Program (LLP) should include programs or events that were completed successfully. The staff should learn from actions that were done right the first time, and not just failures that required corrective actions.
- There is confusion among some staff as to what vehicle should be used to identify potential lessons-learned items and report those items to management for inclusion in the LLP.
- The majority of the staff are unaware of the LLP's existence. An effort should be made to increase awareness of the program.
- Some staff believe the threshold for lessons-learned implementation is too high.
- There was an expectation that some lessons-learned from significant past events would be back-fit into the Information Technology (IT) portion of the LLP.
- Continue to participate in periodic meetings with the "Society for Effective Lessons Learned Sharing" (SELLS). This organization is made up of Federal agency representatives (primarily the Department of Energy and contractors, but other Federal agencies are members) and diverse private companies who meet twice per year to discuss program implementation issues.
- Continue to make the Board meeting documents publicly available.
- Development of the IT portion of the LLP should continue under the assumption that much of the information in the system should be made publicly available.
- Encourage that legacy lessons-learned effectiveness reviews be continued, to confirm the continued effectiveness of past corrective actions and to generate additional information to populate the IT portion of the LLP.
- Encourage offices and regions to advertise findings from internal self-assessments, such as those recently performed by Region IV for the South Texas security guard allegation issues, to help inform other offices of potential process improvements, and as additional potential lessons-learned items are provided for the Board's review.