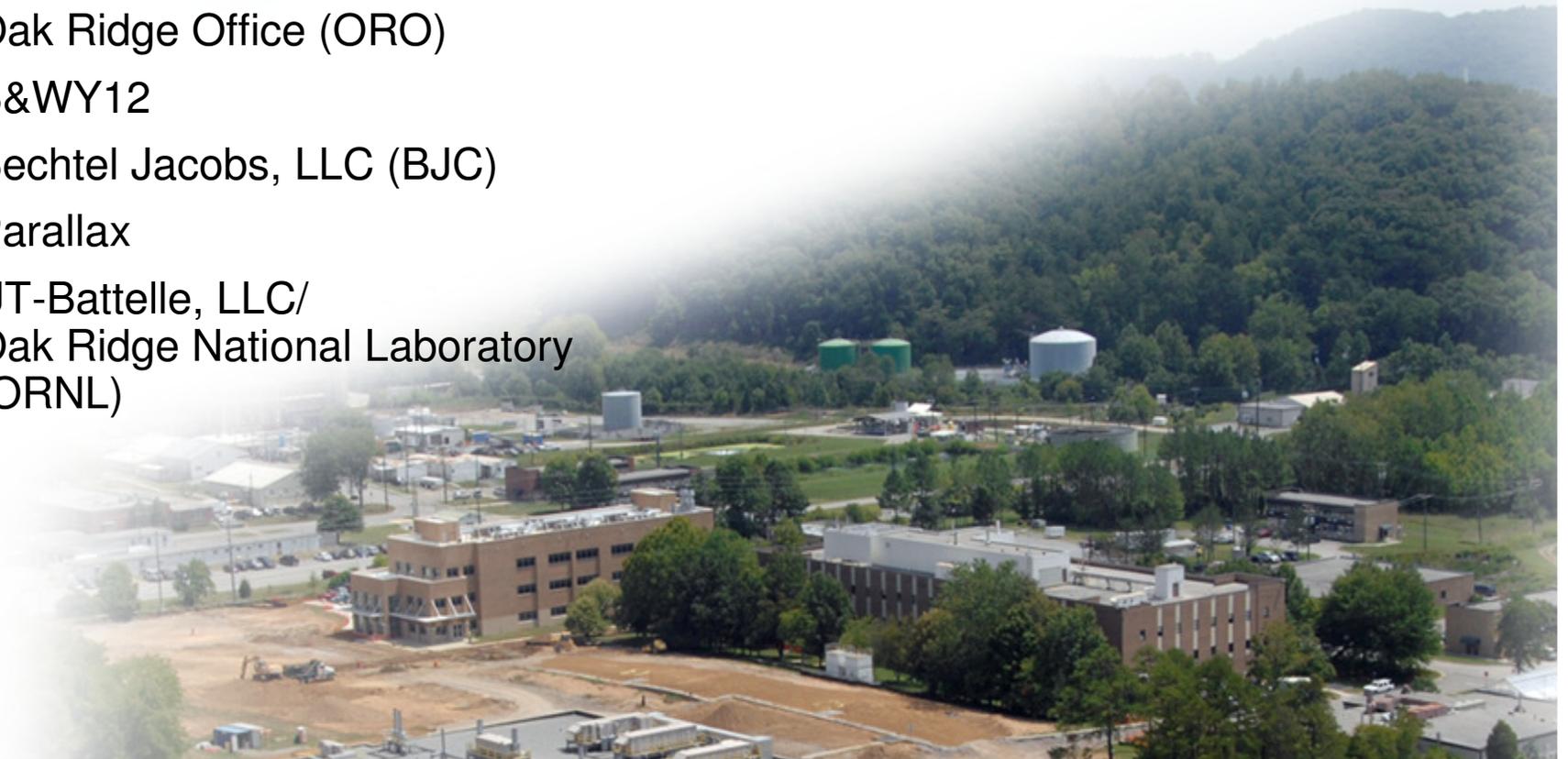


Oak Ridge Office Operational Experience Best Practices/Success Stories



DOE Operating Experience Program

- **The Department of Energy (DOE) Health, Safety, and Security (HSS) Office** has established an infrastructure for capturing, distributing, and archiving good work practices from around the complex. These Operational Experience (OE) and Lessons Learned (LL) are applied for continuous improvements at the individual sites.
- **The Oak Ridge sites include:**
 - Oak Ridge Office (ORO)
 - B&WY12
 - Bechtel Jacobs, LLC (BJC)
 - Parallax
 - UT-Battelle, LLC/
Oak Ridge National Laboratory (ORNL)



Oak Ridge Office (ORO) Operating Experience/Lesson Learned Program Success Stories

- Oak Ridge Office (ORO) developed and maintains a reference binder for Operating Experience (OE) and Lessons Learned Program (LL) Program Reference Material that is provided to all ORO Federal OE/LL coordinators and contractor LL coordinators
- ORO conducts and promotes site-wide OE Coordinators (federal and contractor) meetings to share program information and to promote communication between the coordinators from various programs and contractors
- ORO developed a [SharePoint “Metrics” Team Site](#) is to share documents, OE metrics, conference meeting minutes, etc.



SharePoint “Metrics” Team Site

The goal of the OEP SharePoint Metrics Team Site is for capturing OEP metrics to measure program performance and evaluate the effectiveness of actions implemented from lessons learned.

The OPEX Team site accomplishes this by:



1. Offering an easily accessible repository for team submittal of lessons learned metrics and examples of program adherence to DOE O 210.2.
2. Sharing ideas and brainstorming through team collaboration blogs.
3. Providing charting tools for establishment of team dashboards. Charts aid in evaluating trends and comparisons of metrics.
4. Generally providing a site where team members can meet and share electronic documentation and correspondence to expedite generation of ideas and creation of deliverables.

SharePoint “Metrics” Team Site

OPEX Team Site
Site Actions

View All Site Content

OPEX Metrics Dashboard

Documents

- Shared Documents
- Report Library
- Presentation Library
- Document Library

Lists

- Calendar
- Tasks

Pictures

- Picture Library

Discussions

- Team Discussion

Sites

People and Groups

[Recycle Bin](#)

Operating Experience Committee Team Site

Operating Experience Library

- Metrics 3.25.09 (T. Cochran)
- OEC Meeting Minutes
- Security Metrics (David Mullen)
- Example Metrics
- OEC Spring 2009 Conference
- OEC CRADs (Steve Chalk)

Safety Advisories

SA Issue #	Safety Advisory Title
2009-03	Safety Advisory signed - Defective Ammunition
2009-02	Recall of Defense Technology Distraction Devices
2008-04	QA HEPA Filter Rejection Rates
2008-02	Accident Prevention: Hanford Tank Farms S-102 Waste Spill
2008-01	Beryllium Exposure Awareness
2007-07	Coping with Post-Traumatic Stress
2007-06	SEELER Exothermic Torch
2007-05	Application of 10 C.F.R. 707 Workplace Substance Abuse Programs at DOE Sites
2007-04	Readiness Review Weaknesses
2007-03	OSHA Revises its Electrical Installation
2007-02	Safety Culture Weakness Cited in BP Accident
2007-01	Valley Fever
2006-05	Revised OSHA Assigned Protection Factors
2006-04	Stakeholder Sensitivity to Tritium Releases
2006-03	Explosion and Fire at Texas Chemical Plant Result from Faulty Welds
2006-01	Texas City Refinery Update: The Price of Safety Complacency
2005-03	Incorrect Units Found in Versions of DOE Regulations
2005-02	DOELAP Advisory: Configuration of Dosimeters
2005-01	Avian Influenza - Health Information for the DOE Traveler

Safety Bulletins

SB Issue #	Safety Bulletin Title
2008-03	Reporting Work-Related Heart Attacks
2008-02	Quality Assurance Concern at Wright Industries, Inc.
2008-01	Counterfeit Square D Circuit Breakers
2007-08	Silica Dust Exposure
2007-07	Automated External Defibrillators
2007-06	Avoiding Unwanted Chemical Reactions



Site Contact

SterlingMA@oro.doe.gov
Sterling, Michael Andrew

Site Users

- Alp, Asu
- Bradley, Joanne Schutt
- Clarke, Debra J
- Cochran, Teresa J
- Drago, Joseph P
- Ginn, Floyd Lester (Les)
- Hamilton, Robert Lane
- McVey, James T
- Monroe, Harold James
- Mullen, David N
- Perry, Teresa C
- Selman, Charles
- Sterling, Michael Andrew
- Taylor, Karen W

Add new user

Tasks

Title	Assigned To
Development of OPEX Team Site	Sterling, Michael Andrew

Add new item

User Tasks

Type	Task	Item Link	Due Date
<input checked="" type="checkbox"/>	Development of OPEX Team Site		5/13/2008 12:00 AM

Links

- DOE LL Coporate Database

Add new link

OEC Metrics Team SharePoint Site: Sharing of Metrics

OPEX Team Site Site Actions

View All Site Content

OPEX Metrics Dashboard

Documents

- Shared Documents
- Report Library
- Presentation Library
- Document Library

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- Picture Library

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Operating Experience Committee Team Site

Operating Experience Library

Metrics 3.25.09 (T. Cochran)

OEC Meeting Minutes

Security Metrics (David Mullen)

Example Metrics

OEC Spring 2009 Conference

OEC CRADs (Steve Chalk)

Safety Advisories

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OPEX Team Site Site Actions

OPEX Team Site > Report Library > Metrics 3.25.09

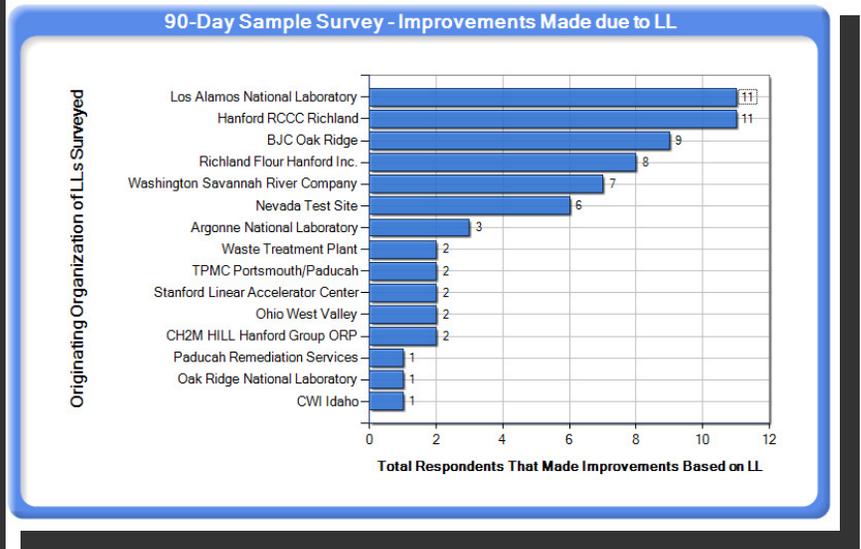
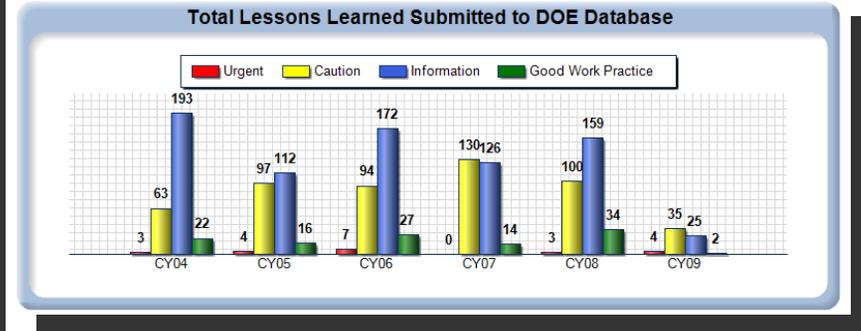
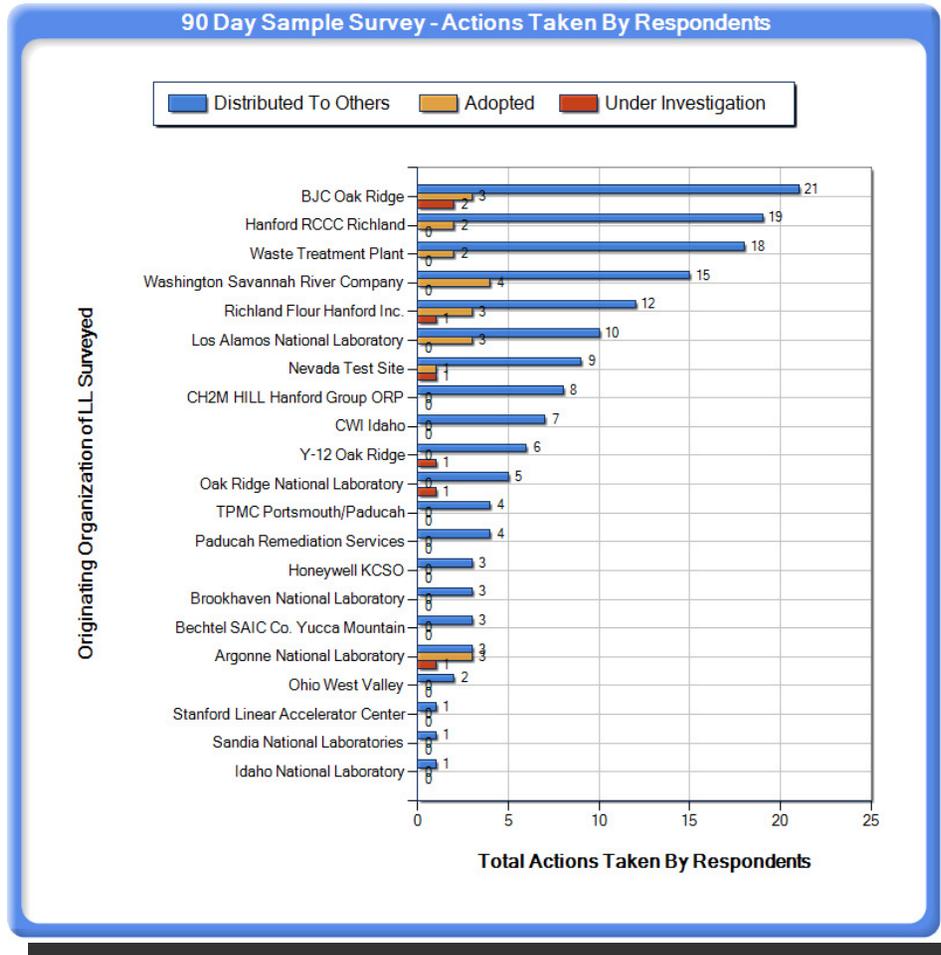
Report Library

OPEX Report Library

New Upload Actions Settings View: **Current reports**

Type	Name
	Ettlinger
	HILLS Feb 2009 Trends (Gerry Whitney)
	JLab COE metrics
	Metrics Final (Teresa Cochran, ORNL) 110707
	FY08-09 LL Assessments32509
	SelfAssessChart

OEC Metrics Dashboard Examples: Sharing of Metrics Charts



B&W Y-12 Lessons Learned Program Best Practices

Designated Lessons Learned Coordinators

- Forty-three (43) LL Coordinators representing 90 organizations.
- Quarterly meeting discussion on new initiatives/strategies for communication/utilization of LL.

Enhanced B&W Y-12 Lessons Learned Data System

- Database tools for creating/submission of LL document
- *Writing Tips, Fact Sheets*, links to *Related Sites* with resources
- Organizational *LL Coordinators*, and LL program contacts

Lessons Learned Web-based Training



Bechtel Jacobs Company LLC (BJC) Operating Experience/Lessons Learned Program Success Stories

Senior Management support of a Program can impact the success of the any program

The BJC Operating Experience/ Lessons Learned Program (OPEX) has consistently had the support of Senior Management during its existence.

An annual “State of the Union” meeting with the BJC President/ General Manager and other senior managers takes place to discuss current OPEX Program Issues & Improvements, Focus Areas, and potential Program Challenges for the upcoming year. Assistance is provided as needed throughout the year.

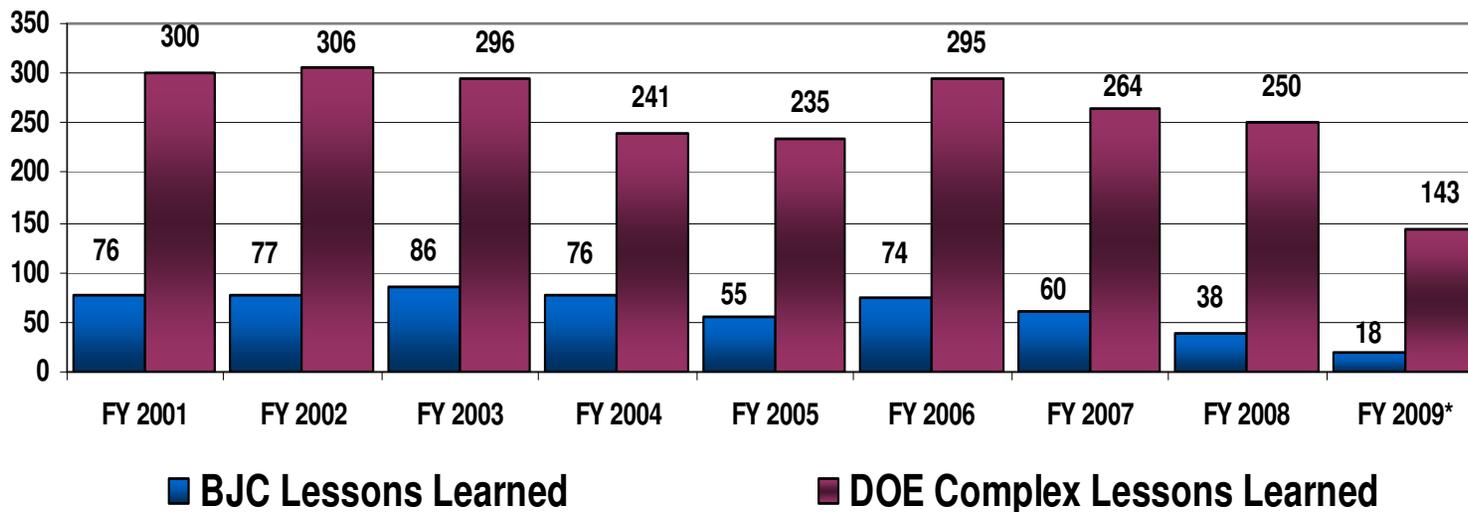


Bechtel Jacobs Company LLC (BJC)

Operating Experience/Lessons Learned Program

Success Stories

BJC has successfully shared Operating Experiences and Lessons Learned with the DOE Complex for over a decade. In the past 8 years, BJC has annually contributed an average of 25% of the lessons in the DOE LL Program.



Data from DOE Complex Issued Lessons Learned
(*10/01/08 - 03/31/08)

Operating Experience/Lessons Learned Program Success Stories

- As a service to the DOE complex, Parallax issues a daily e-mail called *Items of Interest* with timely OE and safety-related information, DOE reports, and external links.
- *Items of Interest* provides the latest news in the following areas:
 - New/revise federal regulations
 - New/revise DOE directives, rules, guides, and technical standards
 - Lessons learned
 - DOE ISM Program
 - Defense Nuclear Facilities Safety Board actions
 - Price-Anderson Amendments Act enforcement actions
 - Office of Health, Safety, and Security documents
 - Occupational Safety and Health Administration interpretations
 - Anything else that is new which might be of interest to DOE and its contractors
- The publication goes directly to 300+ subscribers across the complex and is disseminated by them to the people in their company who can use the information. It is currently received by 3 Headquarters Program Offices, 15 site offices, and 40 contractors.



Parallax

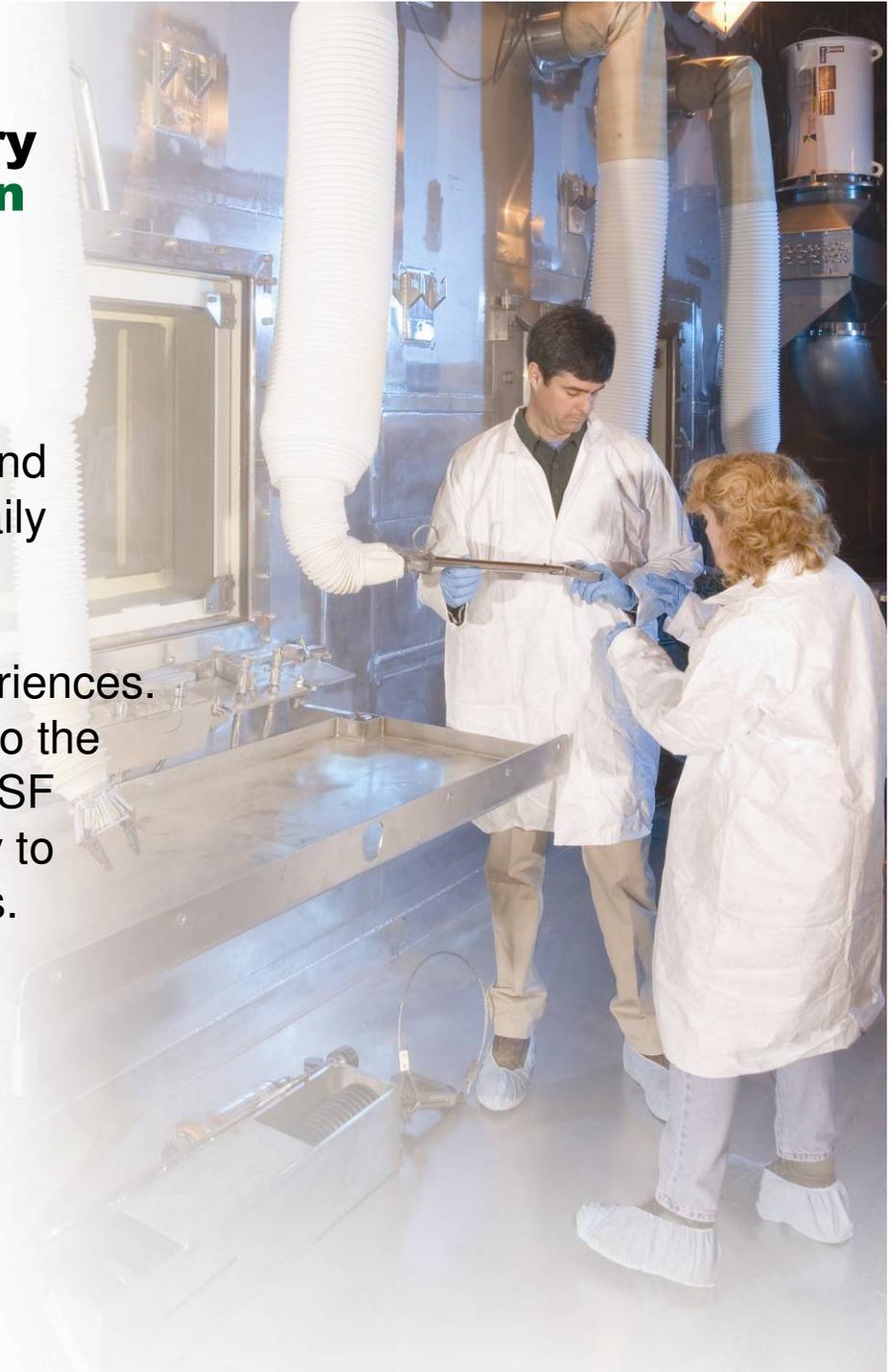
We're part of the solution



Oak Ridge National Laboratory Operating Experience/Lesson Learned Program Success Stories

FY09

Seventy percent of the ORNL internal LL and Safety Flashes (SF) are generated from daily operational experiences that include assessments, Management System Observations, and external operating experiences. This indicates that ORNL staff is attentive to the evaluation of day-to-day issues for LL and SF opportunities and is improving the formality to capture and report operational experiences.



Oak Ridge National Laboratory **Operating Experience/Lesson** **Learned Program** **Success Stories**

January 2009

An ORNL Heavy Equipment Maintenance Supervisor reviews a Brookhaven National Lab LL titled “Inspect E-Ride Vehicles for Maintenance Defects” and immediately contacts the manufacturer. Both the supervisor, procurement, and LL Coordinator work in tangent to identify all E-ride vehicles on the ORNL campus. The Supervisor contacts all ORNL vehicle owners and schedules in-house maintenance to correct the defect. All four vehicles repaired by February 2009.



Oak Ridge National Laboratory Operating Experience/Lesson Learned Program Success Stories

Inside ORNL > ESH&Q > Quality Systems and Services Division > Recalls And Notifications

Recalls And Notifications

Recalls And Notifications

[View All Site Content](#)

Documents

- [Documents for Review](#)
- [Images](#)

Lists

- [All Recalls and Notifications](#)
- [Search Recall Categories](#)
- [Recall Lessons Learned](#)
- [External Recall Sites](#)

Discussions

Sites

People and Groups

 [Recycle Bin](#)

Search Recall Categories

- Chemicals
- Computers, Hardware
- Computers, Software
- Electrical
- Electronics
- Equipment, Mechanical
- Materials
- Phones

[Add new link](#)

Announcements

Welcome to the New Recall and Notifications Website!
by Cochran, Teresa J.

6/3/2009 8:42 AM

A Recall Database has been built as a tool to share manufacturer notifications and government recall articles with Laboratory staff. Previously there was no central location for researchers and workers to review items which had been recalled....

[Add new announcement](#)

FY09

In August 2009, a Recalls and Notification Database was created to be shared with Laboratory staff. The Recall Database and the Lessons Learned Program are two tools adding value by preventing safety issues from ever occurring.

Oak Ridge OE Points of Contact

- ORO DOE - Teresa C. Perry PerryTC@oro.doe.gov
- ORO DOE (alternate) – Katatra Vasquez
- ORO DOE Share Point Contact: Michael Sterling sterlingm@oro.doe.gov
- Bechtel Jacobs - Joanne Schutt Bradley Bradleys6u@bechteljacobs.org
- B&WY12 – Susan Gilliam gilliamsa@y12.doe.gov
- Parallax – Karen Brown kcbrown@energysolutions.com
- UT-Battelle, LLC / ORNL – Teresa Cochran cochrantj@ornl.gov
- UTB-Battelle, LLC / ORNL (alternate) – Elaine Patterson pattersonem@ornl.gov

