

Human Performance Sub Task Team

Dedicated to Promoting Excellence in DOE Operations

| Key Messages

- Continuous Learning
 - | Improved performance analysis
 - | CMM
 - | DOE advisory/facilitation support
- Management Engagement
 - | Critical Success Factors
- Integration
 - | Interfaces with other EFCOG working groups
 - | Development of sub groups within HPI

Capability Maturity Model

- | Challenge of Managing, Not Doing
 - Embedding Human Performance Technology for the long term
- | Questions
 - Where to implement?
 - Criteria to measure evolution?
 - Best leverage?

Next Steps

- | Training & Quals of HPI specialists to provide HPI perspective and implementation tactics (accident prevention, cause analysis, procedures, incident investigation)
- | Best practices, focused on application of HPI
- | Review of Performance Analysis whitepaper
- | Review ORPS: A3-Human Performance and coupling; causes vs. errors
- | Priority List of HPI activities

Capability Maturity Model

I Benefits

- Organizes similar experience
- Provides common language
- Framework for setting priorities
- Defines progress and improvement
- Opportunity for benchmarking

Capability Maturity Model

I Usage

- Facilitate a balanced implementation
 - I Decisions to accelerate, delay or change investments
- Program Management
 - I Aggregate levels of investment
 - I Focus
 - I Opportunities
- Operations Management
 - I Maintain and sustain
 - I Understanding of implementation strategy

Human Performance Improvement

Task Team Activities

- | Partnership with DOE Human Performance Center
 - Information exchange
 - Alignment with cornerstones
 - HPI input for accident investigation
 - Develop KSAs for human performance practitioners
- | Develop Stories of Success
 - Implementation
 - Integration of HPI tools in processes
- | ISM Revitalization
 - HPI fundamentals and tools integrated with core functions
 - Input to video communications

Facilitating safe and reliable performance!

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Objectives

- | Aligned with the top priorities of the DOE and the President's Management Agenda
- | The critical few:
 - Integrated Safety Management
 - Security
 - Project Management
 - Infrastructure Management
 - Contractor Performance Assurance

Integrated Safety Management

- | Key safety management process
- | EFCOG Working Group
 - Occupational Safety & Health
 - Environmental
 - Feedback & Improvement
 - Quality Assurance

Accomplishments

- | Leadership for the redesign of the DOE Occurrence Reporting System
- | Savings of over \$5M throughout the DOE complex in FY 2004-2005;
- | Establishment of an EFCOG “Best Practices” web site
- | Performance Metrics Manual
- | Developing a new Operating Experience Review process
- | Sponsored Workshops

Current Activities

- | Supporting DOE in the resolution of complex-wide quality assurance issues
- | Developing recommendations focused on electrical safety for voluntary contractor implementation
- | Supporting EFCOG productivity initiatives
- | Developing recommended guidance for performing effectiveness reviews
 - moving organizations to a “Review-Based Culture” for accelerated performance improvement



HPI Task Team

