



## Department of Energy

Washington, DC 20585

October 28, 2003

The Honorable John T. Conway  
Chairman  
Defense Nuclear Facilities Safety Board  
625 Indiana Avenue, NW, Suite 700  
Washington, DC 20004-2901

Dear Mr. Chairman:

In my September 20, 2003, letter to you reporting progress made by the Department's Office of Corporate Performance Assessment on suspect/counterfeit item training and the establishment Office-specific Qualification Standards, I committed that the Office of Quality Assurance Programs would complete the development of its Office-specific Qualification Standard by October 31, 2003. This has been completed and I am providing a copy for your information.

If you have any questions, please contact me (202) 586-6151, or have your staff contact Mr. Frank Russo at (301) 903-8008.

Sincerely,

A handwritten signature in cursive script that reads "Beverly A. Cook".

Beverly A. Cook  
Assistant Secretary  
Environment, Safety and Health

Enclosure

cc:

M. Whitaker, DR-1  
F. Russo, EH-3



**OFFICE OF QUALITY ASSURANCE  
PROGRAMS (EH-31)**

**OFFICE SPECIFIC QUALIFICATION STANDARD**

**October 2003**

**U.S. Department of Energy  
Washington, D.C. 20585**

DISTRIBUTION STATEMENT: Not approved for public release;  
distribution is limited.

## **EH-31 Office Specific Qualification Standard**

### **PURPOSE:**

The *Office of Quality Assurance Programs (EH-31) Office Specific Qualification Standard* establishes office specific competency requirements for all Office of Quality Assurance Programs Federal personnel. This office-specific qualification standard complies with the *Office of Environment, Safety and Health (EH) Technical Qualification Program Plan (TQPP)*. This standard is applicable to all EH-31 staff, except for certain exempt categories of personnel, as described in the EH TQPP. This standard is dynamic and will be revised when changes are made in the mission, scope and activities of EH-31.

### **OBJECTIVES:**

- A. To identify the office specific competencies that EH-31 employees must possess to ensure that their activities and programs contribute to the mission of EH-31.
- B. To identify and document the process used by EH-31 management to demonstrate employee technical competence
- C. To ensure that EH-31 employees maintain their technical competence.

### **IMPLEMENTATION REQUIREMENTS:**

Applicable EH-31 personnel must obtain and maintain TQP certification by one of two different paths:

1. Complete and maintain certification in the General Technical Base Qualification Standard and one Functional Area Qualification Standard as noted in the EH TQPP. Those EH-31 staff already certified by this path need only maintain their certification through the requirements of the EH TQPP (e.g., complete any updated changes to the qualification standards), or,
2. Complete and maintain certification in the General Technical Base Qualification Standard and the EH-31 Office Specific Qualification Standard.

The first path involves qualification in a functional area. The Federal Technical Capability Panel has developed competency requirements for each functional area (see <http://ma.mbe.doe.gov/ME50/Training/qualstd.html>).

The EH TQPP requires completion of a new/revised TQP standard within 18 months. Thus, individuals using either of the two qualification paths would be expected to complete their TQP certification within 18 months of the issuance of this EH-31 Office Specific Qualification Standard.

The general requirements imposed by the EH TQPP will apply to certification by either path. For example, participants are required by the EH TQPP to complete a minimum of 40 hours of TQP/ job function-related professional development activities per year. Examples of such related professional development activities are given in Attachment 2 of the EH TQPP.

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### **OFFICE-SPECIFIC COMPETENCIES:**

The office specific competencies listed below are in support of EH-31's mission and functions. EH-31 establishes policy and manages several Departmental programs and facilities: Quality Assurance (including software quality assurance and suspect/counterfeit items), Voluntary Protection Program (VPP), Corrective Action Management Program (CAMP), Accreditation Association for Ambulatory Care (AAAHC), Radiological Environmental Science Laboratory (RESL), DOE Laboratory Accreditation Program (DOELAP), Behavior Based Safety (BBS), and Self-Assessment Accreditation Program.

Recognizing the diverse backgrounds, skills and experience of the staff needed to fulfill the EH-31 mission, a "one-size-fits-all" standard would be inappropriate. However, an appropriate mix of skills/knowledge is needed. Thus each staff member taking this path to certification must satisfy the office specific competencies listed below to successfully complete their TQP.

#### **1. Program Management**

**EH-31 personnel shall have a working level knowledge of project/program management, which consists of an organized set of activities directed toward a common purpose or goal in support of an assigned mission.**

##### Supporting Knowledge and/or Skills:

- a. Demonstrate the ability to develop plans, objectives, schedules, deliverables and resource needs for assigned projects/programs or special assignments.
- b. Demonstrate the ability to serve as the technical project/program expert and communicate/brief office management, headquarters and line management, site contacts and stakeholders (as appropriate) on the purpose, scope, protocols, process, approach and other elements of assigned projects/programs.
- c. Demonstrate the ability to manage assigned project/program human and financial resources; and provides guidance, direction and assistance to project/program team members and participants to ensure that objectives are accomplished within the time schedule and budget, and that quality standards and procedures are satisfied.
- d. Demonstrate a working level knowledge of the records that need to be maintained in support of assigned project/program management activities.
- e. Demonstrate a working level knowledge of tools such as Performance Objectives and Criteria for use during performance of assignments and evaluations by Headquarters and/or field ES&H and other personnel.
- f. Demonstrate a working level knowledge of how to ensure effective program coordination, especially, when there are issues of cross cutting nature.

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### **2. Technical Studies**

**EH-31 personnel shall demonstrate the ability to perform technical and programmatic studies, reviews, and evaluations internal to EH.**

#### Supporting Knowledge and/or Skills:

- a. Demonstrate the ability to perform programmatic studies, reviews, or evaluations of events, operating experience, DOE directives, complex or new safety programs and issues, hazard and accident analyses, emerging technologies, safety requirements for D&D, or other initiatives internal to EH.
- b. Demonstrate a working level knowledge of technical and programmatic documents (policy, standards, directives, analyses, occurrence reports, etc.) associated with studies, reviews and evaluations of ES&H and project management internal to EH.
- c. Demonstrate the ability to conduct reviews of technical and program correspondence and develop responses in time to meet DOE schedule requirements and deadlines.
- d. Demonstrate the ability to prepares reports, papers or memoranda as necessary, and document the results, conclusions, or recommendations for internal studies, program reviews or evaluations in time to meet DOE schedule requirements and deadlines.

### **3. Technical Support**

**EH-31 personnel shall demonstrate the ability to provide technical and programmatic support of ES&H activities or projects/programs to other Departmental Elements.**

#### Supporting Knowledge and/or Skills:

- a. Demonstrate the ability to assess, advise and consult on technical activities (projects, facilities, sites, or programs) and program activities associated with design, development, construction, operation, implementation, decontamination and decommissioning, environmental monitoring and restoration, waste management or other activities assigned by Office management.
- b. Demonstrate the ability to use the following in providing technical and programmatic support of ES&H activities:
  - Meetings, interviews, and surveys
  - Walk down of the facilities
  - Review of safety documents and program procedures
  - Requirements for nuclear and facility safety, worker health and safety, or environmental protection.

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- c. Demonstrate the ability to monitor the performance of other DOE Elements in QA, self-assessments, and ES&H cross cutting aspects of their operations, projects or programs. Develops and presents to management sound initial observations for assigned technical/programmatic areas.
- d. Demonstrate the ability to conduct reviews and document the results of technical and program assessments, consistent with requirements, protocols and objectives of DOE, the Office, and customers.
- e. Demonstrate the ability to briefs line management, site contacts and senior DOE officials on the purpose, scope and results of the review.

### **4. Communication**

**EH-31 personnel shall demonstrate the ability to prepare written, oral and electronic (E) government communications.**

#### Supporting Knowledge and/or Skills:

- a. Demonstrate the ability to prepares well-organized and factually supported technical documents and program directives/status for presentation to management, and as appropriate, DOE line management.
- b. Demonstrate the ability to develop technical and program reports, fact sheets, briefing information, and technical memoranda in accordance with DOE, EH, and Office of Corporate Performance Assessment guidance. These technical and program documents are completed in accordance with established milestones and objectives.
- c. Demonstrate the ability to present accurate and concise briefings for Office of Corporate Performance Assessment management or other DOE management on subjects with ES&H implications related to assigned sites/facilities and/or technical/program areas.
- d. Demonstrate the ability to communicate effectively to provide project, program, and technical leadership feedback and lessons learned to appropriate management and staff in a manner that promotes cooperation and teamwork.
- e. Demonstrate the ability to efficiently utilize and implement E-government tools in communicating with Headquarters and field elements, and accomplishing assigned work activities.
- f. Demonstrate the ability to write accurate, concise, and grammatically correct text that focuses on key facts, conclusions, and recommendations and can be understood by a broad range of readers.

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### **5. Suspect/Counterfeit or Defective Items**

**EH-31 personnel shall have a working level knowledge of the requirements, procedures, and practices used in the identification and disposition of suspect/counterfeit or defective items at DOE facilities.**

#### Supporting Knowledge and/or Skills

- a. Demonstrate the ability to conduct initial screening of various databases for potential S/CI or defective items.
- b. Demonstrate a working level knowledge of the methods used by EH to disseminate information within DOE on potential S/CI or defective items including:
  - Operating Experience Summary
  - Point of contact notification
  - EH-3 web site postings
  - EH Safety Alert
- c. Demonstrate a working level knowledge of the process used to investigate crosscutting and/or S/CI events of significant concern including:
  - Process used to develop lines of inquiry
  - Role of IG and GC in investigations
  - Control of sensitive or “Official Use Only” information
  - Investigation process
  - Documentation and closeout
- d. Demonstrate a working level knowledge of the impact S/CI or defective items have at DOE facilities and how the control of S/CI or defective items relates to an effective Quality Assurance program.

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**Technical Qualification Program**

Summary of Needed Developmental Activities

Office: \_\_\_\_\_  
 Position Title: \_\_\_\_\_  
 Individual: \_\_\_\_\_  
 Series/Grade: \_\_\_\_\_

Primary Functional Area: \_\_\_\_\_  
 Secondary Functional Area: \_\_\_\_\_  
 Technical Specialty: \_\_\_\_\_

Competency Statement	Developmental Activity	Target Date	Comments	Verification	Signature	Completion Date

Competency Statement Achieved By:

- |                                |                               |
|--------------------------------|-------------------------------|
| 1. Training Course             | 1. Training Course Completion |
| 2. On-the-Job Training         | 2. Job Performance            |
| 3. Self Study                  | 3. Examination                |
| 4. Other (specify in comments) | 4. Simulation                 |
|                                | 5. Discussion                 |