

# **ORPS Feedback/Improvement Workshop**



## **“A Cultural Shift” Review-Based versus Event-Based Focus for Performance Improvement**

Joe Yanek, WSRC

3-17-04

# Objective



- Shifting from an Event-Based to a Review-Based Culture in Order to:
  - Improve Performance, and, Prevent the Occurrence of Significant Problems, Issues and Events, by,
  - Leveraging the Re-designed ORPS System

# Key Assumptions/Success Factors

- Companies have a Robust Assessment Program In-place which is being Effectively Implemented
  - Both Independent and Management Assessments
- Companies have a Robust Corrective Action Program In-place which is being Effectively Implemented
- Companies have Adopted the INPO Principles for Self - Assessment and Corrective Action Programs
- Companies have Implemented a Performance Analysis/Assurance Process that Utilizes all Available Review-based and Event-Based (ORPS) Data
- Company Processes are Integrated with the PAAA Program

# Performance Analysis/Assurance - Key Elements

- Available Collection of Performance Data (Min. 12 Months)
  - Review-based & Event-based
- Identification of Potential/Actual Recurring Problems
  - Defined Data Element Groupings, Pre-established Criteria, etc.
- Senior Management Leadership
  - Positive Reinforcement for Identification of Recurring Problems
    - Typically Precursors to More Serious Problems, Issues, Events
- Clear Identification of Areas (Non-recurring) Warranting Follow-up Action
  - Integration with Company Assessment Programs
- Appropriate Processing of Recurring Problems in Company Corrective Action System, ORPS (Events) and PAAA/NTS (If Applicable)

# Process Flow



- See Attached Flowchart

# Proposed DOE/EFCOG Path Forward

- Build on ORPS Project Re-design Elements
  - Apply New Causal Analysis Process to Review-Based Problems/Issues
  - Adopt Significance Categorization Process for Assessment Programs
    - Consider Universal Application of ORPS 4 -Tier Significance System
  - Integrate with Proposed DOE Operating Experience Review Process
  - Implement Effectiveness Review Process for Significant Problems
- Develop/Incorporate Implementation Elements in DOE or EFCOG Guidance for Use by Contractor Community
  - Joint DOE HQ/EFCOG (ISM/PAAA Working Groups) Initiative
  - Leadership Team/Special Task Team
- Host Initial Leadership/Task Team Meeting at Upcoming EFCOG ISM WG Mtg (Week of 5/10) at DOE Nevada Training Facility