

EFCOG
ISM & QA Working Group
Semi-Annual Meeting

Oak Ridge, TN
May 5-7, 2009

Washington Closure
Hanford

Assessment Program

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U.S. Department of Energy
Richland Operations Office

Assessment Program Structure

- WCH Assessment Program Plan
 - Defines the WCH program and lists topical areas and expected frequency of assessments
- Integrated Assessment Schedule:
 - Annual development and maintenance of a fiscal year cycle of planned assessments
- Assessment Types:
 - Independent Assessments
 - Management Assessments
 - Self Assessments
 - Surveillances
 - Management Walk Through
 - Worker Assessments

Schedule Development

- Project/Functional Directors develop an annual Organizational Assessment Schedule prior to the beginning of the fiscal year.
- Schedule identifies potential assessment topic areas for programs, systems, processes, and subcontractor activities that are determined as critical to achieving organizational objectives:
 - Built off of the Program Plan
 - Identifies Assessment type, assigned assessor, month scheduled
 - Identifies assessment activities that have external drivers

Schedule Management

- Company level review performed to minimize duplication of effort between project and functional groups.
- Initial plan approved by Executive Safety and Quality Review Board (ESQRB)
- Routine updates and changes approved by responsible director and QA manager
- Periodic updates for Independent and Management Assessments schedules provided to ESQRB
- Monthly performance indicators reviewed with senior management team
- Track Scheduled assessments for completion and compares total performed against planned

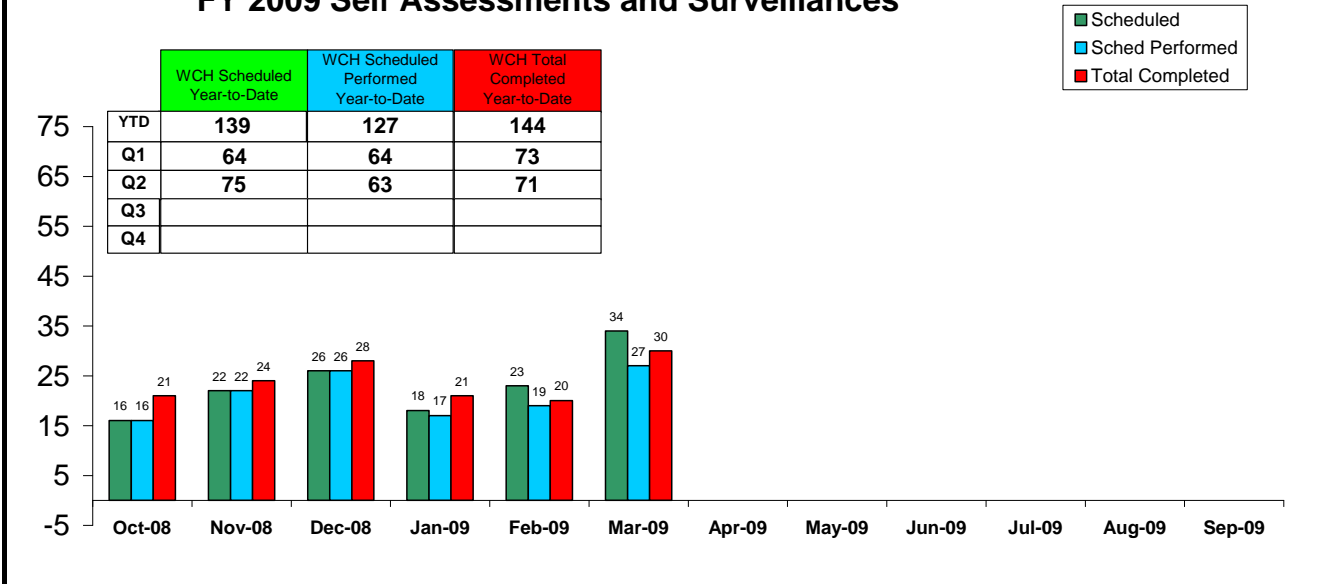
Program Monitoring

Monthly Performance Indicators presented to Senior Management team:

- Assessment Completion rate:
 - Monthly assessments completed verses scheduled
 - FY 2008 – 352 total scheduled, 469 performed
 - FY 2009 – 127 of 139 scheduled completed, 144 total completed through second quarter
- % of assessments that generate corrective action items – 36%
- Assessment issues per month
 - 19 issues on a monthly basis, approximately 0.5 issues/assessment

RIVER CORRIDOR CLOSURE PROJECT

FY 2009 Self Assessments and Surveillances



	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09
Scheduled	16	22	26	18	23	34						
Sched Performed	16	22	26	17	19	27						
Total Completed	21	24	28	21	20	30						
Sched Compl/Sched	1.31	1.09	1.08	1.17	0.87	0.88						

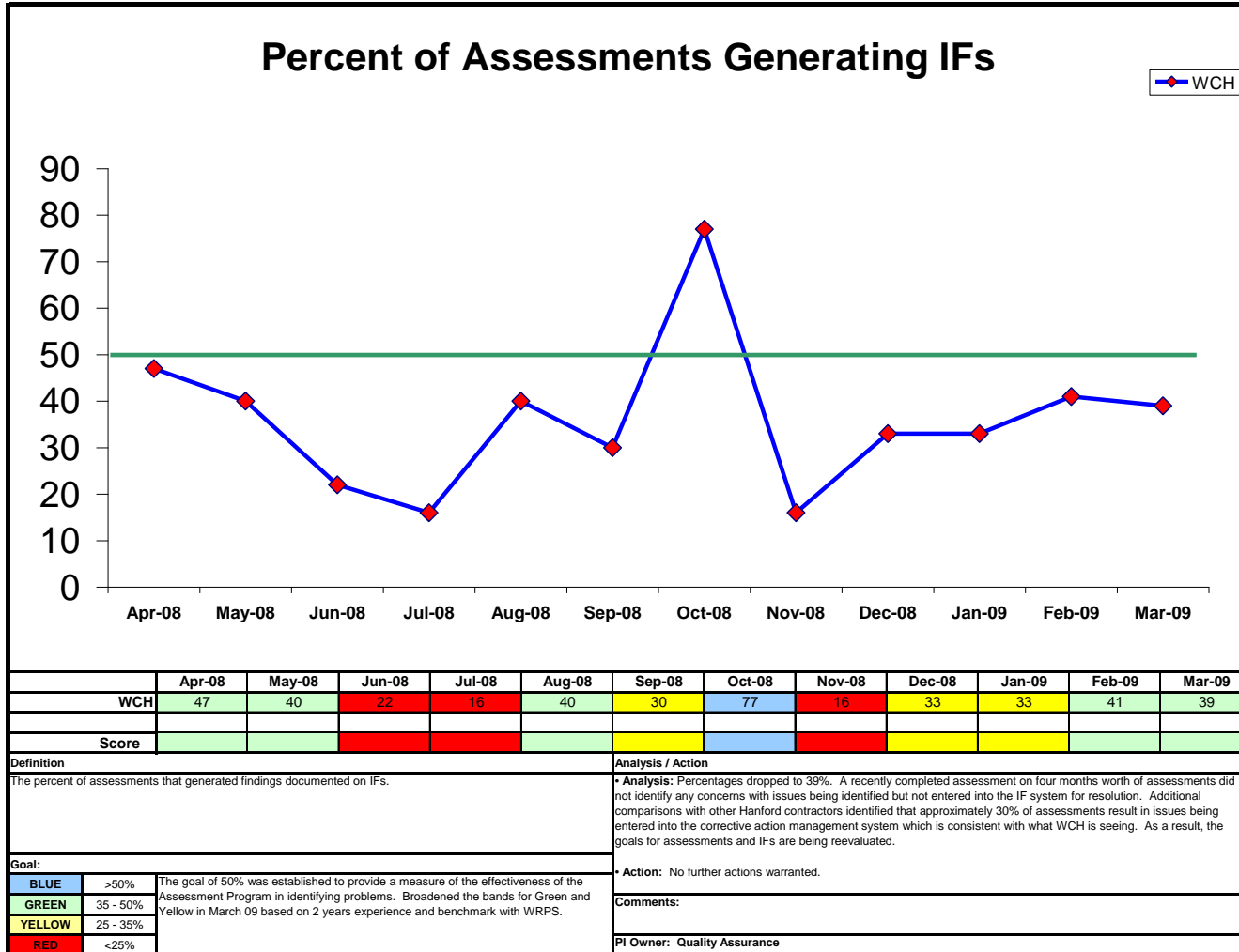
Definition
 The ratio of Assessments Completed divided by the Number of Assessments scheduled. It has been recognized that there is about a 30 day delay in receiving the results of assessments completed during the month. As a result it is not abnormal for the most recent month being reported to be in the RED.

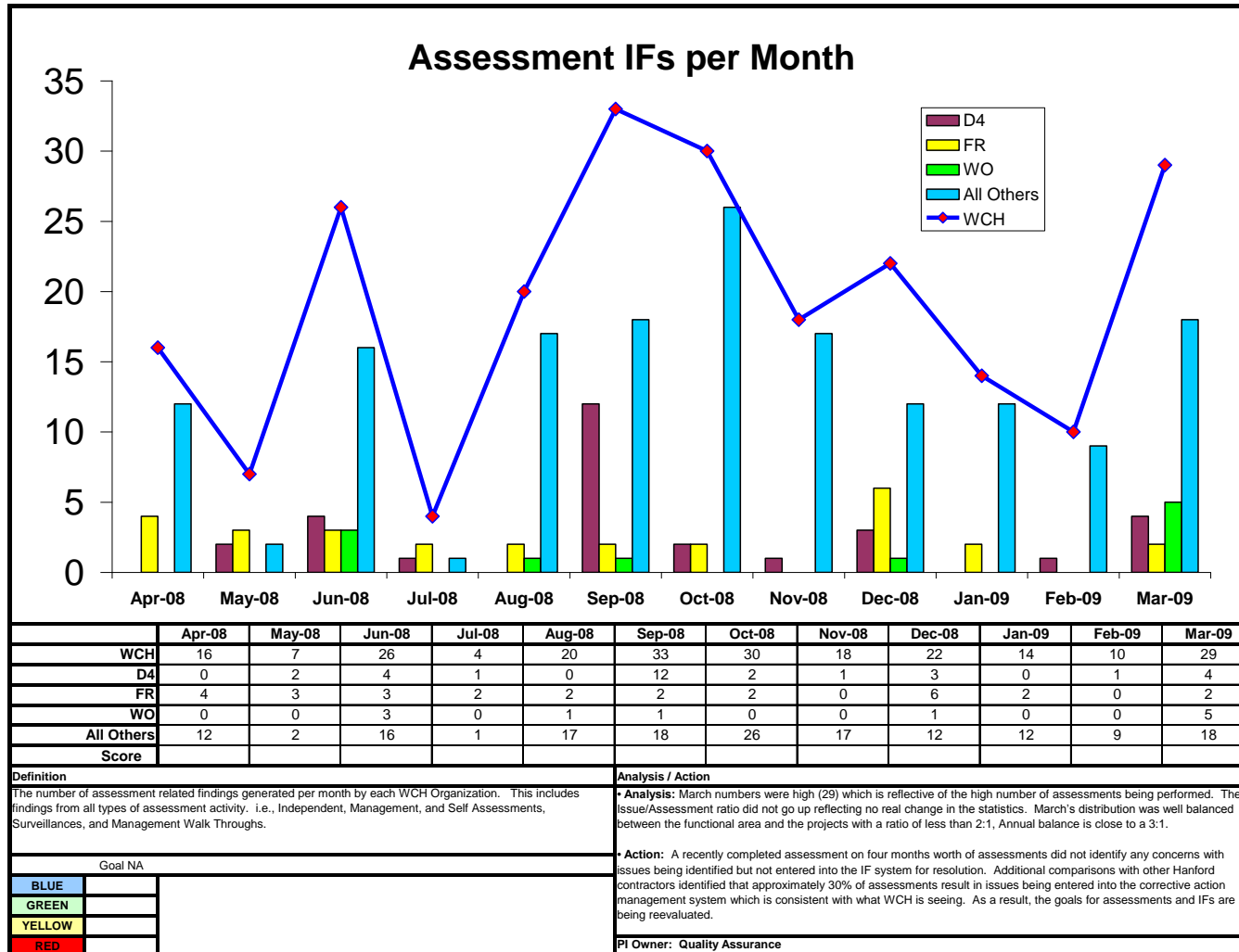
Analysis / Action
Analysis: To date, 127 of the 139 (91%) assessments scheduled have been completed, (Up from 84 % last month) with 17 additional ones performed that were not scheduled. The trend of performing more than scheduled that was seen in FY08 appears to be the same course we are on now..
Action: All first quarter assessments are in, 1 from January, 4 from February, and 7 from March are need to be addressed

Goal: Completed/Scheduled

BLUE	> 1.10
GREEN	0.9 - 1.10
YELLOW	0.8 - 0.9
RED	< 0.8

PI Owner: Quality Assurance





Benefits/Feedback

- Improved on-time performance of assessments
- Improved management of assessments
- Improved surety that mission critical processes are being routinely assessed
- Improved interface with corrective action management system
- Noted as a strength during ISMS Verification and corporate reviews



Assessment Types

- Independent Assessments:
 - Certified lead assessors,
 - focus on requirements, compliance, effectiveness
- Management Assessments:
 - Evaluate how well processes are meeting organizational objectives
 - Focus on ensuring organizational programs are properly established and effectively implemented.

Assessment Types (cont)

- **Self Assessments:**
 - Similar in focus to MA but differ in the extent covered.
- **Surveillances:**
 - Similar in focus to IA but differ in the extent covered
 - performed by individuals not involved in the conduct of work.
- **Management Walk Through:**
 - Provides direct management oversight at the activity level.
- **Worker Assessments:**
 - Provides for direct worker involvement in providing feedback at the work process/activity level.