

2012 Problem Evaluation Request (PER) Improvements

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Health, Safety, Environment Protection

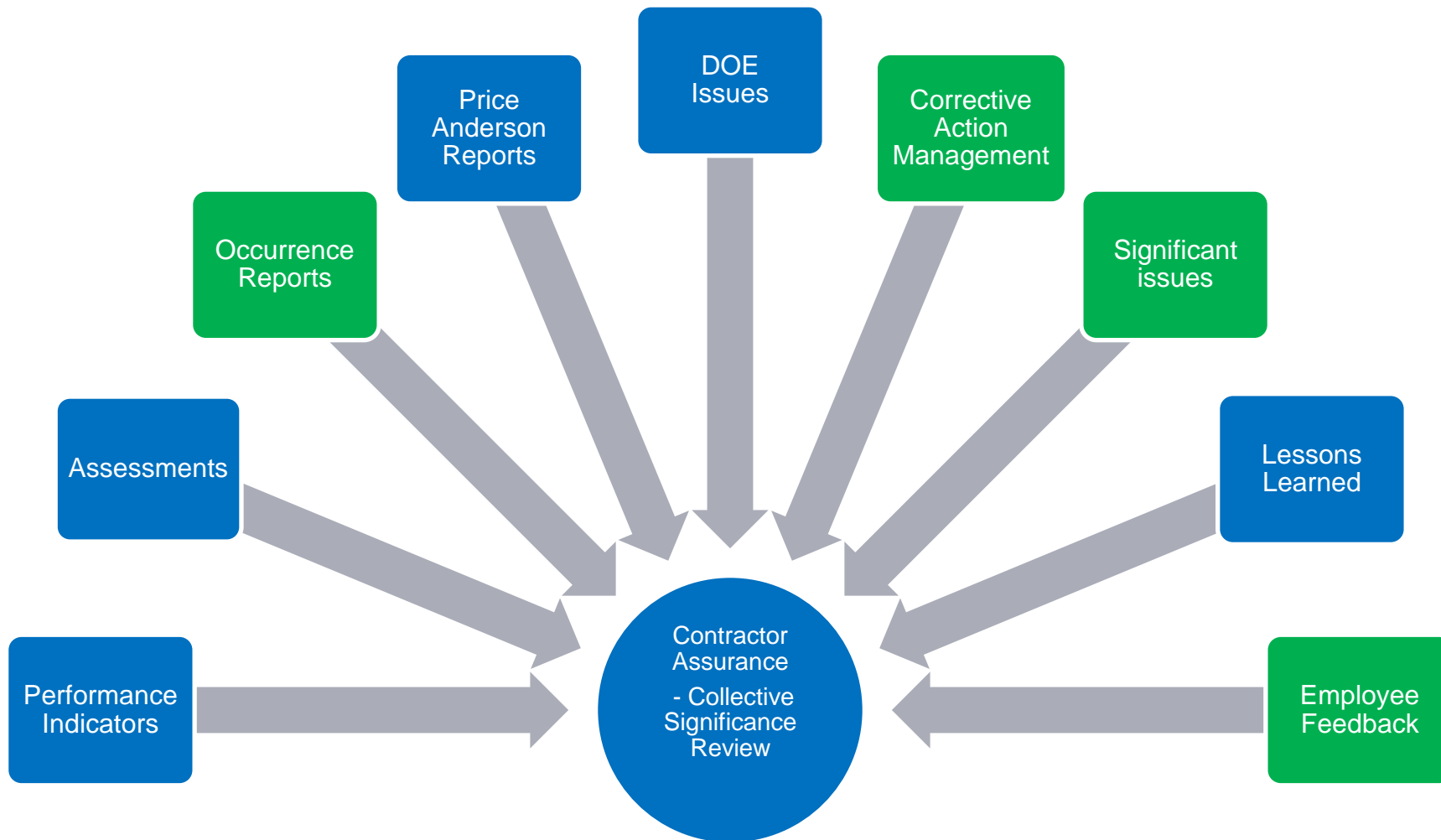


- Purpose: Review the 2012 PER Improvements
- PER process continued to demonstrate improvement
- Company performance indicators (PIs) are primary method to monitor and sustain good PER performance
- Some long standing PER issues remain but can be improved with current actions

Recent DOE Feedback

- Improved self-identification of issues
- Decrease in DOE-identified issues
- Improved PER quality
- Reduced PER backlog
- Dramatic improvement in DOE finding response quality and timeliness
- Problems with closing issues prior to action completion, and extent of condition reviews

Status of WRPS Contractor Assurance System (CAS)



DOE G 450.4-1C

Leadership

- Demonstrated safety leadership
- Risk-informed, conservative decision making
- Management engagement and time in field
- Open communication and fostering an environment free from retribution
- Clear expectations and accountability

Organizational Learning

- Credibility, trust and reporting errors and problems
- Effective resolution of reported problems
- Performance monitoring through multiple means
- Use of operational experience
- Questioning attitude

Employee/Worker Engagement

- Personal commitment to everyone's safety
- Teamwork and mutual respect
- Participation in work planning and improvement
- Mindful of hazards and controls

Leadership

- Improve PER originator contact
- Improve PER communication
- Improve quality and timeliness
- Decrease backlog and overdue actions

Worker Engagement

- Improve evaluation and closure timeliness
- 7 day originator contact expectation
- Apply PER originator feedback survey

Organizational Learning

- Use of performance indicators
- Improve software and trending
- Improve casual analysis effectiveness

Objective: Improve worker ownership of PER process and trust in management

- 7 day management action to contact PER originator
- 45 day evaluation period for all PERs to decrease PER cycle time
- Apply PER originator feedback survey

Objective: Improve management ownership of PER process

- Decrease PER cycle time
- Reduce overdue/extended PER actions
- Mentors assigned
 - End point assessments
 - Occurrence reports
 - DOE Corrective Action Plans
- Improve PER related communication
 - Improve communication on the role of PER Ombudsman

Objective: Improve PER process to improve organizational learning

- PIs in place to monitor a number of PER aspects:
 - PER cycle time, worker contact, evaluation timeliness, action backlog, overdue actions
 - PER root cause timeliness
- Software simplification
- More effective/efficient cause analysis process
 - Updating cause analysis procedures; training; training population; WEB based resources

Conclusion

- PER process continued to demonstrate improvement
- PER improvements provide proactive opportunity to improve safety culture
- Revised company PIs are primary method to monitor and sustain good performance
- Some long standing PER issues remain but can be improved with current actions