

■ PROGRAM BENCHMARKS - YMP:

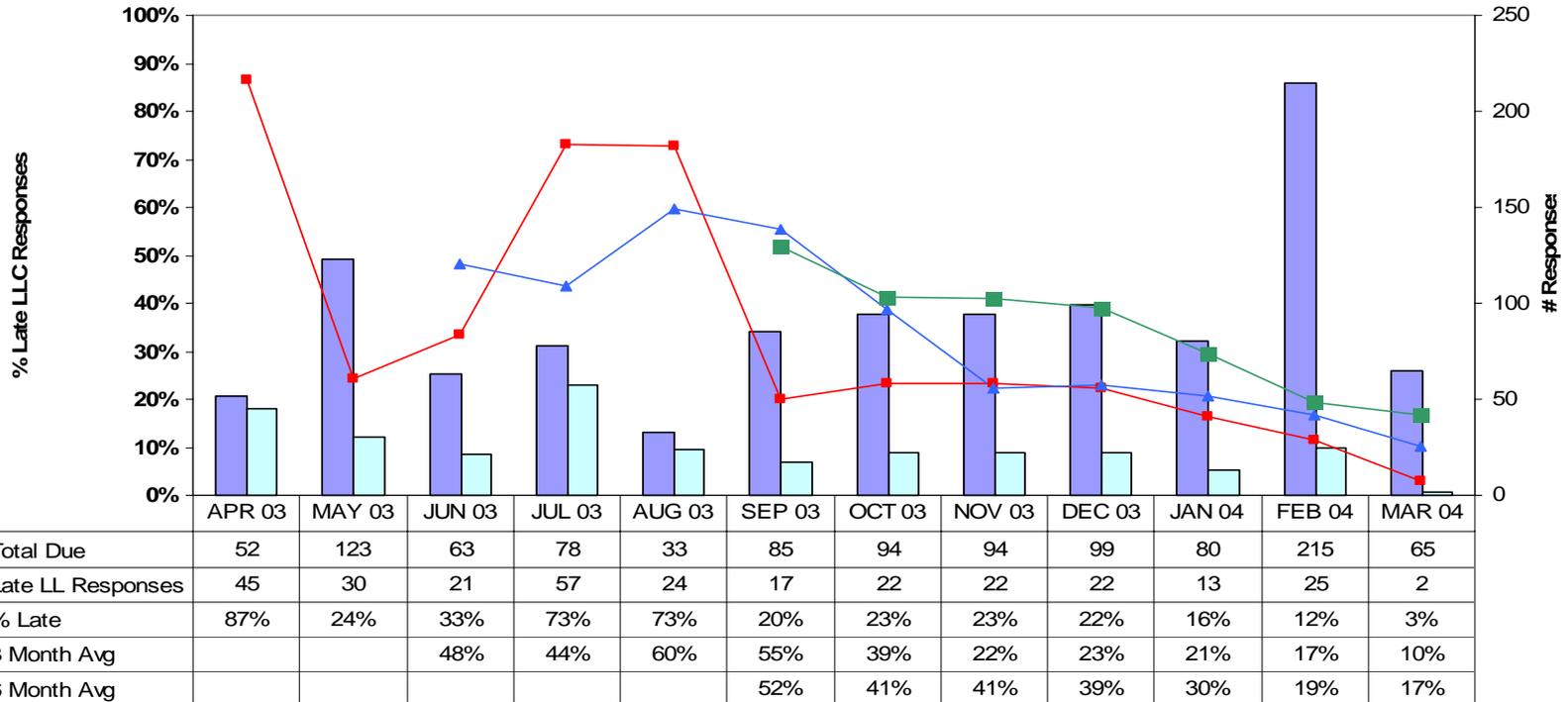
- 1. Introduction
- 2. Metrics
- 3. Website
- 4. New Database
- 5. Communication Effort
- 6. Incentive Award Program

■ 1. Introduction

- Lessons Learned/Generic Implications
 - ◆ Program Manager (outgoing) - Bertha Terrell (DOE)
 - ◆ Program Manager (incoming) - Harry C. White, Jr. (DOE)
 - ◆ Program Coordinator and Manager, Performance Systems Improvement - James A. McLaughlin, Sr. (BSC)
 - ◆ co-Program Coordinator - Marco Lee (BSC)

2. Metrics

Timeliness of LLC Responses



Goal: Drive Late Responses to 0%

- Target dates are for LLCs to respond to a lessons learned within 20 days. Anything over 20 days is considered late.
- Current performance is much improved compared to 3 and 6 month averages.

2. Metrics

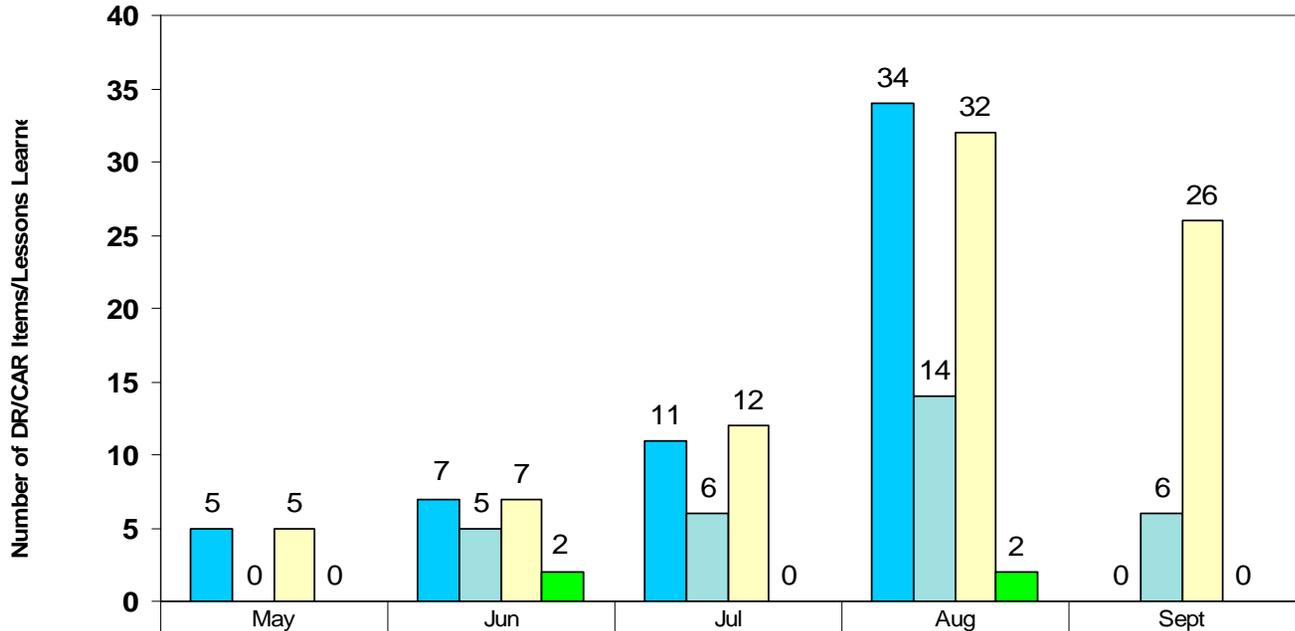
Lessons Learned from DRs/CARs

Before

General Notes:

1089 DRs/CARs issued since 1999.

From that population, 9 Lessons Learned generated.



	May	Jun	Jul	Aug	Sept
■ Closed DR/CAR Items Received For Review	5	7	11	34	0
■ Yes/No Determination Made	0	5	6	14	6
■ SME Review	5	7	12	32	26
■ Lessons Learned Produced	0	2	0	2	0

■ **Goal: 5% of Closed Level A & B Condition Reports will generate Lessons Learned (6 Mo. Avg.)**

2. Metrics

Lessons Learned from Level A & B Condition Reports

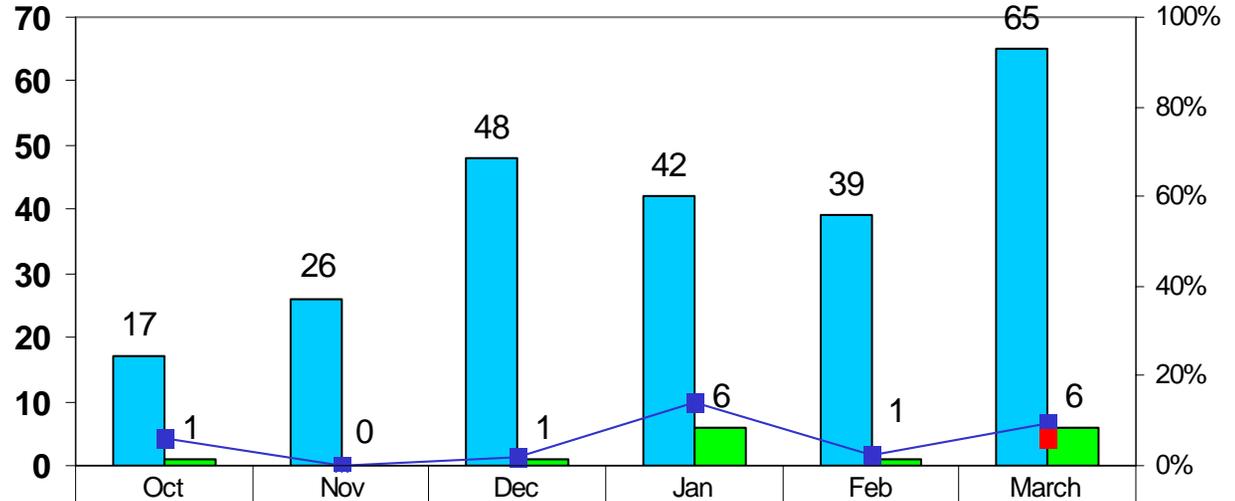
After

General Notes:

237 closed Level A & B Condition Reports.

From that total population, **15** Lessons Learned received.

Number CRs and Lessons Learned

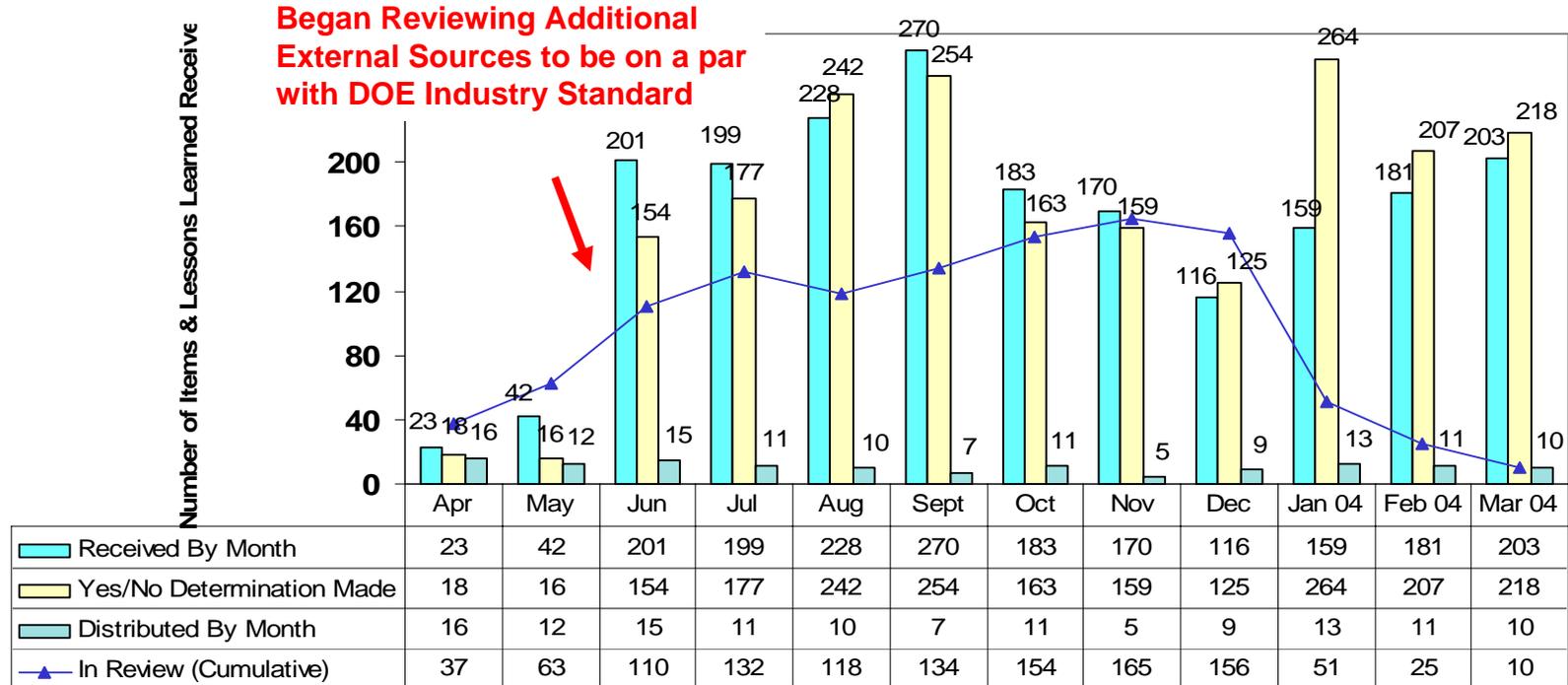


Total Closed CRs	17	26	48	42	39	65
LL Received	1	0	1	6	1	6
LL Received/Total (%)	6%	0%	2%	14%	3%	9%
6 Mo. Avg. LL Received/Total (%)						6%

Goal: 5% of Closed Level A & B Condition Reports will generate Lessons Learned (6 Mo. Avg.)

2. Metrics

Lessons Learned Flow and Backlog (Internal and External)

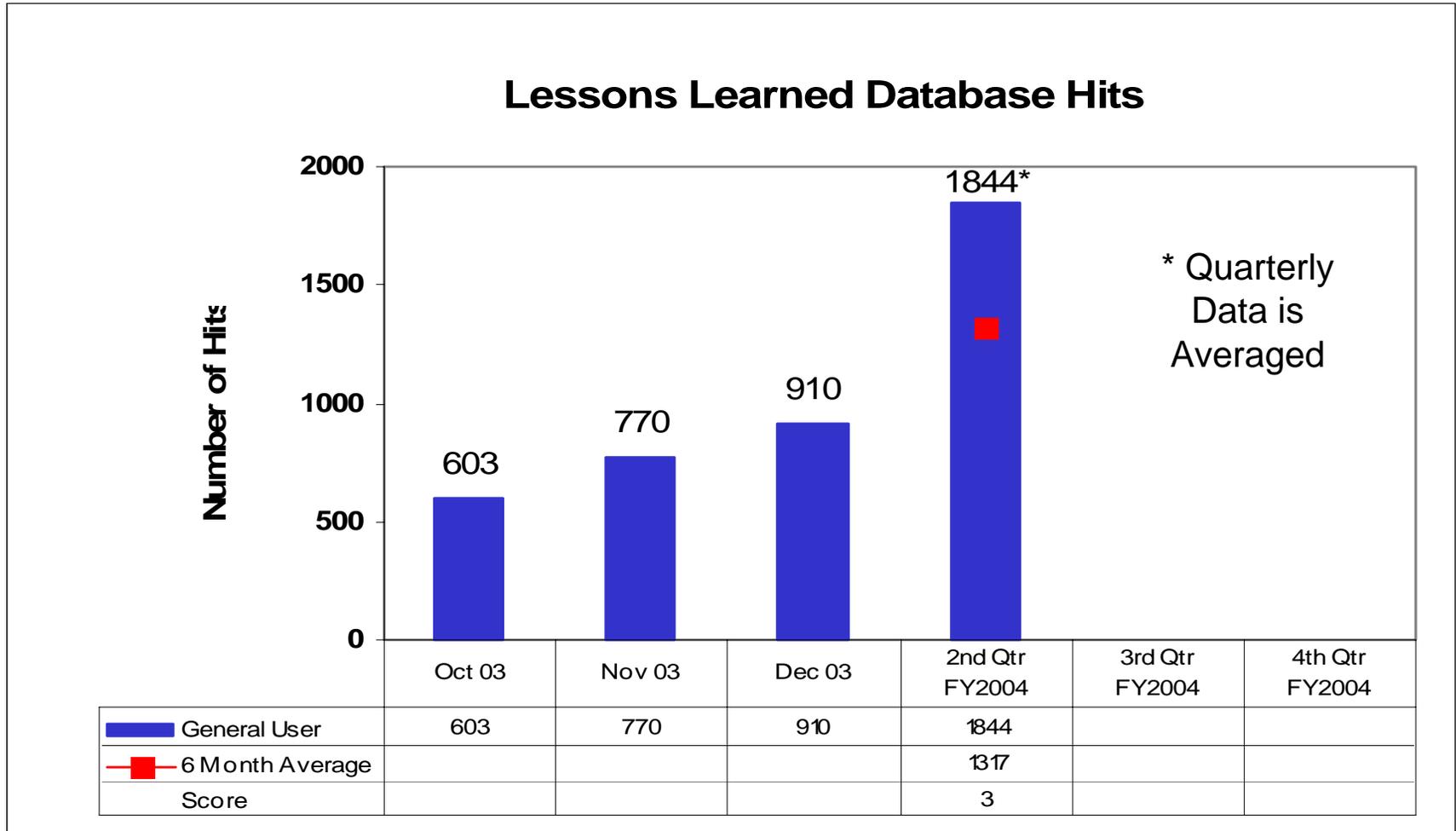


Goal: Reduce Backlog of Items under review as potential Lessons Learned

Data Goal: Reduce backlog to less than 20 items

- **Note:** Screen Team includes Licensing, Design & Engineering, Training, and ES&H to achieve an Integrated effort
- **Note:** Re: # Distributed by Month, Quality, not Quantity is the focus

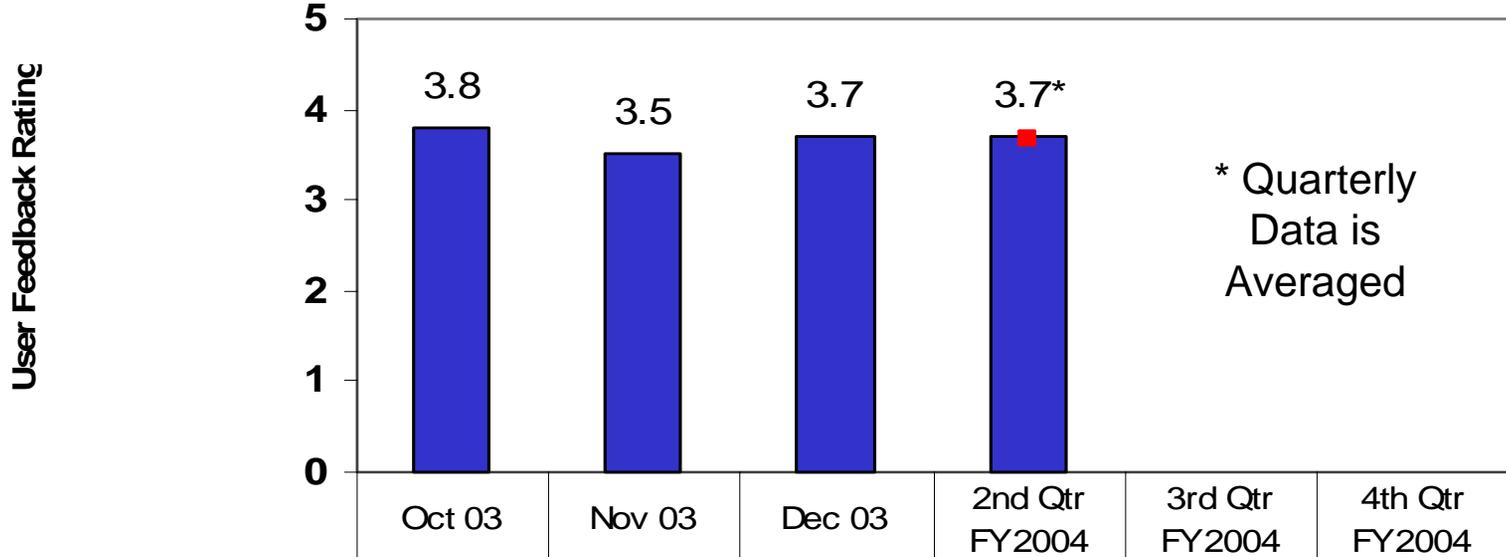
2. Metrics



2. Metrics

Lessons Learned Database - User Feedback

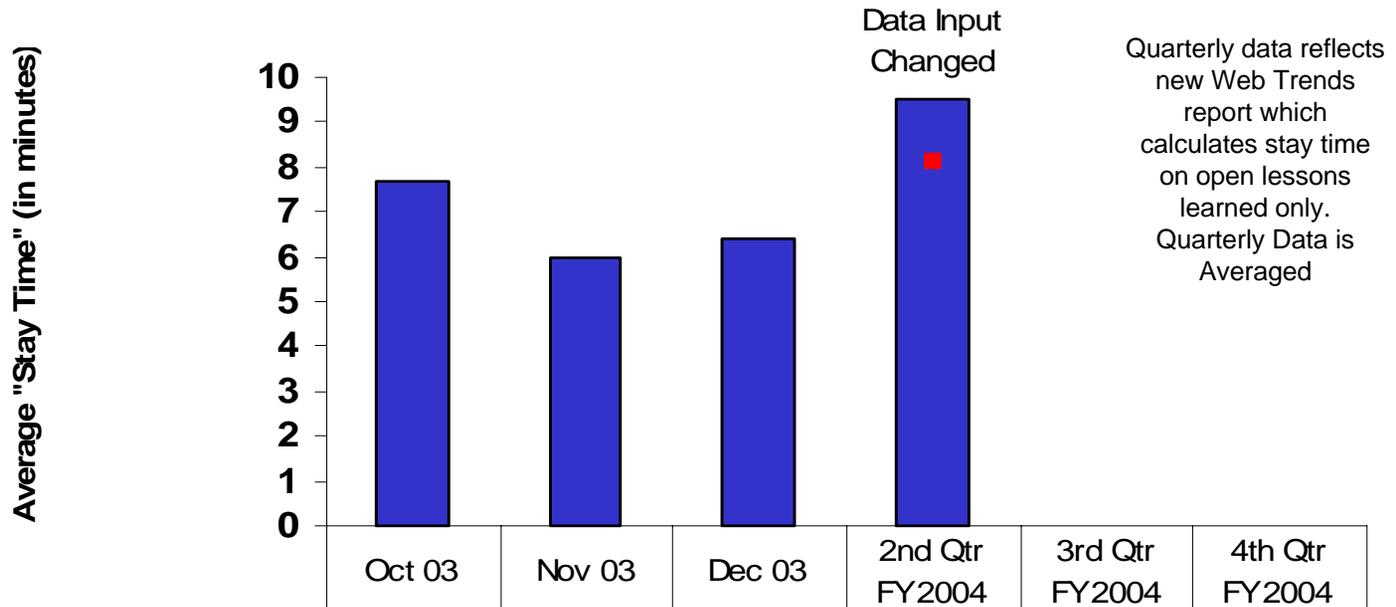
5 = Very Helpful, 4 = Somewhat Helpful, 3 = Neutral, 2 = Not Very Helpful, 1 = Not Helpful



	Oct 03	Nov 03	Dec 03	2nd Qtr FY2004	3rd Qtr FY2004	4th Qtr FY2004
 Avg Feedback Rating	3.8	3.5	3.7	3.7		
 6 Month Average				3.7		
Score				3		

2. Metrics

Lessons Learned Database - Average "Stay Time"



 Average "Stay Time"	7.7	6.0	6.4	9.5		
 6 Month Average				8.1		
Score				3		

3. Website

Program Overview - Microsoft Internet Explorer

File Edit View Favorites Tools Help

CAP | M.I.I. | Six Sigma

Lessons Learned

BSC Intranet >> Lessons Learned >> Program Overview

[Printer friendly page](#)

Lessons Learned Overview

The OCRWM Lessons Learned Program has been developed to provide a means of communicating internal and external experiences that can potentially reduce risk, improve efficiency, and enhance the cost effectiveness of OCRWM operations.

The Lessons Learned Program comprises two basic types of processes:

The first is a development process that includes identification, documentation, validation, and dissemination of a lesson learned.

The second is a utilization and implementation process that includes identification of applicable lessons learned, distribution to appropriate personnel, identification of actions that will be taken as a result of the lesson learned, and follow-up to ensure that appropriate actions were taken.

The purpose of developing "lessons learned" is to share and use experienced-based information that: 1) promotes the recurrence of desirable activities, 2) precludes the recurrence of undesirable activities, or 3) may have generic implications across the project.

This program is designed to facilitate the sharing of such information in a consistent and timely manner throughout the OCRWM.

For information about this page, contact Marco Lee at 702-295-6724.

Month	Value
Feb	8
Mar	2
Apr	10
May	20
June	12

Site Index Comments Contact Information Search

BSC Home

Start | CRWMS Co... | H:\Lessons ... | O:\BSC_bus... | Microsoft Po... | LL Coordina... | Program O... | 3:18 PM

3. Website



Recall Information - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Lessons Learned Generic Implications

CAP | M.I.I. | Six Sigma

Lessons Learned

BSC Intranet >> Lessons Learned >> Recall Information

[Printer friendly page](#)

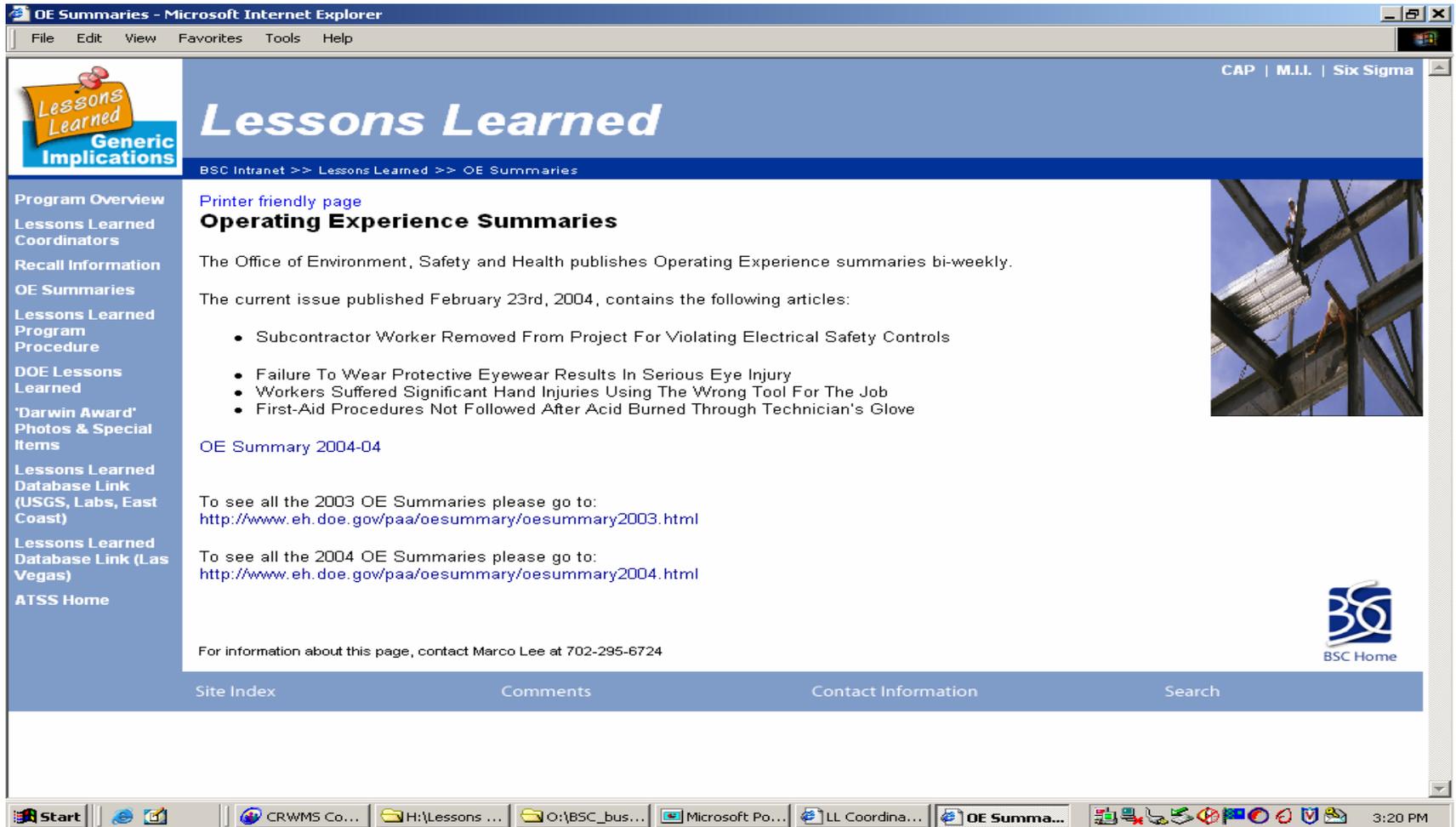
Recall Information

Launch the following links to access detailed recall information:

- 04-05-2004 Sauder Woodworking Co Announce Recall of TV/VCR Carts
- 04-02-2004 Pacific Cycle Inc Announce Recall of Mongoose 20-inch Mountain Bicycles
- 03-25-2004 Fedders Corporation Announce Recall to Repair Window Air Conditioners With Electric Heat
- 03-18-2004 Bath Body Works Announce Recall of Votive Candles
- 03-10-2004 Char-broil Temperature Gauges
- 03-10-2004 Harbor Freight Heavy Duty Portable Industrial Cord Reel
- 03-02-2004 Wagner Drill Charger Bases
- 03-02-2004 Children's Rings
- 02-24-2004 Child Craft Baby Cribs
- 02-12-2004 GE Carbon Monoxide Alarms
- 02-12-2004 Lamson & Sessions Inc. Drop-In Floor Box
- 01-30-2004 Hasbro Nerf Football
- 01-29-2004 Nautilus Bowflex Machines
- 01-20-2004 K'NEX "Mud Boggers" and "Street Shredders" Pump Up Racers

Start | CRWMS Co... | H:\Lessons ... | O:\BSC_bus... | Microsoft Po... | LL Coordina... | Recall Info... | 3:19 PM

3. Website



OE Summaries - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Lessons Learned Generic Implications

CAP | M.I.I. | Six Sigma

Lessons Learned

BSC Intranet >> Lessons Learned >> OE Summaries

[Printer friendly page](#)

Operating Experience Summaries

The Office of Environment, Safety and Health publishes Operating Experience summaries bi-weekly.

The current issue published February 23rd, 2004, contains the following articles:

- Subcontractor Worker Removed From Project For Violating Electrical Safety Controls
- Failure To Wear Protective Eyewear Results In Serious Eye Injury
- Workers Suffered Significant Hand Injuries Using The Wrong Tool For The Job
- First-Aid Procedures Not Followed After Acid Burned Through Technician's Glove

OE Summary 2004-04

To see all the 2003 OE Summaries please go to:
<http://www.eh.doe.gov/paa/oesummary/oesummary2003.html>

To see all the 2004 OE Summaries please go to:
<http://www.eh.doe.gov/paa/oesummary/oesummary2004.html>

For information about this page, contact Marco Lee at 702-295-6724

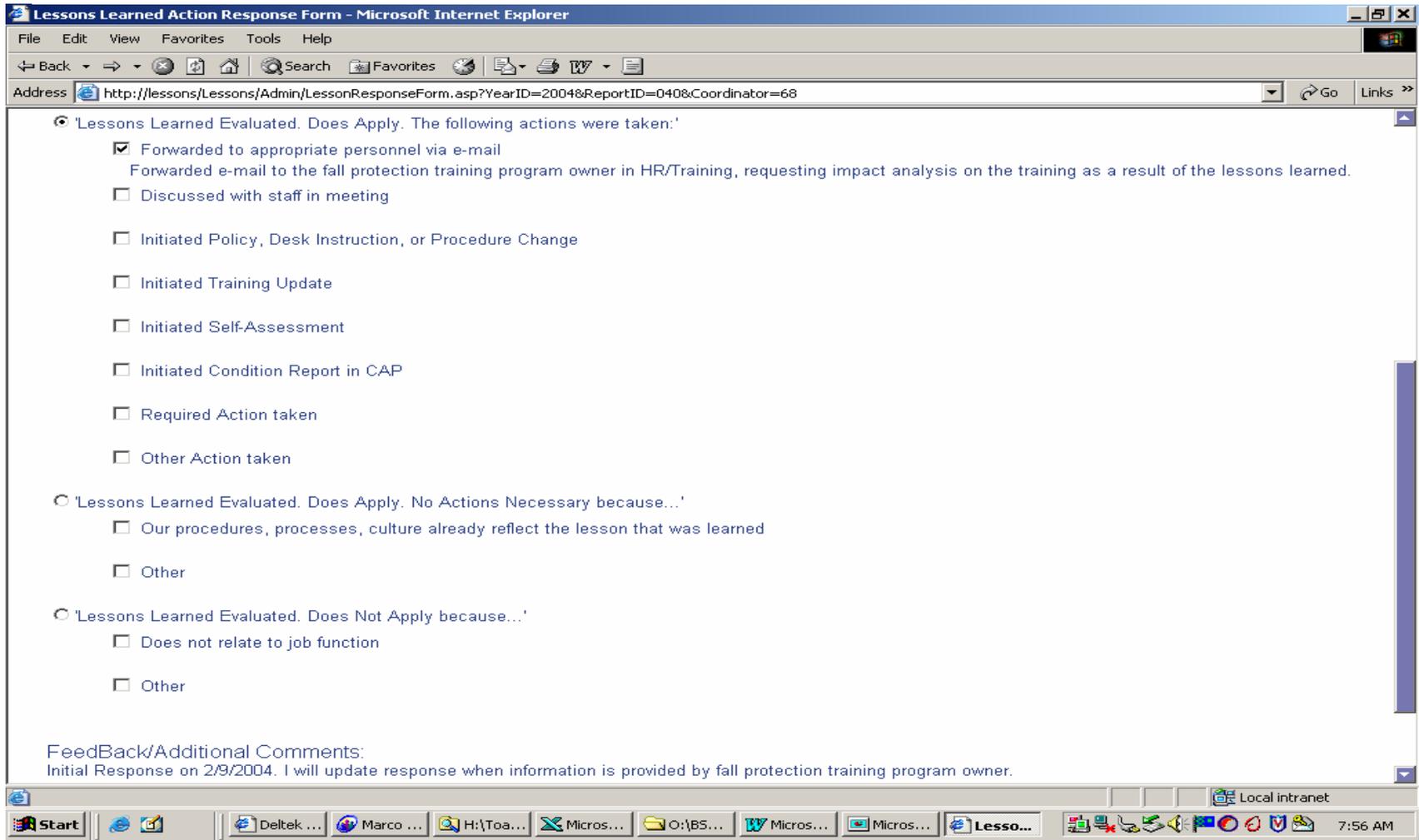
Site Index Comments Contact Information Search

Start | CRWMS Co... | H:\Lessons ... | O:\BSC_bus... | Microsoft Po... | LL Coordina... | OE Summa... | 3:20 PM

■ 4. New Database

- Obtained web-based database from INEEL
- Made Enhancements
 - ◆ New Action Response Form for LLCs
 - ◆ New General User Feedback Form
 - ◆ New LLC Report Card

4. New Database (New Action Response Form for LLCs)



Lessons Learned Action Response Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print

Address <http://lessons/Lessons/Admin/LessonResponseForm.asp?YearID=2004&ReportID=040&Coordinator=68> Go Links >>

'Lessons Learned Evaluated. Does Apply. The following actions were taken:'

- Forwarded to appropriate personnel via e-mail
Forwarded e-mail to the fall protection training program owner in HR/Training, requesting impact analysis on the training as a result of the lessons learned.
- Discussed with staff in meeting
- Initiated Policy, Desk Instruction, or Procedure Change
- Initiated Training Update
- Initiated Self-Assessment
- Initiated Condition Report in CAP
- Required Action taken
- Other Action taken

'Lessons Learned Evaluated. Does Apply. No Actions Necessary because...'

- Our procedures, processes, culture already reflect the lesson that was learned
- Other

'Lessons Learned Evaluated. Does Not Apply because...'

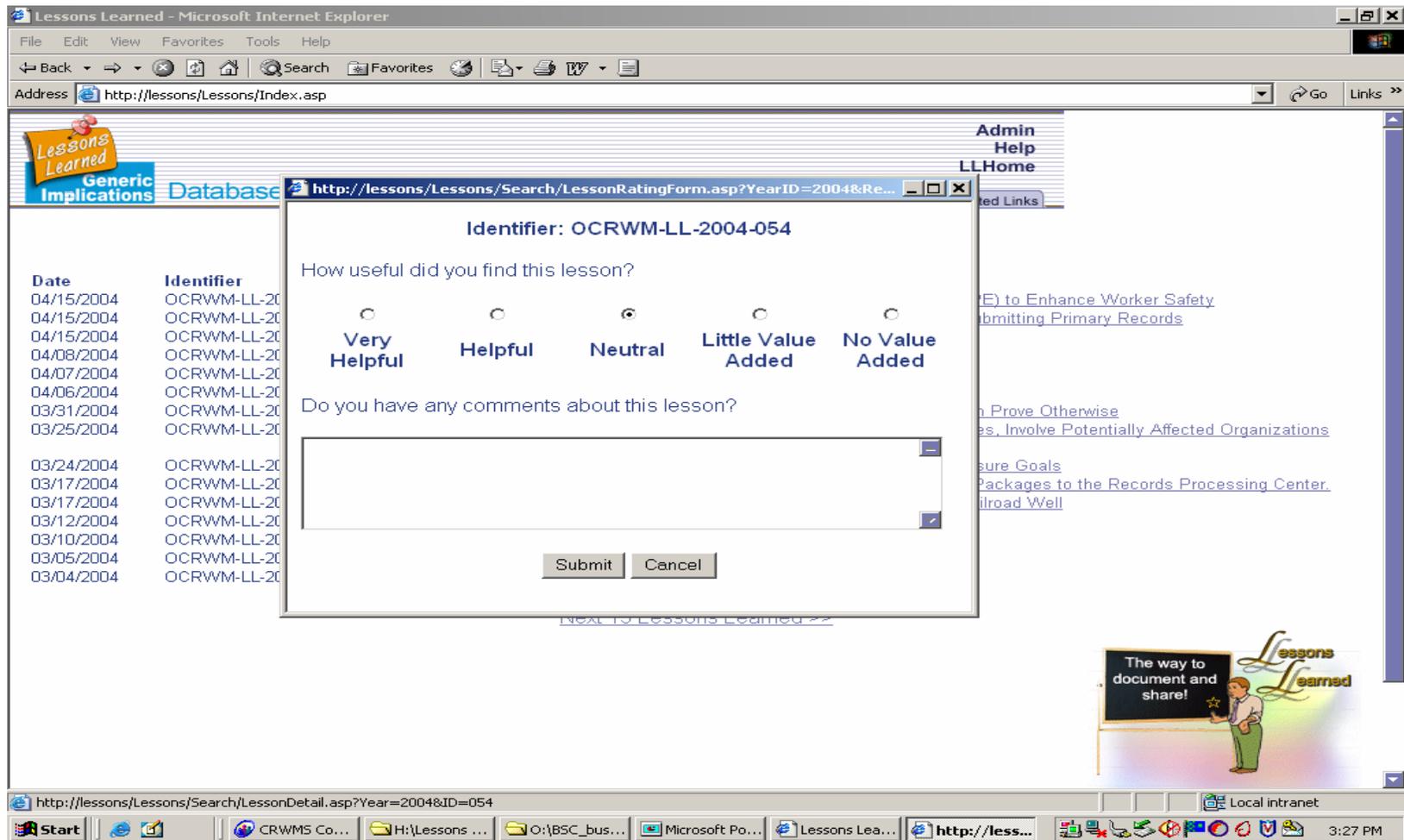
- Does not relate to job function
- Other

FeedBack/Additional Comments:
Initial Response on 2/9/2004. I will update response when information is provided by fall protection training program owner.

Local intranet

Start | Deltek ... | Marco ... | H:\Toa... | Micros... | O:\B5... | Micros... | Micros... | Lesso... | 7:56 AM

4. New Database (New General User Feedback Form)



The screenshot shows a Microsoft Internet Explorer browser window displaying a web application. The address bar shows the URL: `http://lessons/Lessons/Search/LessonRatingForm.asp?YearID=2004&Re...`. The page title is "Lessons Learned - Microsoft Internet Explorer".

The main content area features a "Generic Implications Database" table with the following columns: "Date" and "Identifier". The table lists several entries with dates ranging from 03/04/2004 to 04/15/2004 and identifiers starting with "OCRWM-LL-20".

Overlaid on the table is a "Lesson Rating Form" for the identifier "OCRWM-LL-2004-054". The form asks: "How useful did you find this lesson?" and provides five radio button options: "Very Helpful", "Helpful", "Neutral", "Little Value Added", and "No Value Added". Below the rating options is a text box for comments: "Do you have any comments about this lesson?". At the bottom of the form are "Submit" and "Cancel" buttons.

The browser's taskbar at the bottom shows the Start button, several open applications (including "CRWMS Co...", "H:\Lessons...", "O:\B5C_bus...", "Microsoft Po...", "Lessons Lea...", and "http://less..."), and the system tray with the time "3:27 PM".

4. New Database (General User Feedback Comments)

Lessons Learned View - Microsoft Internet Explorer

Address: http://lessons/Lessons/Admin/LessonView.asp?Yearid=2004&ReportID=045

Survey Results 406 surveys completed.

Average rating: 4.1

Rating	Comment
5	This is very helpful at work and for at home.
5	Thank you.
5	Part of the lesson learned is that timely notification of employees can reduced the impact of a virus. The virus was on site for a number of hours before a broadcast warning was issued.
2	Little value to me, but there are apparently many who need to be instructed on proper caution with email attachments.
4	Are the firewalls able to filter out any infected emails, prior to receipt?
4	Was the anti-virus turned program on and active? If so, why was the worm not caught? If not, what are the circumstances that led to its being inactive? The cause analysis is grossly inadequate.
4	I encourage you to remind us of the dangers of not paying attention to our emails!
3	Helpful, but redundant. Many messages have been issued within the organization warning of e-mail hackers. However, repetition may be necessary to reinforce the need to be cautious when opening e-mail.
4	None
5	Excellent idea to educate the user community. User initiated viruses can be controlled. Users should be constantly reminded of their role in controlling the spread of viruses. This should not be an one time effort. It might help if you can quantify and share the amount of waste.
2	This information has been sent to us many times and is of little value. Note that in the last virus problems the notice sent out to warn us was late even though we reported it hours earlier that day.
5	No, other than I have already initiated the precautions when dealing with email and attachments. Thank You for the update! I will print it out and have it on hand for future reference. Lately, I have been updating my virus scan at least twice a week. : -)
4	No
4	None.
4	Good information, to also be used at home.
4	none
3	no

Done Local intranet

Start Marco Lee - ... Lessons Lea... Calculator Lessons Le... Microsoft W... Microsoft Po... 11:00 AM

4. New Database (New LLC Report Card)

Lessons Learned Coordinator Responses - Microsoft Internet Explorer

Address: <http://lessons/Lessons/Admin/ResponseSummary.asp>

Coordinator Response Summaries

6/01/2003 to 4/22/2004

Totals and Percentages	
Number of Items Identified	60
Identified & Sent to POCs	845
Number of Responses from POCs	823
Number of Items Applicable; Not Distributed	83
Number of Items Applicable; Distributed	681
Number of Items Not Applicable	59
Total Number of Items Applicable	764
Percent Received of Total Sent	97.39%
Percent Applies, Not Distributed of Total Rec'd	9.82%
Percent Applies, Distributed of Total Rec'd	80.59%
Percent Doesn't Apply of Total Rec'd	6.98%
Percent All That Apply of Total Rec'd	90.41%

Breakdown of Response Types

Point of Contact	Sent	Received	Yes, No Action	Yes, Action	No, No Action	Late
Dave Haught	23	22	0	22	0	0
Charles Bartley	34	32	7	23	2	0
Ron Berlien	26	23	3	18	2	0
Bob Brown	21	19	1	18	0	0
Tom Cheney	24	21	4	14	3	0

Local intranet

Start | CRWMS Contact... | Lessons Learn... | Calculator | Microsoft Power... | 10:05 AM

4. New Database (New LLC Report Card)

Lessons Learned Coordinator Responses - Microsoft Internet Explorer

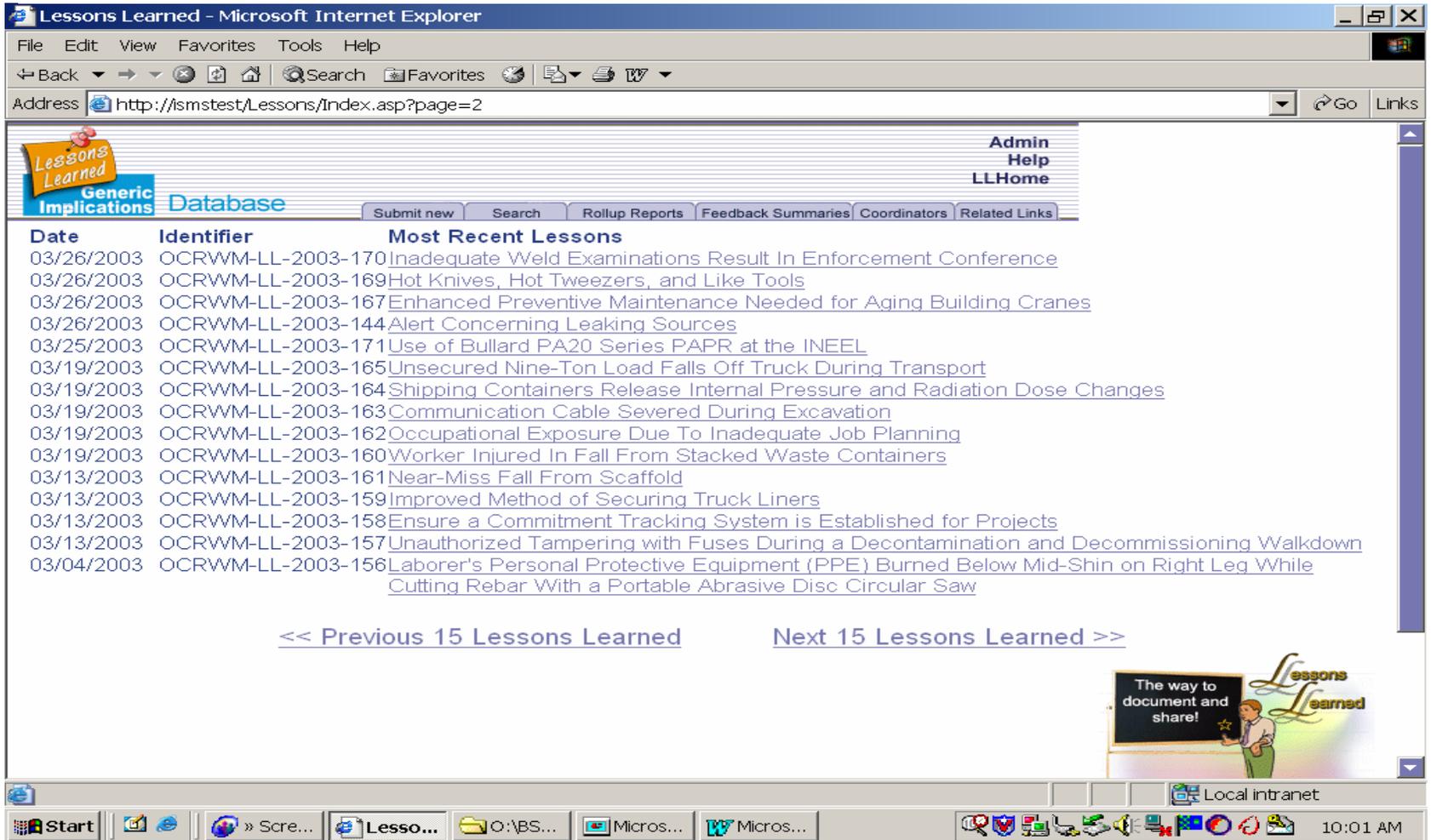
Address: <http://lessons/Lessons/Admin/ResponseSummary.asp>

Outstanding Responses

Coordinator	Title	Report Issued	Report Due	Days Remaining	Days Overdue	Total
Dave Haught						2
	OCRWM-2004-060	4/15/2004	5/5/2004	14		
	OCRWM-2004-062	4/15/2004	5/5/2004	14		
Charles Bartley						3
	OCRWM-2004-060	4/15/2004	5/5/2004	14		
	OCRWM-2004-061	4/15/2004	5/5/2004	14		
	OCRWM-2004-062	4/15/2004	5/5/2004	14		
Ron Berlien						3
	OCRWM-2004-060	4/15/2004	5/5/2004	14		
	OCRWM-2004-061	4/15/2004	5/5/2004	14		
	OCRWM-2004-062	4/15/2004	5/5/2004	14		
Bob Brown						2
	OCRWM-2004-060	4/15/2004	5/5/2004	14		
	OCRWM-2004-062	4/15/2004	5/5/2004	14		
Tom Chaney						3
	OCRWM-2004-060	4/15/2004	5/5/2004	14		
	OCRWM-2004-061	4/15/2004	5/5/2004	14		
	OCRWM-2004-062	4/15/2004	5/5/2004	14		
Ken Elder						4
	OCRWM-2004-057	4/6/2004	4/26/2004	5		
	OCRWM-2004-059	4/8/2004	4/28/2004	7		
	OCRWM-2004-060	4/15/2004	5/5/2004	14		
	OCRWM-2004-062	4/15/2004	5/5/2004	14		
Carolyn Melrose						3

Done Local intranet 3:31 PM

4. New Database (Home Page)



Lessons Learned - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://ismstest/Lessons/Index.asp?page=2>

Lessons Learned Generic Implications Database

Admin Help LLHome

Submit new Search Rollup Reports Feedback Summaries Coordinators Related Links

Date	Identifier	Most Recent Lessons
03/26/2003	OCRWM-LL-2003-170	Inadequate Weld Examinations Result In Enforcement Conference
03/26/2003	OCRWM-LL-2003-169	Hot Knives, Hot Tweezers, and Like Tools
03/26/2003	OCRWM-LL-2003-167	Enhanced Preventive Maintenance Needed for Aging Building Cranes
03/26/2003	OCRWM-LL-2003-144	Alert Concerning Leaking Sources
03/25/2003	OCRWM-LL-2003-171	Use of Bullard PA20 Series PAPR at the INEEL
03/19/2003	OCRWM-LL-2003-165	Unsecured Nine-Ton Load Falls Off Truck During Transport
03/19/2003	OCRWM-LL-2003-164	Shipping Containers Release Internal Pressure and Radiation Dose Changes
03/19/2003	OCRWM-LL-2003-163	Communication Cable Severed During Excavation
03/19/2003	OCRWM-LL-2003-162	Occupational Exposure Due To Inadequate Job Planning
03/19/2003	OCRWM-LL-2003-160	Worker Injured In Fall From Stacked Waste Containers
03/13/2003	OCRWM-LL-2003-161	Near-Miss Fall From Scaffold
03/13/2003	OCRWM-LL-2003-159	Improved Method of Securing Truck Liners
03/13/2003	OCRWM-LL-2003-158	Ensure a Commitment Tracking System is Established for Projects
03/13/2003	OCRWM-LL-2003-157	Unauthorized Tampering with Fuses During a Decontamination and Decommissioning Walkdown
03/04/2003	OCRWM-LL-2003-156	Laborer's Personal Protective Equipment (PPE) Burned Below Mid-Shin on Right Leg While Cutting Rebar With a Portable Abrasive Disc Circular Saw

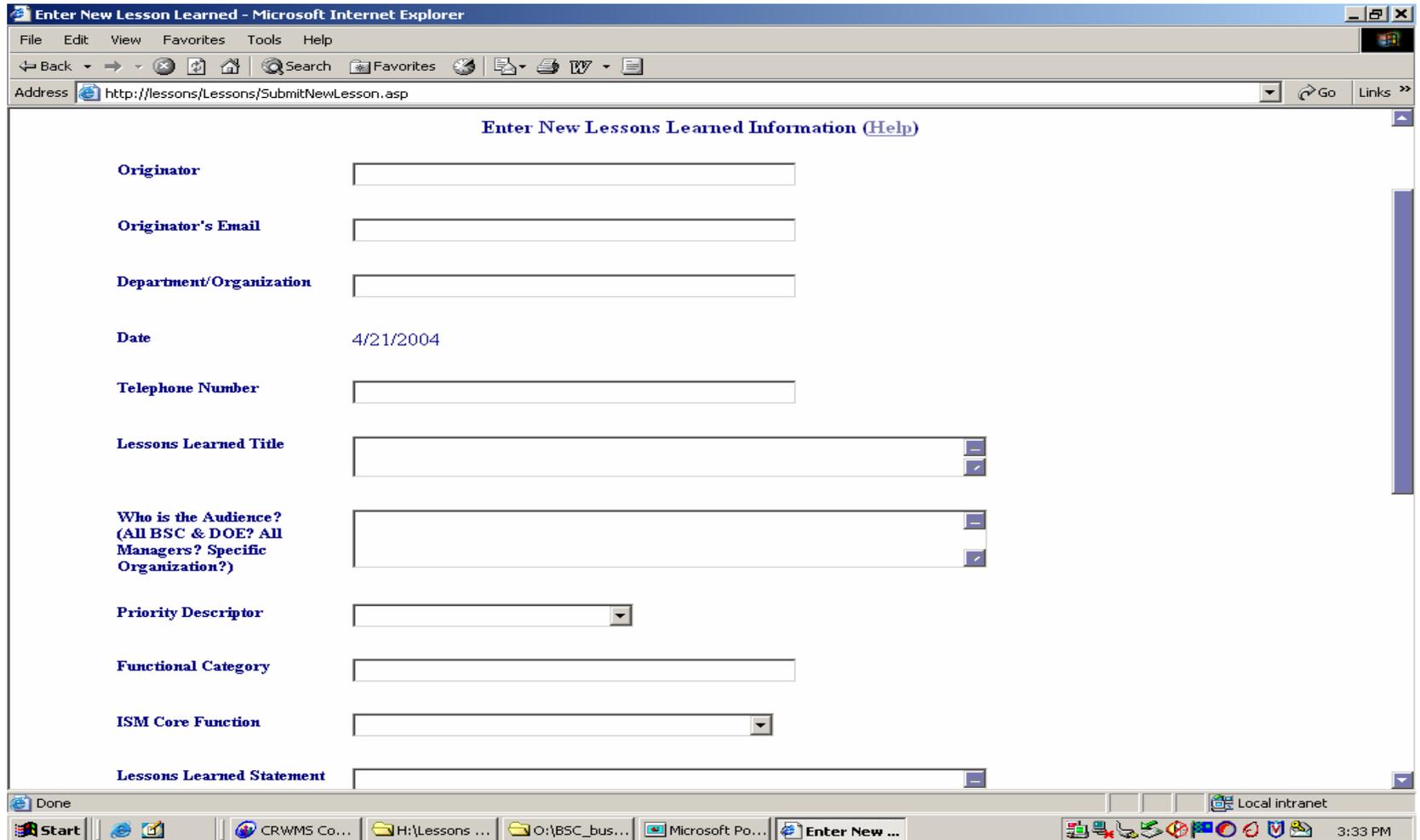
<< Previous 15 Lessons Learned Next 15 Lessons Learned >>

The way to document and share! Lessons Learned

Local intranet

Start | Scre... | Lesso... | O:\BS... | Micros... | Micros... | 10:01 AM

4. New Database (Submit New)

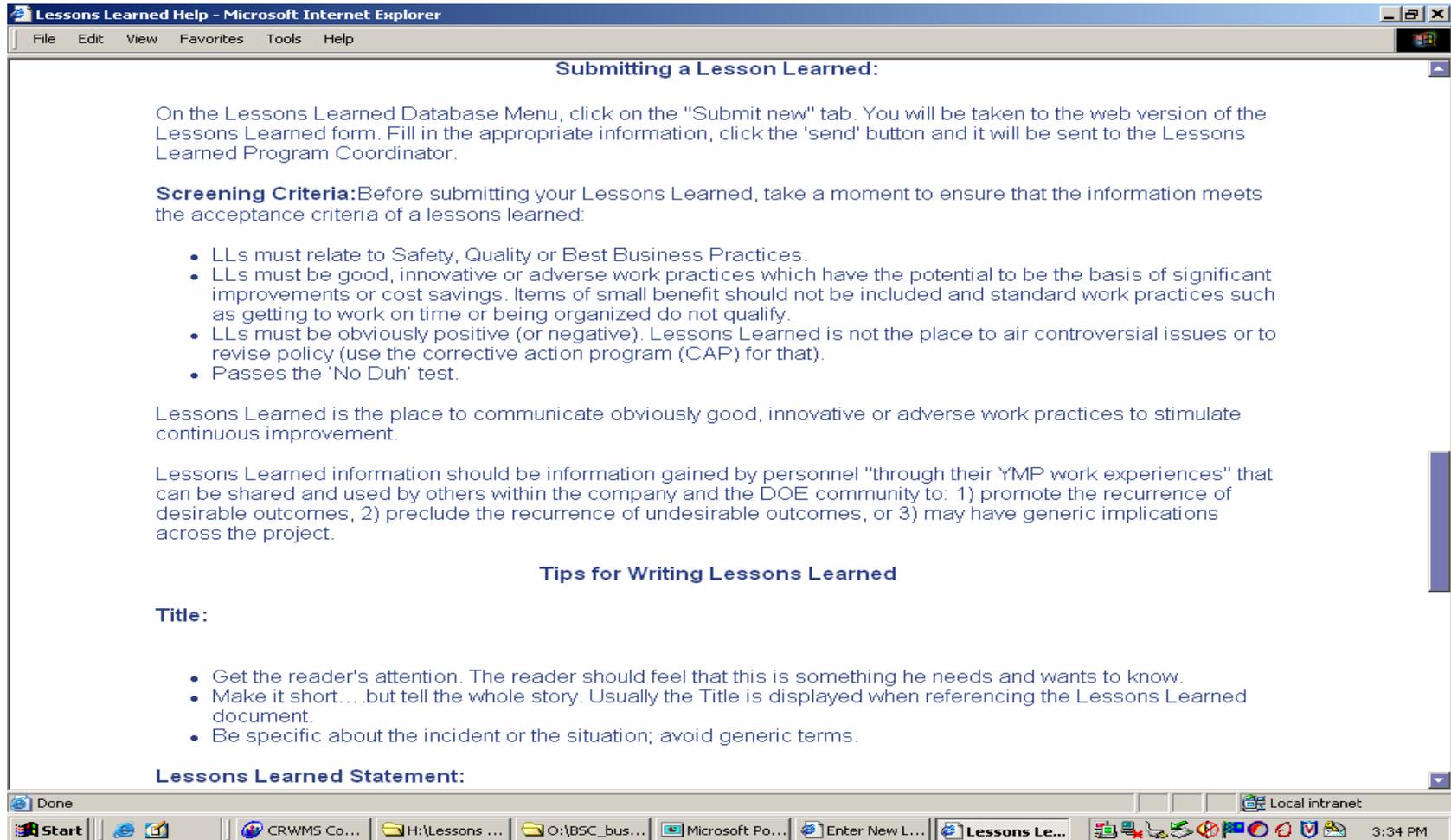


The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying `http://lessons/Lessons/SubmitNewLesson.asp`. The page title is "Enter New Lesson Learned Information (Help)". The form contains the following fields:

- Originator**: Text input field.
- Originator's Email**: Text input field.
- Department/Organization**: Text input field.
- Date**: Text input field containing "4/21/2004".
- Telephone Number**: Text input field.
- Lessons Learned Title**: Text input field with a vertical scrollbar.
- Who is the Audience? (All BSC & DOE? All Managers? Specific Organization?)**: Text input field with a vertical scrollbar.
- Priority Descriptor**: Dropdown menu.
- Functional Category**: Text input field.
- ISM Core Function**: Dropdown menu.
- Lessons Learned Statement**: Text input field with a vertical scrollbar.

The Windows taskbar at the bottom shows the Start button, several open applications (CRWMS Co..., H:\Lessons..., O:\BSC_bus..., Microsoft Po..., Enter New ...), and the system tray with the time 3:33 PM and "Local intranet" indicator.

■ 4. New Database (Help)



Submitting a Lesson Learned:

On the Lessons Learned Database Menu, click on the "Submit new" tab. You will be taken to the web version of the Lessons Learned form. Fill in the appropriate information, click the 'send' button and it will be sent to the Lessons Learned Program Coordinator.

Screening Criteria: Before submitting your Lessons Learned, take a moment to ensure that the information meets the acceptance criteria of a lessons learned:

- LLs must relate to Safety, Quality or Best Business Practices.
- LLs must be good, innovative or adverse work practices which have the potential to be the basis of significant improvements or cost savings. Items of small benefit should not be included and standard work practices such as getting to work on time or being organized do not qualify.
- LLs must be obviously positive (or negative). Lessons Learned is not the place to air controversial issues or to revise policy (use the corrective action program (CAP) for that).
- Passes the 'No Duh' test.

Lessons Learned is the place to communicate obviously good, innovative or adverse work practices to stimulate continuous improvement.

Lessons Learned information should be information gained by personnel "through their YMP work experiences" that can be shared and used by others within the company and the DOE community to: 1) promote the recurrence of desirable outcomes, 2) preclude the recurrence of undesirable outcomes, or 3) may have generic implications across the project.

Tips for Writing Lessons Learned

Title:

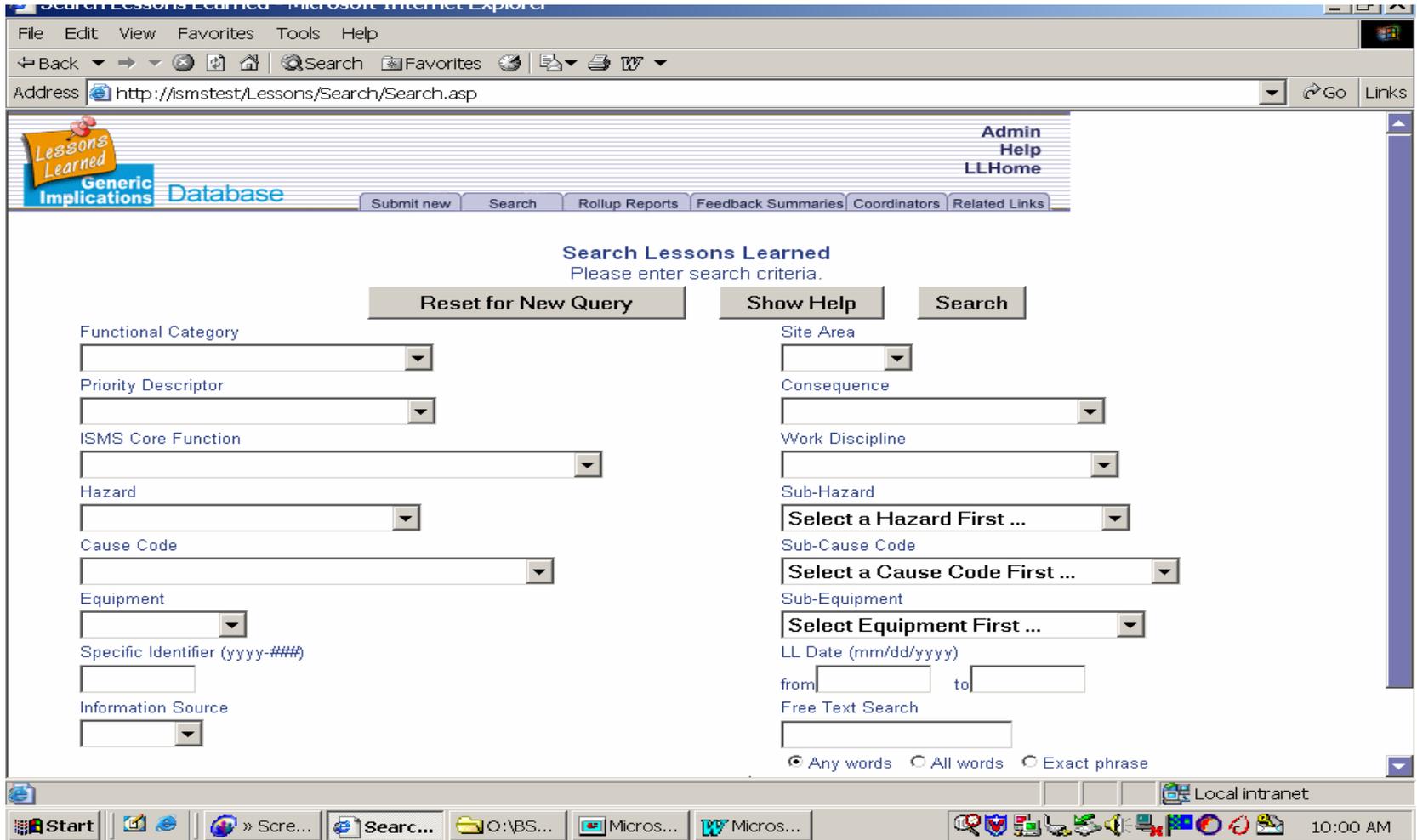
- Get the reader's attention. The reader should feel that this is something he needs and wants to know.
- Make it short... but tell the whole story. Usually the Title is displayed when referencing the Lessons Learned document.
- Be specific about the incident or the situation; avoid generic terms.

Lessons Learned Statement:

Done

Start | CRWMS Co... | H:\Lessons ... | O:\BSC_bus... | Microsoft Po... | Enter New L... | Lessons Le... | Local intranet | 3:34 PM

4. New Database (Search)



The screenshot shows a web browser window titled "Search Lessons Learned" with the address bar displaying "http://ismstest/Lessons/Search/Search.asp". The page header includes the "Lessons Learned Generic Implications Database" logo and navigation links: "Admin", "Help", "LLHome", "Submit new", "Search", "Rollup Reports", "Feedback Summaries", "Coordinators", and "Related Links".

The main content area is titled "Search Lessons Learned" and contains the instruction "Please enter search criteria." Below this are three buttons: "Reset for New Query", "Show Help", and "Search".

The search form is organized into two columns of dropdown menus:

- Left Column:** Functional Category, Priority Descriptor, ISMS Core Function, Hazard, Cause Code, Equipment, Specific Identifier (yyyy-###), and Information Source.
- Right Column:** Site Area, Consequence, Work Discipline, Sub-Hazard (with a "Select a Hazard First ..." dropdown), Sub-Cause Code (with a "Select a Cause Code First ..." dropdown), Sub-Equipment (with a "Select Equipment First ..." dropdown), LL Date (mm/dd/yyyy) with "from" and "to" input fields, and Free Text Search.

At the bottom of the search form, there are radio buttons for "Any words" (selected), "All words", and "Exact phrase". The Windows taskbar at the bottom shows the Start button, several open applications (Scre..., Searc..., O:\BS..., Micros..., Micros...), and the system tray with the date and time "10:00 AM".

4. New Database (Search)

Search Lessons Learned
Please enter search criteria.

Reset for New Query Show Help Search

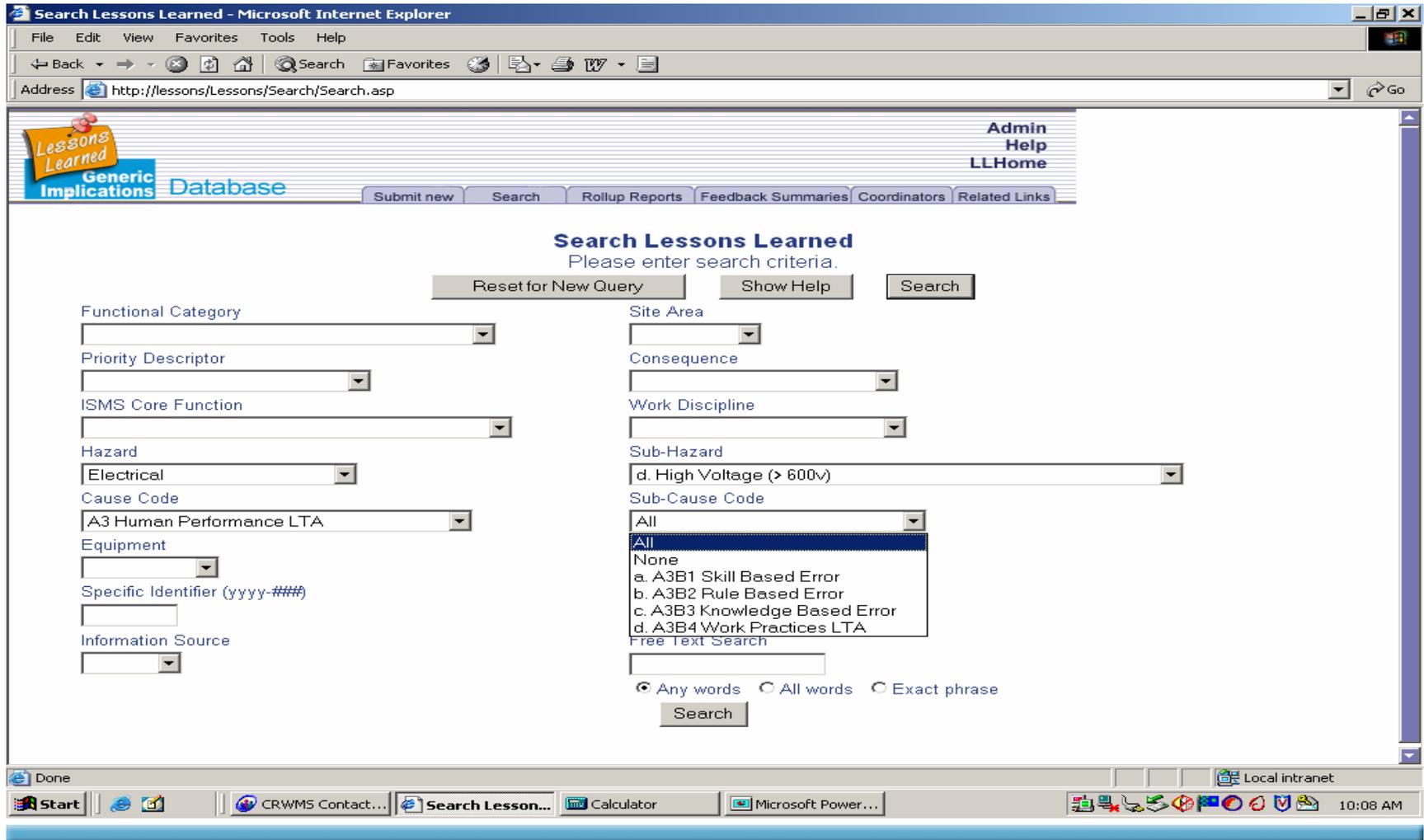
Functional Category: [Dropdown]
 Priority Descriptor: [Dropdown]
 ISMS Core Function: [Dropdown]
 Hazard: [Dropdown] (Electrical)
 Cause Code: [Dropdown]
 Equipment: [Dropdown]
 Specific Identifier (yyyy-###): [Text]
 Information Source: [Dropdown]

Site Area: [Dropdown]
 Consequence: [Dropdown]
 Work Discipline: [Dropdown]
 Sub-Hazard: [Dropdown] (All)
 a. Batteries
 b. Capacitors
 c. Exposed Energized Conductors
 d. High Voltage (> 600v)
 e. Low Voltage (< 600v)
 f. Hidden Energized Conductors
 g. Static Charges
 h. Faulty Power Tools (e.g., insulation problems)
 i. Unwanted Grounds/Shorts (e.g., water, tools, other conductors)

Any words All words Exact phrase

Search

4. New Database (Search)



Search Lessons Learned
Please enter search criteria.

Functional Category:
 Priority Descriptor:
 ISMS Core Function:
 Hazard:
 Cause Code:
 Equipment:
 Specific Identifier (yyyy-###):
 Information Source:

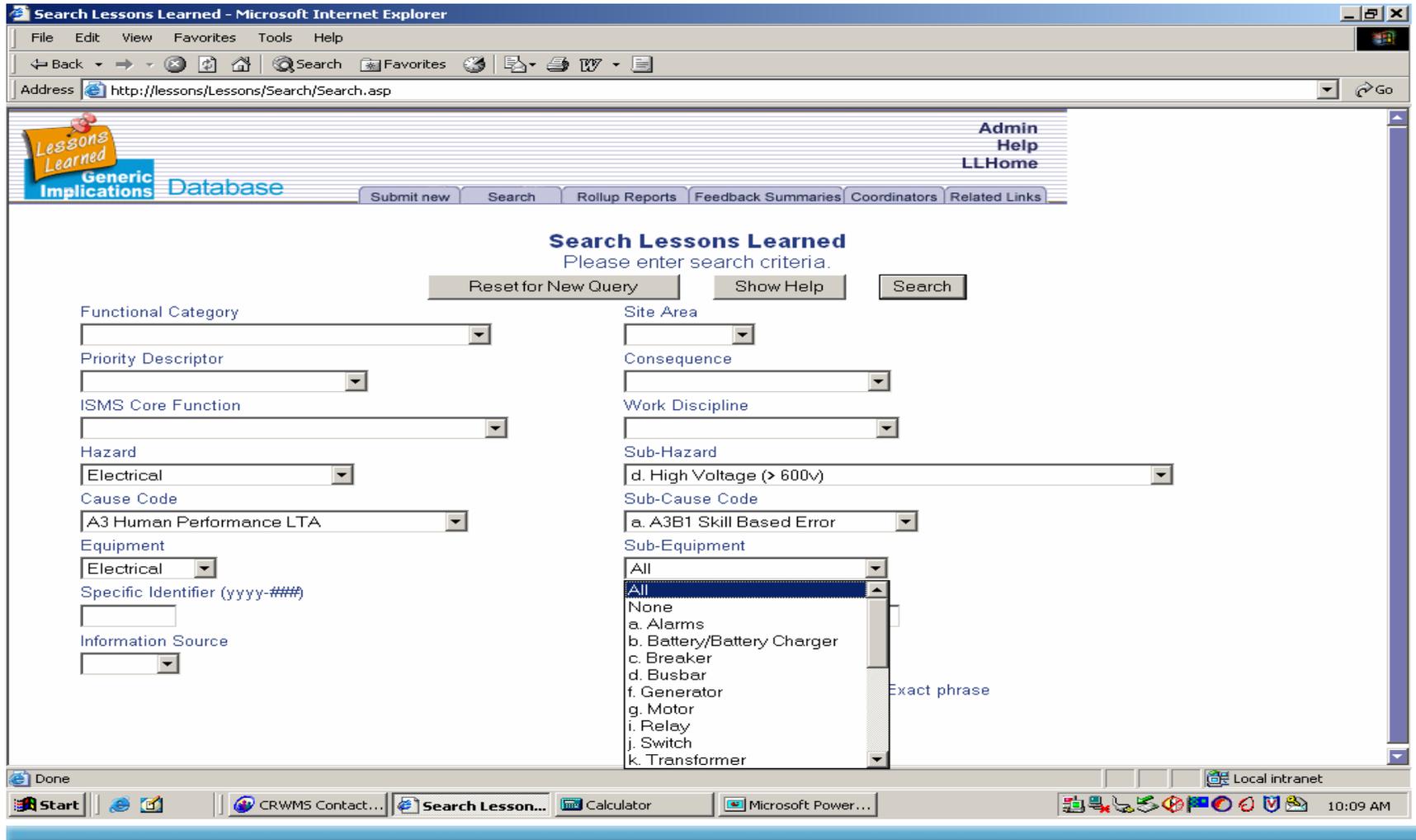
Site Area:
 Consequence:
 Work Discipline:
 Sub-Hazard:
 Sub-Cause Code:

- All
- None
- a. A3B1 Skill Based Error
- b. A3B2 Rule Based Error
- c. A3B3 Knowledge Based Error
- d. A3B4 Work Practices LTA

Free Text Search:

Any words
 All words
 Exact phrase

4. New Database (Search)



Search Lessons Learned
Please enter search criteria.

Reset for New Query Show Help Search

Functional Category [Dropdown]	Site Area [Dropdown]
Priority Descriptor [Dropdown]	Consequence [Dropdown]
ISMS Core Function [Dropdown]	Work Discipline [Dropdown]
Hazard [Dropdown: Electrical]	Sub-Hazard [Dropdown: d. High Voltage (> 600v)]
Cause Code [Dropdown: A3 Human Performance LTA]	Sub-Cause Code [Dropdown: a. A3B1 Skill Based Error]
Equipment [Dropdown: Electrical]	Sub-Equipment [Dropdown: All, None, a. Alarms, b. Battery/Battery Charger, c. Breaker, d. Busbar, f. Generator, g. Motor, i. Relay, j. Switch, k. Transformer]
Specific Identifier (yyyy-###) [Input]	
Information Source [Dropdown]	

Exact phrase

■ 5. Communication Effort

- New Logo
- Brochure
- LLC Identification Signage
- Attend All-Hands Meetings
- Bulletin Board Space

■ 6. Incentive Award Program

- Winner(s) Determined Quarterly through criteria established by LLPCs
- All Internally Produced LL/GIs Eligible
- Through BSC Employee Award Program
- Committee Determines Award Level
 - ◆ BSC Employees eligible for up to a \$500 Gold Award
 - ◆ Non-BSC Employees eligible for non-cash Star Award only

6. Incentive Award Program (Portal Article)

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awarded at the gold level through BSC's Employee Recognition Award Program.

"He has also contributed to the success of the surface facility design and is a source of expert advice to the entire Project," says Thomas Swift, senior engineer in BSC's Program Integration department, one of three individuals who nominated Schmid.

Schmid's ability to work effectively with the Surface Facility Design and Engineering team was another factor in his nomination. He helped identify opportunities to improve handling operations, save time, and increase safety.

"Once individuals understand the importance of our mission they should be motivated to do their best work," says Schmid. "Safety and efficiency are keys to ensuring that our mission will be met and our environment protected."

Pamela McCann, Project Administrator, BSC Management Administrative Support
Steven Smith, Lessons Learned coordinator, Site Operations

Both McCann and Smith were awarded at the bronze level recently through the Employee Recognition Award Program for exceptional efforts in the Lessons Learned arena for the first quarter of 2004.

"The Lessons Learned these individuals generated in turn spurred a lot of interest by the high number of user surveys that resulted," says Marco Lee, BSC's Lessons Learned Program Coordinator for Performance Systems Improvement department, who nominated the pair. "Users also rated the information as being helpful, which can prevent further occurrence of these issues."

As an Emergency Response Team member, McCann has a keen eye for safety-related issues in her environment. During a recent walk-through of several buildings, she noticed that an eyewash station was missing. Her quick response remedied the situation and also resulted in lesson, OCRWM-LL-2004-011, "Removal of Personal Protective Safety Equipment," which emphasizes this equipment should never be removed without prior authorization.



Steven Smith was recognized for his exceptional efforts in the Lessons Learned arena as it relates to ladder safety, specifically using tools when on a ladder.



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