

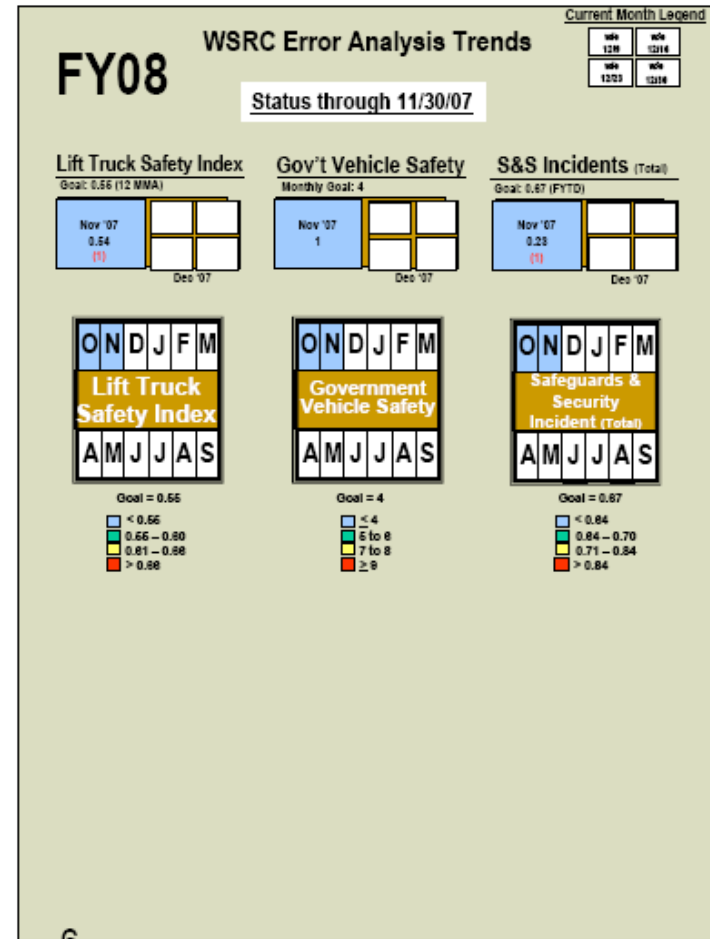
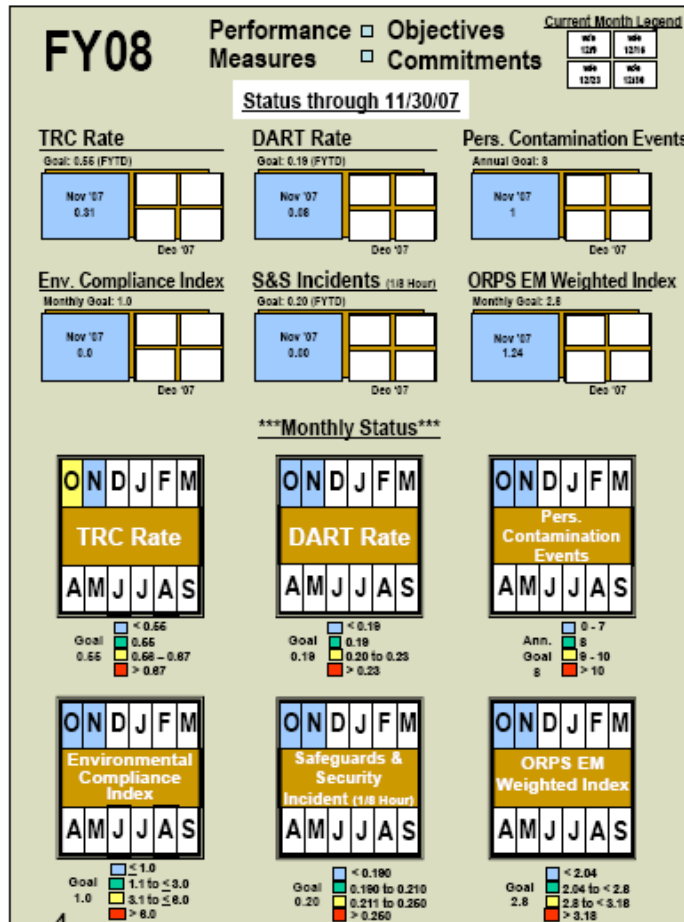
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**WSRC POSITIVE SECURITY  
METRICS – Nov 2007  
EFCOG Security Working Group  
Security Metrics Task Team  
Pantex - Amarillo, Texas**

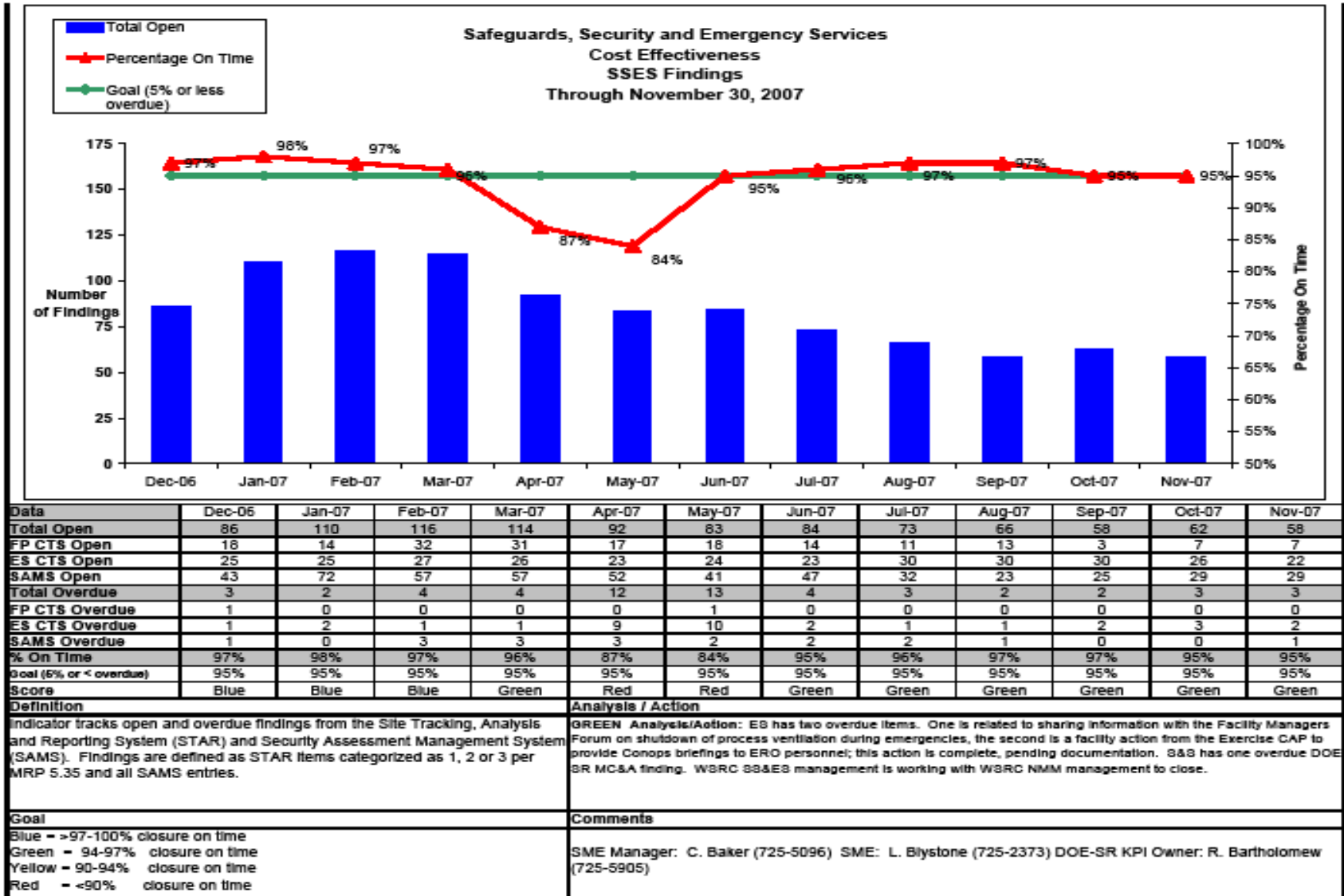
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**Presented on behalf of WSRC S&S  
by Jeff Jay  
Washington Savannah River Company  
December 12-13, 2007**

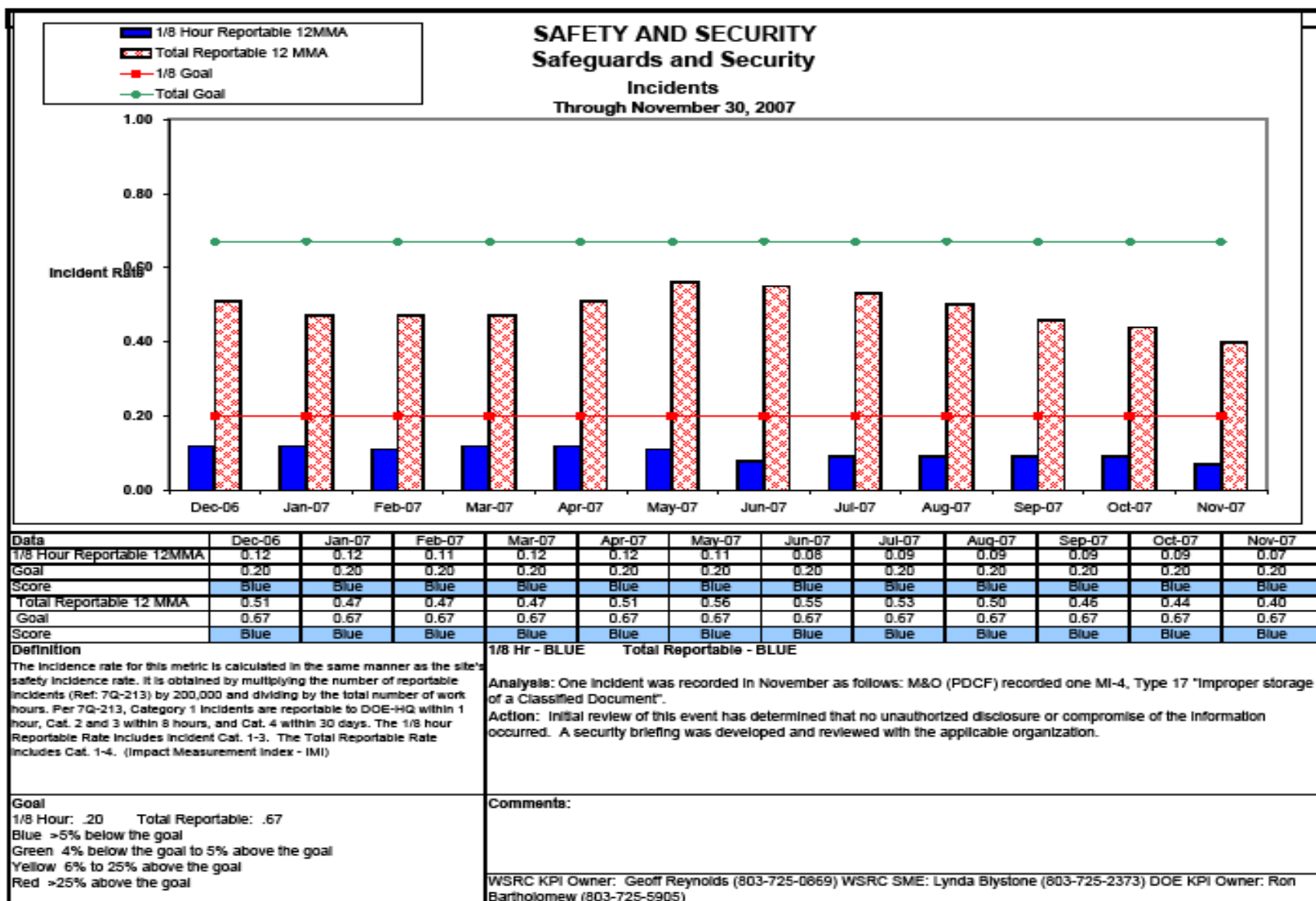
# S&S Performance – Part of Broader Performance Base



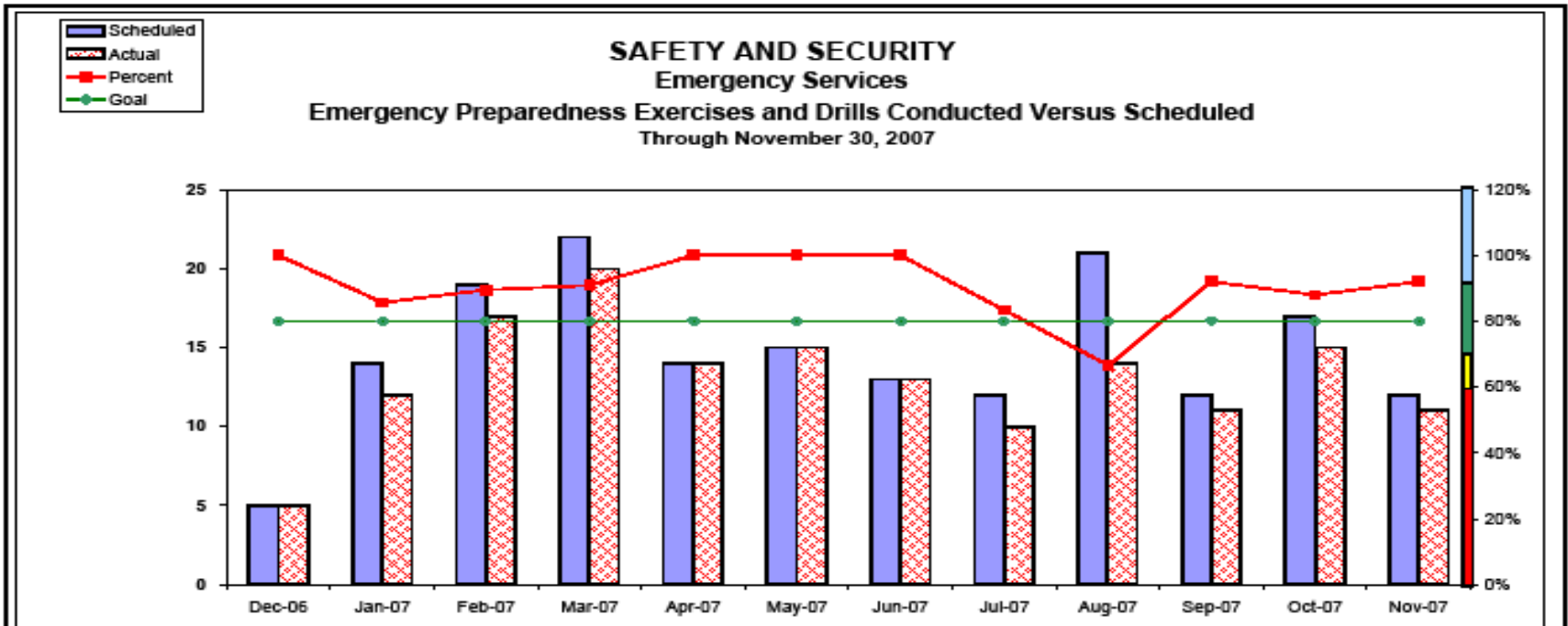
# SS&ES Cost Effectiveness – Open Findings



# SRS Security Incidents



# EP Exercises/Drills Scheduled vs. Conducted



Data	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07
Scheduled	5	14	19	22	14	15	13	12	21	12	17	12
Actual	5	12	17	20	14	15	13	10	14	11	15	11
Percent	100%	86%	89%	91%	100%	100%	100%	83%	67%	92%	88%	92%
Goal	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Score	Blue	Green	Green	Blue	Blue	Blue	Blue	Green	Yellow	Blue	Green	Blue

**Definition:**  
This indicator depicts the number of exercises and drills scheduled each month versus the number actually conducted.

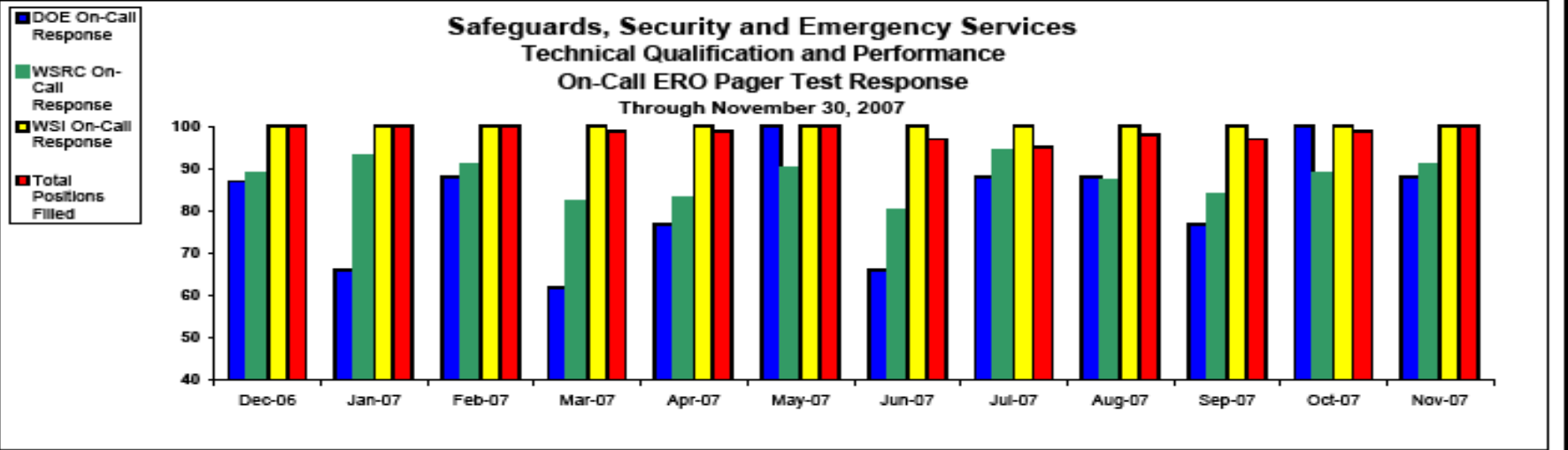
**BLUE**  
**Analysis:** Eleven of twelve scheduled drills were conducted and documented. One TEF drill was canceled by Facility Mgmt due to ongoing facility work.  
**Action:** Continued monitoring of the site drill calendar to ensure adequate ERO qualification opportunities exist.

**Goal:**  
Blue - > 90% of scheduled drills conducted  
Green - 70-90% of scheduled drills conducted  
Yellow - 60-70% of scheduled drills conducted  
Red - <60% of scheduled drills conducted

**Comments:**  
The bar on the right (showing green, white, yellow, and red) is for the right y axis.  
  
KPI Owner: Geoff Reynolds (5-0869) SME: Lynda Blystone (5-2373) DOE-KPI Owner: John Merrick (5-5543)

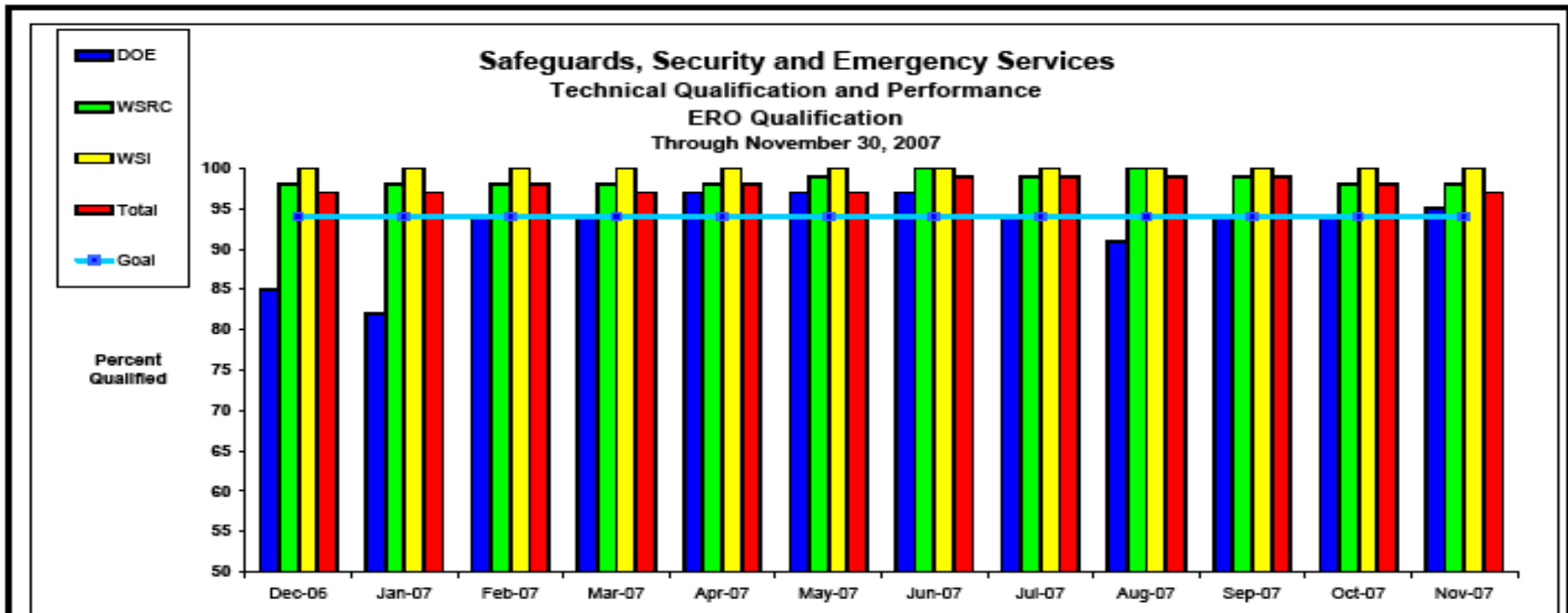
# SS&ES On-Call ERO Performance Test

**Safeguards, Security and Emergency Services  
Technical Qualification and Performance  
On-Call ERO Pager Test Response  
Through November 30, 2007**



Data	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07
DOE On-Call Response	87	66	88	62	77	100	66	88	88	77	100	88
DOE Score	Green	Yellow	Green	Yellow	Yellow	Blue	Yellow	Yellow	Green	Yellow	Blue	Green
WSI On-Call Response	100	100	100	100	100	100	100	100	100	100	100	100
WSI Score	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue
WSRC On-Call Response	89	93	91	82	83	90	80	94	87	84	89	91
WSRC Score	Green	Blue	Blue	Green	Green	Blue	Yellow	Yellow	Yellow	Yellow	Yellow	Blue
Total Positions Filled	100	100	100	99	99	100	97	95	98	97	99	100
<b>Definition</b>	Indicator depicts ERO readiness by tracking the percentage of on-call ERO personnel responding to monthly pager tests. Minimum staffing is defined in EPIP-6Q-300 (Figure 3)						<b>Analysis / Action</b> <b>BLUE</b> Analysis (of WSRC data): All WSRC positions filled. Action: Persons who were on call and did not respond have been contacted and reminded of their responsibility.					
<b>Goal</b>	Blue - 100% Minimum Staffing / 100% Positions Filled / >90% On-Call Response Green - 100% Minimum Staffing / 100% Positions Filled / <90% On-Call Response Yellow - 100% Minimum Staffing / <100% Positions Filled / or < 80% On-Call Response Red - <100% Minimum Staffing.						<b>Comments</b> Aug-07 Total Positions Filled was corrected from 88 to 98%. Manager: John Riley (5-8786) SME: Lynda Blystone (5-2373) DOE-SR KPI Owner: John Merrick (8-8010)					

# ERO Qualifications



Data	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07
DOE	85	82	94	94	97	97	97	94	91	94	94	95
DOE Score	Red	Red	Green	Green	Blue	Blue	Blue	Green	Yellow	Green	Green	Green
WSRC	98	98	98	98	98	99	100	99	100	99	98	98
WSRC Score	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue
WSI	100	100	100	100	100	100	100	100	100	100	100	100
WSI Score	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue
Total	97	97	98	97	98	97	99	99	99	99	98	97
Total Score	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue

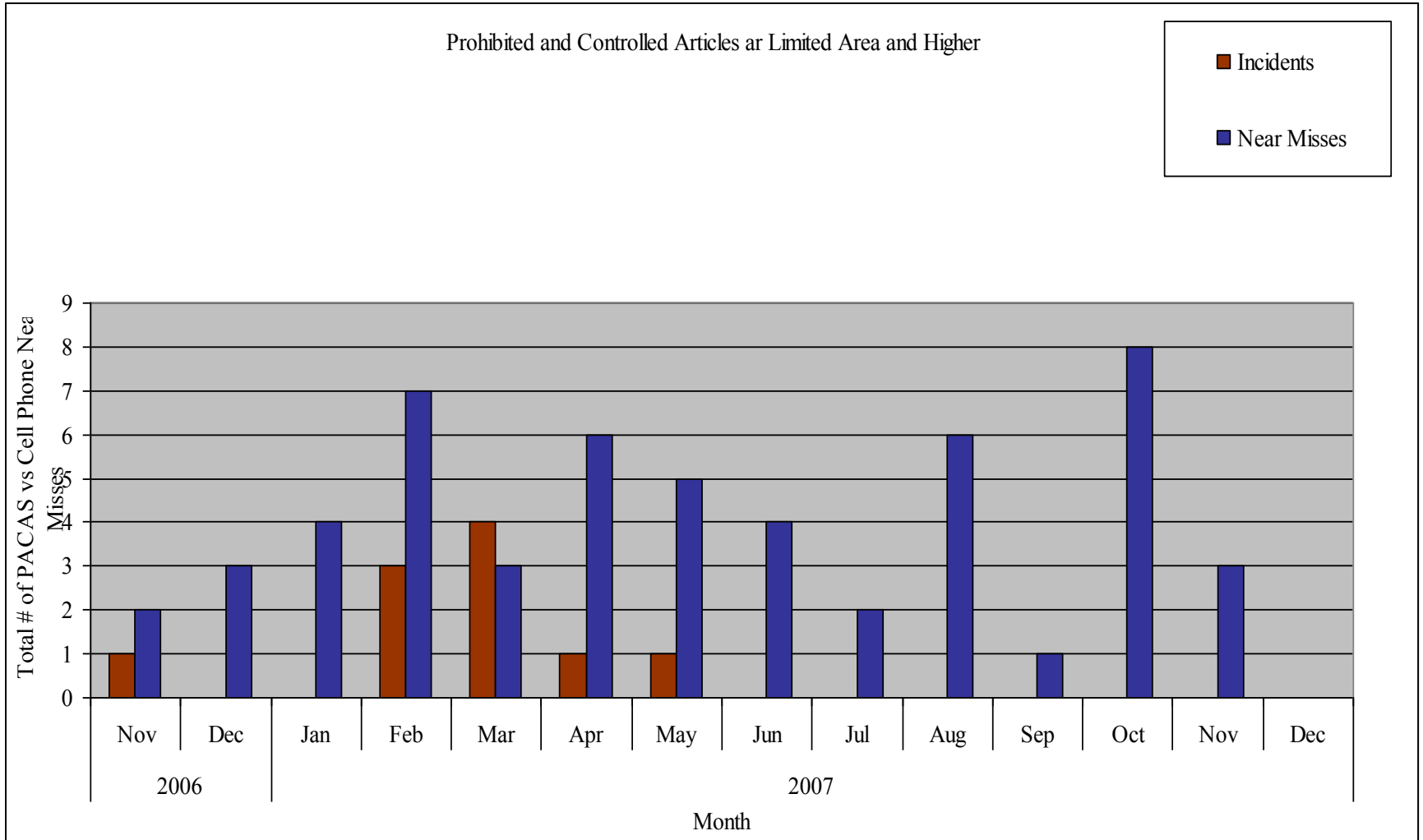
Indicator depicts ERO readiness by tracking member qualifications. Percentages reflect classroom and drill participation of primary and alternate members.

**BLUE**  
**Analysis (of WSRC data):** Site and facility drills continue to provide adequate requalification opportunity.  
**Action:** Individual ERO members are notified of their qualification status (Qual Expires In 3 months/Out of Qual) on a monthly basis.

**Goal**  
 Blue - 97-100% qualified  
 Green - 94-96% qualified  
 Yellow - 88-93% qualified  
 Red - <86% qualified

**Comments**  
 35 of 37 DOE members qualified  
 273 of 280 WSRC members qualified  
 15 of 15 WSI members qualified  
 323 of 332 ERO members qualified  
 SME Manager: Steve Nashatker (5-5173)  
 SME: Lynda Blystone (5-2373)  
 DOE-SR KPI Owner: John Merrick (5-5543)

# PACA INCIDENTS







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# POSITIVE SECURITY TRENDS

- ***Over the past twelve months WSRC has recognized a number of positive trends***
    - Decrease in all types of WSRC Security Incidents
    - No cell phone incidents during the past six months
    - Achieved by more management emphasis on security requirements and an enhanced security awareness programs
  - ***Significant reduction of WSI-SRS open maintenance work orders that require WSRC support***
    - Reduced by more than 60% over the last 4 months, no high priority WSI-SRS maintenance items open
    - Achieved by development of a maintenance list updated on a weekly basis and improved coordination between WSI-SRS and WSRC
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# P-D-C Approach to Business Improvement

- EFCOG SWG challenged to produce set of key metrics that represent leading, real-time and lagging indicators
    - Prevention/Leading – evidence of staying ahead of weaknesses (prevention of errors leading to events)
    - Detection/Real-time – evidence of weaknesses (detection of event precursors)
    - Correction/Lagging – evidence of failure (correction of event causes)
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# Prevention Elements

- Establish mission and goals consistent with high management standards for event free performance
  - Train individual contributors, supervisors and managers on comprehensive error prevention technology
  - Establish an accountability system to instill behaviors consistent with mission and goals
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# Detection Elements

- Leading, Real Time and Lagging Indicators
  - Self Assessment and Independent Assessment Programs
  - Periodic Common Cause Analysis to identify error causes in organizations, processes and key activities
  - Management and Supervisory Observation Programs
  - Lessons Learned from Operating Experience
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# Correction Elements

- Open and free problem reporting environment
  - Technology-based Root Cause Analysis Program for significant events and significant adverse trends
  - Technology-based cause analysis training for managers and root cause analysts
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# SUMMARY

- Metrics represent the Management Radar Screen
    - Represents “Get-well, stay-well” programs
    - Metrics serve as management aptitude test – test knowledge and skills of management team to understand what data is saying
    - Seasoned management team with solid root-cause analysis program is key to successfully navigating business pitfalls and human error impacts
  - Good metrics and analysis make a difference in performance
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