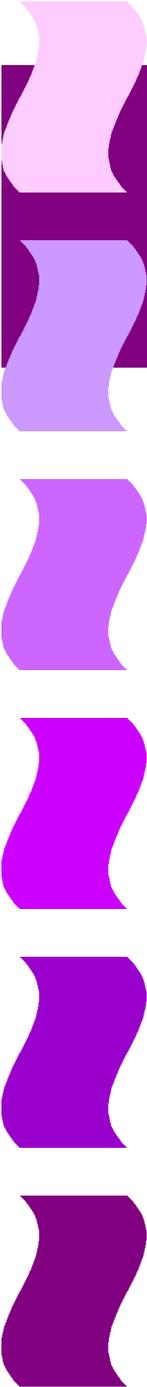


# Writing Effective Lessons Learned

- General Writing Issues and Tips
- DOE Lessons Learned List Server
- Writing Examples



# Writing Effective Lessons Learned

It is recommended that one observe with acute circumspection all visible environmental and circumstantial factors previous to a commitment to auto-induced lower-extremity acceleration.

# READING MYTHS

- Readers read every word of every document they receive
- Readers read every email they receive
- Readers want as much information as they can get
- Readers read slowly and carefully; they are as interested in the subject as the writer
- Readers prefer big words and complex sentences

## KNOW YOUR AUDIENCE

- Who will use the information?
- How will they use it?
- When will they use it?
- Where will they use it?

# Consider How the Information will be Distributed

- **Email**
- **Hard copy**
  - summary or complete information
- **Graphics**
  - photos or line drawings
- **Web Pages**

## Avoid the Specialist's Fallacy

- A writer's mistaken belief that readers will find the content of the document as familiar, interesting, and obvious as the writer does.

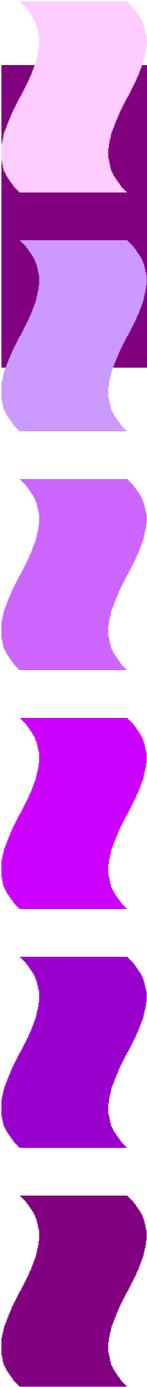
## Editing Basics

Readers assume sloppy writing reflects sloppy thinking

- Revise all documents at least once
  - ◆ organization and format
  - ◆ clarity and conciseness
  - ◆ mechanics - always spell check!

## Effective Writing Checklist

- Informative Subject Line
- Document-Specific Headers
- Summary Paragraph/Section
- Selectively Used Emphasis Devices
- Required Actions Clearly Identified
- Clearly Dated and Identified



# DOE LESSONS LEARNED LIST SERVER

List servers are automated email distribution tools - you send your email to one address and the list server automatically distributes your message to all list subscribers

## DOE Lessons Learned List Server

### Benefits

- Easy to use
- Rapid distribution
- No internet connection needed
- Large and diverse audience/complex-wide

### Limitations

- Limited to plain text - no graphics or attachments
- Not searchable
- Cannot remove once distributed - can update
- Subscribers receive all postings

# Lessons Learned Alert Template

## Required Fields

- Title
- Date
- Identifier
- Priority Descriptor
- Lessons Learned Statement
- Contact

## Submitting a Lessons Learned Alert

Send your alert message to  
[listserv@lanl.gov](mailto:listserv@lanl.gov)

or

Complete the online form on the DOE  
Lessons Learned Information  
Services website

## List Server Addresses

- Use Listserv@lanl.gov for alerts
- Use listmanager@lanl.gov for all other messages

Alert comments and questions should be directed to the contact listed on the alert



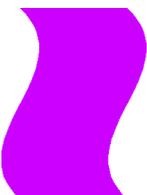
# Lessons Learned Examples



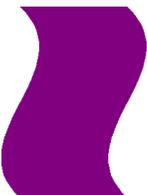
Make sure that the results of any action are understood before the action is taken.



Rotating shears must be used in accordance with the manufacturers operating manual to prevent damaging the shear head.



Honeywell FM&T/KC replaced Digital Equipment Corporation (DEC) RL01/02 disk drive internal beryllium copper ground straps with spring steel straps to eliminate a potential health hazard.



## Lessons Learned Examples

### Title: PEDESTRIAN/VEHICLE SAFETY

**LESSONS LEARNED:** Drivers should be aware that visibility is extremely limited to the east during morning hours, and to the west during afternoon hours. These problems are exacerbated during the spring and fall. Drivers should be encouraged to wear sunglasses, keep their windshields free of debris, and use sun-visors. Particular attention should be paid when approaching crosswalks. Drivers should come to a full stop and obey the posted speed limit. Pedestrians should not assume the right-of-way when crossing streets at designated crosswalks. Ensure that vehicles come to a full stop prior to crossing. Whenever possible, establish eye contact with the driver prior to crossing.

## Lessons Learned Examples

### Title: Manhole Cover Design Flaw Causes Accident

**Lesson Learned:** Manhole covers that do not have proper hook holes can be difficult to remove and pose a hazard to personnel who are removing them. While most manhole covers have lifting hook holes, some older designs only have U-shaped slots along the perimeter edge. The trade standard technique of removing a cover consists of inserting a hook through the hole, lifting the cover slightly, then dragging it off the manhole. With only slots on the outer edge of the cover, there is no positive purchase point available for a hook. A prying device or hook can easily slip, allowing the cover to drop. DOE facilities should recognize this hazard and arrange to have the older covers drilled out, and implement safe procedures for lifting manhole covers.

## Lessons Learned Examples

**Title:** Near Miss to a Possible Exposure to Chlorine

**Lessons Learned:** Management failed to provide adequate directives, administrative controls, and adequate procedures.

On 05-16-97, at 1500 hours, the alarm at CF-651 was activated. The operator, who responded, determined the alarm was caused by a power-dip and reset the alarm. At 1240 hours, 05-17-97, in response to another alarm from CF-651, the Operator .... On the night of 05/17/97 the fan was turned off because the weather turned cold and with the fan on it was possible to freeze the water lines. At 0715 hours on 05/19/97, a work request to investigate and repair the chlorine leak was submitted to CFA Work Control.

## Lessons Learned Examples

### Title: Improved Supplied Air Hose Fitting Identified

**LESSONS LEARNED:** After experiencing a near miss to personnel contamination or injury when a supplied air hose disconnected from a worker's air hood while he was in a contamination area, Laboratory personnel identified an air hose fitting with a locking mechanism that it intended to prevent the fitting from inadvertently disconnecting during use. The new hose is compatible with the existing supplied air equipment and costs less than the old style hose.