

# Survey Topic

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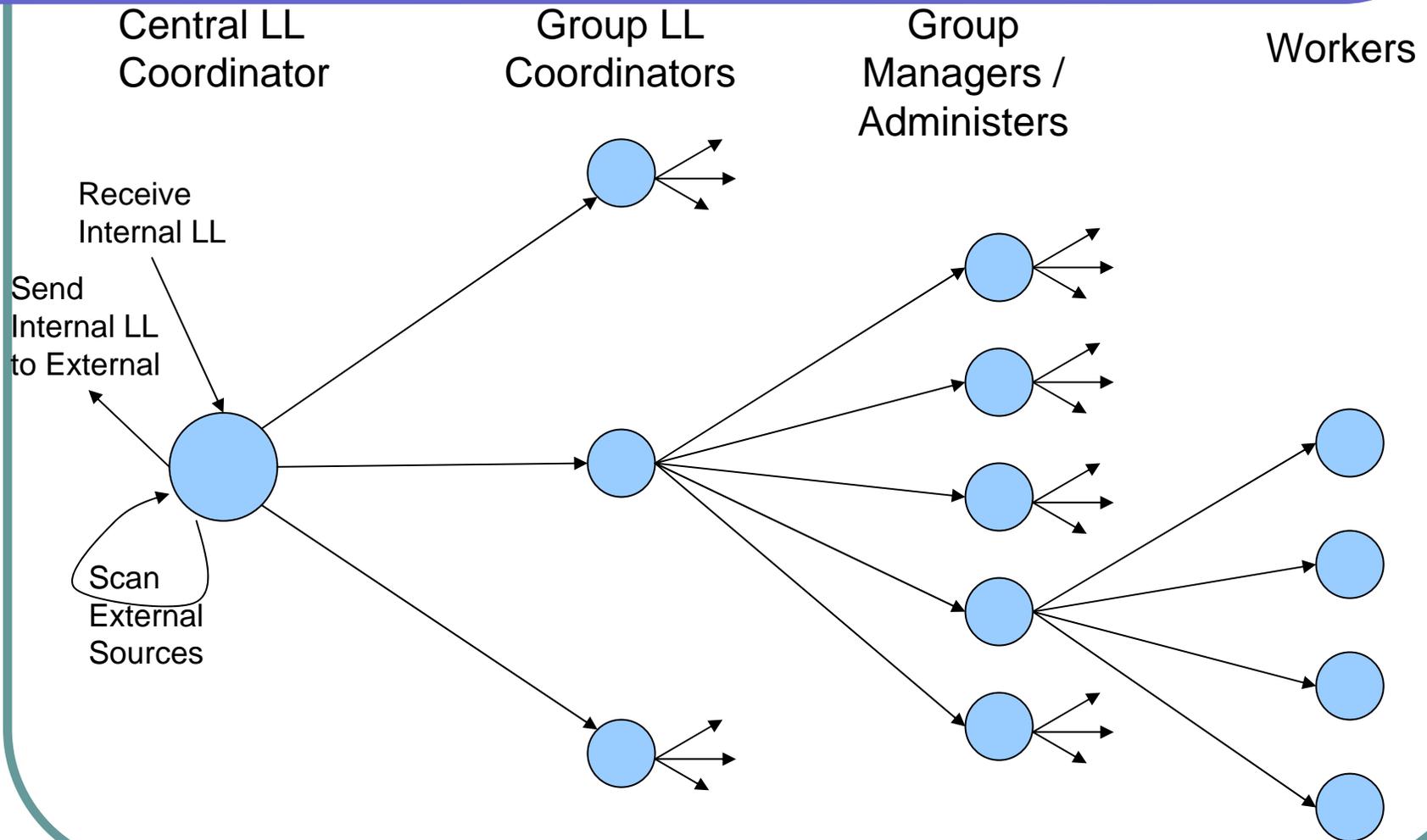
 **University at Buffalo** *The State University of New York*

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# Method

- Developed survey based on published literature and past DOE Surveys
- Selected 4 DOE sites to visit to get a better understand how each lesson learned program is implemented
- Survey will confirm what implementation strategies are more effective in getting lessons learned reviewed and adopted

# Generic DOE Lessons Learned Distribution



Distribution is less *electronic* the deeper into the distribution due to access workers have to terminals and expectations of Group LLC

# Administering Survey

- Survey Target
  - Engineering Managers / Appointees
  - Workers
  - Others on LL distribution
- Administer survey using an email with a link to a 3<sup>rd</sup> party website

# Background



# Review

Test Lesson Learned Survey - Microsoft Internet Explorer

File Edit View Favorites Tools Help

**Test Lesson Learned Survey** [Exit this survey >>](#)

2. of 10.

Answer the following questions related to your review tendencies when you receive a Lesson Learned from the (PROGRAM)

	Never	Almost Never (less than 10% of the time)	Rarely (about 1/4 of the time)	Sometimes (about 1/2 of the time)	Often (about 3/4 of the time)	Almost Always (more than 90% of the time)	Always
I read through each lesson learned document word for word.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For each lesson learned, I reflect on how this information may apply to me and my group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I communicate each lesson learned I receive within my group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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# Adoption

Test Lesson Learned Survey - Microsoft Internet Explorer

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3. of 10.

**In the past year, my group has adopted lessons learned receive from the (PROGRAM) by**

	Never	Almost Never (less than 10% of the time)	Rarely (about 1/4 of the time)	Sometimes (about 1/2 of the time)	Often (about 3/4 of the time)	Almost Always (more than 90% of the time)	Always
Performing equipment maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Re-designing Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Updating Work Plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Updating procedures that govern how work is performed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiating corrective actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**I remember specific lessons learned while doing my job that cause me to take additional precautions.**

Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

**I have changed my behavior as a result of lessons learned received from the (PROGRAM)**

Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

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# Collaboration

Test Lesson Learned Survey - Microsoft Internet Explorer

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4. of 10.

The following questions are concerned with the amount of two-way communication and collaboration with respect to specific lessons learned received from the [PROGRAM] over the last year.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I know who (LLC) assigned to my group is.	<input type="radio"/>				
Two-way communication between the (LLC) and me is fairly easy.	<input type="radio"/>				
The (LLC) and I actively discuss the applicability of specific lessons learned received from the (PROGRAM).	<input type="radio"/>				
The (LLC) and my group actively plan the adoption of specific lessons learned received from the (PROGRAM).	<input type="radio"/>				
In general, communication within my group and me is fairly easy.	<input type="radio"/>				
Within my group we actively discuss the applicability of specific lessons learned received from the (PROGRAM).	<input type="radio"/>				
Within my group we actively plan the adoption of specific lessons learned received from the (PROGRAM).	<input type="radio"/>				

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# Infrastructure/Monitoring

Test Lesson Learned Survey - Microsoft Internet Explorer

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5. of 10.

The following questions related to the (PROGRAM).

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Before this survey, I knew that (SITE) had a lessons learned (PROGRAM).	<input type="radio"/>				
My manager promotes the review of lessons learned received from the (PROGRAM)	<input type="radio"/>				
My manager promotes the use of lessons learned received from the (PROGRAM)	<input type="radio"/>				
I understand what I should do when I receive a LL from the (PROGRAM)	<input type="radio"/>				
I am monitored on whether I review of lessons learned received from the (PROGRAM) or not.	<input type="radio"/>				
I am monitored on whether I use of lessons learned received from the (PROGRAM) or not.	<input type="radio"/>				
I know the procedure(s) that govern the (PROGRAM)	<input type="radio"/>				
In the last year, the lessons learned (PROGRAM) as a whole has been improving.	<input type="radio"/>				

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# Similarity/Discretion (Not Invented Here)

Test Lesson Learned Survey - Microsoft Internet Explorer

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6. of 10.

The following questions relate to your view of your current work situation and how it may relate to others within the DOE complex.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I have enough time to review lessons learned I receive from the (PROGRAM).	<input type="radio"/>				
I can justify allocating time to implement lessons learned that I received from the (PROGRAM).	<input type="radio"/>				
I can justify allocating other resources to implementing lessons learned that I received from the (PROGRAM).	<input type="radio"/>				
The procedures that govern the work performed in my group are similar to other groups within the DOE complex.	<input type="radio"/>				
The environment my group works within is similar to other groups within the DOE complex.	<input type="radio"/>				
The equipment used in my group is similar to other groups within the DOE complex.	<input type="radio"/>				
I find it difficult to influence other people's safety related behaviors	<input type="radio"/>				

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# Similarity/Discretion (Not Invented Here)

The screenshot shows a Microsoft Internet Explorer browser window titled "Test Lesson Learned Survey". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The survey page has a dark header with the title "Test Lesson Learned Survey" and a link "Exit this survey >>". Below the header, it indicates "7. of 10." questions.

The main question is: "Have you ever identified a lesson learned you thought relevant to your program/project but could NOT implement?"

There are two radio button options: "Yes" and "No". The "No" option is selected.

Below the radio buttons, it says "If yes, please explain" followed by a large, empty text input field.

At the bottom of the question area, there are two navigation links: "<< Prev" and "Next >>".

The Windows taskbar at the bottom shows the "start" button, several open folders and applications including "Phase 3", "SELLS Survey Topic", "Proposal v2", "SurveyMonkey.com - ...", and "Test Lesson Learned ...". The system clock shows "11:44 PM".

# Information Usefulness

Test Lesson Learned Survey - Microsoft Internet Explorer

File Edit View Favorites Tools Help

**Test Lesson Learned Survey** Exit this survey >>

8. of 10.

In the past year, lessons learned sent to me from the (PROGRAM) have been

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Relevant to my job	<input type="radio"/>				
Helpful	<input type="radio"/>				
Informative	<input type="radio"/>				
Valuable	<input type="radio"/>				
Improving	<input type="radio"/>				

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# Trends/Improvements

The screenshot shows a Microsoft Internet Explorer browser window displaying a survey titled "Test Lesson Learned Survey". The browser's address bar shows the survey URL. The survey interface includes a progress indicator "9. of 10." and a navigation link "Exit this survey >>".

**Test Lesson Learned Survey** Exit this survey >>

9. of 10.

**In your opinion, have there been any adverse trends with respect to the (PROGRAM) over the past year.**

Yes  No

**If yes, please explain.**

**In your opinion, have there been any improvements in the (PROGRAM) over the last year?**

Yes  No

**If yes, please explain.**

**Please, comment on any additional aspects of the program you would like to see improved.**

The Windows taskbar at the bottom shows the Start button, several open applications (Phase 3, SELLS Survey Topic, Proposal v2, SurveyMonkey.com), and the system tray with the time 11:45 PM.

# Experience

Test Lesson Learned Survey - Microsoft Internet Explorer

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10. of 10.

How many years have you held your current position? (If it has not been a year enter "less than 1")

How many years have you been employed at the site in any capacity? (If it has not been a year enter "less than 1")

I work in the following project or group (UPDATE LIST).

For the following questions, consider the groups you communicate lessons learned to.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am familiar with the technical work that the groups perform.	<input type="radio"/>				
I am familiar with the equipment that that groups use.	<input type="radio"/>				
I am familiar with the hazards and vulnerabilities related to the working environment of the groups.	<input type="radio"/>				
I am familiar with the management systems and procedures of the groups.	<input type="radio"/>				

**THANK YOU for your participation!**  
Your browser will close upon hitting the DONE key.

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# Timeline

- Data Collection May through August
- Summary reports provided to each site
- Cross-Site Analysis complete in October

	May	Jun	Jul	Aug	Sep	Oct
Data Collection	■					
Site summary Reports		■				
Cross-site analysis					■	