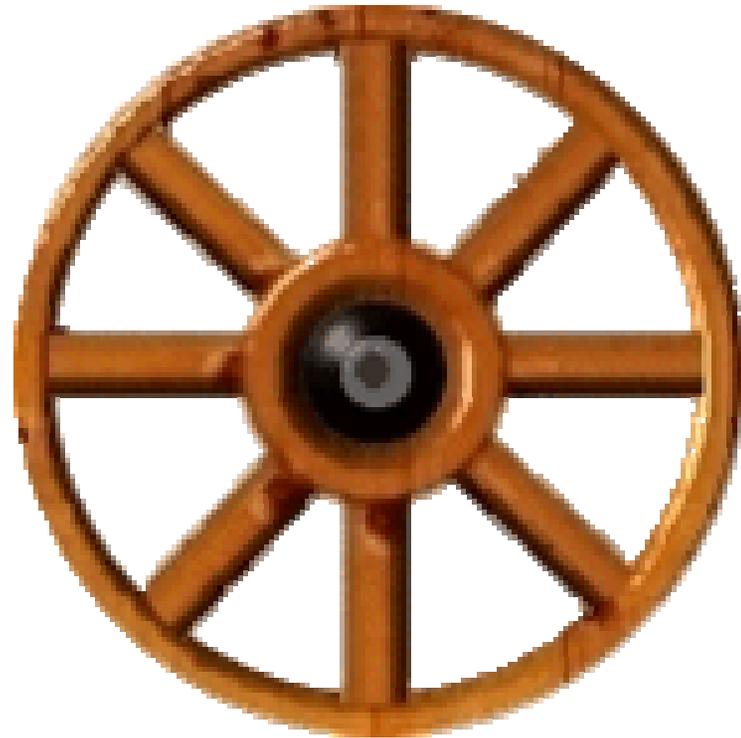


Los Alamos National Laboratory Lessons Learned Program

Full Circle Communication



LANL/PS-7 Lessons Learned Program History

**Yes, Virginia, Los Alamos does have an
institutional Lessons Learned Program!**

It's all the lessons learned programs at LANL!

PS-7 may be the contact....

**But it's all the divisions and groups
working together...**

PS-7 Lessons Learned Program History

- Web site – not a lot of hits
- Documents – no one seemed to read or pay attention to
- Lessons learned was somewhat adversarial
- Shooting in the dark

PS-7 Lessons Learned Program

Goal for LANL Lessons Learned Program

The goal of lessons learned at Los Alamos is to prevent recurrence of accidents/events through effective application of lessons learned to ISM work processes.

PS-7 Lessons Learned Program

How do we reach our goal?

- Figure out what's important...
 - Limit institutional lessons learned to cat 1,2, R, significant 3
- Present it like USA Today...
 - Short, Colorful, and To The Point
- Put it out there...
 - Blanket with e-mail and hard copy
 - LANL Lessons Learned Network, Safety Meetings
- What now, Virginia?
 - This is where we spin our wheels

PS-7 Lessons Learned Program

How do we reach our goal?

- Figure out what's important...
 - Review DOE and NNSA list servers and LANL events
 - reds, yellows, cat 1,2, R, significant 3s get immediate attention
 - distribute to Functional Managers, Subject Matter Experts
- Limit institutional lessons learned to the higher priority events

PS-7 Lessons Learned Program

How do we know when we are reaching the goal?

- Evolve an effective feedback program for lessons learned
- Go out and talk to people
- Surveys

PS-7 Lessons Learned Program Major Components



-  Incident Alert Message from Los Alamos National Laboratory
 - Prompt notification of all LANL occurrences to applicable LANL, DOE and UC staff

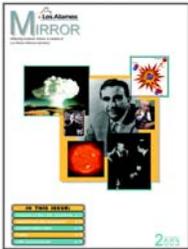


-  Incident ALERT Message from Performance Surety
 - Quickly capture and disseminate the event, preliminary analysis, and initial recommendations to help prevent possible recurrence at other LANL sites (Cat 1 & 2, Significant Cat 3 events)



-  Incident ALERT Message from Performance Surety
 - Provide lessons learned, event causes, and corrective actions from final occurrence reports

PS-7 Lessons Learned Program Major Components



Quarterly publication containing summaries of LANL ORPS notification reports, selected final reports, information related to occurrence reporting process, ORPS corrective actions, trending and analysis, and lessons learned

PS-7 Lessons Learned Program

Major Components



- **Lessons Learned Notification and Feedback Program**

- Immediate review and assignment of DOE and LANL event information (Cat 1,2, and significant 3 events) to functional managers for review, action, and response

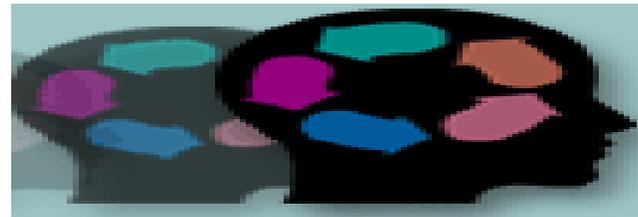
PS-7 Lessons Learned Program

Major Components



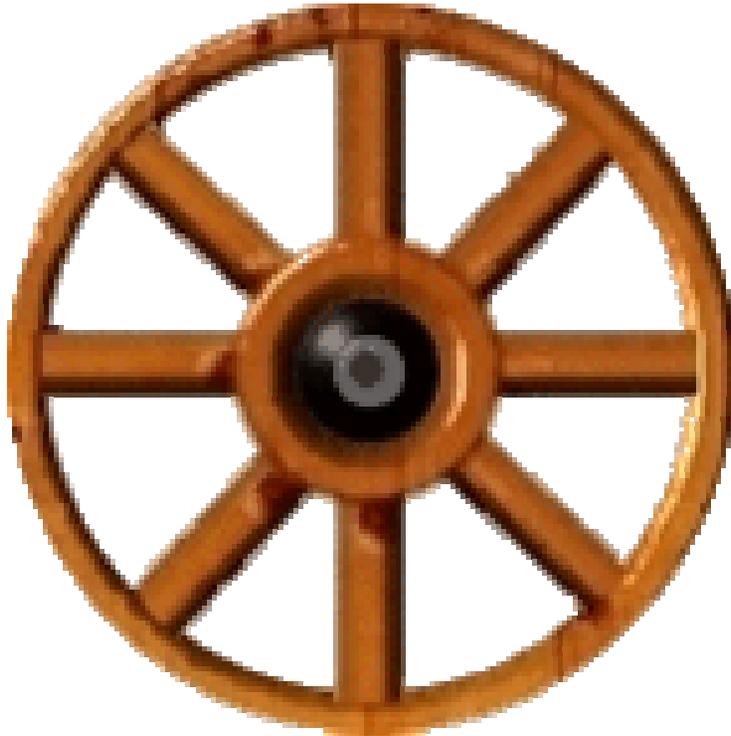
- **LANL Lessons Learned Network**

- PS Division-led group of LANL lessons learned SMEs involved in the production of lessons learned documentation for their respective areas, working together to enhance event communication as part of the Institutional Lessons Learned Program



PS-7 Lessons Learned Program

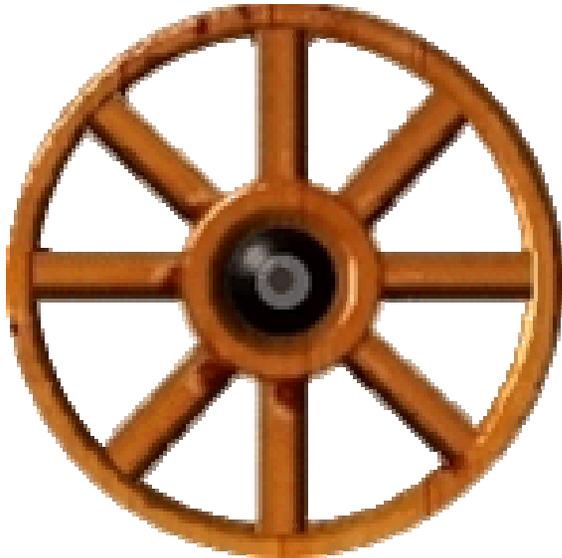
LANL Lessons Learned Network



Evolution.....

PS-7 Lessons Learned Program Approach

LANL Lessons Learned Network



PS-7 is the hub....the facilitator....the catalyst

The division and group lessons learned contacts are the spokes

The outer rim of the wheel is all the institutional safety organizations:

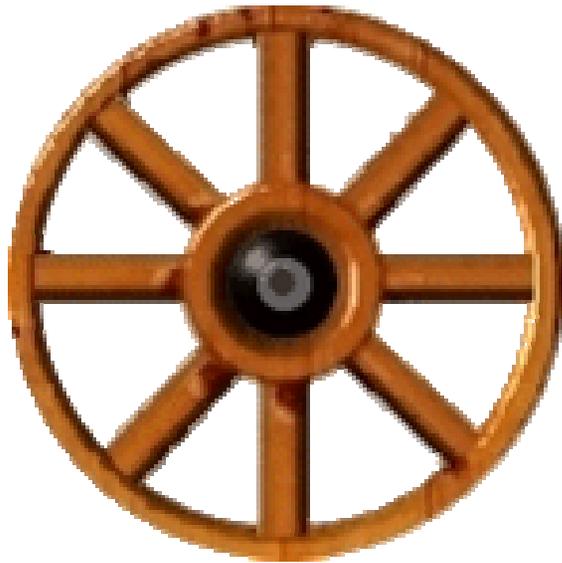
Director's Central Safety Committee

Electrical Safety Committee

Nested Safety Committees

PS-7 Lessons Learned Program

LANL Lessons Learned



It's a wheel...

It's a circle of communication...

It's not just PS-7...

It's not just the Network...

It's not "them"...

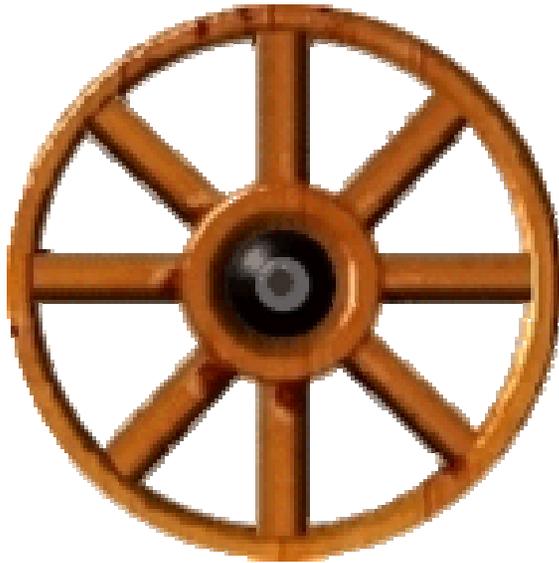
It's me...

It's you...

It's all of us....

PS-7 Lessons Learned Program

So where do we go from here?

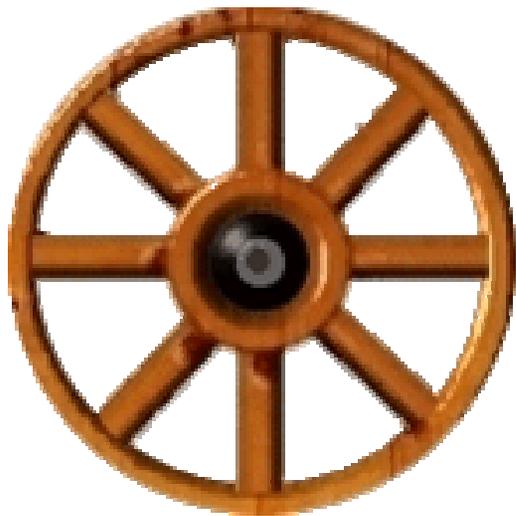


The path forward.....

PS-7 Lessons Learned Program

The Path

- Standard lessons learned format that divisions and groups can use if they don't have their own
- Documented Processes for review of events and determination of lessons learned
- Guidance for creation, distribution and feedback for lessons learned

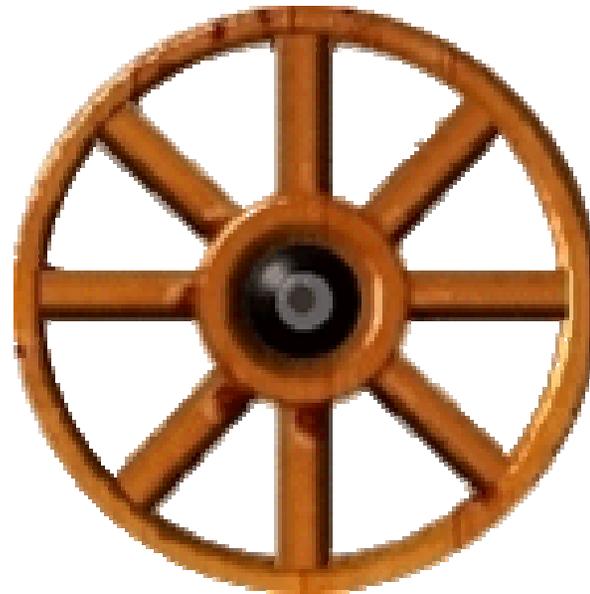


- An effective feedback program for lessons learned
- Increased communication between PS-7, Division contacts, and institutional safety groups/management

PS-7 Lessons Learned Program

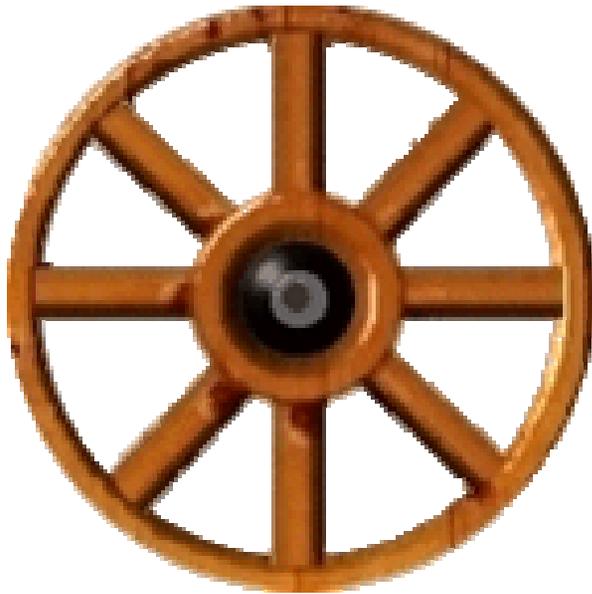
The Goal

The goal of lessons learned at Los Alamos is to prevent recurrence of accidents/events through effective application of lessons learned to ISM work processes.



PS-7 Lessons Learned Program

The Path



Full Circle Communication