

DOE Informal Survey: Top QA Issues to Work

- Senior Management commitment to Quality Improvement (11 similar responses)
- Management understanding of their responsibility for QA (2 similar responses)
- Standardization – currently using too many standards in procurement documents to sub tiers (e.g., NQA-1 vs. ISO for the same application)
- Much, much better graded approach program that works for internal structures as well as goods & services procured
- DOE site office QA is understaffed (Contractor XYZ takes advantage of this and does not implement a site QA program) (4 similar responses)
- Contract XYZ (present) does not invoke monetary PAAA fines and therefore has not implemented a site QA program
- Need rigorous self-assessments implemented that: (1 similar response)
 - Have management commitment
 - Results are acted upon
 - Designed/implemented in a manner that provides a “look forward” to precursors
- Consistency in implementation expectations from DOE of QAPs (Partnership with DOE) (1 similar response)
- Quality Improvement (7 similar responses)
 - Corrective Action
 - Comprehensive preventative action program
 - Continuous improvement
 - Extent of Conditions
 - Communication and Feedback/Share LL & BMP’s
 - Consistent interpretation of ORPS Criteria for reporting
- Better integration/application of QA tools/techniques to business processes (1 similar response)
- Implementing QA from the top down – understanding that QA is integrated (3 similar responses)
- Clarify and simplify procedures
- Stop changing management on projects

- Set cost/scope/schedule/technical baseline and STICK TO IT
- Disconnect between policy/process as documented and as performed (1 similar response)
- Re-establish independence of QA from “top down” in organization (3 similar responses)
- Refocus QA Resources on “prevention” versus “checking”
- Management assessment (2 similar responses)
- Subcontractor oversight
- QA Resources (2 similar responses)
- Start-up of an internal QA organization
- Strong Program-weak implementation in the field organizations
- Qualification and training (1 similar response)
- Audits (1 similar response)
- Exchange of supplier evaluation information
- Uniform application/interpretation of DOE Orders
- Have DOECAP and DOELAP integrate and identify which labs, TSDFs and other suppliers that no longer require audits by contractors due to DOE approval
- More quality focus on field activities
- More focus on fixing systems (less on placement of blame on individuals)
- Coordinated Priorities (program, ES&H, QA)
- Coordinated requirements for: Assessments, ISM/QA
- A more detailed definition of the software systems that will be covered by 414.1C. Does it involve nuclear and/or non-nuclear safety systems? Does it cover nuclear and non-nuclear facilities?
- A more detailed definition of the activities that are covered by DOE O 414.1C