



METRICS

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Metrics



- ***DOE O 210.1 Requires:***
 - ***DOE HQ and Field Elements MUST evaluate OPEX Program Effectiveness during ISM Assessments***
 - ***Contractors – MUST Establish Metrics and Assess OPEX Program Performance during ISM Assessment***
- ***Specific Metrics are NOT Specified***
- ***Feedback and Improvement CRADs provide a basis for evaluation***



Recommendations for Metrics



Metrics Should Evaluate:

- 1. Effectiveness of Lessons Learned Communication***
 - Lessons making it to those who need them***
 - Lessons Delivered in a Timely Manner (i.e., when needed)***
 - Feedback Provided to Originator on Value/Needed Improvements***
 - Response on Actions Taken/Planned are Provided on Actionable Corporate Operating Experience Documents in Timely Manner***



Recommendations for Metrics



Metrics Should Evaluate:

- 2. Effectiveness of the Lessons Learned in Correcting/ Preventing Re-occurrence of Adverse Events***
 - Lessons Learned solved a Performance Problem***
 - No New Occurrences with the Same Type Problem, or have decreased in significance***
 - The Same Lessons Learned are not being Repeatedly Developed***
 - Lessons Learned are Actively sought by planners/workers to plan work***



Recommendations for Metrics



Metrics Should Evaluate:

- 3. Effectiveness of Lessons Learned in Improving Operations***
 - Good Work Practice resulted in More Efficient Operations***
 - Time or Cost Savings Resulted***

- 4. Management Has Demonstrated Its Commitment to Lessons Learned***



DOE Corporate Operating Experience Program



QUESTIONS?