

EFCOG ORPS Task Group  
Semi-Annual Meeting  
October 24, 2007 – Las Vegas, NV

Meeting Minutes

**I. MEETING TOPICS**

- A. Welcome and Introductions .....Jeannie Boyle, DOE/HSS
- B. BNL Events and Issues Mgmt. Audit Results ..... Ed Sierra, BNL
- C. ORPS Reporting Process Presentation/Discussion ..... Rod Hutto, SRS  
..... Ed Sierra, BNL  
..... Mark Hunsinger, LANL  
..... Sam Baker, RL  
..... Doris Frazier, BJC
- D. Occurrence Report Writing .....Mildred Smith, BJC
- E. Electrical Severity Measurement Tool and ORPS Reporting ..... Mike Hicks, DOE-ID  
..... Lloyd Gordon, LANL
- F. Performance Analysis Techniques and Issues ..... Rod Hutto, SRS  
Presentation/Discussion Matt Allred, CWI  
..... Bill Leonard, RL  
..... Doris Frazier, BJC
- G. Guidance Material Developed to Aid in Report ..... Rod Hutto, SRS  
Criteria Understanding
- H. Discussion and Planning ..... ORPS Task Group

**II. MEETING NOTES**

**A. Welcome and Introductions:**

- Jeannie Boyle kicked off the meeting
- Alerted attendees to ongoing computer support issues at HSS and asked for patience
- Reminded attendees to check the Web site for monthly conference call information.
- Reminded attendees that tools are available on the Web site; tools are “generic” and could be of use to EFCOG members
- Announced the new Operating Experience Committee (OEC). Hoping for charter to be a “go” before the ISM Working Group Meeting in November 28-30, 2007.
- Operating Experience personnel wanting to participate in the OEC are welcome  
Interested individuals should contact Jeannie.

**B. Events and Issues Management Audit Results**

- Ed Sierra, discussed the recent CAS audit at BNL
  - 3Q07 events broken out as, 1) 29 non-reportables; 2) 10 SCBNLs – this category reflects non-reportables for personal safety, facility status, and contamination/rad control); and 3) 5 reportables.
  - CAS audit focused on events, management systems, and lessons learned.
    - BNL’s training program found to be strong

- HPI initiative currently underway is positive
- Open and honest reporting across BNL – key strength
- Event issues and reporting criteria is strong
- Injury and illness investigations is inadequate
- Lessons Learned Program's strengths:
  - Good coordinator program
  - Good distribution to BNL population
  - Active program that is well-received
  - Contributes to effective DOE-wide system
- Lessons Learned Program's weaknesses:
  - SME should be more involved
  - Lacking formal documentation process
  - Lacks visibility
  - Metrics should be developed to demonstrate effectiveness
- Lessons Learned Program's opportunities for improvement:
  - Formalize SME involvement
  - Strengthen procedures
  - Apply HPI principles to PPE
  - Increased rigor in implementation
  - Increased compliance with controls
- Inspection of Environment, Safety, and Health Programs
  - Need to do a better job of issues assessment and characterization; transparency and management of data; and documentation
- The Law of Initiative Fatigue
- BNL Won't Settle For Average

### **C. ORPS Reporting Process**

- Rod Hutto, SRS:
  - Reporting process is a distributed system, which means that each facility has its own Facility Managers for reporting.
  - There is a review cycle to make sure that occurrence reports maintain a level of quality.
- Ed Sierra, BNL:
  - Reporting process involves the following individuals: independent event categorizers, DDO staff as third party mediator of reportability decision if needed, and Ed/senior management review all reports prior to submittal..
  - Independent event categorizers determine event/condition reportability.
  - Categorizer discusses decision with owner (FM) seeking buy-in
  - If disagreement, DDO is briefed and final reporting decision is made, which has happened twice.
  - If reportable, senior Lab staff informed
  - Owner writes report with help from Ed
  - Ed and senior staff management review all reports prior to submittal
  - Ed facilitates quarterly Event Categorizer Workshops
  - Report submitted to DOE.
- Mark Hunsinger, LANL:
  - Reporting system is centralized, which means that one organizational group performs investigation and report writing functions for LANL.
  - Team in place to develop criteria, conduct investigation and report responsibly.
  - DOE manager and rep. along with Mark and his reporting team meet to review critique.
  - Mark and his team conduct root cause analysis and recommend corrective actions.
  - LANL's "LIMITS" database and the ORPS database are used to manage data, corrective actions, and their effectiveness.

- Lessons Learned is distributed as needed.
- No notifications to DOE for review.
- Final report sent to DOE within five days.
- Some LANL facilities are more cooperative than others with this investigative and reporting process.
- Sam Baker, Hanford:
  - Major Facilities own their own investigation and analysis processes.
  - Hanford has a centralized ORPS reporting office called the Occurrence Notification Center (ONC) for initial reporting of occurrences. These initial events are quickly sent to various organizations for review including communications, human resources, security and legal. The ONC also assists balance of plant facilities by submitting their reports to ORPS.
  - The ONC reviews final written Balance of Plant reports using a checklist verification system and sends back to the facility for correction and approval prior to the ONC submitting to ORPS.
  - DOE is always notified of events ASAP.
  - Facility reps often do not review final reports until they are submitted to ORPS. The reports are downloaded each night by the ONC and sent to the facility reps. This is deemed to meet the HQ reporting requirement since facility reps are also verbally notified of the events as soon as possible. Rarely can cause problems when the facility rep. wants changes to the report after it has been submitted to the system.
  - Hanford used to have many issues regarding communications between reporting staff and facility reps. This was alleviated by the ONC querying reporting facilities for each event concerning facility rep notifications. When facility staff is unable to complete the facility rep notification the ONC completes the notification to and on-call facility rep.
- Doris Frazier, BJC:
  - BJC has both a distributed (for report writing) and centralized (for report submittal) system.
  - Facility managers conduct investigations, categorize, and develop reports, eliciting assistance from BJC's QA engineers as needed.
  - Doris and Mildred Smith manage the reporting process, including communications to involved parties and actual submittal to the ORPS system.
  - Doris communicates to the facility managers and QA engineers to ensure their understanding of the reporting process and their reporting responsibilities, and assists as necessary to ensure that a quality report is submitted to the system.
  - BJC is a small facility, which is reflected in its reporting process.

#### **D. Occurrence Report Writing**

- Mildred Smith initiated an ORPS report writing discussion based on concerns with inadequacies in the quality of ORPS reporting.
- Some sites use templates and some don't.
- Some individuals simply don't write well. Using a template in these cases does not solve the problem of poor reporting through poorly written reports.
- The first paragraph of an ORPS report should quickly summarize the event so that DOE immediately identifies the issue(s).
- Report titles also raise concern; some are too long and some are too short.
- Consideration of an ORPS report writing course was discussed; however, it was determined that an "English 101" course is what is really required to effectively relay the needed information.

#### **E. Electrical Severity Measurement Tool and ORPS Reporting**

- Lloyd Gordon, LANL's Chief Electrical Safety Officer, described the Electrical Severity Measurement Tool.

- In development for two years.
- Now being used at many sites.
- Tool will assist occurrence investigations and electrical safety SMEs to better assess events, provide an opportunity for consistent investigation process, and help gather data for accurate categorization.
- Quantifies electrical standards, hazards and injuries.
- SMEs should be electrical engineers or hold a strong scientific background and understanding of electrical codes.
- SMEs using the tool should gather relevant data, i.e., electrical source, volts, amps, continuous power in Watts, energy stored in capacitor, frequency, and other hazards, e.g., acids, etc.; SME should understand the tool's color coding system; and should apply the data gathered (above) to the tool to generate answers.
- SMEs must be involved in the ranking process to maintain the integrity of the tool. When used properly with adequate PPE, the resulting scores will be consistent across the Complex.
- SMEs should rank and score on location of the event within two hours of initial notification.
- Tool uses a graded approach for categorizing hazardous electrical energy.
- Useful to both R&D and operations-based organizations.
- Addresses problems with reporting.
- Utilizes a two-part process: 1) determines a numerical score and ranking; and 2) produces a severity index component.
- Guidance for using the tool is on the way.
- A one page form designed to record the information needed for input to the tool, is in development.
- A database of Electrical SMEs complex-wide is available.
- There are limitations to this tool, which are available on the National Center for Excellence Web site for anyone to view.

#### **F. Performance Analysis Reporting Techniques and Issues**

- Rod Hutto handed out the SRS Performance Analysis Report (PAR), dated October 15, 2007, going over it briefly, and stating that SRS employs one FTE to spend one full month per quarter updating the PAR.
- Matt Allred, CWI, and Bill Leonard, RL, also discussed their site PARs.
- Doris Frazier, BJC, discussed her site PAR
  - She has been asked by DOE to demonstrate the process by which the PAR is developed.
  - Preparing the PAR to the standard that DOE is asking requires ~2,000 data points to be analyzed and verified, which is not realistic for Doris to accomplish on her own.
  - Currently trying to take 15+ months of data and correctly associate issues and events into categories.
  - Requires the assistance and knowledge of an SME to review the data and categorize the issues and events, and a senior management review board to review the final draft for approval.
- Jeannie asked if cause codes are used to trend data.
  - Bill, Rod and Doris all confirmed that they do use cause codes in trending.
  - Matt feels that cause-codes don't always reflect a complete picture; they're not adequately weighted and created a miscalculated data set. He prefers to take cause codes out of the equation.

#### **G. Guidance Material Developed to Aid in Reporting Criteria Understanding**

- Rod Hutto, SRS, provided the ORPS Task Group with a guidance document entitled, "ORPS and non-ORPS Reporting Criteria."

- The document is an excellent example of a DOE/SRS management-negotiated guidance document, which has been extremely helpful to SRS in establishing consistency in reporting.

#### **H. Discussion and Planning**

- Future conference call discussions:
  - EM guidance letter implementation
  - Inconsistencies in facility reps. final review of draft ORPS occurrence reports
  - Interpretations of non-reportable criteria
  - Performance Analysis Reporting issues to work through
- The Operating Experience Committee (OEC) WG is being chartered in response to a Defense Board recommendation.
  - The OEC will consist mainly of individuals identified as Operating Experience Coordinators, as defined in DOE O 210.2.
  - Discussion about whether or not the OEC should interface with EFCOG, as well as under the ISM Champions Council.
  - OEC may meet with EFCOG, but it requires its own meeting.
- Joe Yanek stopped by at the end of the day to ask for input to the ISM reorganization currently being considered. Contact Joe if you have comments/suggestions.