



Society for Effective Lessons Learned Sharing (SELLS)

March 2005

This fact sheet was developed by the Society for Effective Lessons Learned Sharing (SELLS) to support Department of Energy, National Nuclear Security Agency, and contractor Lessons Learned Programs.

Description

The Lessons Learned system enables the DOE/NNSA community to easily share lessons learned information to facilitate adopting good work practices and preventing recurrence of adverse events.

Users enter lessons learned into the system by posting text to a Web-based form. Preliminary information can be posted then updated later if necessary so subscribers receive the most current and complete information possible.

Upon system administrator approval, lessons learned are entered into the database. Summaries of new lessons learned are sent to subscribers daily, weekly, or monthly as desired.

Subscribing

To subscribe to the lessons learned system go to <http://www.eh.doe.gov/DOEll/reqProfile1.asp> and apply for a password. Once you have your password, you will be able to log onto the system and select which functional categories of lessons learned you wish delivered to you. You can also select daily, weekly, or monthly summaries.

Format and Priority

A copy of the Lessons Learned Template and a brief discussion of the information in the template fields are included in this Fact Sheet. More

complete guidance is available in DOE-STD-7501-99, *The DOE Corporate Lessons Learned Program* and on the DOE Lessons Learned Web site (<http://www.eh.doe.gov/ll>).

To assist subscribers in quickly evaluating Lessons Learned, each is assigned a priority descriptor that signifies the urgency of the information in the lessons learned and the potential impact it has had, or could have, on operations. Specific guidance for selecting priority descriptors is provided in the Lessons Learned Standard. That guidance is summarized below

- **RED/Urgent** lessons learned contain information from actual events that have seriously affected worker or public safety, involved significant violations of federal or state laws, or resulted in major loss or damage to equipment, property, or facilities.
- **YELLOW/Caution** lessons learned describe an injury, temporary disability, uncontrolled release of moderate size, violations of law with minor penalties, significant non-compliance with DOE orders or regulations, or a potential event that may have affected the public had it occurred.
- **BLUE/Information** lessons learned contain information that may benefit others (e.g. foster better compliance with environmental regulations, improve management performance, or benefit public relations).
- **GREEN/Good Work Practice** lessons learned describe actions

or activities that improve operations, compliance, efficiency, performance, or promote benefits to the public.

Regardless of the priority level assigned, originators are responsible for evaluating their lessons learned information against DOE/NNSA information security requirements before entering documents into the system. Subscribers are also responsible for ensuring that all messages received from the push system are appropriately handled at their individual sites. Questions regarding a specific lessons learned should be directed to the contact person indicated on the message, not to the listserver administrator.

Using Lessons

The SELLS maintains a Lessons Learned Information Screening Guide Fact Sheet to help site lesson learned personnel assess the applicability of information from multiple sources, including the push system described above. That screening guide and other Fact Sheets are available on the DOE Lessons Learned Web site.

Contact Information

For more information about this fact sheet or the lessons learned process, please contact:

LL.Program.Office@eh.doe.gov

Lessons Learned Program Fact Sheets, by the Society for Effective Lessons Learned Sharing (SELLS), are available from the DOE Lessons Learned Web Site:

<http://www.eh.doe.gov/ll/sells/faq.html>

Lessons Learned Template

Title: _____

Date: _____

Identifier: _____

Lessons Learned Summary: _____

Discussion of Activities: _____

Analysis (May be incorporated into the Discussion): _____

Recommended Actions: _____

Estimated Savings/Cost Avoidance (if applicable): _____

Priority Descriptor: _____

Work / Function(s): _____

User-Defined Category: _____

Hazard(s): _____

ISM Core Function(s): _____

Originator: _____

Contact: _____

Authorized Derivative Classifier: _____

Reviewing Official: _____

References: _____

Lessons Learned Template - Field Descriptions

Title:	Title of the lesson learned.
Date:	Date the lesson learned was issued.
Identifier:	Unique identification number to assist in referencing a lesson learned. Should include calendar year, operations office identifier, organization or field/area office/contractor identifier, and a sequential number (e.g., 1998-CH-BNL-0019; 2000-ID-BWXT-0118).
Lessons Learned Summary:	Statement that summarizes the lesson(s) learned from the activity.
Discussion of Activities:	Brief description of the facts which resulted in the initiation of the lesson learned.
Analysis:	Results of any analysis that was performed, if available.
Recommended Actions :	A brief description of management-approved actions which were taken, or will be taken, in association with the lesson learned.
Estimated Savings/Cost Avoidance:	If the lesson learned is implemented, an estimate of the savings from the application of a good work practice or the costs avoided from the prevention of a similar event.
Priority Descriptor:	A descriptive code that assigns a level of significance to the lesson. Options include RED/Urgent, YELLOW/Caution, BLUE/Information, GREEN/Good Work Practice.
Work/Function(s):	The work or function(s) to which the lesson applies. Enter all that apply. See listing.
User-Defined Category:	Space for organizations to include categories for internal use.
Hazard(s):	Hazards this lesson applies to or that were present in the original situation. See listing.
ISM Core Function(s):	ISM Core Functions this lesson applies to. See listing.
Originator:	Name of the originating organization or contractor.
Contact:	Name, phone number, e-mail address of individual to contact for additional information.
Authorized Derivative Classifier:	Name of individual who determined that the lesson learned does not contain classified information. (Not required for lessons submitted by unclassified facilities.)
Name of Reviewing Official:	Name of Reviewing Official who determined that the lesson learned did not contain Unclassified Controlled Nuclear Information (UCNI). (Not required for facilities which have no UCNI.)
References:	References such as DOE Orders, Standards, Occurrence Report numbers, etc.

Lessons Learned Categories

These bins are intended to help lesson authors assign categories to their products so users can find information focused on their needs. The three sets of bins (Work/Function, Hazard, and ISM Core Function) provide several avenues for zeroing in on applicable lessons. Some of these bins are narrow (Hoisting and Rigging, Mechanical Injury) and some are broader conceptual areas (Authorization Basis, Energy Conservation, Environmental Release). This division is meant to help work planners looking for specific items, to help foremen looking for training anecdotes, and to help managers looking for big-picture lessons. The Work/Function and Hazard bins were developed by the Lessons Learned Process Improvement Team and extended by SELLS after several years of experience. They are open for further improvement and extension.

Work/Function

- Alternate Fuels
- Authorization Basis
- Business and Support Services
- Conduct of Operations
 - General
 - Configuration Management
 - Lockout/Tagout
 - Procedure Development
 - Procedure Adherence
 - Work Planning
 - Work Control
- Construction
- Criticality
- Decontamination and
- Decommissioning
- Demolition
- Driving
- Emergency Management
- Energy Conservation
- Engineering and Design
 - Nuclear
 - Non-Nuclear
- Environmental Protection
 - General
 - Environmental Sampling
 - Releases
 - RCRA Management
 - Underground Storage Tanks
 - NEPA Management
 - TSCA Management
- Environmental Restoration
- Excavation
- Fire Protection
- Hoisting and Rigging
- Human Factors
- Human Resources
- Information Technology
- Inspection and Testing
- Laboratory Experimentation

Maintenance

- Electrical
- Facility
- HVAC
- Instrumentation and Control
- Mechanical
- Power Distribution and Utilities
- Roads and Grounds
- Structural
- Safety Systems
- Heavy Equipment
- Vehicle
- Machining and Fabrication
- Management
- Material
 - Handling
 - Storage
- Occupational Safety and Health
 - General
 - Personnel Protective Equipment
- Operations
 - Facility
 - Heavy Equipment
- Other
- Packaging and Transportation
- Quality
- Radiation Protection
- Research and Development
- Safeguards and Security
- Safety Design
- Training and Qualifications
- Waste Management
- Waste Remediation
- Welding, Burning, Hot work
- Well Drilling

Hazards

- Confined Space
- Electrical/NEC
- Elevated Work / Falling Objects
- Environmental Release
- Ergonomics / Lifting
- Excavation and Trenching
- Fire / Smoke / NFPA
- Firearms and Explosives
- Lasers
- Natural Phenomena
- None
- Other
- Personal Injury / Exposure
 - Airborne Materials
 - Ambient Temperature Extremes
 - Asbestos
 - Beryllium
 - Hazardous Material (General)
 - Infectious Agents
 - Mechanical Injury (Striking/Crushing)
 - Noise
 - Other
 - Radiation / Contamination
 - Slips and Tripping
 - Toxic Material
- Plants/Animals/Insects
- Power Tools
- Pressurized Systems
- Radiological Release
- Traffic
- Weather Related

ISM Core Functions

- Define Work
- Analyze Hazards
- Develop/Implement Controls
- Perform Work
- Feedback and Improvement