



Department of Energy

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MEMORANDUM FOR DISTRIBUTION

FROM:

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SUBJECT:

2009 Survey Report on Quality Assurance Implementation

On October 1, 2009, at the request of the Deputy Secretary, the Department of Energy's (DOE) Quality Council issued the *2009 Survey on Quality Assurance (QA) Implementation* (2009 Survey). The 2009 Survey relied on self-reported responses from DOE headquarters and field offices to report data on the status of implementing QA requirements in the DOE complex. The results of the 2009 Survey are summarized in the *2009 Survey Report on Quality Assurance Implementation* which can be found at http://www.hss.doe.gov/nuclearsafety/qa/2009_QAImplementationSurveyReport.pdf. The Executive Summary of that report is attached.

Questions regarding the *2009 Survey Report on Quality Assurance Implementation* should be directed to Andrew Lawrence at (202) 586-5680, or andrew.lawrence@hq.doe.gov, or your staff may contact Colette Broussard at (301) 903-5452, or colette.broussard@hq.doe.gov.

Attachment



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Executive Summary from the 2009 Survey Report on Quality Assurance Implementation

EXECUTIVE SUMMARY

On October 1, 2009, at the request of the Deputy Secretary, the Department of Energy (DOE) Quality Council issued the 2009 Survey on Quality Assurance (QA) Implementation (2009 Survey). This Survey relied on self-reported responses from the DOE headquarters and field offices to provide a snapshot of the status of implementation of the QA requirements in the DOE complex. This report compiles and summarizes the results of the data on the status of implementation submitted in response to the 2009 Survey questions, but it does not directly measure the effectiveness of the implementation of the QA programs and their implementation.

One feature of the survey is that it encourages DOE management to focus on each of the QA requirements in DOE O 414.1C, *Quality Assurance*, and forces them to ask: How well are we implementing the QA requirements? The results varied among the Departmental Elements, but in general most of our organizations are working hard to ensure these requirements are met, and they are succeeding in most areas.

Compared to the responses to previous surveys, the 2009 Survey responses revealed an increased use of approved QA implementing procedures (work processes) and improvement in both the number of assessments conducted and the tracking of corrective actions resulting from those assessments. QA Programs (QAPs) are in place in all program offices and over 90% of field offices. This indicates that the fundamental tool to drive quality improvement across the Department is firmly built into DOE's way of doing business for DOE program and field offices.

Opportunities for improvement were identified related to verifying that QA requirements were flowed down to subcontractors and to QA training. Further, continued vigilance is needed to close implementation gaps and ensure that all DOE offices and their contractors meet current QA requirements, including ensuring that all DOE offices have and use QAPs, approved work processes, approved design and construction processes, approved documented processes for procurement and acceptance and for performance of inspection and testing (where applicable). In addition, continued effort is needed to ensure that all contractors using safety software meet the expectations for its validation and use.

The next scheduled survey on QA implementation will be in 2011.

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