

Energy Facility Contractors Group (EFCOG) Lessons Learned (LL) Subgroup Meetings

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December 2000 Meeting

- ◆ Discussion focused on four main topics:
- ◆ Management application and use
- ◆ Data analysis and trending
- ◆ Followup and improvement
- ◆ Measuring performance

December 2000 Meeting Management Application and Use

- ◆ Use is dependent on analysis, validity, and ease of use
 - ◆ The effects of personal meaning
- ◆ Define roles and responsibilities; accountability is needed
- ◆ Process is product driven by management-level information

December 2000 Meeting Data Analysis and Trending

- ◆ Validation and verification needed
- ◆ Correct information and Subject Matter Expert review
- ◆ Trending (frequency and types of events) and categorization
- ◆ Sharing local trends complex-wide
- ◆ Common cause analysis
- ◆ Functional area analysis

December 2000 Meeting Follow-up and Improvement

- ◆ Self-assessment
- ◆ Corrective action tracking
- ◆ Training improvements from LL feedback
- ◆ Tracking LL actions and feedback
- ◆ Goal setting and measuring progress
- ◆ Benchmarking and gap analysis

December 2000 Meeting Measuring Performance

- ◆ Recurrence rates
 - ◆ Common root causes
 - ◆ Similar corrective actions
- ◆ Use of self-assessment to measure performance
- ◆ Inclusion of business process assessments
- ◆ Timeliness of specific action implementation

March 2001 Meeting

- ◆ Discussed the need to evaluate improvement of processes from using LL
- ◆ Discussed need to identify trend favorable and adverse trends across DOE complex
- ◆ Discussed use of LL as a communication tool rather than as a problem-solving mechanism
- ◆ Distributed copies of presentation developed by Kris Kuhl-Klinger

March 2001 Meeting Recommendations

- ◆ Three basic recommendations have been proposed:
 - ◆ Integrate LL into ISM as a key element of feedback and improvement.
 - ◆ Assess current LL programs using criteria in DOE Standard 7501-99
 - ◆ Dissolve LL Subgroup and incorporate LL issues into existing subgroups

March 2001 Meeting

LL as ISM Feedback and Improvement

- ◆ The EFCOG Board of Directors should support:
 - ◆ Integration of LL into Integrated Safety Management as a key element of feedback and improvement
 - ◆ A graded approach to implementing the DOE standard in a manner that promotes LL program integration into hazard identification and work control documents

March 2001 Meeting

Use DOE Standard to Assess LL Programs

- ◆ The EFCOG Board of Directors should support:
 - ◆ An assessment of current LL programs to identify strengths and opportunities for improvement using the assessment criteria in DOE Standard 7501-99
 - ◆ Use of assessment results to:
 - ◆ Evaluate DOE concerns regarding implementation of LL programs
 - ◆ Capture successful LL program initiatives that can be shared with all EFCOG members

March 2001 Meeting Disband LL Subgroup

- ◆ The EFCOG ISM Working Group Chair should dissolve the LL Subgroup and incorporate LL issues into existing subgroups as appropriate, e.g., the Corrective Action Processes and Performance Measurement Subgroups