



Office of Environment, Safety, and Health

DOE Corporate Operating Experience Program

Final Draft DOE O 210.X

Briefing to EFCOG ISM
Working Group
Feedback and Improvement
Albuquerque, NM
April 24 - 28, 2006

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Helping the field succeed with safe and reliable operations.





Drivers for Change

- § DOE Executive Safety Summit (Dec 2002)
- § Reyes Report (2002-2003)
- § DNFSB Recommendation 2004-1
 - Recommended that DOE also look at events external to DOE
 - Commitment 18: Develop Comprehensive DOE Operating Experience Program
- § Columbia – Davis-Besse Action Plan





Basic Order Requirements

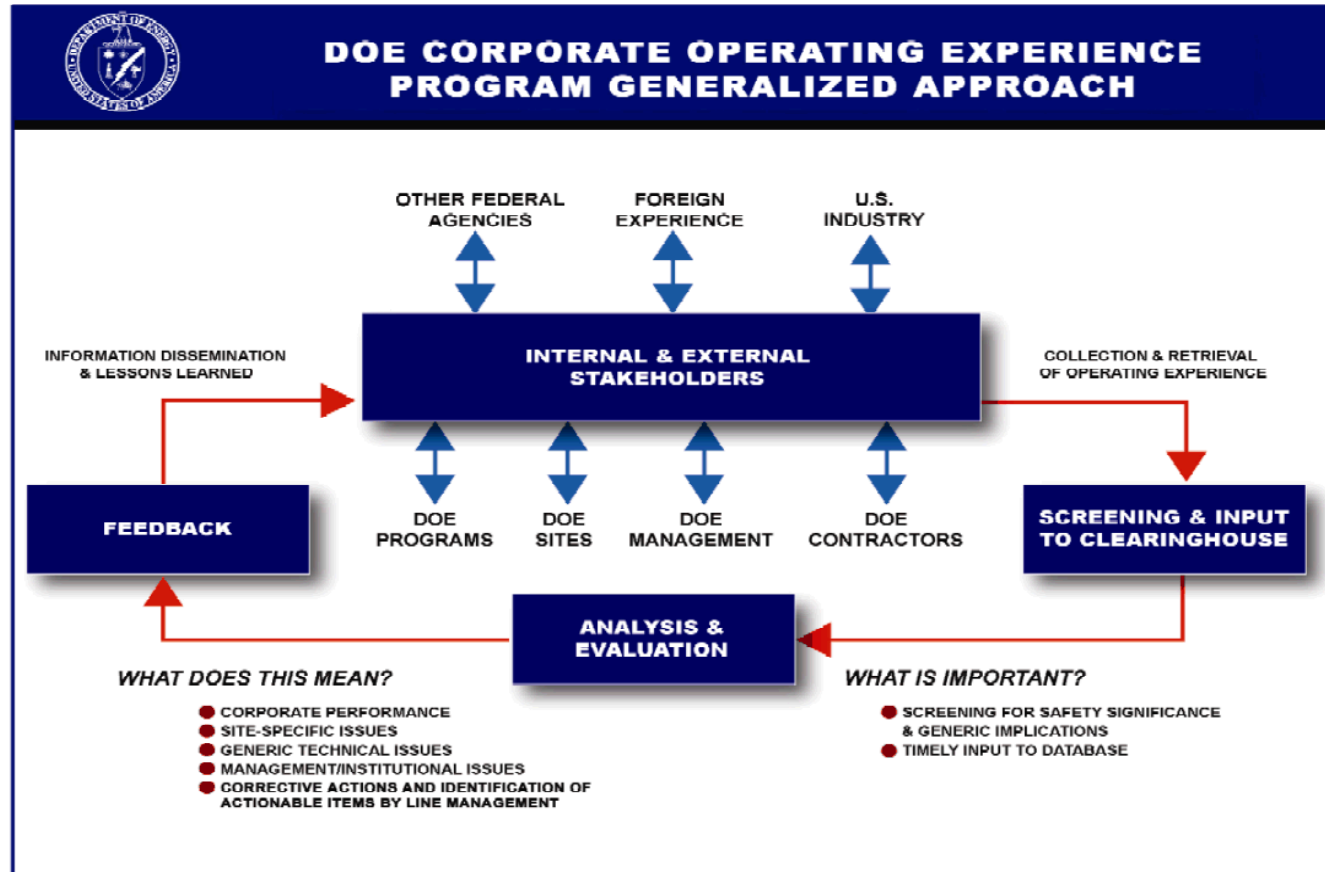
§ Formal Process that:

- Evaluates **DOE Internal and External Operating Experiences (OPEX)** to **assess trends and safety issues** and **Promotes sharing of Good Work Practices** that may affect safety and success of DOE missions
- **OPEX Clearing House Function:** collection, storage, retrieval
- **OPEX Screened for Significance**
- **Timely Communication** of Screening Results and Insights
- DOE Corporate Communication – thru **Actionable** or **Informational** Products
- Effectiveness Evaluated – thru Periodic Safety Meetings





Corporate Operating Experience Program Approach





Basic Order Requirements and Organizational Roles & Responsibilities

- § Designated Lead Office (EH) for DOE Corporate Operating Experience Program – responsible for:
- **Clearinghouse Function** – computer resources
 - **Collects and analyzes** DOE operating experience information to **identify significant** corporate level performance **trends and issues**
 - Collects and analyzes External operating experience
 - **Communicates performance** trending and analysis **information to Management** – Dailys, Weeklys, Monthly, Quarterly
 - **Develop/Disseminate Corporate lessons learned** – SOR, SA, SB, SAd, OE Sum, JIT, DCS





Basic Order Requirements and Organizational Roles & Responsibilities

(Continued)

DOE PSO's

- § **Review Site and Program Specific Operating Experience (OPEX)**
- § **Review Performance** with Senior Management Periodically
- § **Designate an OPEX Program Coordinator**
- § **Screen and Disseminate Lessons Learned** (forwarded by Field Elements) for Program and Mission Applicability.
- § **Develop/Promulgate Program Unique Operating Experience Documents**
 - **Ensure lessons learned are developed and disseminated following completion of major program missions (e.g., RFETS closure)**
- § Participate in development and Concur on Corporate Operating Experience documents -- Recommend Issues for SORs, SAs, SBs
- § Self-Assessment of OPEX Program during ISM Assessments





Basic Order Requirements and Organizational Roles & Responsibilities (Continued)

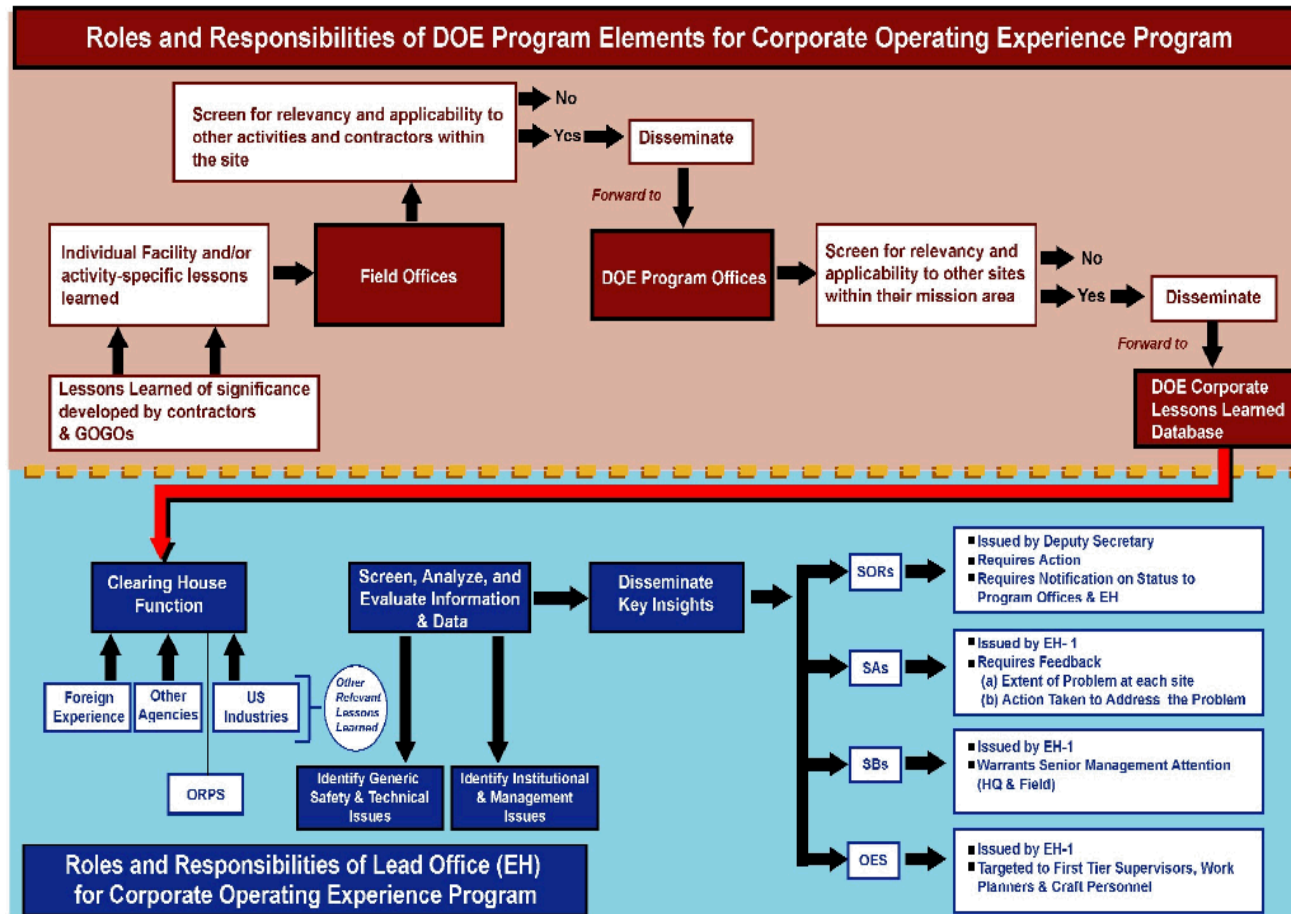
DOE Field Elements

- § **Review Contractor OPEX Program** – Screen Contractor OPEX for Operational Awareness, Performance and Trending, Lessons Learned
- § Recommend Local Lessons Learned to be shared locally – between contractors
- § Forward Lessons Learned to PSOs for Consideration
- § **Ensure Contractors held accountable** – e.g., contractor fee and performance mechanisms, CPOF clause
- § **Share Field Element Developed LLs** (DOE Database)
- § **Designate an OPEX Program coordinator.**
- § Self Assessment of OPEX Program during ISM Assessments





DOE Federal Roles and Responsibilities





Basic Order Requirements and Organizational Roles & Responsibilities (Continued)

GOVERNMENT OWNED/GOVERNMENT OPERATED (GOGOs)

§ MUST Participate in Corporate OPEX Program

- Share GOGO Developed LLs (DOE Database)
 - Required for Type A & B Accidents, Significance Category 1 and R Occurrences
 - Optional for all other OPEX
- Screen DOE Corporate and External OPEX:
 - DOE OPEX Documents (e.g., SORs, SAs, SBs, SAd, OE Summaries, LL Database, JITs, DCS and respond as required
 - Major OPEX from other Government Agencies or Industry Accidents
- Distribute applicable OPEX to GOGO Personnel for review, analysis, internalization and corrective action





Basic Order Requirements and Organizational Roles & Responsibilities (Continued)

GOVERNMENT OWNED/GOVERNMENT OPERATED (Continued)

- § Implement Required Actions of Corporate OPEX Documents (e.g., SORs, SAs, SBs, etc.) and Formally respond as required
- § Trend GOGO Operating Events for Lesson Learned from Recurring Issues
- § Conduct Causal Analysis
- § Trend Corrective Actions and Develop Lessons Learned on Successful Actions
- § Assess OPEX Program Performance during ISM Assessment
- § Designate an Operating Experience Program coordinator





Basic Order Requirements and Organizational Roles & Responsibilities

(Continued)

Procurement Executives of DOE and NNSA

- § Implement pertinent requirements of the CRD of this Order in the Department of Energy Acquisition Regulation or other appropriate procurement directive

Contracting Officers

- § Must incorporate the CRD without modification into their contracts within 6 months





Contractors Requirements Document (CRD)

- § MUST Participate in Corporate OPEX Program
- § MUST Share Contractor Developed LLs (DOE Database)
 - Required for Type A & B Accidents, Significance Category 1 and R Occurrences
 - Optional for all other OPEX
- § MUST Screen DOE Corporate and External OPEX:
 - DOE OPEX Documents (e.g., SORs, SAs, SBs, SAd, OE Summaries, LL Database, JITs, DCS and respond as required
 - Major OPEX from other Government Agencies or Industry Accidents – As deemed **Significant** and **Relevant** by **Contractor Management**
- § MUST Distribute applicable OPEX to Contractor Personnel for review, analysis, internalization and corrective action implementation





Contractors Requirements Document (CRD)

- § MUST Implement Required Actions of Corporate OPEX Documents (e.g., SORs, SAs, SBs, etc.) and Formally respond as required
- § MUST Trend Contractor Operating Events for Lesson Learned from Recurring Issues
- § MUST Conduct Causal Analysis
- § MUST Trend Corrective Actions and Develop Lessons Learned on Successful Actions
- § MUST Establish Metrics and Assess OPEX Program Performance during ISM Assessment
- § MUST Designate an Operating Experience Program coordinator
- § Head of Contractor Organization – MUST Apply CRD requirements to Subcontracts within 6 months





Order Status

- § DOE O 210.X has Completed Revcom Process
- § All Programs Have Concurred
- § DOE O 210.X Currently in Routing to the Deputy Secretary of Energy for Approval / Issuance





QUESTIONS?





Backup Slides





DOE Corporate Operating Experience Products

- § Operating Experience **Performance Information** Shared with Management
- § **Lessons Learned** Focused Reports and Communications Mechanisms





Performance Information – Shared with Management

- § Daily Event Summary
 - Summarizes all daily occurrences
- § Under Secretary Weekly Report
 - Summarizes most significant occurrences and trends
- § Monthly Deputy Secretary Briefing
- § Periodic Site Performance Reviews
 - ESE and SC Under Secretary with Direct Reports
 - NNSA Administrator/Under Secretary
- § Developing SAFEMARK Tool

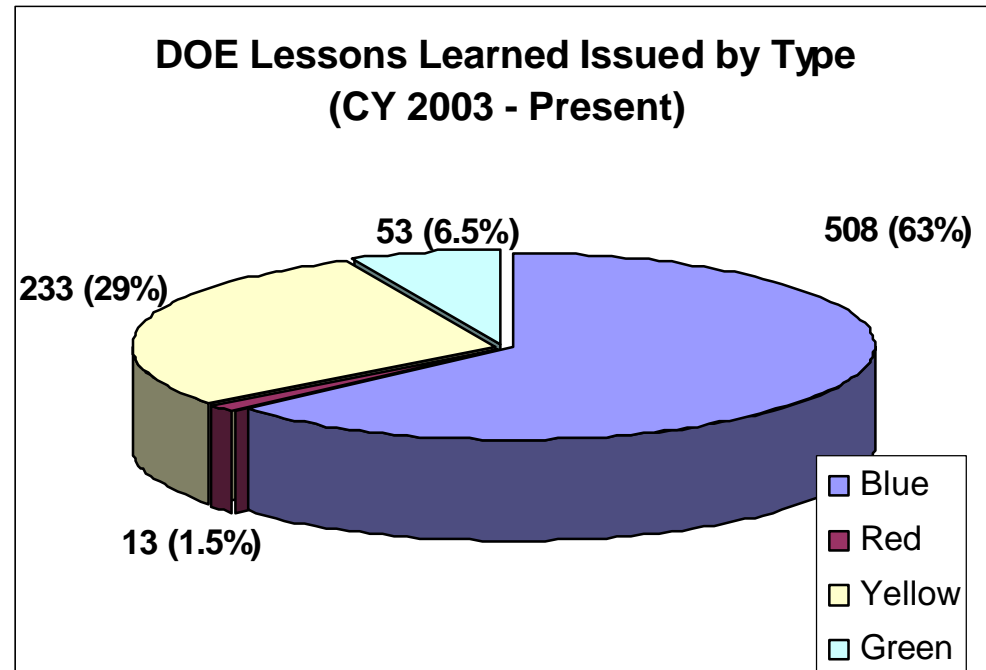




DOE Lessons Learned Issued

KEY:

- § Red = Urgent
- § Yellow = Caution
- § Blue = Informational
- § Green = Good Work Practice



Includes both DOE Corporate and Field Generated Lessons Learned





Corporate Lessons Learned - Communications Mechanisms

- § Special Operations Reports (SOR's)
- § ES&H Alert (SA)
- § ES&H Bulletin (SB)
- § ES&H Advisories (SAd)
- § Lessons Learned Issued by NNSA Deputy Administrators / PSOs
- § Operating Experience Summary
- § Push Mail Lessons Learned (Database)
- § Just-In-Time Reports
- § Data Collection Sheets (SCDI)





Special Operations Reports (SOR)

- § Most significant safety concerns
- § Issued by the Deputy Secretary of Energy
- § Sets performance expectations
- § Requires action and feedback
- § Issued: 1 in 2005 - *Laser Safety, SOR 2005-1, Feb 2005, 1 currently in development for 2006 on Electrical Safety*





ES&H Alert (SA)

- § Issued to advise DOE and contractors of potentially significant ES&H issues that require immediate attention
- § Issued by EH-1 thru PSOs/NNSA Deputy Administrators
- § Actions are Required
 - Requires positive & negative responses
 - Field/PSO verification
- § Implementation feedback required to PSOs and EH-1
- § Issued 2 in 2005, 2 in 2004, 2 in 2003, e.g., *Untested Compressed Gas Cylinders (Oct 2005)*, *Respirator Recall (Sep 2005)*





ES&H Bulletin (SB)

- § Issued to advise DOE and contractors of a potentially significant ES&H issue that:
 - Requires management awareness and/or
 - Has longer term impacts
- § Issued by EH-1 through PSOs/NNSA Deputy Administrator
- § Actions are Recommended
- § Implementation/applicability feedback required to PSOs and EH
- § Issued: 2 in 2006, 15 in 2005, e.g. *Natural Gas Line Breaks (Jan 2006)*





ES&H Advisory (SAd)

- § Issued to advise DOE and contractors of a potentially significant ES&H issue that:
 - Requires management awareness
- § Issued by EH-1
- § Informational only
- § Issued: 2 in 2006, 3 in 2005, e.g. *Three Type B Accident Investigations Initiated in January 2006, Feb 2006*





Operating Experience Summary

- § Reviews of selected occurrences for workers and first line supervisors – convey operating errors and best practices
- § Intended for use at safety meetings, e.g., tail gate meetings
- § OE Summary issued by-weekly to monthly by EH





Other Informational Products

Just-In-Times/ Data Collection Sheets

- § Informational OE products issued to improve awareness of OE issues
- § Can include:
 - Notification of events at other sites (inside or outside of DOE)
 - Suspect/Counterfeit or Defective Items Identification
- § No specific action or feedback is required beyond internal dissemination

