

Feedback and Improvement Subgroup CHARTER

Updated 7/25/08

Purpose

The purpose of this Subgroup is to foster the use of results from Feedback and Improvement processes to drive integrated performance improvements and enhanced risk management across the DOE complex.

Objectives

The objectives of the Subgroup are to:

- Seek out and promote successful programs, practices, techniques and computer applications in the areas of assessment, corrective action, lessons learned and other F&I-related processes utilized by the DOE, DOE contractors, other government agencies and their contractors and in the private sector.
- Promote the transition of Feedback and Improvement cultures to include both compliance-based and performance improvement focus.
- Facilitate the active exchange and integration of Feedback and Improvement processes such as Assessment, Oversight, Occurrence Reporting/Problem Identification, Causal Analysis, Corrective Action Systems, Performance Metrics, Trending and Lessons Learned / Operating Experience programs, Human Performance Improvement practices, procedures, and other pertinent information of common interest.
- Support the line ownership of: assessment results, development and execution of effective corrective actions, and communications of lessons learned
- Coordinate with other EFCOG Working Groups and Subgroups to ensure potential overlaps/conflicts concerning feedback and improvement efforts are minimized.
- Promote training in the areas of Feedback and Improvement processes.

Organization

Members of the Feedback and Improvement Subgroup will consist of designated representatives to the ISM Working Group and company sponsored Subject Matter Experts. Membership will be encouraged and selected to represent as many different and diverse companies as reasonably possible. Membership will be reviewed periodically, to ensure adequate subject matter representation is available to accomplish the objectives of the Subgroup.

Process

Regular communications (i.e., meetings, teleconferences, electronic mail, etc.) will be established and implemented with pre-prepared and distributed agenda. Subgroup business will be conducted primarily through these meetings and via individual telephone and electronic mail interactions. Occasional meetings of the Subgroup may be convened, as necessary, in conjunction with national ISM workshops, ISM Working Group meetings or other Complex-wide gatherings. The subgroup charter will be reviewed annually. Changes to the charter require approval on the ISM Working Group chair.

7/25/08