

Gap Analysis on Lessons Learned Corporate Operating Experience O 210.2 versus (Your Current) Operating Experience/Lessons Learned Program

Item #	CONTRACTOR REQUIREMENTS DOCUMENT DOE O 210.X, <i>DOE CORPORATE OPERATING EXPERIENCE PROGRAM (R1)</i>	(your current) Lessons Learned Program	Analysis ¹ NC / NI / S	GAP & Why or SELLS Workshop 10/18/06 questions/comments	Recommend Actions
1.	<i>Opening Paragraph:</i> Regardless of the performer of the work, the contractor is responsible for complying with the requirements of this Contractor Requirements Document (CRD) and flowing down CRD requirements to subcontractors at any tier using a graded approach based on risk and severity to the extent necessary to ensure contractor compliance.				
2.	<i>I.a.</i> A DOE contractor must establish an operating experience function that develops and evaluates site-specific lessons learned which focus on preventing recurrence of safety or reliability events, and to share of good work practices among DOE sites. The contractor must—				
3.	Deleted				
4.	<i>I.a.</i> (1) share lessons learned with the DOE complex through the DOE Corporate Lessons Learned Database (URL: http://www.eh.doe.gov/DOE11/index.asp) (see standard format in Appendix A)..				
5.	<i>I b.</i> The contractor must apply the following criteria when assessing lessons learned for submission to the DOE Corporate Lessons Learned Database (URL: http://www.eh.doe.gov/DOE11/index.asp)				
	<i>I.b.(1)</i> Lessons Learned developed for Type A or Type B accidents (see DOE O. 225.1A, <i>Accident Investigations</i> , dated 11-26-97. must be submitted.				
6.	<i>I.b. (2)</i> Lessons learned must be developed and submitted for any significance category 1 or recurring events (See Section 5.2 of DOE M 231.1-2, <i>Occurrence Reporting and Processing of Operations Information</i> , dated 8-19-03).				

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7.	<p><i>I.b. (3) Contractor-specific operating experience derived from other operating events, e.g., classifiable operational emergencies (i.e., General Emergencies, Site Area Emergencies, or Alert) (see DOE O 151.1C, <i>Comprehensive Emergency Management System</i>, dated 11-2-05), significance category 2, 3 or 4 occurrences (See Section 5.2 of DOE M 231.1-2, <i>Occurrence Reporting and Processing of Operations Information</i>, dated 8-19-03), Price-Anderson Amendments Act (PAAA) events reported in the Non-Compliance Tracking System (NTS), injuries or illness reported in the Computerized Accident/Illness Reporting System (CAIRS), assessment findings, etc., also may provide lessons learned to be submitted when the following criteria are met.</i></p> <p>(a) The experience provides significant new information.</p> <p>(b) The experience has direct relevance to other facilities, sites or programs.</p> <p>(c) The information has potential to be the basis for significant improvements or cost savings.</p>				
8.	<p><i>I.c. The contractor must –</i></p> <p>(1) Screen all DOE Corporate Operating Experience Documents and DOE Lessons Learned (see Appendix B). Also, screen external organization operating experience documents from U.S. and foreign government agencies and industry, professional societies, trade associations, national academies, and universities, as deemed significant and relevant by contractor management, for applicability to contractor operations..</p>				
9.	<p><i>I.c.(2) Distribute the applicable corporate and external operating experience documents to personnel for review, analysis, implementation of corrective actions, and routine use.</i></p>				

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10.	<i>I.c.(3)</i> Provide feedback through the DOE field element to the issuing authority for DOE Corporate Operating Experience Documents (i.e., SORs, SAs, and SBs) when specific implementation of lessons learned or corrective actions and a formal response are required.				
11.	<i>I.c. (4)</i> Assess contractor operating event trends to identify recurring issues and evaluate the root causes of the recurring issues.				
12.	<i>I.c.(5)</i> Investigate and identify contractor operating event causes.				
13.	<i>I.c.(6)</i> Develop, implement, and track actions to correct problems identified in causal analysis of contractor operating experience and develop lessons learned on the successes.				
14.	<i>I.c. (7)</i> Establish metrics to measure program performance and evaluate the effectiveness of actions implemented from lessons learned.				
4.a	<i>I.d.</i> The contractor must maintain operating experience records according to National Archives and Records Administration (NARA)-approved DOE Record Disposition Schedules.				

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15.	2. SPECIFIC REQUIREMENTS. a. Provide resources for developing, implementing, and maintaining an operating experience program that is coordinated with the Headquarters Corporate Operating Experience Review Program Office.				
16.	2.b. Assign roles and responsibilities for the operating experience program. 2.c. Incorporate responsibility for implementation and support of the operating experience program into contractor Roles, Responsibilities, Accountabilities, and Authorities..				
17.	2.d. Include in management control systems (policies and procedures) identification of lessons learned and implemented by organizations involved in identifying and correcting problems, diagnosing issues, or implementing corrective actions.				
18.	2.e. Integrate lessons learned procedures and processes with existing programs such as quality assurance, Integrated Safety Management System (ISMS), and occurrence reporting. Modify onsite control systems as appropriate.				
19.	2.f. Incorporate DOE and contractor lessons learned into operations, training, maintenance and work planning, work process, and design and construction.				
20.	2.g. As a part of self assessments conducted to evaluate the contractor's ISMS performance, include an assessment of the effectiveness of the contractor organization's operating experience program. Report the results of this effectiveness review to the DOE Contracting Officer and the DOE Corporate Operating Experience Program lead office.				

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21.	Deleted				
22.	2.h. Designate an operating experience program coordinator who can raise operating experience issues to senior management. The coordinator will be responsible for implementing requirements of this CRD and executing the following tasks.				
23.	2.h. (1) Manage the operating experience program and its participation in the DOE program and develop processes, procedures, communication methods and documentation to implement the program.				
24.	2.h. (2) Elevate to management for resolution unresolved issues associated with operating experience and lessons learned actions or decision.				
25.	2.h. (3) Maintain program oversight.				
26.	2.h. (4) Submit to the DOE Corporate Operating Experience Program lessons learned that are applicable to other DOE sites.				
27.	2.h. (5) With assistance from subject matter experts, assess the applicability and significance of internal and external operating experiences identified as potential lessons learned.				
28.	2.h. (6) Distribute internal, DOE and external operating experience data to personnel for review, analysis, and routine use.				
29.	2.h. (7) Participate in the screening, dissemination, analysis, and development of lessons learned.				
30.	2.h. (8) Serve as contractor point-of-contact for the DOE Corporate Operating Experience Program.				
31.	2.h. (9) Collect and report to management information on program effectiveness.				

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32.	2.h. (10) Evaluate implementation of the operating experience reporting and lessons learned development processes according to requirements of this CRD.				
33	Page A-1 APPENDIX A to the Contractor Requirements Document, <i>Doe Operating Experience Program Lessons Learned Template</i>				
34	Page A-2 Lessons Learned Template—Field Descriptions				
35.	Page A-3 Categories of Lessons Learned from Operating Experience				
36	Page A-5 Priority Descriptors, RED/Urgent; YELLOW/Caution; BLUE/Information; GREEN/Good Work Practice				

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37.	Page B-1 1. Corporate Operating Experience Documents and DOE Lessons Learned include the following publications for communicating lessons learned accessible through the following URL: http://www.eh.doe.gov/ll/oellproducts.html a. Special Operations Report (SOR) b. Environment, Safety and Health Alert (SA) c. Environment, Safety and health Bulletin (SB) d. Environment, Safety and Health Advisory (Sad) e. Operating Experience Summary (OES) f. Just-In-Time (JIT) Operating Experience Report g. Suspect/counterfeit or Defective items Data Collection sheet (DCS) 2. DOE Lessons Learned URL: http://www.eh.doe.gov/DOELL/index.asp 3. NNSA/PSO Originated DOE Lessons Learned				
38.	Attachment 3 DOE Corporate Operating Experience Program Generalized Approach (flow diagram)				
39	Attachment 4 Roles and Responsibilities of DOE Elements for Corporate Operating Experience Program				
40	Attachment 5 DOE Operating Experience Program Lessons Learned Template				

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