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What happens to the information you submit?
The LLPOC reviews the information and formats it according to the DOE standard template for lessons learned. It is returned to the originator for review and approval. It is then reviewed by an Authorized Derivative Classifier and for Unclassified Nuclear Information. Lessons learned for DOE complex-wide distributionor NV-wide distribution will be sent to the Site Lesons Learned Coordinator (SLLC) and DOE Lessons Learned Point of Contact for approval. The appropriate DOE counterpart will review the lessons learned so they are aware of the contents. The DOE Office of Public Affairs and Information approves each lessons learned before it is returned to the SLLC. The SLLC posts it to the DOE List Server or releases it for dissemination by LLPOCs NV-wide via e-mail. Some lessons learned have had a wide application and therefore are recommended for distribution to all employees. These lessons learned may be published in company-wide e-mails or newsletters like or *SiteLines*.

Complete the questions that follow to submit a lessons learned. Please provide enough information so your lessons learned is understood. Use additional paper if required.

Name:_____
Organization:_____
Phone No.:_____
Mail Stop:_____

What happened?

Where did it happen?_____

When did it happen?_____

Why do you think it happened; what was the root cause?_____

What did you or could you do to correct the situation?_____

What are you doing in your job that we could share with others?

What is the current or standard process?

What are your suggested improvements?

What was changed and improved?

Potential savings (time, money, resources)?

Will this improve safety? If so, how?

Comments:

Send this completed pamphlet in a mail pony to the LLPOC listed for your organization.

Integrated Lessons Learned Program

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and resources, and provide points-of-contact information.

DOE Lessons Learned Web Site: Access DOE lessons learned in a searchable database through the Internet at: *http://tis.eh.doe.gov/LL*

Environmental Management Lessons Learned Web Site: Access through the Internet at *http://www.em.doe.gov/lessons*

NV Video and CD Library: Lessons learned from various incidents are available from the SLLC.

How should you use lessons learned information?

Lessons learned should be incorporated into work activities via planning documents. Applicable lessons learned information should be identified and reviewed early in the planning phase of projects and processes. This can be accomplished by searching the DOE Lessons Learned Database or contacting your LLPOC for assistance.

How should you submit a lesson learned?

You can contribute a lessons learned by contacting the Lessons Learned Point of Contact for your organizaiton.

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Nevada Operations Office
Theresa H. Beall
e-mail: beall@nv.doe.gov
phone: (702) 295-0226
fax: (702) 295-1153

- Personal experience
- Field activities
- Occurrence reports
- Assessments, audits, and appraisals
- Safety meetings and bulletins
- Quality council meetings
- Training evaluations
- Nonconformance reports
- Operational Readiness Reviews
- Project planning and evaluation
- Performance indicators
- Performance improvement initiatives
- Critiques and investigations

What other organizations may have lessons learned that apply to my work?

- Occurrence Reporting Process System (ORPS)
- Government-Industry Data Exchange Program (GIDEP)
- Consumer Product Safety Commission
- professional associations and their technical journals or list servers

What lessons learned tools are available?

Department of Energy Lessons Learned Standard (DOE-STD-7501-99): Outlines processes for classifying, documenting, and disseminating lessons learned; tracking corrective actions; and incorporating lessons learned into planning processes.

Lessons Learned Fact Sheets: Summarize key facts about the DOE Lessons Learned Program, SELLS, tools

What is a lessons learned?

A lessons learned is a good work practice or innovative approach that is captured and shared to promote repeat application or an adverse work practice or experience that is captured and shared to avoid recurrence. The most widely-used lessons learned are alerts. There are four different types of alerts: Red/Urgent, Yellow/Caution, Blue/Information, Green/Good Work Practice.

Why use lessons learned?

Lessons learned are a significant form of the feedback and continuous improvement function of the Integrated Safety Management System. The Society for Effective Lessons Learned Sharing (SELLS) encourages DOE employees, contractors, and organizations to:

- Share successes/good work practices.
- Identify and share innovative ways to solve problems.
- Emphasize positive experiences and strengths.
- Encourage using information about successes experienced by others when planning and implementing new projects.
- Demonstrate and promote continuous safety, operational improvement, and cost savings.
- Learn from past experiences.

Where are lessons learned found?
Information used to generate lessons learned may include, but are not limited to: