

Performance Measurement Data Dictionary

Revision 0, 12/5/02

Management Systems: Those systems put in place to manage the site and ensure the mission of the site is satisfactorily accomplished.

Examples include:

- A) **Regulatory Performance**: PIs designed to measure the site's ability to operate within the approved regulatory envelope. Typical measures include performance in permitting, effluent monitoring, number of enforcement actions or Notice of Violations, and waste stream disruptions.
- B) **Quality Assurance**: PIs designed to measure the added value of implementing QA at the site. Typical measures include the number of items identified as nonconforming, number of issues identified and resolved, and assessments performed vs. issues identified. Also, existing measures should be considered where they add value to the process.
- C) **Stakeholder Relations**: PIs designed to measure the satisfaction of the site's customer, public, and other affected parties. Typical measures include public meeting response, feedback effectiveness, customer satisfaction survey measures, and requests for information.
- D) **Human Resources**: PIs designed to measure the ability of the site to adequately staff for performance and mission success. Typical measures include staffing to target, critical skills staffing, and workforce diversity hiring index.
- E) **Management Information Systems**: PI designed to measure the effectiveness of supporting the site with innovative, software and hardware metrics to accomplish mission objectives. Typical measures include software trouble reports per application, number of upsets/crashes, and average age of systems.

Operational Performance: Those systems structured to manage operational performance to efficiently and effectively perform those operations (including construction and D&D) required by the organization's mission and project plan.

Examples include:

- A) **Radiation Protection (required)**: PIs designed to measure the effectiveness of ALARA performance. Typical measures include contamination events, personnel exposure limits, and unplanned releases.
- B) **Industrial Safety and Health (IS&H) (required)**: PIs designed to measure those incidents related to personnel safety. Typical measures include Total Recordable Case

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Rate, vehicle accidents, near misses, Cost Index, and Days Away, Restricted or Transferred Rate*.

* “Days Away, Restricted or Transferred” has replaced “Lost Workday Case Rate” in OSHA reporting requirements.

- C) **Criticality Safety:** PIs designed to measure the performance of the criticality program. Typical measures include criticality program related Unusual Occurrences, Off Normals, near misses, incorrect material location/staging, and criticality deficiencies identified.
- D) **Safeguards & Security:** PIs designed to measure the effectiveness of the security system. Typical measures include lost or stolen equipment (including SNM), computer intrusion attempts (hacking), missing data or computer software/hardware, and detection of viruses.
- E) **Project Management (required):** PIs designed to measure the effective utilization of resources to meet Project goals. Typical measures include Schedule Performance Index (SPI), Cost Performance Index (CPI), and Project Health Assessment.
- F) **Fire Protection (required):** PIs designed to measure the effectiveness of the fire protection program. Typical measures include fire detection systems impaired, fire protection systems impaired, and unplanned alarms/signals.
- G) **Work Planning and Control:** PIs designed to measure the effectiveness of the work planning process. Typical measures include work orders completed, planning errors, and incorrect completion estimates.
- H) **Emergency Management and Preparedness:** PIs associated with measuring the effectiveness of emergency response systems. Typical measures include drill timeliness, drill lessons-learned, training/retraining needs, and first responder performance.
- I) **Environmental Protection (required):** PIs associated with measuring the protection/improvement of the environment under the site’s control. Typical measures include State Pollution Discharge Elimination System (SPDES) permit excursions, unplanned releases, customer and stakeholder concerns, environmental improvement initiatives and environmental occurrences.
- J) **Transportation Management (required):** PIs identified with the physical transport of wastes and other high profile mission critical items. Typical measures include transport schedule interruptions, accidents attributed to handling/packaging, and permitting/licensing issues.

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- K) **Waste Management:** PIs identified with the managing of waste streams critical to the site's mission and contractual commitments. Typical measures include reduction of handling waste, contamination events associated with packaging/repackaging, and cost avoidance/reduction by implementing improvements.
- L) **Authorization Bases (required):** PIs designed to measure compliance to authorization bases. Typical measures include Technical Safety Requirements (TSRs) violations, Process Safety Requirements (PSRs) violations and USQ discoveries.
- M) **Conduct of Operations (optional):** PIs designed to measure the sites disciplined operations, such as ORPS/SIRIM reportable occurrences, number of inadequate procedures, etc.

Infrastructure and Facility Management:

- A) **Systems and Equipment Essential to Safety:** PIs which measure those Structures, Systems, and Components (SSC) which are critical to the safety of the environment, personnel, and the public. Typical measures include effluent monitoring problems, near misses, equipment failure, and backup system performance.
- B) **Construction Management:** PIs which measure the performance of the construction phase of a facility/system. Typical measures include necessary design changes, ergonomic considerations, user input, feedback on stakeholder/customer needs, and regulatory requirement consideration.
- C) **Decontamination & Decommissioning (D&D):** PIs associated with the safe and efficient cleanup and closing of a system and/or facility, such as unplanned contaminations. Typical measures include errors linked to configuration management, legacy discrepancies, and lock & tag errors.
- D) **Maintenance:** PIs associated with the maintenance of SSC. Typical measures include the amount of completed preventative maintenance tasks, amount of unplanned maintenance requests, end-of-life extensions needed, and critical equipment down time.
- E) **Deficiency Reporting, (optional):** PIs which measure the sites ability to identify and resolve issues identified with items and programs, such as time to resolve issues, amount of issues vs. recommendations, and customer/stakeholder identified issues. (This may be included in Quality Assurance)

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Risk Reduction (required): PIs which measure the effectiveness of reducing the risk to the site personnel, environment, and the stakeholders/public. Typical measures include off-site shipment of wastes, decontamination of facilities, amount of nuclear materials stabilized and packaged (or disposed of), and the number of hazardous waste tanks closed.

Project and Requirements Management (required): PIs that measure the site's effectiveness in ensuring that the rigor of management controls applied is commensurate with the risk of the activities being controlled. Typical measures include the number of requirements removed or reduced, reduction of hazard classifications, elimination of unnecessary procedures, deletion of redundant monitoring requirements, and number of successful "pushbacks" of imposed requirements.