

Getting the Right Information to the Right People

Welcome and Keynote Address

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Fluor Hanford

Hanford Difficulties

- Size
- Diverse operations and missions
- Organization structure and complexity
- Management support

Expectations

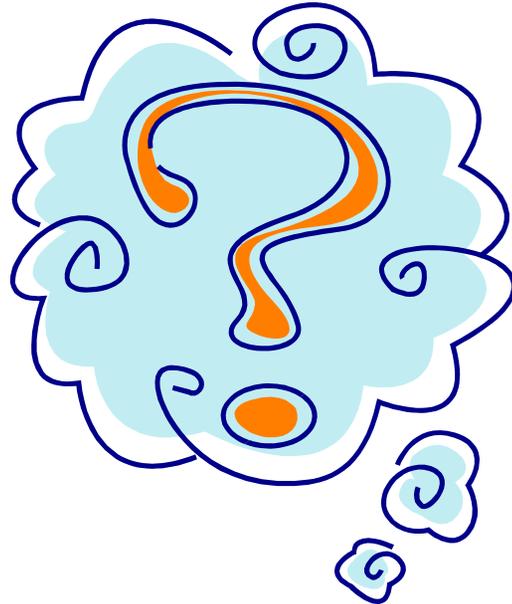
- Filtering at each level in distribution network
- Learning organization

Issues

- Adequate delivery is necessary but not sufficient
 - Change in behavior
 - Central responsibility
- System for tracking actions
- Sr. Management understanding

Conclusions

- Enjoy the workshop
- Lessons are repeated until they are learned



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