



Idaho Operations Office
151 N. Ridge Ave.
Suite 250
Idaho Falls, ID 83402
Phone: (208) 523-3774
Fax: (208) 523-8228

COURSE DESCRIPTION

- Course Title:** Facility Performance Monitoring, *A Guide for Observation Program Planning and Implementation*
- Course Length:** Twenty-four hours
- Course Limit:** 21 students
- Intended Audience:** DOE and contractor management personnel involved in Operations Assessment and Performance Oversight, seeking methods to improve their observation skills and develop a performance monitoring program.
- Course Description:** The thrust of performance monitoring is direct, frequent observation of operational activities. This training focuses on the development and implementation of a structured, self-evaluative process. It is designed to illustrate the importance of conducting formal, disciplined observations and assist with the implementation of assessment-related directives. It will familiarize participants with guidelines, methods, and techniques to plan and execute a comprehensive oversight/assessment program, identify how to recognize a successful observation period and evaluate the effectiveness of the program, conduct surveillance in an operational environment, and write a report of findings on that activity. Methods of instruction include lecture, class discussion, video exercises, and a practical observation exercise.
- Supporting Material:** Facility Performance Monitoring: A Guide for Observation Program Planning and Implementation Student Manual
- Evaluation:** Subjective, based on student's active participation
- Prerequisites:** Familiar with DOE P 450.5, "Line Environment, Safety and Health Oversight," and DOE Orders in the 400 and 5480 series related to assessments and appraisals
- Cost:** Estimate available upon request
- Special Information:** This course delivery requires arrangements for performing a practical surveillance of selected facility operations.
- Attachments:** Course outline
- Point of Contact:** Bill Lapsansky
Manager, Idaho Operations
blapsansky@epsilonsystems.com

Epsilon Systems Solutions, Inc.

COURSE OUTLINE

Course Title: Facility Performance Monitoring, *A Guide for Observation Program Planning and Implementation*

Outline:

- 1. Program Scope**
 - a. Purposes
 - b. Authority
 - c. Definitions
 - d. Role of the Observer
- 2. Planning the Program**
 - a. Procedure
 - b. Qualified Personnel
 - c. Target Identification
 - d. Scheduling
 - e. Tracking and Analysis
- 3. Qualified Personnel**
 - a. Knowledge, Experience, Training
 - b. Standards of Conduct
- 4. Target Identification**
 - a. General Observation Categories
 - b. Fundamental Observation Targets
 - c. Current and Emergent Problems
 - d. Symptoms of Underlying Problems
- 5. Planning and Scheduling**
 - a. Long Range Observation Plan
 - b. Master Schedule
 - c. Implementation Schedule
 - d. Guidelines for Planning and Scheduling
- 6. Preparing for Observation**
 - a. Elements of an Observation Period
 - b. Reexamining Priorities
 - c. Focusing the Observation
 - d. Choosing the Tools
- 7. Conducting the Observation**
 - a. The Observation Period
 - b. Analysis of Findings
 - c. Effective Observation Techniques
 - d. Common Observation Errors
- 8. Reporting the Findings**
 - a. Report Goal, Characteristics, and Form
 - b. Common Errors in Reporting Observations
 - c. Report Writing Tips
 - d. Rendering the Report
- 9. Follow-Up Investigation**
 - a. Review of the Response
 - b. Reinspection of the Activity
- 10. Evaluating Program Effectiveness**
 - a. Tracking and Analysis
 - b. Indicators of a Successful Surveillance Program
- 11. Exercise**
 - a. Practical Observation
 - b. Report Writing