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Environmental Restoration Project
Quality Procedure

for: **Documenting Oral Communication**



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Documenting Oral Communication

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List of Acronyms and Abbreviations

ER	environmental restoration
LANL	Los Alamos National Laboratory
QP	quality procedure
QPPL	Quality Program Project Leader

Documenting Oral Communication

1.0 PURPOSE

This quality procedure (QP) describes the process, using the graded approach, for documenting oral communication that represents evidence of quality or safety concerns, the organization, functions, policies, decisions, procedures, operations, or other activities of the ER Project or that contain valuable, informational data for the Los Alamos National Laboratory (LANL), Environmental Restoration (ER) Project.

2.0 SCOPE

- 2.1 All **ER Project personnel** shall implement this mandatory QP when documenting oral communication for the ER Project.
- 2.2 **Subcontractors** may follow this QP for documenting oral communication.
OR
- 2.3 **Subcontractors** may use the subcontractor's procedure as long as the substitute meets the requirements prescribed by the ER Project Quality Management Plan, and the ER Project's Quality Program Project Leader (QPPL) approves the procedure before starting designated activities.

3.0 TRAINING

- 3.1 **ER Project personnel** shall train to and use the current version of this QP; contact the author if the QP text is unclear.
- 3.2 **ER Personnel** using this QP shall document training in accordance with QP-2.2 in the ER training database located at <http://erinternal.lanl.gov/Training/login.asp>.
- 3.3 The responsible **supervisor** shall monitor the proper implementation of this procedure and ensure that the appropriate personnel complete all applicable training assignments.

4.0 DEFINITIONS

- 4.1 *ER document catalog number*—The unique document identifier, automatically assigned to a document when personnel initiate an on-line, ER Project Document Signature Form.
- 4.2 *ER project document signature form*—The form generated on-line that documents the review and approval process for all internally-developed documents and automatically acquires the ER Document Catalog Number (see section 4.1 above).

- 4.3 *Graded approach*—As used in this procedure, it is a management tool used to evaluate the importance or an activity in a work process that guides requirement-implementation stringency.
- 4.4 *Oral communication*—Any form of spoken communication, whether by telephone or person to person.

5.0 RESPONSIBLE PERSONNEL

The following personnel are responsible for activities identified in this procedure:

- Author
- ER Personnel
- Quality Program Project Leader
- Subcontractors
- Supervisor

6.0 PROCEDURE

Project personnel may use ER controlled notebooks to document oral communications. However, depending upon the nature and importance of the communication (see section 6.1 below), oral communication records may require ready retrievability. Therefore, the process defined in this procedure defines a preferable method of documenting oral communications.

6.1 Determine Documentation Requirement

The **author**, using the graded approach (see 4.3 above), shall document an ER oral communication if the communication is identified as informational-value data and if the communication's topic deals with one or more of the following:

- Organization
- Functions
- Policies
- Decisions
- Procedures
- Operations
- Other activities that contain valuable, informational data

6.2 Document Oral Communication

6.2.1 The **author** shall obtain the Oral Communication Record form (Attachment A) from <http://erinternal.lanl.gov/Quality/user/forms.asp>.

6.2.2 The **author** shall fill in all appropriate information on the Oral Communication Record form.

Note: Include all followup information related to action resolutions.

6.2.3 If the Oral Communication Record requires external distribution, e.g., to NMED, DOE, etc., the **author** shall acquire a Document Catalog Number at <http://erinternal.lanl.gov/DocCatalog/home.asp> according to QP-4.10.

6.3 Transmit Oral Communication Record to RPF

The **author** shall transmit Oral Communication Record form to the RPF according to QP-4.4.

7.0 LESSONS LEARNED

7.1 Before performing work, **ER Project personnel** should go to the U.S. Department of Energy, lessons-learned web page, located at <http://www.tis.eh.doe.gov/ll/ll.html> and/or the Los Alamos National Laboratory, lessons-learned web page, located at http://www.lanl.gov/projects/lessons_learned/, and search for applicable lessons.

7.2 When documenting lessons learned during the performance of work, **ER Project personnel**, as appropriate, shall identify, document, and submit lessons learned in accordance with QP-3.2, Lessons Learned, located at http://erinternal.lanl.gov/home_links/Library_proc.shtml.

8.0 RECORDS

The **author** shall transmit the following records to the Records Processing Facility, in accordance with QP-4.4, Record Transmittal to the Records Processing Facility:

- Oral Communication Record form.
- Oral Communication Record form electronic file, as appropriate.
- Document Signature Form associated with Oral Communication Record, if required (see section 6.2.3).

9.0 REFERENCES

To properly implement this QP, the **author** should become familiar with the contents of the following documents located at

http://erinternal.lanl.gov/home_links/Library_proc.shtml:

- ER Project Quality Management Plan
- QP-2.2, Personnel Orientation and Training
- QP-3.2, Lessons Learned
- QP-4.4, Record Transmittal to the Records Processing Facility
- QP-4.10, Document Development and Approval Process: Peer Review Not Required
- LANL, LIR 308-00-02.0, Laboratory Records Management, 30 July 2001

10.0 ATTACHMENTS

All forms associated with this procedure are located at

<http://erinternal.lanl.gov/Quality/user/forms.asp>.

Attachment A: Oral Communication Record form (1 page)

[Using a token card, click here to record "self-study" training to this procedure.](#)

If you do not possess a token card or encounter problems, contact the RRES-ECR training specialist.

Oral Communication Record

Date:	Time: <input type="checkbox"/> AM <input type="checkbox"/> PM	Author:	
Communication With:	Communication: <input type="checkbox"/> Conversation <input type="checkbox"/> Telephone	Catalog No: 200 - (External Document Only)	
Subject:			
Telephone Number Called:		Affiliation:	
Other Pertinent Information:			
Discussion Summary:			
Example This form is available online via a link in Section 10.0.			
Action Item		Action Resolution/Completion	
1.		1.	
2.		2.	
3.		3.	
4.		4.	
5.		5.	
Distribution List: RPF,			
Author's Signature: _____		_____	
(Print name, then sign.)		(Date)	
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