

# Contractor Assurance Best Practices

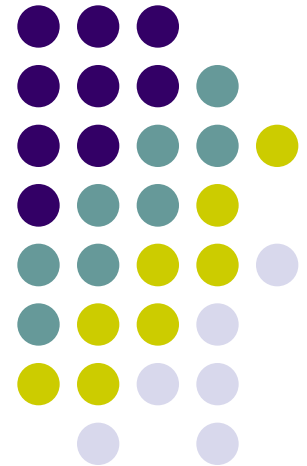
presentation to the EFCOG/CAWG  
Nov 4, 2009

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Contractor Assurance Manager of Deployment

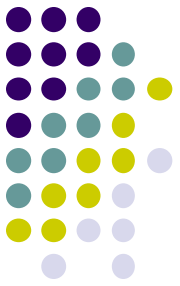
Los Alamos National Laboratory



#1

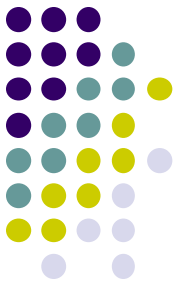
## Contractor Assurance Deployed Staff Model

*Contractor Assurance Office staff is deployed to line management to assist managers use CAS tools, facilitate consistent CAS implementation throughout LANL, and provide stakeholder feedback.*



## #1 - Endorsement

### Contractor Assurance Deployed Staff Model



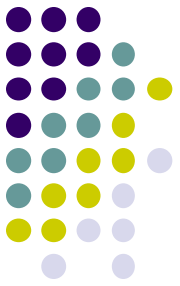
## ***POFMA August 2008***

*“There was strong evidence that the deployment of the CAO staff within the line organizations is a vital element to the implementation of the LANL CAS and it was clear that their contribution is considered valuable by the line organization-this is an indication of the right talent in the right place at the right time.”*

#2

## Performance Communications Center

*The Performance Communications Center features a single internal web access to performance-related information at LANL and promotes continuous improvement.*



## #2 - Endorsement Performance Communications Center



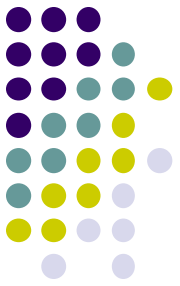
### ***POFMA 8/7/09 Report “noteworthy practice”***

*“The development of a documented (and well developed) communications strategy is noteworthy. The team considers this an essential ingredient of a successful CAS program and strongly supports continued coordination and communication on all elements of the CAS program”*

## # 3

### Collective Causal Analysis

*Considering how human error contributes to similar adverse events over time provides managers insight into developing improved defenses.*



***Self identified noteworthy practice***



# Facilitated group discussion

1. Feedback on the three best practices
2. Discuss other potential candidates
3. Commitments from CAWG members to submit best practices with delivery date