

Los Alamos National Laboratory ADESHQ Issues and Corrective Action Management

August 27, 2008

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UNCLASSIFIED

ADESHQ Issues Management - Background

- **Approx. 98 assessments from Oct 07 – June 08 to include, management, independent and external assessments (i.e. HSS).**
- **239 Issues assigned from Oct 07 – June 08**
- **Oct 07 – 63% on-time closure of issues**
- **June 08 – 94% on-time closure of issues**

How did we improve issue management?

- **Appointed Issue Management Coordinators (IMCs) in each division/office.**
- **Established the ADESHQ Management Review Board (MRB).**
- **Used Laboratory Issue Management Tracking System (LIMTS).**

ADESHQ Management Review Board (MRB)

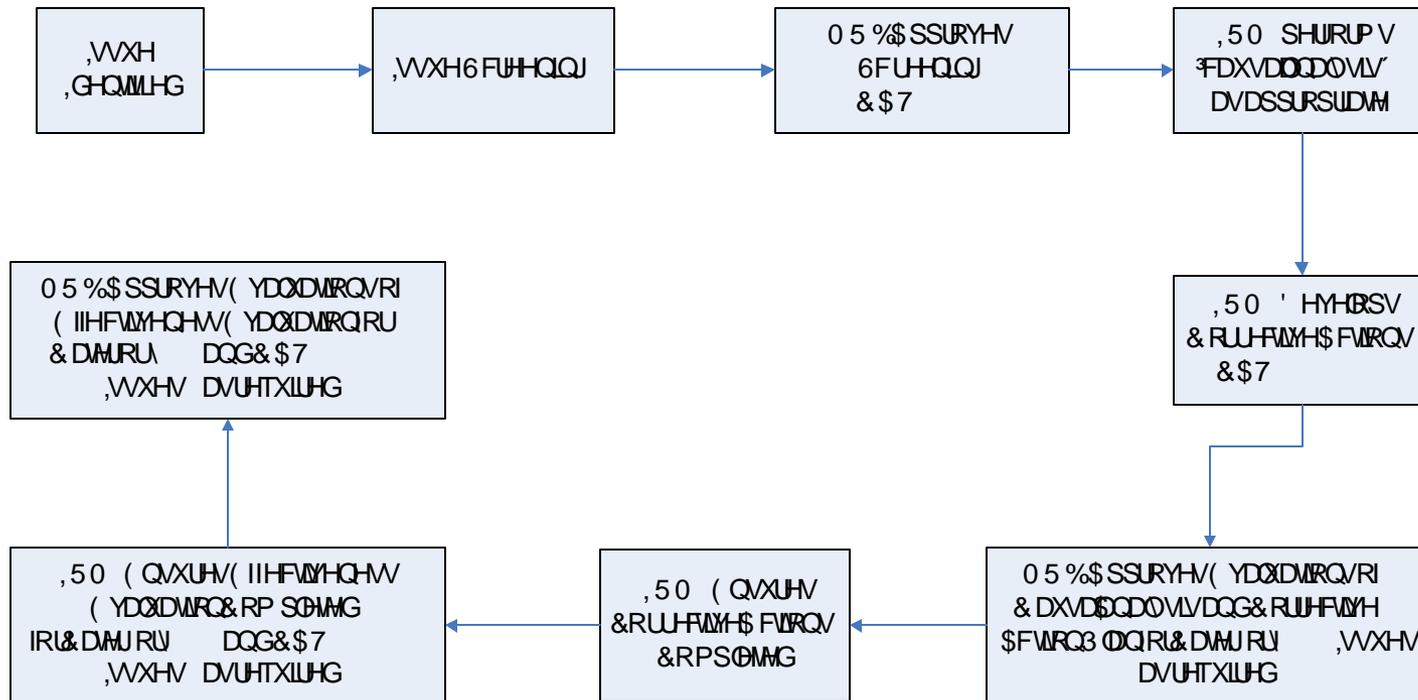
- **Membership – Chaired by Deputy Associate Director and membership comprised of all Division and Office Leaders.**
- **Meets weekly.**
- **Reviews and approves “issue screening” of issues categorized CAT-1 through CAT-5.**
- **Provides oversight by regularly reviewing the status of issues, including action closure, volume of issues in pending status.**
- **Approves or modifies, due date extension requests and closure of actions and issues.**
- **MRB actions recorded in minutes with weekly review of open actions.**

Issue Risk Categories

Issues Screened into 5 Risk categories:

- **CAT-1 Highly Significant**
- **CAT-2 Significant**
- **CAT-3 Track Until Fixed**
- **CAT-4 COTS (Corrected on the Spot)**
- **CAT-4 Trend Only**
- **CAT-5 Invalid, Not Actionable, Duplicate, Referred, Maintenance Management Program**

Issues and Corrective Action Management Process Flow "ICAM Process"



0.5% ± 0.0001%
 50 ± 0.0001%

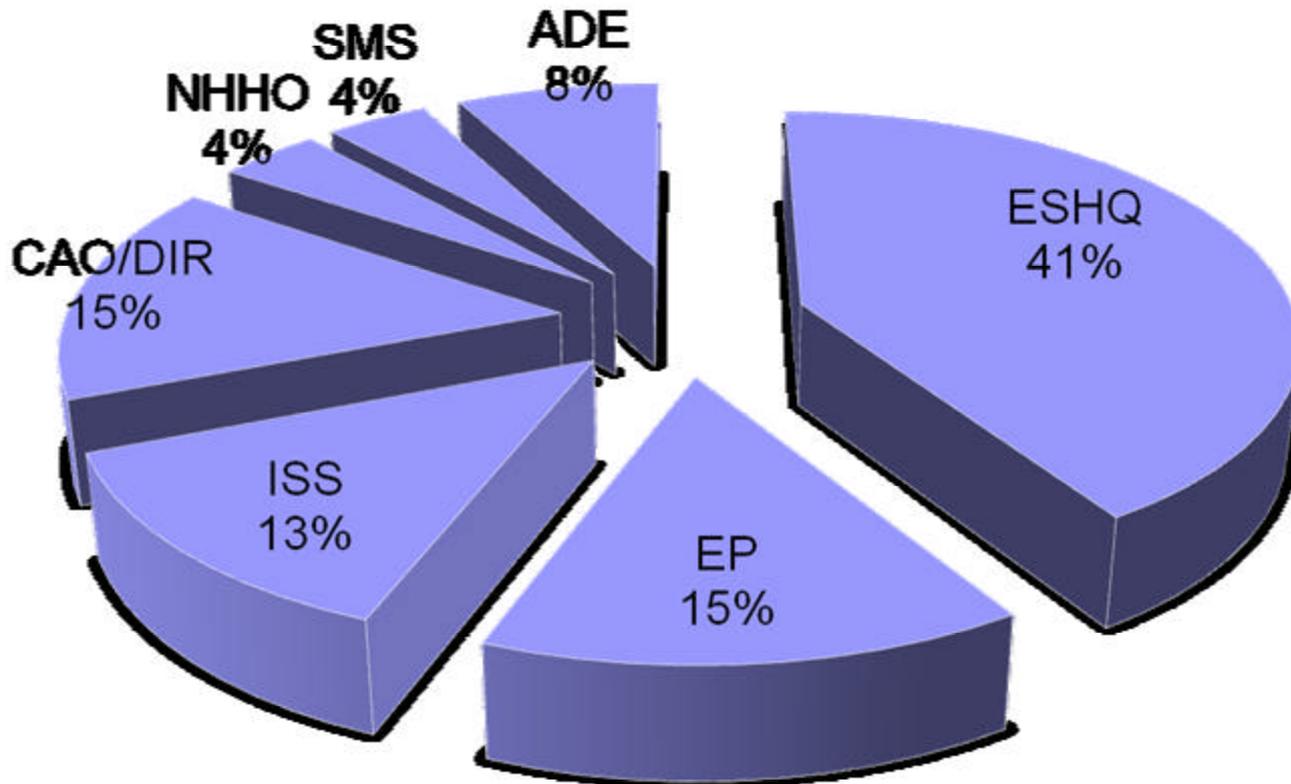
LANL HSS Corrective Action Plan

- **HSS Report issued January 31, 2008**
- **Five Functional Areas**
 - **Integrated work Management**
 - **ES&H**
 - **Environmental Waste Management Operations**
 - **Contractor Assurance**
 - **Facility Safety**
- **Managed through the ICAM process**

Status of LANL HSS Corrective Actions

- LANL submitted the HSS Corrective Action Plan to LASO on March 28, 2008.
- It was approved by the Deputy Administrator for Defense Programs on May 19, 2008.
- There were 30 findings and 130 corrective actions
- Five cross-Laboratory Teams developed integrated corrective actions.

2008 HSS CAP Work Load by AD: 130 total deliverables



Wrap-up

SYSTEMS + LEADERSHIP = SUCCESS

Issue Definition From LANL Policy

Condition or concern that has (or may) negatively impact LANL's ability to safely, securely, and efficiently perform its mission(s). Equipment failures that do not impact mission delivery, safety, or the environment are not issues. These are addressed per the maintenance management process. Examples from which issues may be identified include:

- ORPS reportable and sub-ORPS events,
- Conditions adverse to quality per NQA-1,
- Judgments of Need (JONs) identified in DOE Type A and Type B investigations,
- Findings, issues, problems, concerns identified in an assessment,
- Procedure noncompliances that have an impact on safety, security, environment, or mission delivery,
- Noncompliances with contractual requirements such as applicable federal, state, or local laws and regulations, and
- Any concern that employees and line managers determine worth documenting for trending purposes (issue pre-cursors).