
Feedback

Vaughn Hooks ***B&W Y-12 Performance Assurance***

October 2008



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Name: Doug Velliquette Date Reviewed: 10/22/2008

RCAM

The Requirements Compliance Assurance Matrix (RCAM) Database comprises requirements identified from across the total spectrum of B&W Y-12's mission as the Managing and Operating Contractor of the Y-12 National Security Complex.

PERFORMANCE METRICS

Metrics measure contractor performance and provides B&W and YSO management performance feedback relative to goals and improvement initiatives.

LESSONS LEARNED

A primary goal of the Lessons Learned (LL) program is to capture and share "good work practices" or innovative approaches. The LL program is also used to ensure that lessons related to adverse work practices or experiences are captured and shared to avoid recurrence.

RISK MANAGEMENT

Risk Management employs a structured approach to managing uncertainty by identifying risks and developing strategies to manage/mitigate them. Risk-based strategies range from eliminating risk to accepting some or all of the risks involved.

ASSESSMENTS

Assessments are used to evaluate site activities and operations in terms of compliance, performance, and effectiveness. Self-assessments are the most valuable tool available to the contractor to monitor performance and identify areas for improvement.

EVENT REPORTING

Event reporting assures that operational events, injuries and illnesses are identified, reported, analyzed and corrected in a timely manner to avoid recurrence.

FEEDBACK

Formal programs and processes (e.g., Employee Concerns Program, "hotline," pre-job briefs, job hazard walk downs, safety meetings, and labor organization input) are established and implemented to solicit feedback or suggestions from workers on the effectiveness of work definition, hazard analysis and controls, and implementation for all types of work activities. Additionally, a formal System Feedback and Improvement Process administered by the Feedback and Improvement Working Group is utilized to provide senior management with broad-based analysis relevant to Y-12 site-wide performance.

ISSUES MANAGEMENT

The Issues Management (IM) program assures issues identified from any source are appropriately captured, tracked, dispositioned and trended to prevent recurrence. IM also conducts reviews of issue responses and evaluates compliance with program requirements and corrective action effectiveness.

CAS

CONTRACTOR ASSURANCE SYSTEM

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Feedback

Tools in use

- Supervisor/worker interaction
- Pre-job briefs
- Employee Concerns
- Hotline
- Job Hazard Walkdowns
- Safety Meetings
- Labor organization
- Feedback and Improvement Working Group (FIWG)

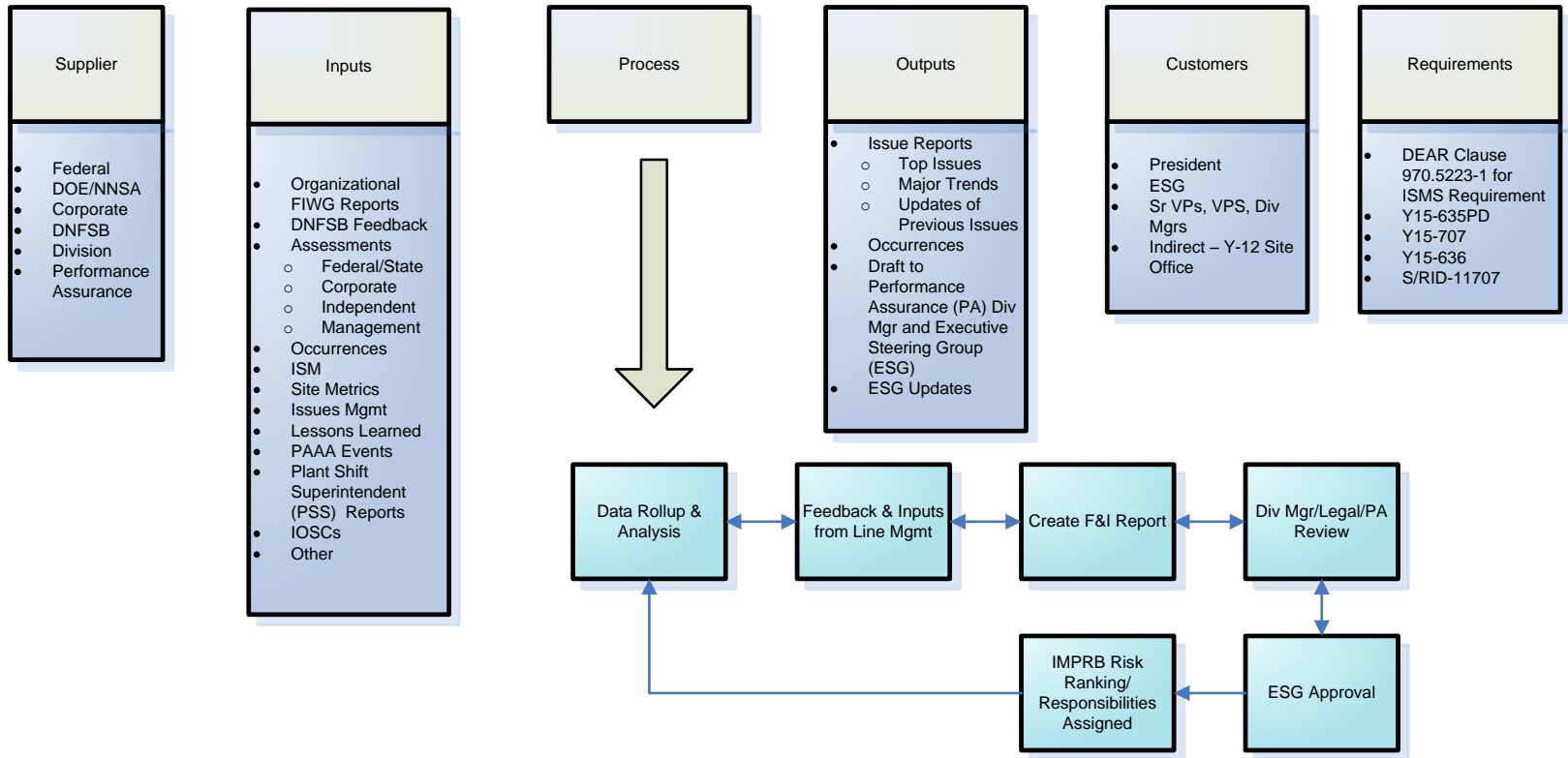


Goal – Effective communication of problems and improvement opportunities

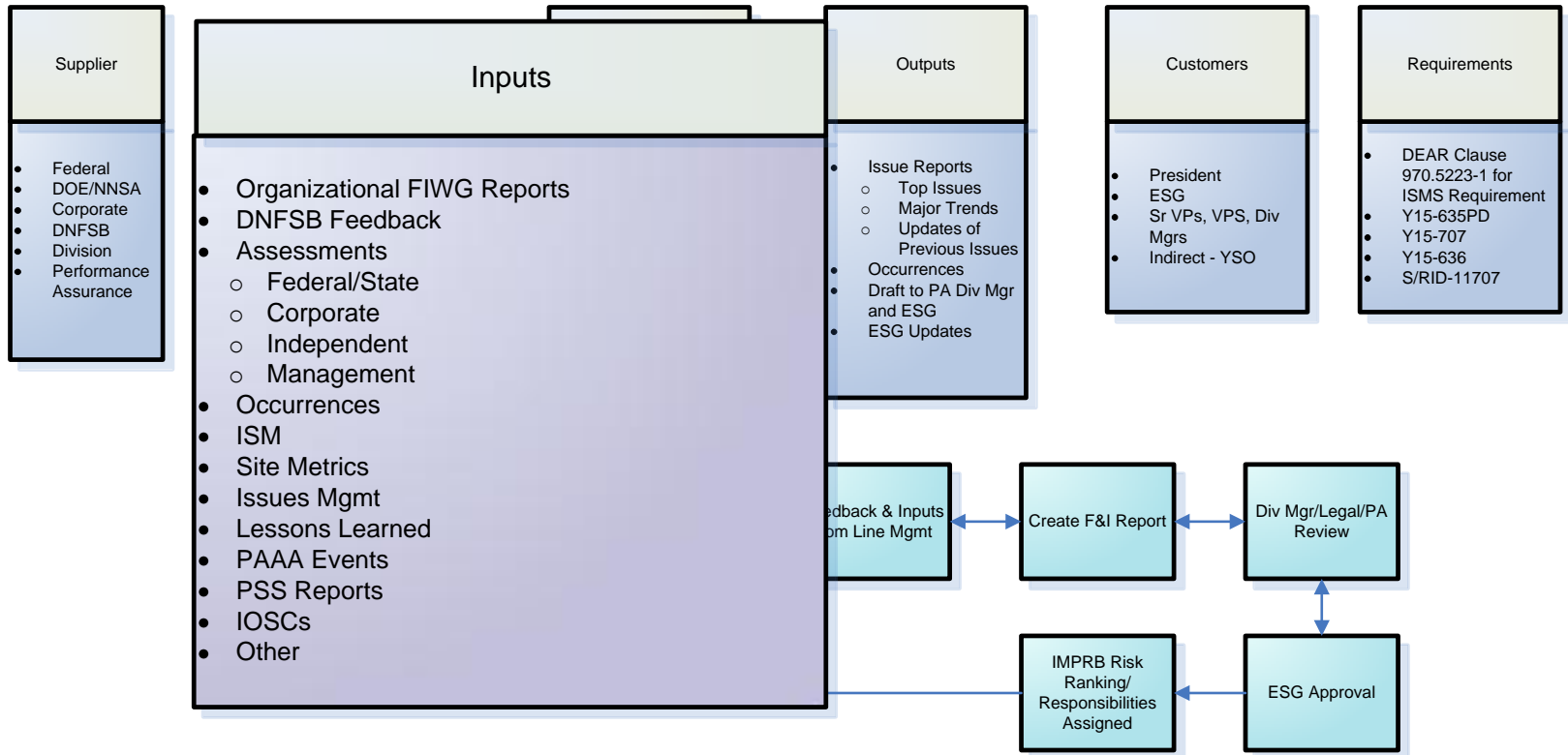
Feedback and Improvement Working Group (FIWG Process)

- Revamped process in Fall 2007
- Previous process very time consuming and cumbersome
- Performance Assurance personnel did majority of analysis
- New process oriented more towards line involvement and analysis. Identifying issues early.

FIWG Process



FIWG Inputs



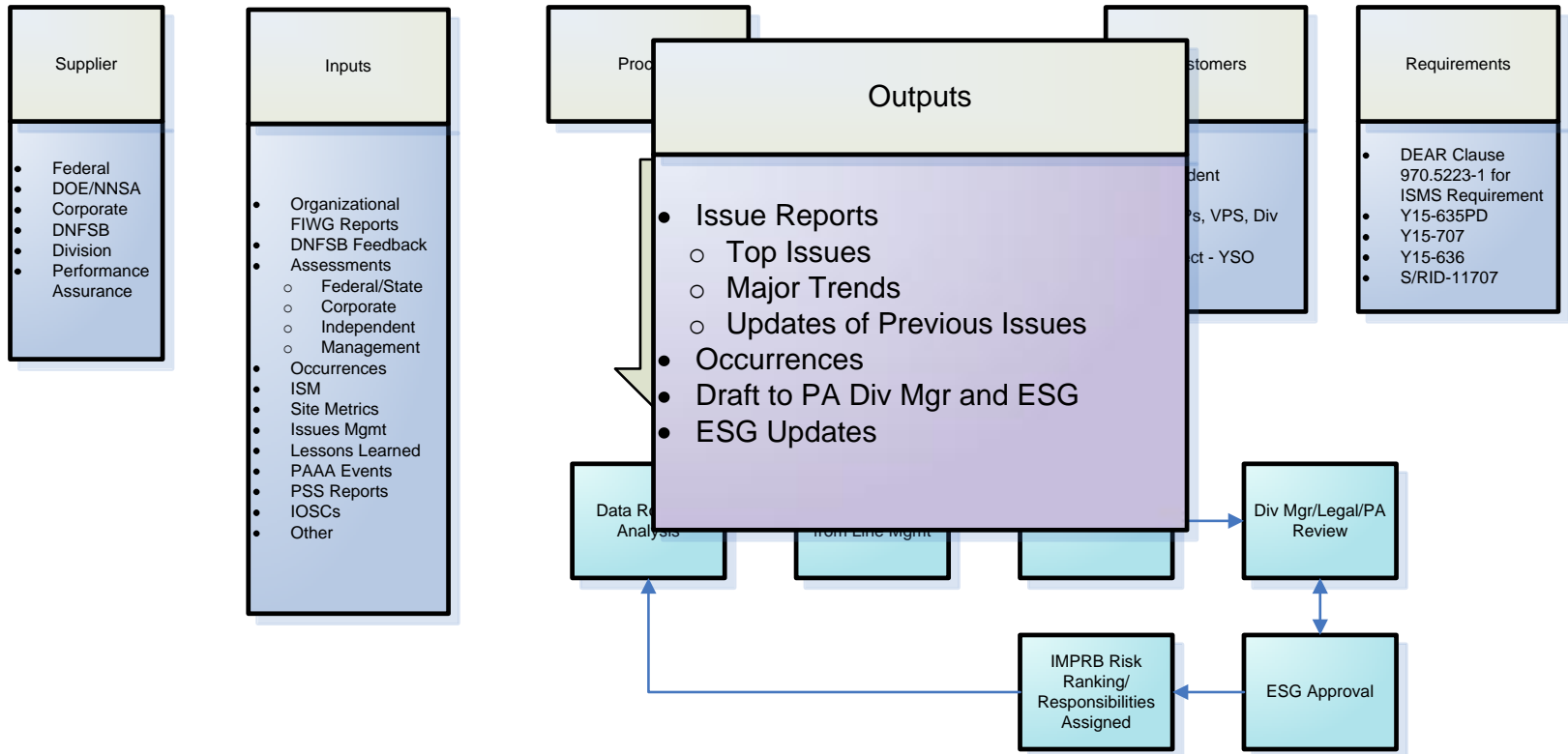
Organizational FIWG Report

- Each major organization is tasked to quarterly review data affecting their organization to identify negative and emerging trends
- Major organizations include
 - Production
 - Quality Assurance
 - Facilities, Infrastructure and Services
 - Transformation and Projects
 - Engineering
 - Environment, Safety and Health
 - Safeguards, Security and Emergency Services

Organizational FIWG Report – Sample Format

- Executive Summary
- Noteworthy Practices/Significant Achievements/Best Practices
- Areas of Concern and response taken to address concern (Performance Analysis Matrix (PAM), production, assessments, budget, Performance Based Incentive (PBI), etc.)
- Assessment Activities (summary discussion) (submit listing as attachment)
 - Management Assessments
 - Independent Assessments/Independent Verification Reviews (IVRs)/Readiness Assessments (RAs)
 - Internal Audits
 - Surveillances
 - Walkdowns/Inspections/Operational Reviews
 - Supplier Evaluations
 - BBS/Enhanced floor surveillances/ISMS
 - Other items of organization applicability and significance from the list in Appendix B of Y15-906PD
- Occurrences/Critiques/Recordables/Price-Anderson Amendment Act (PAAA)/Significant Noncompliance Reports (NCRs)/Incidents of Security Concerns (IOSCs), etc.
- High Risk Areas and Mitigation (areas identified as high risk by the Issues Management Prioritization and Risk Board (IMPRB) or other authorized processes using UCN-21891)
- YSO's Monthly Assessment Report and Other External Assessments
- Additional Comments/ Information
- Attachment – Listing of Lower Level Assessment Activities by Functional Area

Outputs



FIWG Report

- Acronyms
- Introduction
- Executive Summary
 - New Issues
 - Noteworthy Practices
 - Status of Previous Issues
- Assessment Activities
 - Issues Management
 - Independent Assessment Overview
 - Management Assessment Overview
 - Operational Performance Improvement
 - Contractor Assurance System
 - Lessons Learned
 - Enhanced Floor Surveillance/Behavior Based Safety
 - Other
- Occurrence Reporting/Critiques
- Other Activities
- Attachment A – Listing of Assessment Activities by Functional Areas
- Attachment B - Quarterly Occurrence Reporting Trending Report

Conclusion

- Broad based analysis tool capturing the collective results of documented feedback
- Structure for formal analysis of data
- Goal of identifying leading indicators/trends
- Independent/multi-disciplined board
- Mechanism to identify and focus management attention on areas needing improvement