



Integration of Lessons Learned with ISMS Program Implementation

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Lessons Learned and the ISMS Program Description

- Mentioned in the program description (WVDP-310)
 - Part of the Evaluation system element
 - Listed as an initiative in the evolution description
 - Implementing document part of the Feedback requirements
 - Not specifically mentioned under Core Function 5

Core Function 5, "Feedback/Improvement"

- self-assessments
- performance indicators
- event investigations
- trend analysis
- management assessment
- independent assessment
- [lessons learned]

Terminology: Lessons Learned vs. Feedback

- Lessons Learned (Standard)
 - good work practice or innovative approach identified and shared to promote repeat application, or
 - an adverse work practice or experience that is shared to avoid recurrence
 - More formal, structured

Terminology: Lessons Learned vs. Feedback

- Feedback
 - A form of lessons learned typically captured at the end of a work evolution
 - work order or procedure implementation
 - May be positive or negative
 - Documented to allow retrieval at a later time
 - Would be screened for appropriate dissemination method
 - FYI (E-mail), database, LL Bulletin, Newsletter, etc.

Initiatives Currently Implemented

- Identification
 - Post work feedback on work orders
 - Document change improvement request (procedures)
 - Iggy (Lessons Learned/Feedback Hotline)
 - Web page input form
 - Observed condition reports

Intranet Web Page Input Form

- User fills out form
- Submitted to Lessons Learned Coordinator
- Evaluated for type of dissemination

Assessments & ISMS Verification Reviews

- DOE Area Office Conduct of Operations Assessment
 - Implementation is less than adequate
 - Not all organizations gather, document & disseminate LL
 - Not all organizations actively participate
 - All personnel do not participate in identifying, generating, & review of LL
 - Positive LL items not being given to LLC

Assessments & ISMS Verification Reviews (continued)

- DOE Area Office ISMS Assessment
 - Implementation of LL Program is weak
 - No procedure for tracking implementation of GP & LL
- NRC Monitoring Visit
 - Mechanism for capturing "real time" issues from performance of work
- HQ Validation
 - No specific issues, existing actions still ongoing

Initiatives Currently Implemented (Continued)

- Utilization Results
 - One call to Iggy since Oct. '98
 - No input from web form
 - difficult to locate LL Home Page
 - Several e-mails from individuals
 - Post work feedback content not yet useable

Revision Stages & Progress

- Collection Mechanisms
 - Iggy created & publicized (Oct. '98)
 - Web pages created & publicized (Nov. - Dec. '98)
- Retrieving mechanisms
 - Work beginning on:
 - Access databases & web pages
 - Work level feedback collection system

Revision Stages & Progress (continued)

- Encouragement
 - Reminders in Newsletter, training, Safety Awareness Days
- Customer needs survey & meetings in progress

Challenges

- How to get people to participate
 - input
 - utilization (go & search)
- Developing a work-level collection system workers will accept
 - with line input
- Determine how to track internal information
 - what level of significance
- Benchmarking continues (any ideas??)

Lessons Learned Program Goals - 1999

- Improve collection and dissemination (internal)
- Meet customer expectations
- Searchable & retrievable internal information
 - needs to be used by work planners
- Tracking of internal information & implementation
- Issue bulletins externally

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