

# ***Sharing Lessons Learned***

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# What We Will Cover

- What is a Lesson Learned?
- History of LLs in DOE
- The current program
- Society for Effective Lessons Learned Sharing (SELLS)
- Tools for sharing knowledge
- Future enhancements

# Definition

- A good work practice or innovative approach that is captured and shared to promote repeat applications
- An adverse work practice or experience that is captured and shared to avoid a recurrence

# Lessons Learned Timeline

1/93      1/94      1/95      1/96      1/97      1/98      1/99      1/00      1/01



Steam Pit Fatality



# Lessons Learned Timeline

1/93      1/94      1/95      1/96      1/97      1/98      1/99      1/00      1/01



Steam Pit Fatality



LL PIT Formed

# Lessons Learned Timeline

1/93      1/94      1/95      1/96      1/97      1/98      1/99      1/00      1/01



Steam Pit Fatality



LL PIT Formed



Listserver on-line

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Steam Pit Fatality



LL PIT Formed



Listserver on-line

DOE-STD-7501-95 Issued



# Lessons Learned Timeline

1/93      1/94      1/95      1/96      1/97      1/98      1/99      1/00      1/01



Steam Pit Fatality



LL PIT Formed



Listserver on-line

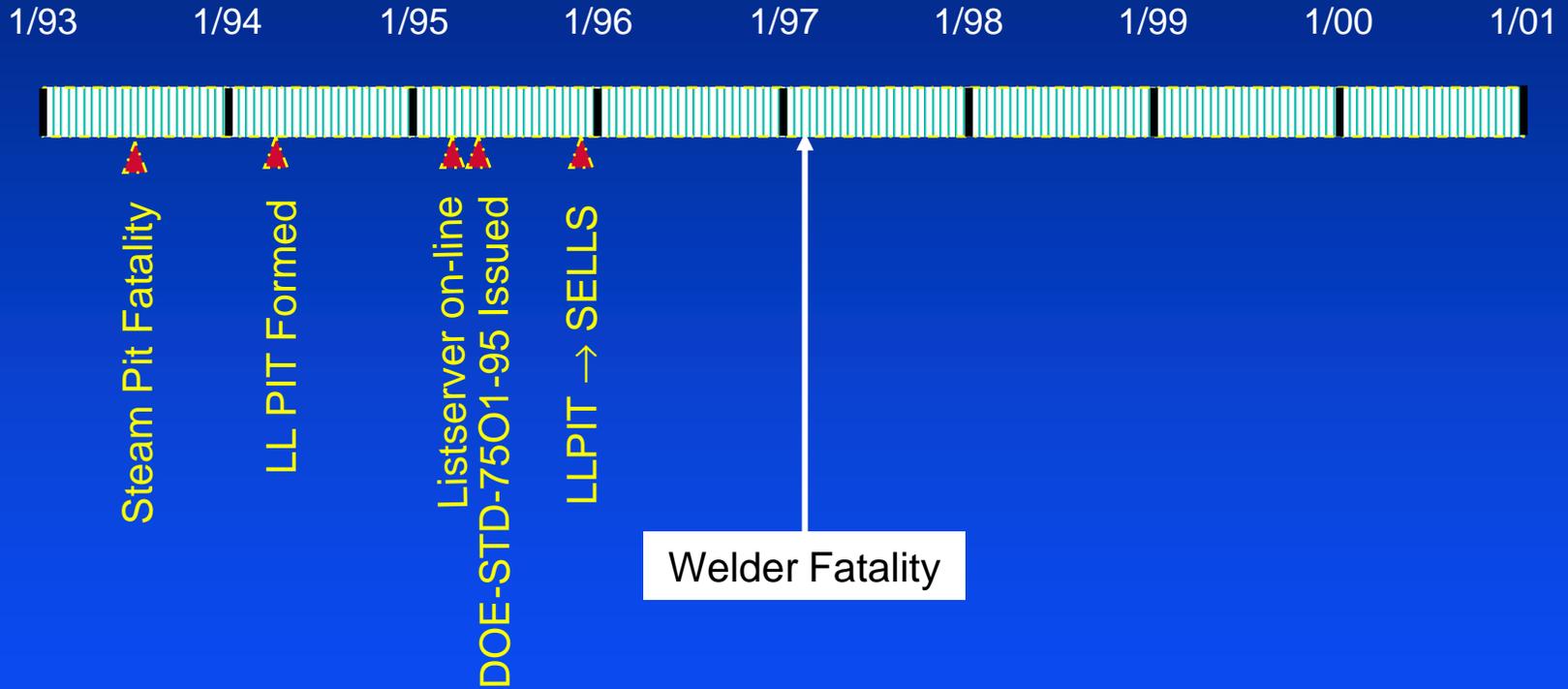
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DOE

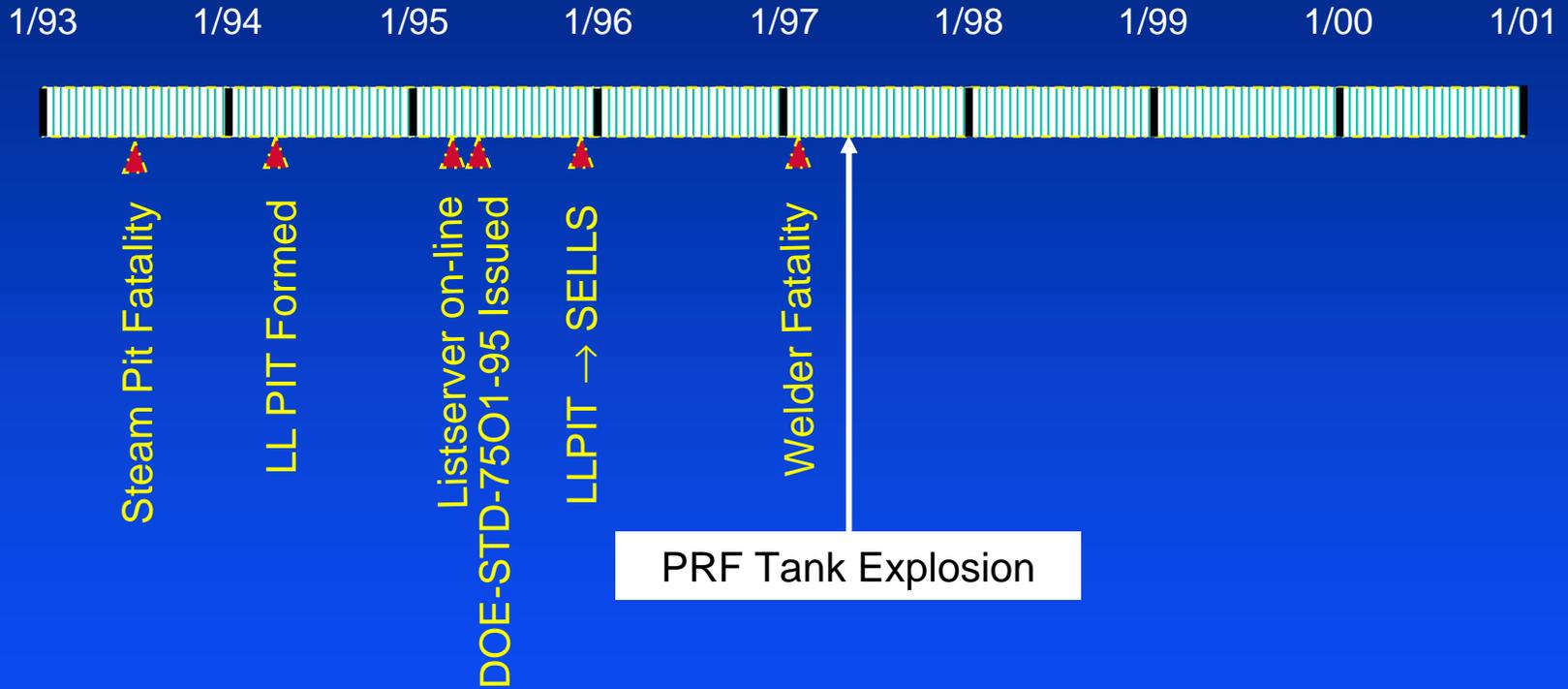


LLPIT → SELLS

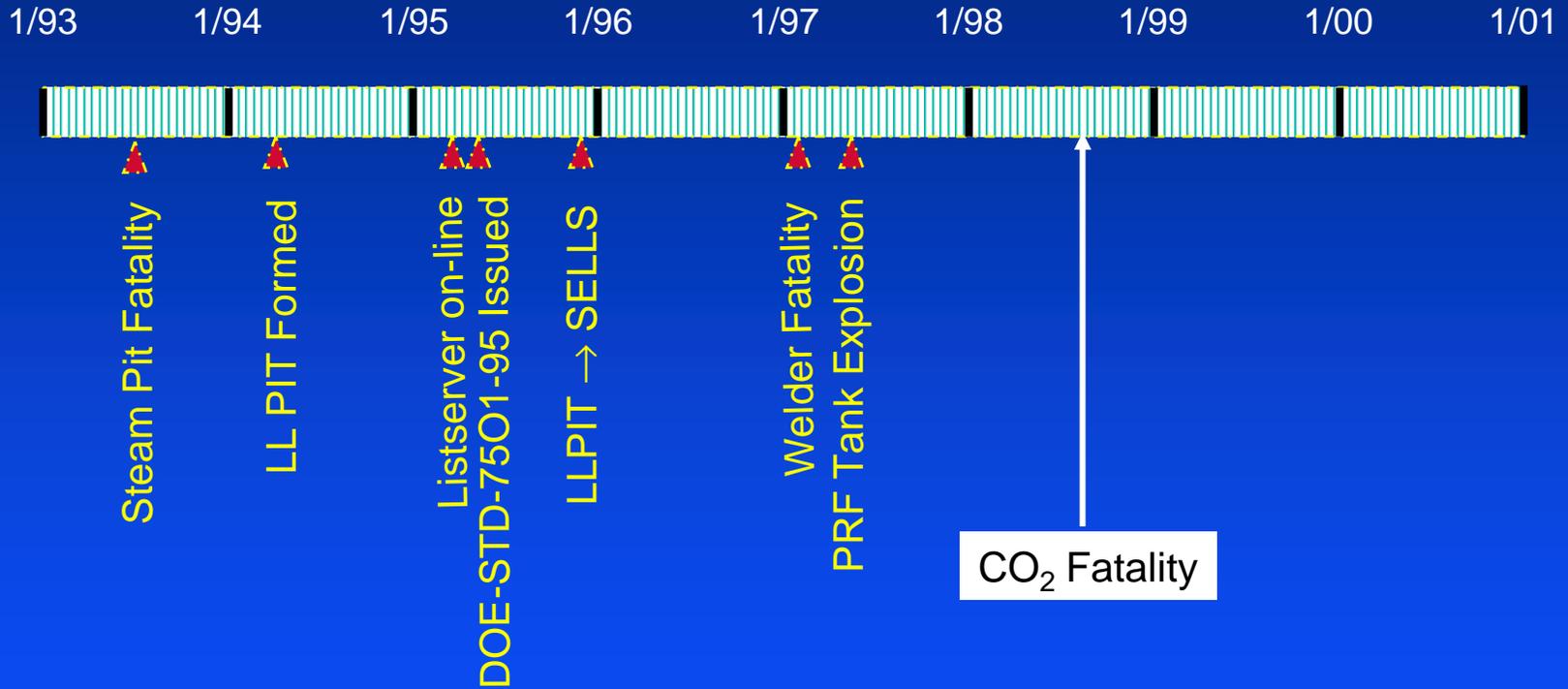
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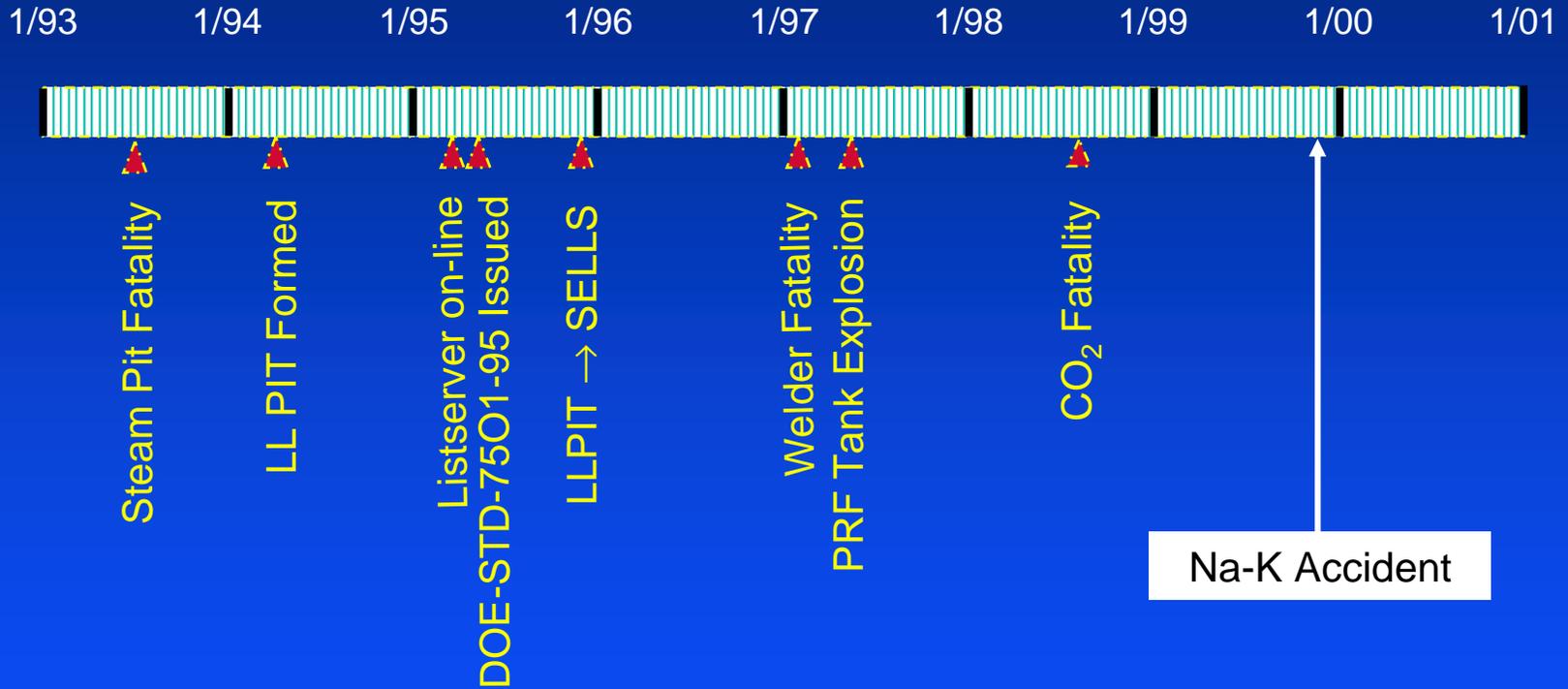
# Lessons Learned Timeline



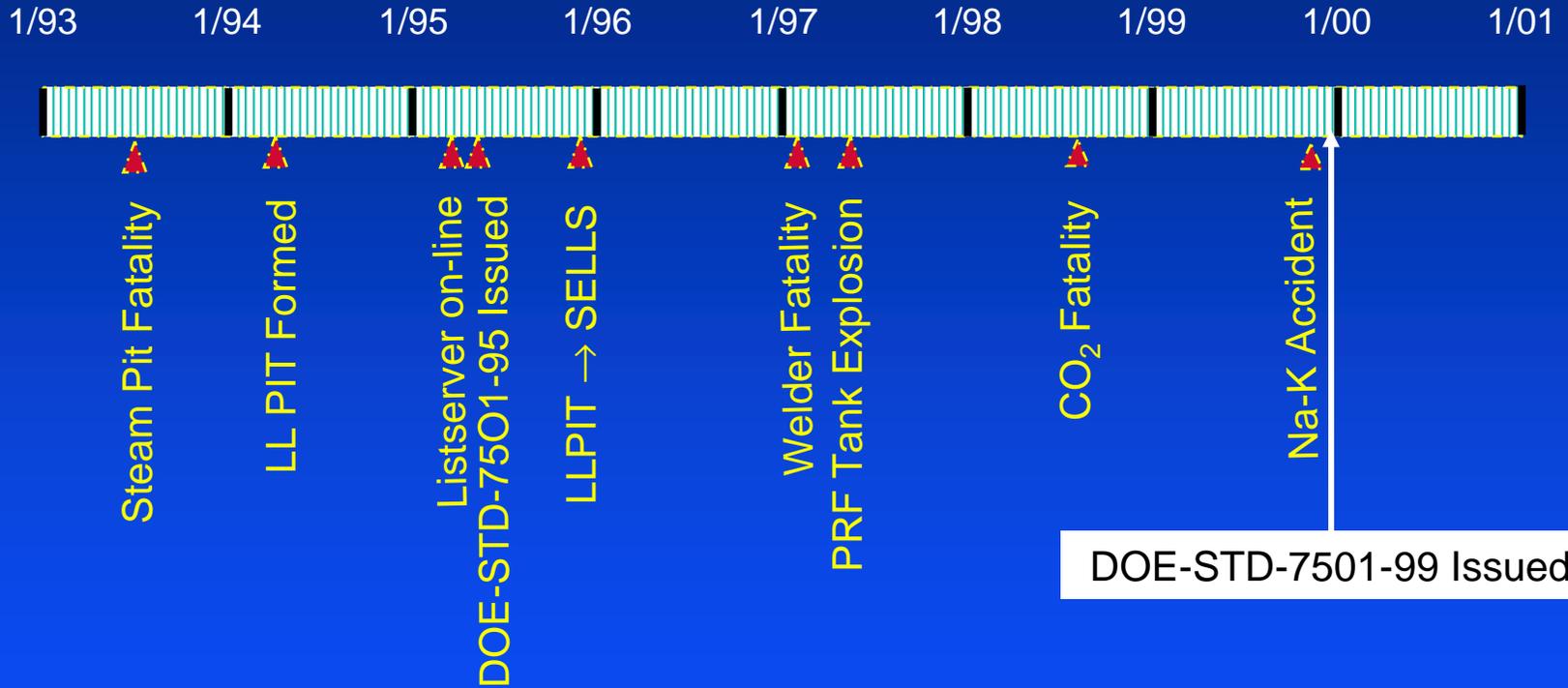
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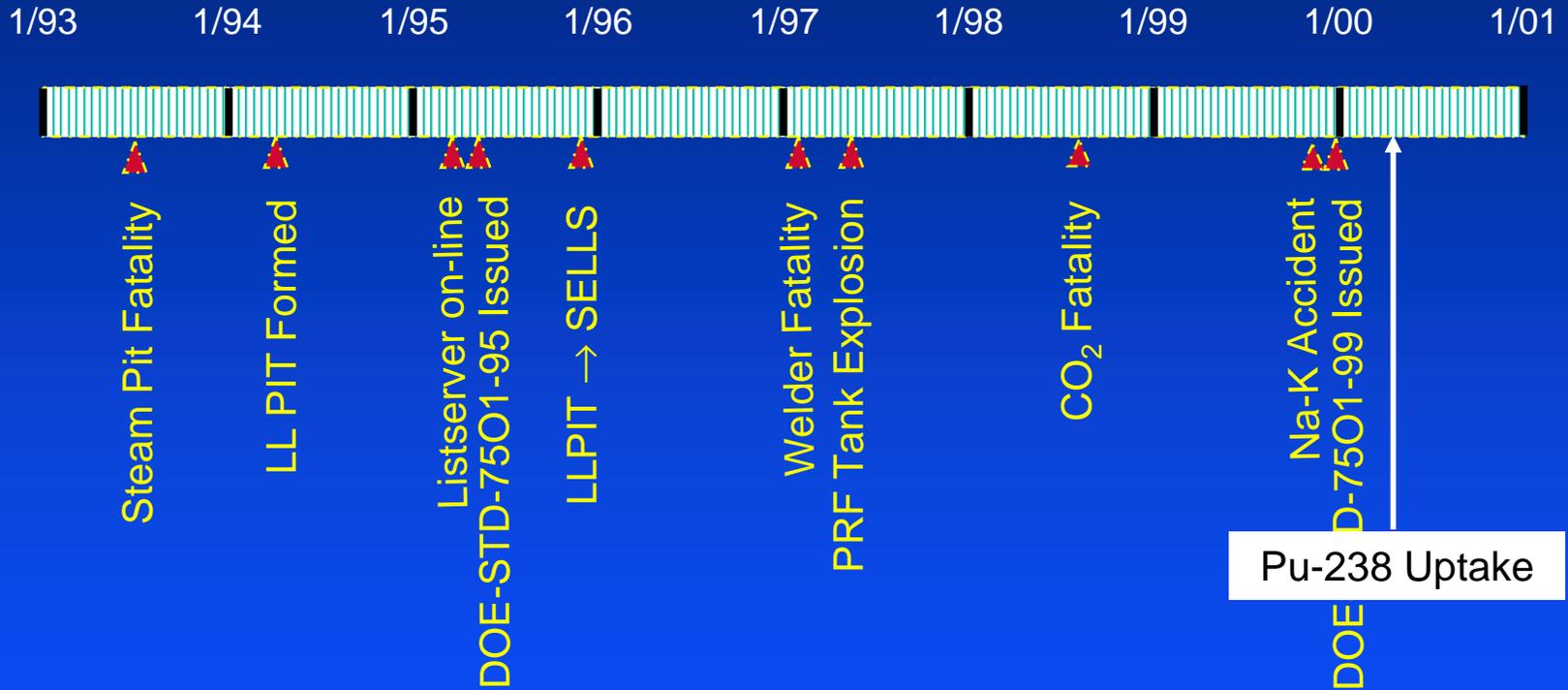
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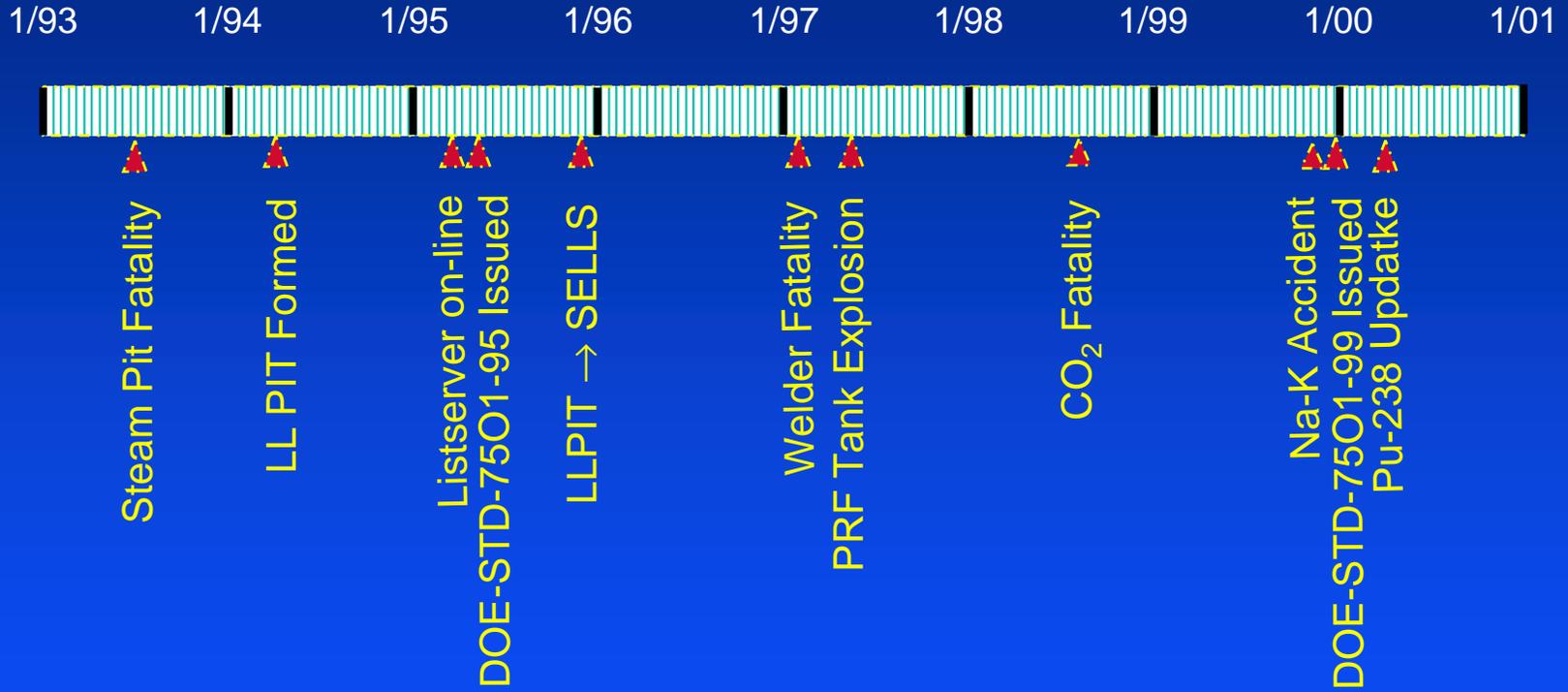
# Lessons Learned Timeline



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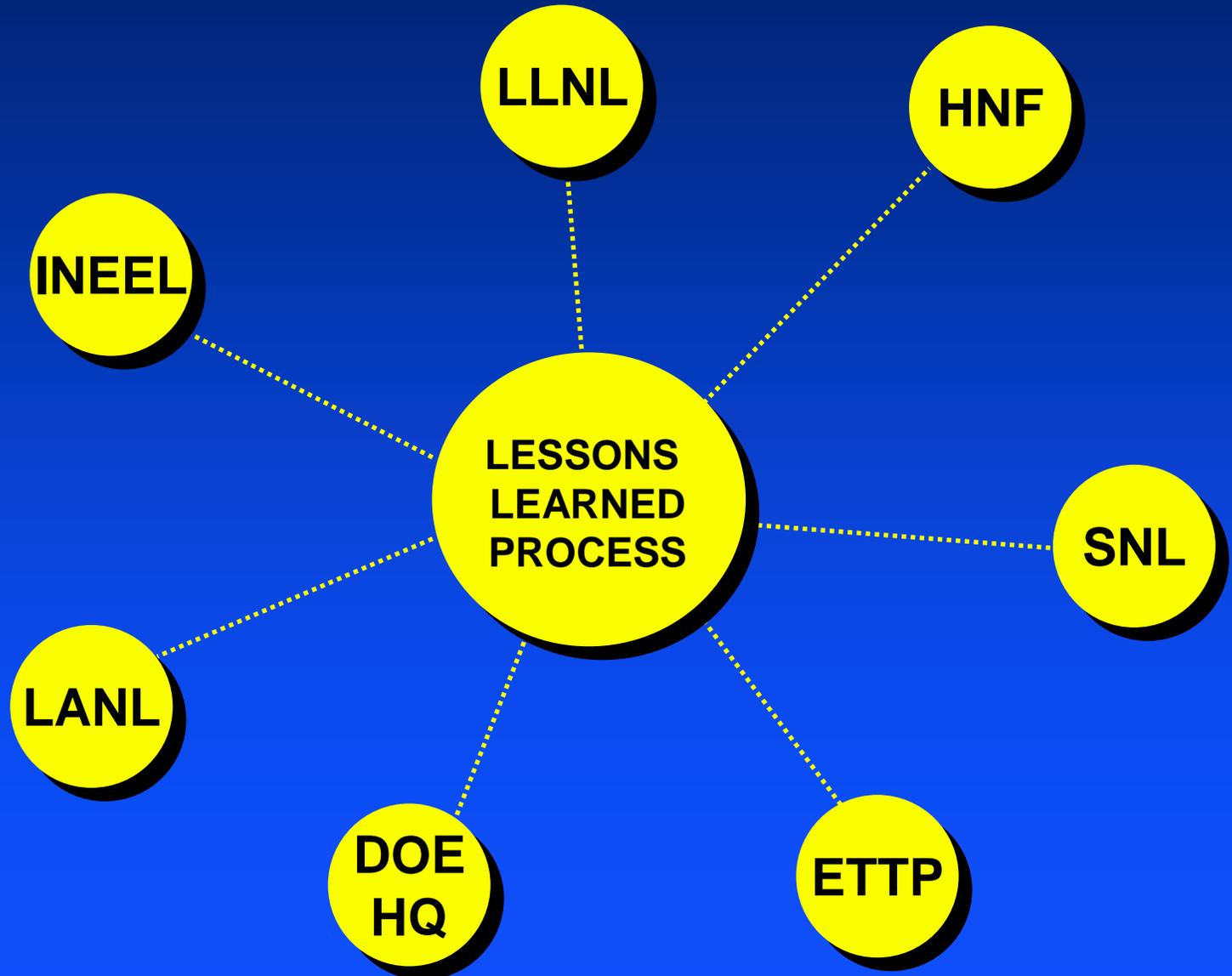
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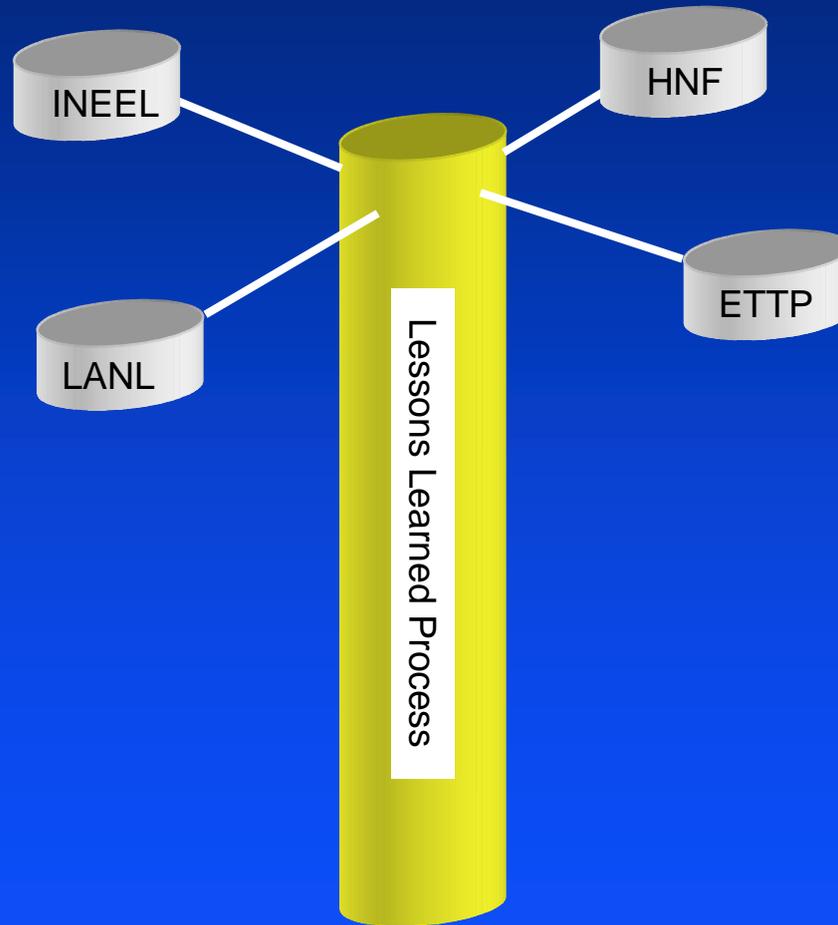
# Reasons to Share Lessons Learned

- **Safety** of our workers
- DNFSB criticism of DOE
- PAAA implications
- ISMS Feedback and Improvement
- Saving \$\$\$
- Required by a number of DOE Orders or Standards

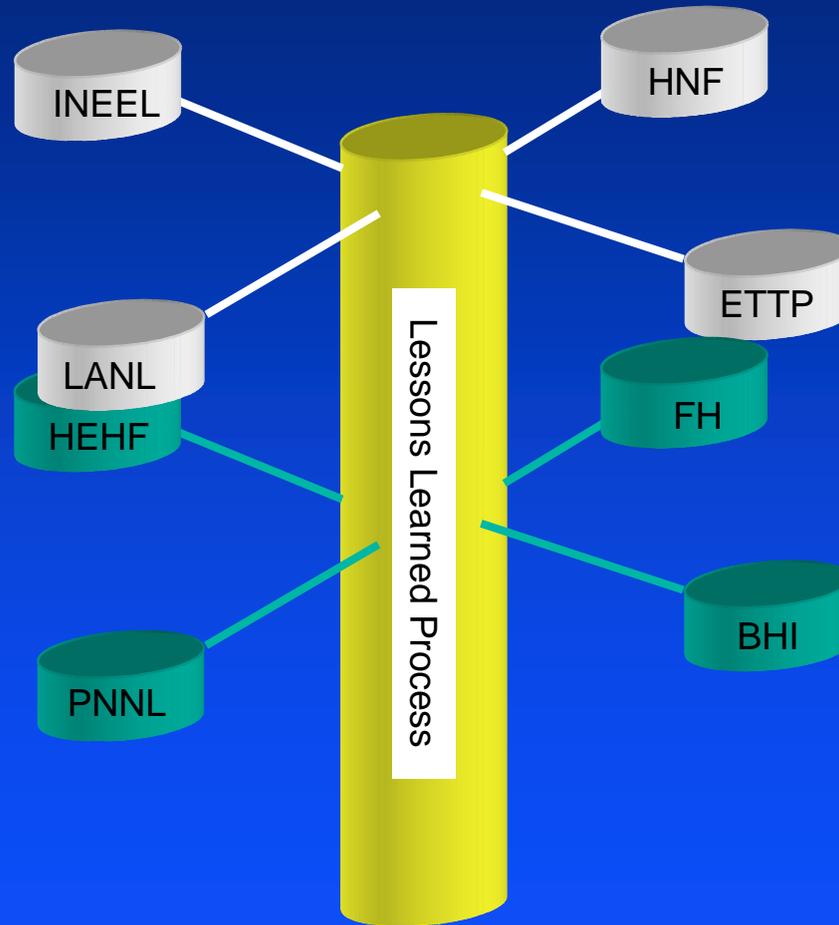
# Sharing Across DOE



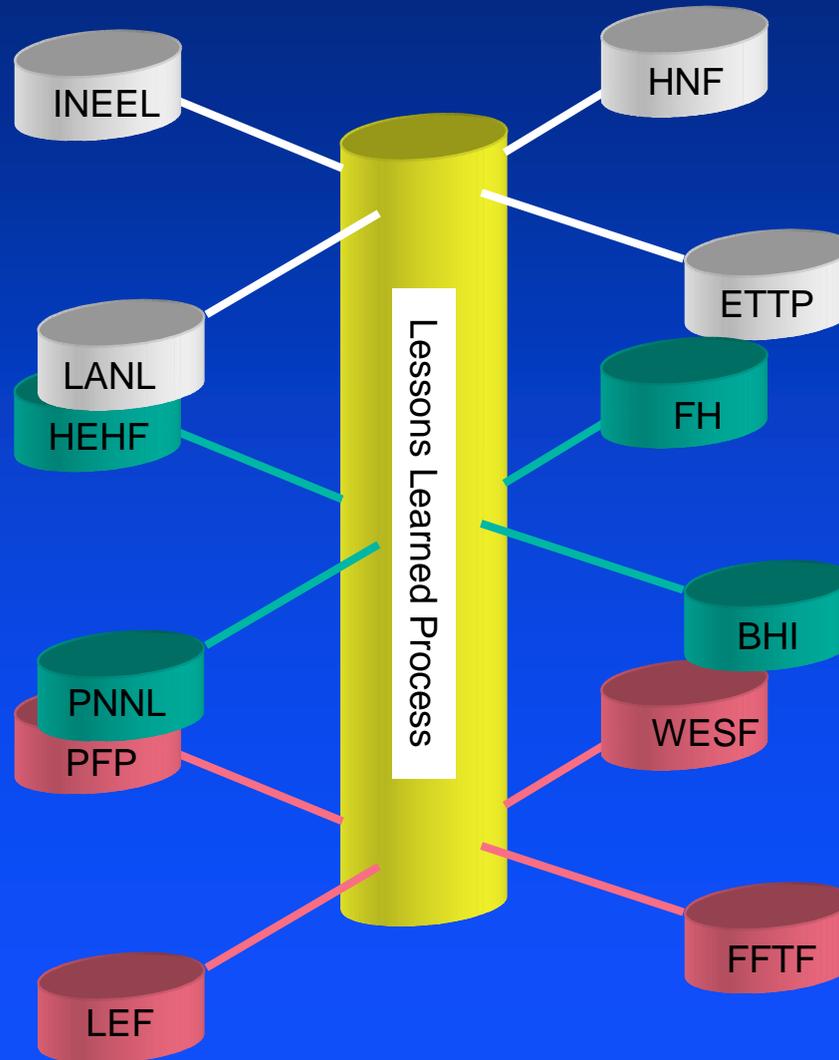
# Sharing Across DOE



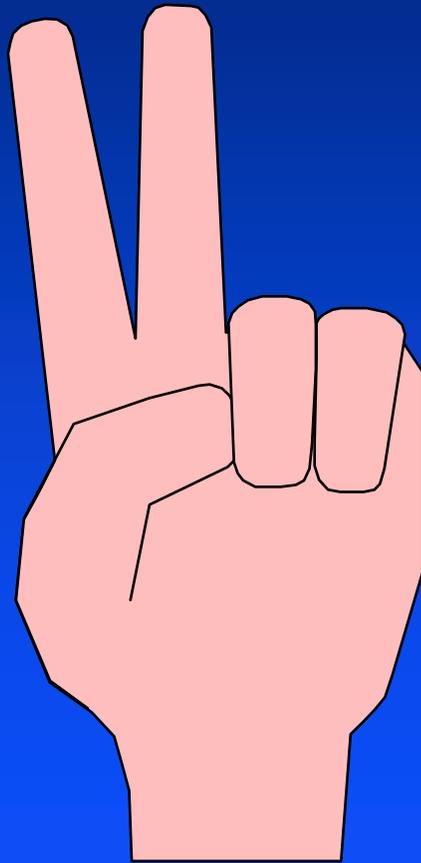
# Sharing Across Hanford



# Sharing Across PHMC



# Two-Prong Delivery



- Active (repository)
  - ◆ Easy access
  - ◆ Web enabled
- Passive (delivery)
  - ◆ Tailored distribution
  - ◆ Alerting mechanism

# DOE Lessons Learned Flow

**ENTER**



**Observe potential lesson or good practice**

**FIELD**

**SHARED**

**HQ**

# DOE Lessons Learned Flow

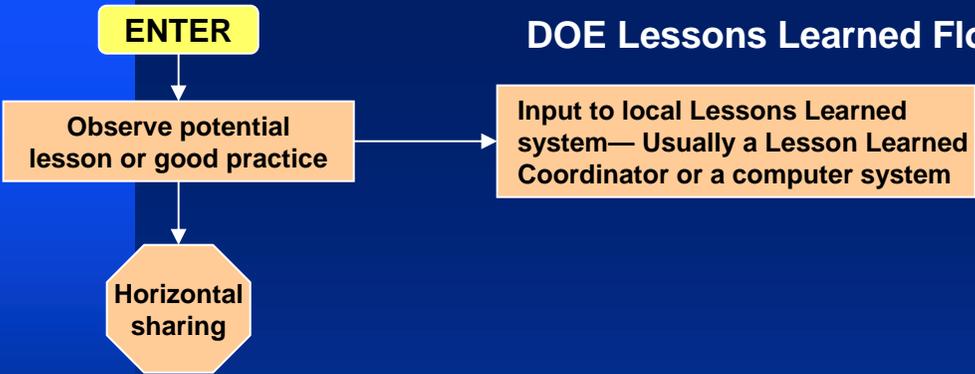
**ENTER**

Observe potential lesson or good practice

Horizontal sharing

- FIELD
- SHARED
- HQ

# DOE Lessons Learned Flow



- FIELD
- SHARED
- HQ

**ENTER**

## DOE Lessons Learned Flow

Observe potential lesson or good practice

Input to local Lessons Learned system— Usually a Lesson Learned Coordinator or a computer system

Analyze/Verify for local applicability

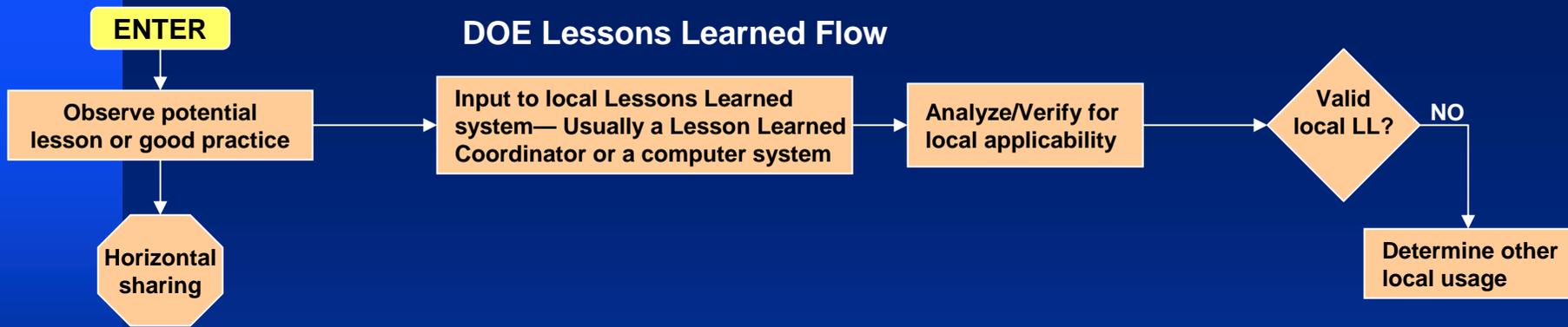
Horizontal sharing

FIELD

SHARED

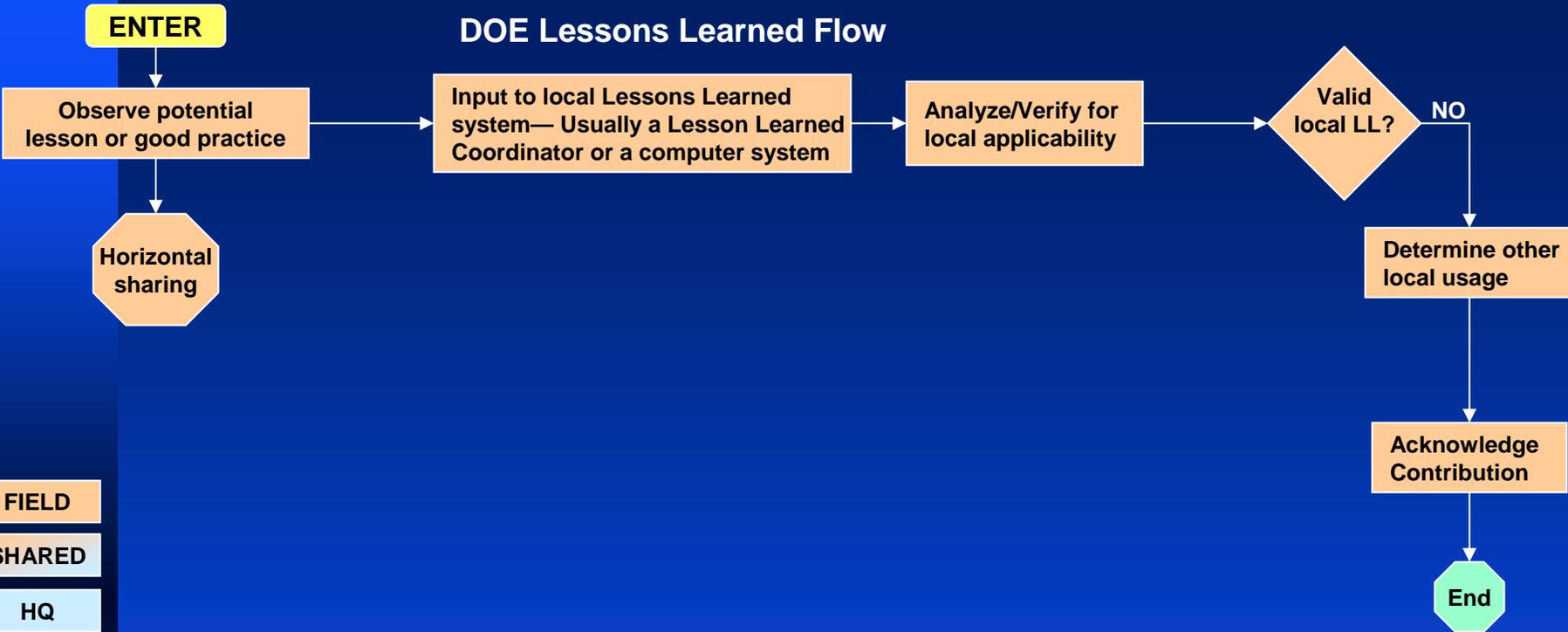
HQ

# DOE Lessons Learned Flow



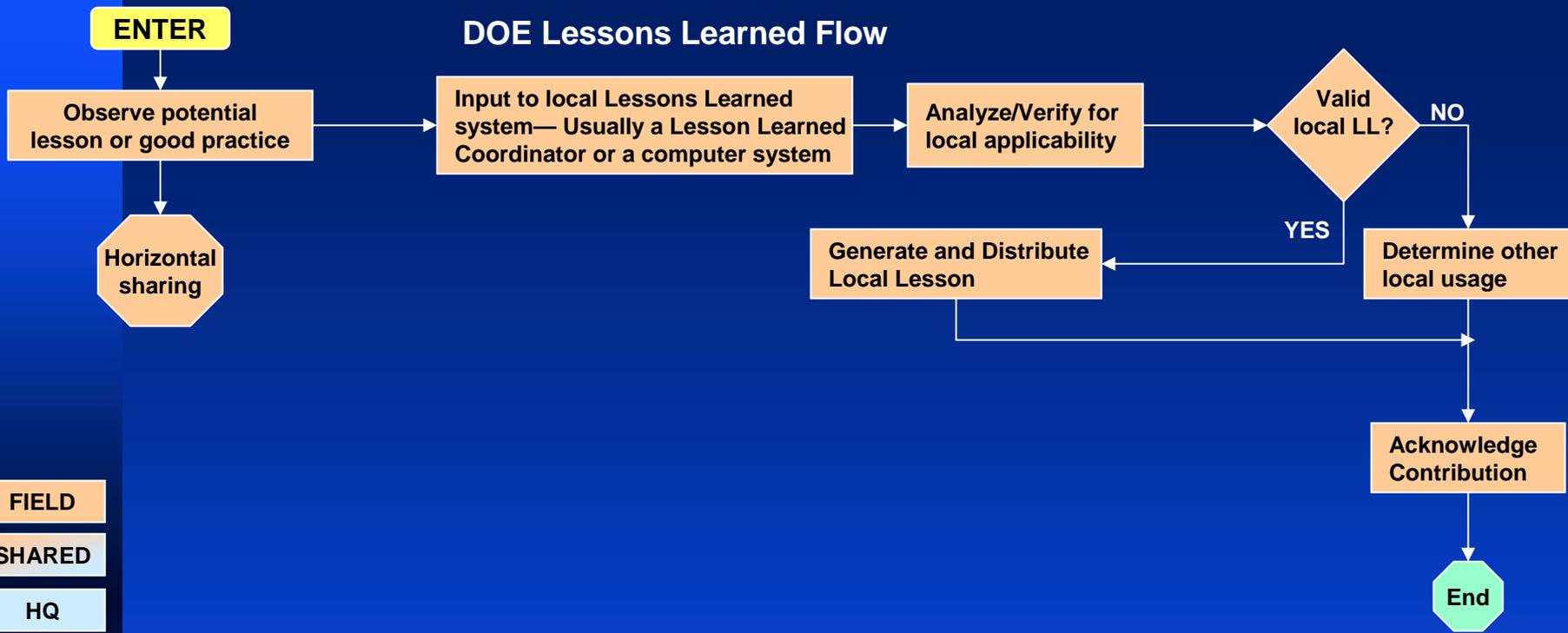
- FIELD
- SHARED
- HQ

# DOE Lessons Learned Flow



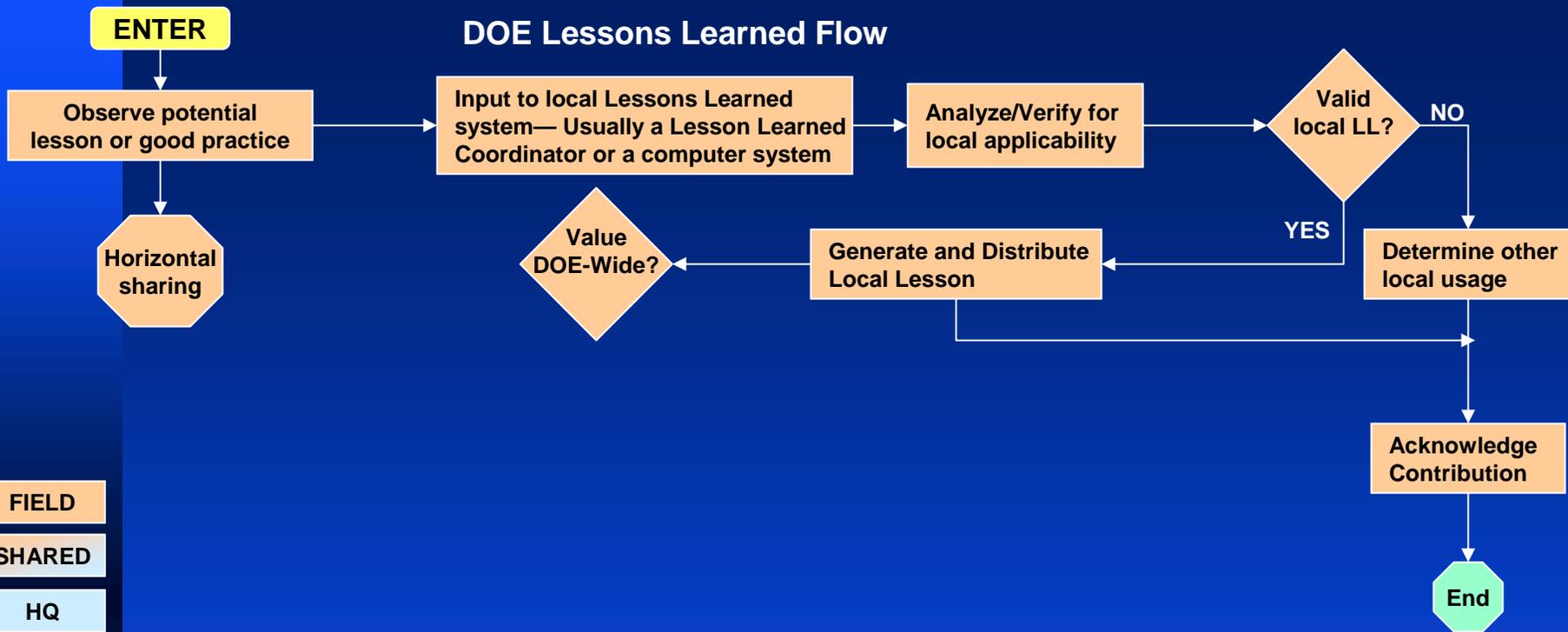
- FIELD
- SHARED
- HQ

# DOE Lessons Learned Flow

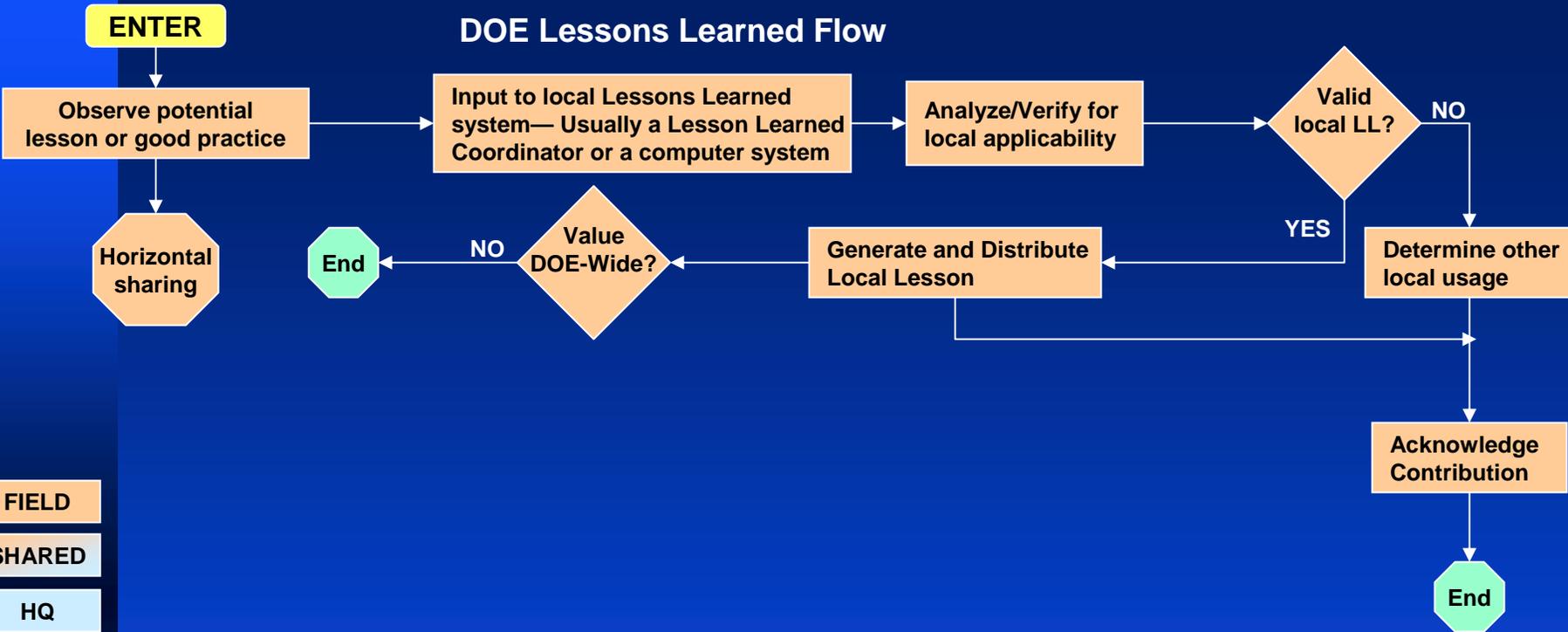


- FIELD
- SHARED
- HQ

# DOE Lessons Learned Flow

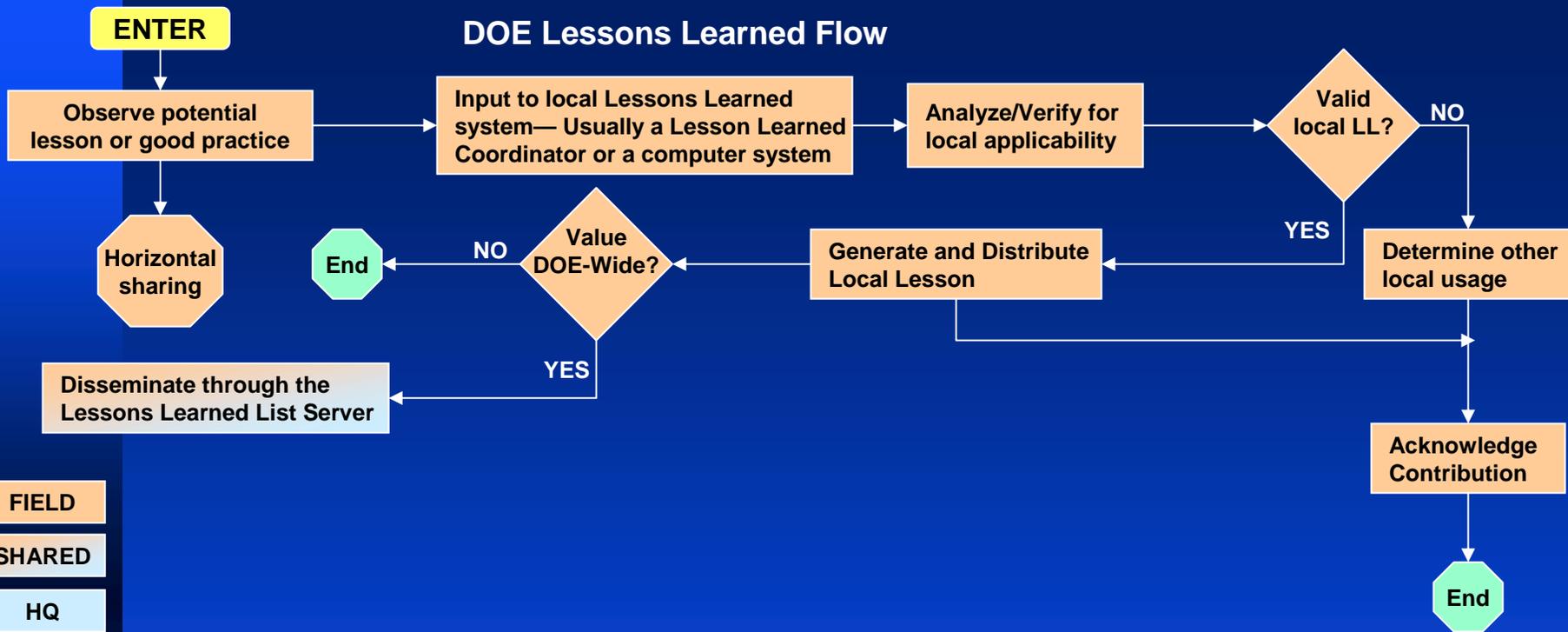


# DOE Lessons Learned Flow

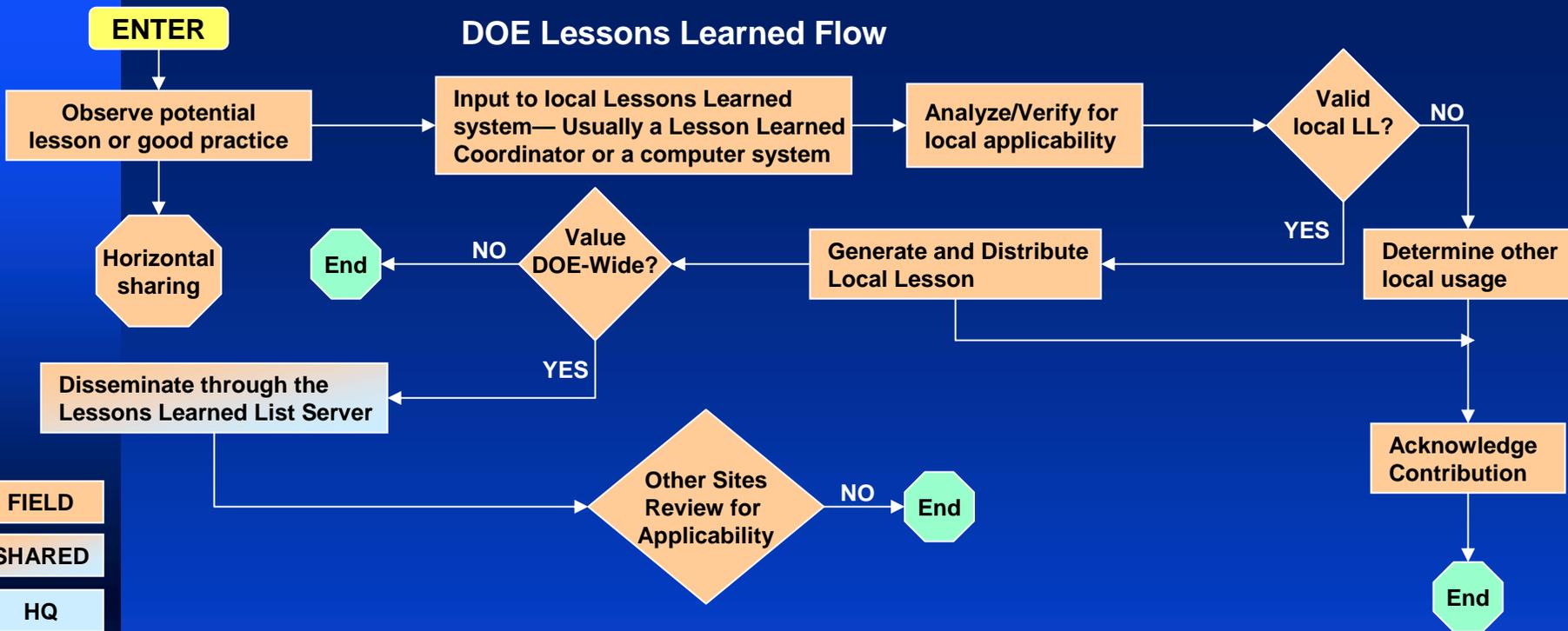


- FIELD
- SHARED
- HQ

# DOE Lessons Learned Flow

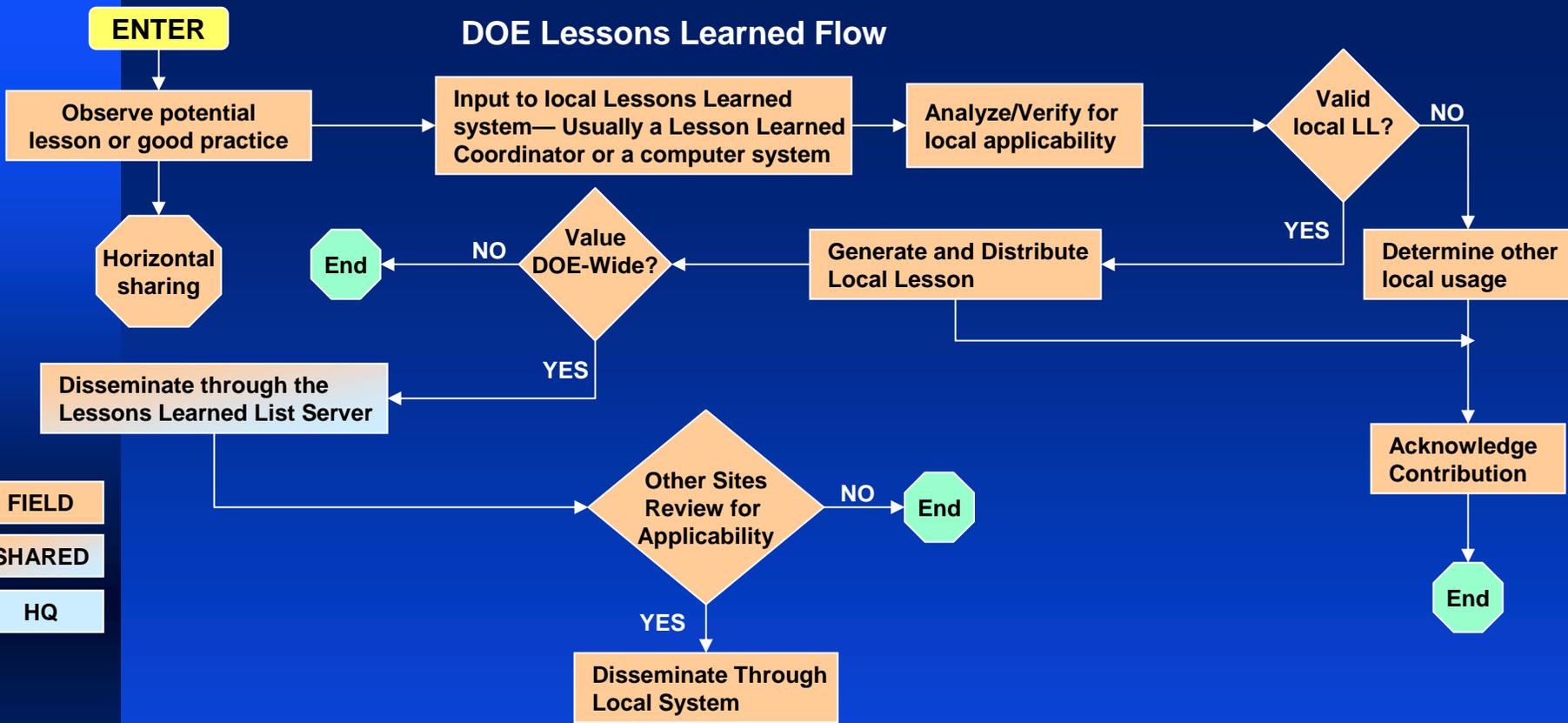


# DOE Lessons Learned Flow



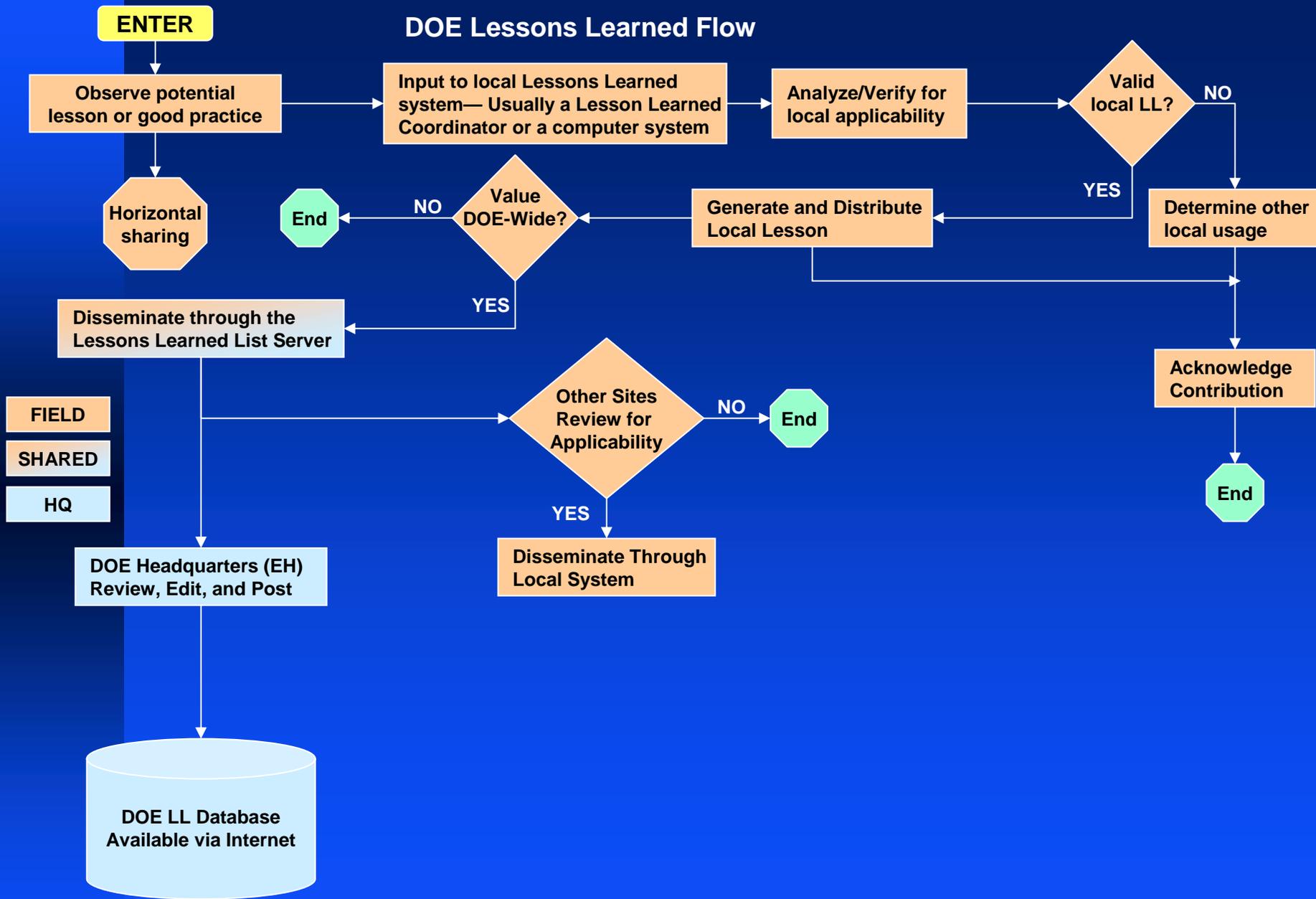
- FIELD
- SHARED
- HQ

# DOE Lessons Learned Flow

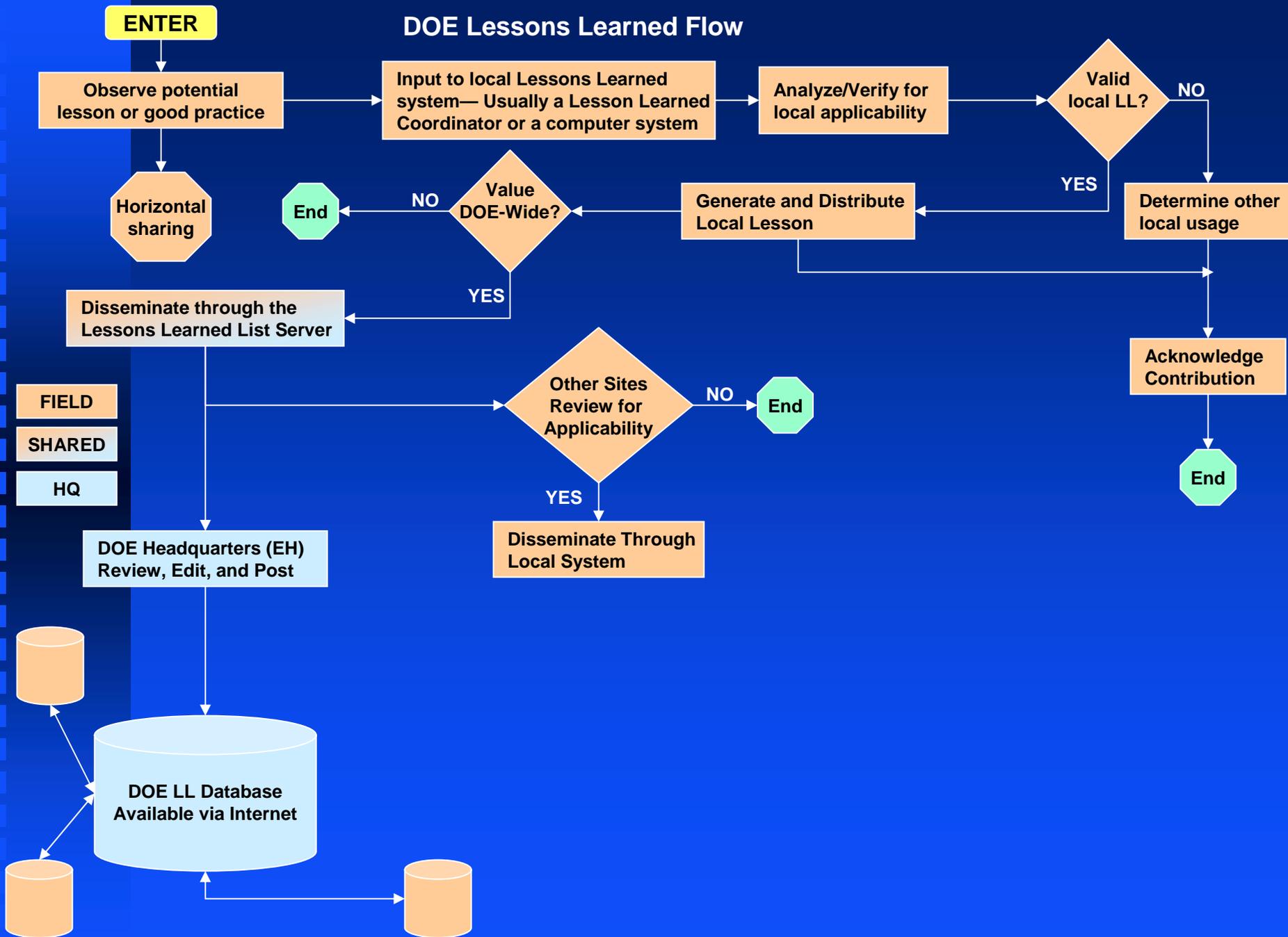


- FIELD
- SHARED
- HQ

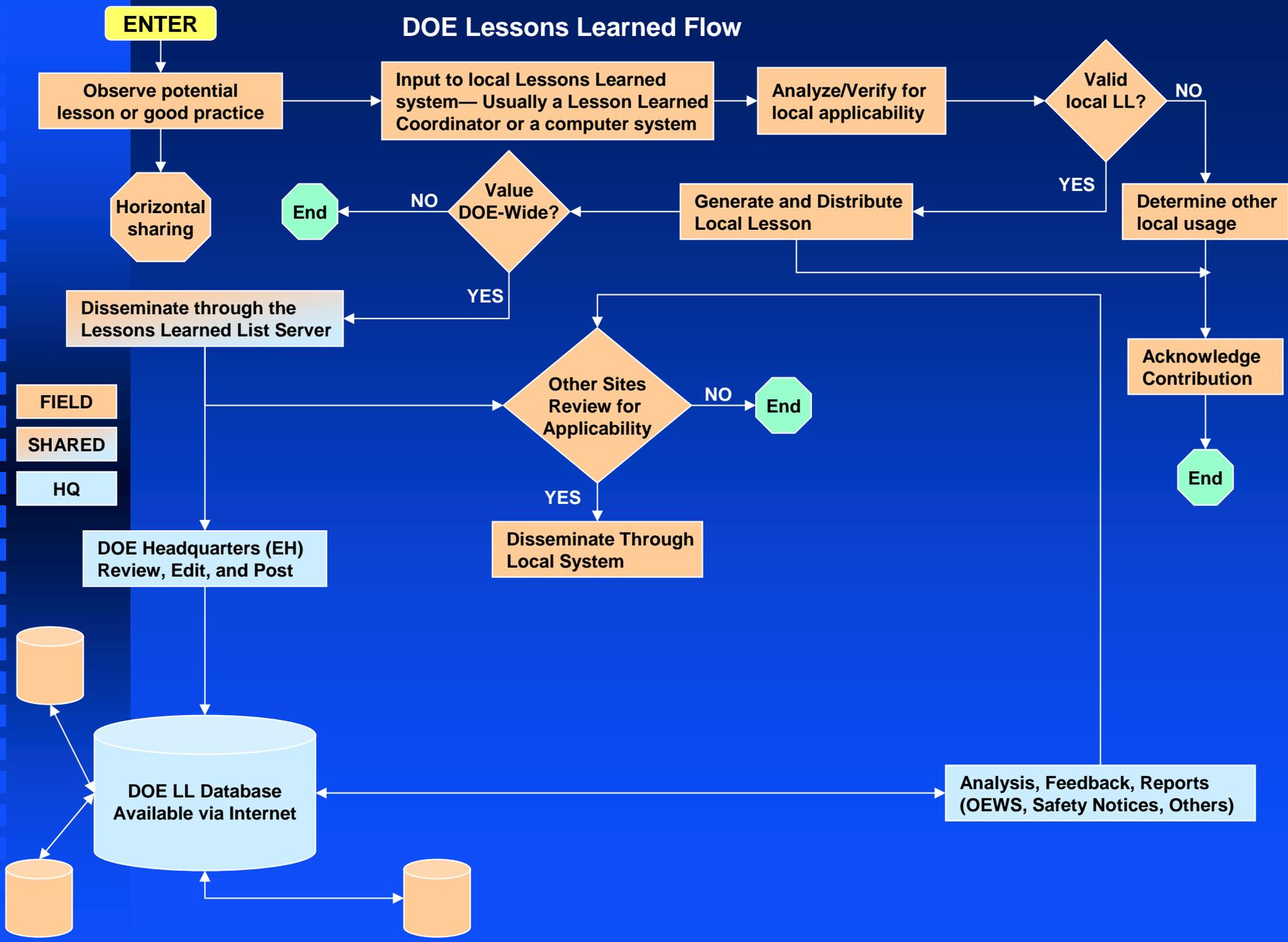
# DOE Lessons Learned Flow



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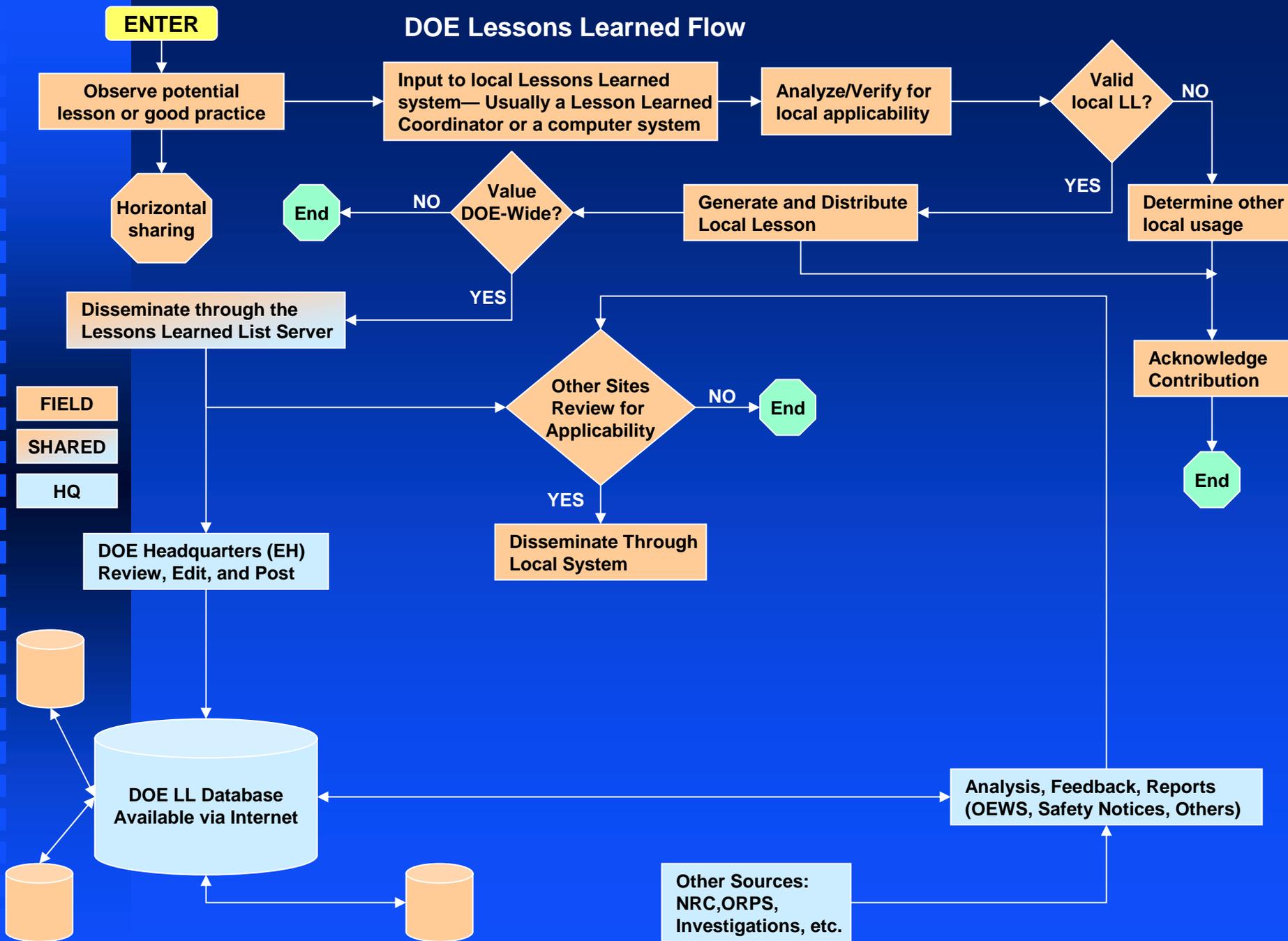


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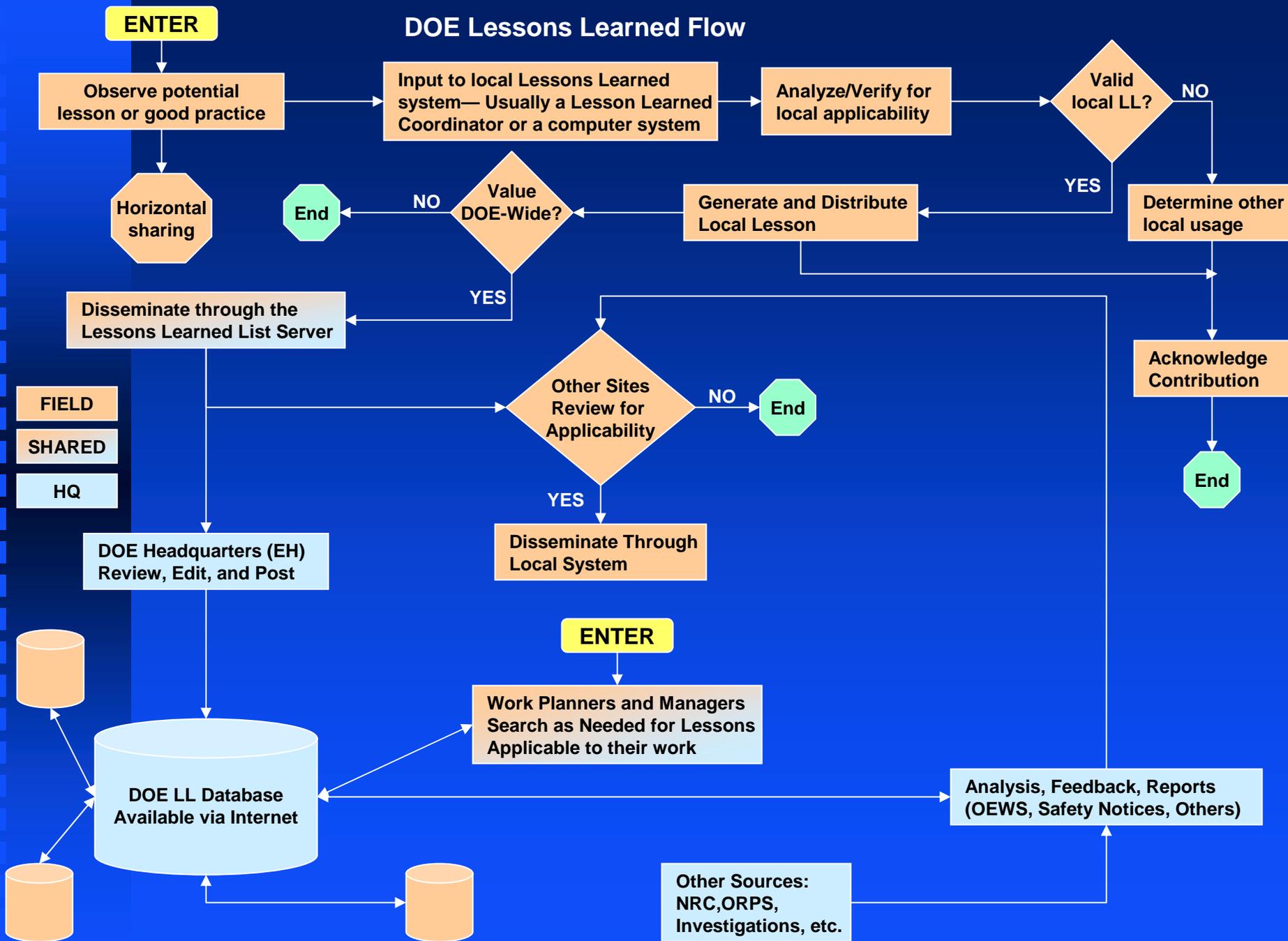


- FIELD
- SHARED
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# DOE Lessons Learned Flow



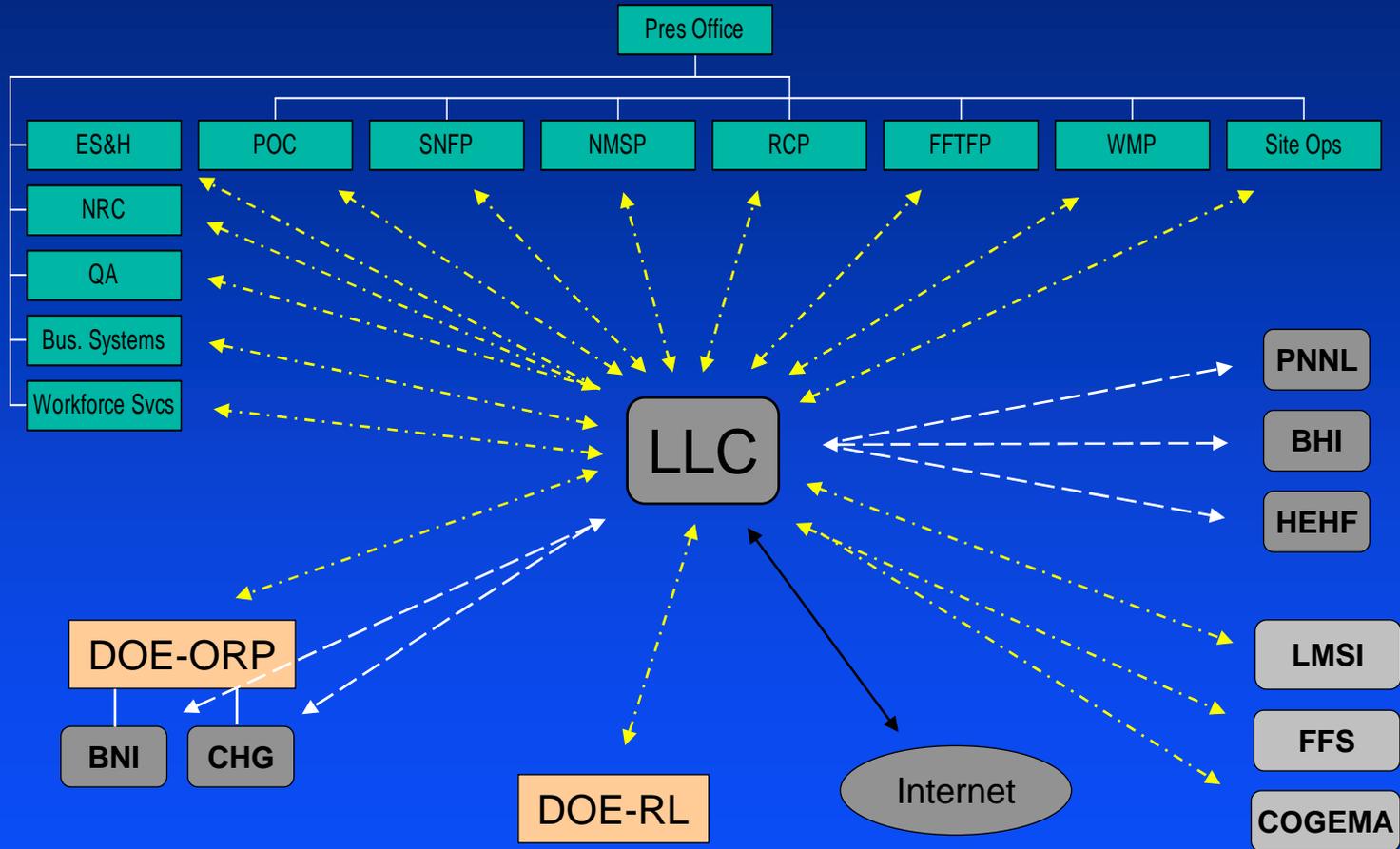
# DOE Lessons Learned Flow



- FIELD
- SHARED
- HQ



# LL Distribution Network



# SELLS

- Chartered by FM-1
- Formed from Process Improvement Team
- Goal is to institutionalize sharing and using LLs
- Members: LLCs, HQ rep, others in DOE, some non-DOE businesses

# Tools for Sharing Knowledge

- DOE lessons learned listserver
  - ◆ Internet e-mail
  - ◆ Over 600 subscribers
- SELLS listserver
- Lessons learned Web site
  - ◆ <http://www.eh.doe.gov/ll/index.html>
- Weekly conference calls
- Semiannual meetings

# Future Enhancements

- New listserver
  - ◆ Web based
  - ◆ Will allow attachments
  - ◆ Easier subscriptions
  - ◆ Seamless transition ?????
- IEEE standard
- Commercial business contacts

# Business Contacts

- J.M. Huber
- Colonial Pipeline
- Motorola
- General Motors
- Colgate-Palmolive
- Booz Allen & Hamilton
- Chevron
- BNFL, Inc
- CA Franchise Tax Board
- NASA
- GAO
- U.S. State Department
- Sprint Local Telecomm
- National Park Service
- QSS Group, Inc
- EG&G Defense Materials
- Chemical Demilitarization Project

# Conclusion

- Lessons learned can help everyone work safer, more efficiently, and more economically.
- Have you learned your lesson today?