

## 6.0 PERFORMANCE MONITORING AND IMPROVEMENTS

This section describes the approaches used by DOE-ORO and by BJC to monitor performance improvements. Actions to assure CAP implementation include those to monitor implementation of corrective actions and those to assess effectiveness of implemented actions.

CAP implementation progress will be monitored through monthly internal reporting of action status and due dates. Additionally, DOE-ORO and BJC management will review trend analysis data each month, and will prepare monthly status reports on CAP implementation.

Actions to assess the effectiveness of implemented corrective actions will include:

- Corrective action process improvements based on the INPO guidelines will be utilized to monitor the timeliness and effectiveness of the corrective action process, including those associated with this CAP. These process improvements will complement and strengthen existing corrective action monitoring activities.
- Trend analysis process improvements will be utilized to trend performance data and to identify adverse trends.
- Assessments of nuclear safety and NCS will be performed.
- Improvements in training and qualification will be assured through the utilization and maintenance of qualification cards and credentials, with specified renewal/update requirements. Additionally, ongoing evaluations of training program implementation will be performed.
- Implementation of SME process improvements will assure ongoing SME evaluations of the adequacy and effectiveness of subject matter areas, including those related to SB and ISMS.
- The independent assessment process will continue to be used to evaluate the adequacy and effectiveness of programs and their implementation. These independent assessments routinely evaluate the effectiveness of implemented corrective actions in areas being assessed. Additionally, these assessments evaluate the effectiveness of management self-assessments performed by DOE-ORO and BJC project and Facility Managers (FMs) and by BJC subcontractors.
- WSS process improvements will be evaluated.

In addition to these feedback and improvement actions, managers will monitor implementation and improvement of ISMS corrective actions. These actions include inter-related evaluations by project managers, DOE FRs, and subcontractors to assess the effectiveness of ISMS implementation, as illustrated in Figure 6.1. Additionally, an independent external evaluation of BJC ISMS readiness will be performed prior to BJC certification to DOE-ORO of readiness for DOE verification of the BJC ISMS program. The DOE verification review of the BJC ISMS program will provide the final measure of adequacy and effectiveness of CAP implementation in correcting and prevent reoccurrence of the SB, ISMS, WSS, and technical competence issues addressed in this CAP.

**Figure 6.1 The Path Forward to ISMS Continuous Improvements**

