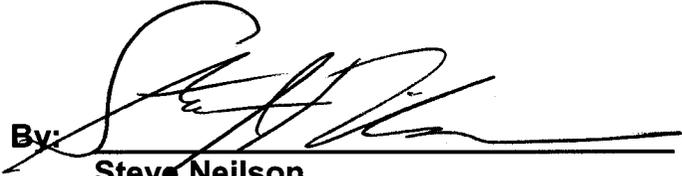


**U.S. DEPARTMENT OF ENERGY
THOMAS JEFFERSON SITE OFFICE**

**OPERATING EXPERIENCE,
LESSONS LEARNED PROGRAM**

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OPERATING EXPERIENCE/LESSONS LEARNED PROGRAM

1.0 OBJECTIVE

The purpose of the DOE Thomas Jefferson Site Office (TJSO) Corporate Operating Experience, Lessons Learned (OPEX/LL) Program is to share and use knowledge derived from experience to promote the recurrence of desirable outcomes and preclude the recurrence of undesirable outcomes. This OPEX/LL Program is designed to facilitate the sharing of information among operations within TJSO, the Thomas Jefferson National Accelerator Facility (TJNAF), other DOE field elements, other DOE Contractors, and DOE-HQ.

Lessons Learned Programs play a key role in maintaining an Integrated Safety Management (ISM) System and in improving TJSO and TJNAF programs, processes, and practices. This OPEX/LL Program establishes the process for developing, sharing, and using Lessons Learned, and meets the expectations of DOE O 210.2, *DOE Corporate Operating Experience Program*.

2.0 SCOPE

While the sharing of lessons learned is an extension of normal business interactions in a variety of functional areas (i.e., physical security, cyber security, financial management, etc.), the TJSO OPEX/LL Program specifically describes the components to capture the corporate knowledge base within the TJSO and TJNAF to enhance environmental health and safety (ES&H) performance locally. From the experiences gained locally, lessons learned information is to be shared that may promote ES&H performance at other DOE facilities.

3.0 REFERENCES

- 3.1 DOE O 210.2, *DOE Corporate Operating Experience Program*, June 12, 2006.
- 3.2 DOE O 226.1A, *Implementation of Department of Energy Oversight Policy*, July 31, 2007.
- 3.3 DOE O 225.1A, *Accident Investigations*, November 26, 1997.
- 3.4 DOE M 231.1-2, *Occurrence Reporting and Processing of Operations Information*, August 19, 2003.
- 3.5 DOE O 414.1C, *Quality Assurance*, June 17, 2005.
- 3.6 DOE P 450.4, *Safety Management System Policy*, October 15, 1996.
- 3.7 DOE Office of Science Management Systems (SCMS) OPEX/LL Program
- 3.8 TJSO SOPP 4.5, Operational Awareness Program Plan

4.0 RESPONSIBILITIES

4.1 TJSO Manager/Deputy Manager

- Ensures that TJSO has an OPEX/LL Process to incorporate lessons learned into training, maintenance, work planning, work process, operations, and design and construction, as applicable.

- Provides resources for developing, implementing, and maintaining a tailored TJSO OPEX/LL Program and sharing information with DOE HQ Corporate Operating Experience Lead Office;
- Establishes the objectives and extent of the OPEX/LL Program;
- Ensures the implementation of the OPEX/LL Program; and,
- Designates an Operating Experience Program Coordinator for the Site Office.

4.2 TJSO Staff

- Provides assistance in the implementation of the TJSO OPEX/LL Program;
- Shall be familiar with this procedure and their responsibilities associated with the TJSO OPEX/LL Program;
- Attend OPEX/LL briefings, training and presentations when deemed appropriate and applicable;
- Identify (both positive and negative) experiences, activities, processes, and practices that should be shared in accordance with the definition of OPEX/LL;
- Contacts the TJSO Operating Experience Program Coordinator to determine whether the identified experience qualifies as a OPEX/LL;
- Provides information necessary to generate a OPEX/LL document; and
- Reviews OPEX/LL documents for applicability and/or implementation under their respective oversight functional area responsibilities.

4.3 Operating Experience Program Coordinator

- Serves as the TJSO Point-of-Contact for the OPEX/LL Program SOP;
- Utilizes TJSO ES&H Functional Area Representatives to facilitate OPEX/LL review and analysis;
- Develops processes, procedures, communication methods, and documentation to implement OPEX/LL participation;
- Maintains oversight of TJNAF OPEX/LL Program activities with assistance by TJSO staff;
- Ensures that lessons learned applicable to other DOE sites are submitted to the DOE Corporate Operating Experience Program Lead Office;
- Follows up on significant actions/events to derive possible OPEX/LL;

- Interacts with TJNAF and TJSO staff as necessary to provide information and advice on events and conditions having lessons learned potential;
- Evaluates implementation of the OPEX/LL process, both within the Site Office and the Laboratory's program;
- Collects information to evaluate program effectiveness and report results to management, and feedback to the Laboratory;
- Coordinates the screening, dissemination, analysis, and action plan development of OPEX/LL information;
- Access information systems for identification of potential OPEX/LL;
- Determines applicability and significance of internal and external experiences identified as potential OPEX/LL with the help of the TJSO staff; and
- Ensures that quarterly analysis of reportable and non-reportable events submitted by TJNAF in accordance with DOE M 231.1-2, *Occurrence Reporting and Processing of Operations Information*, are reviewed to identify trends and lessons learned.

5.0 PROCEDURES

5.1 TJSO OPEX/LL Program

- 5.1.1 Manager/ Deputy Manager, TJSO staff, and Operating Experience Program Coordinator review information sources for potential applicable lessons learned.
- 5.1.2 Individual and/or Subject Matter Experts work with Operating Experience Program Coordinator to develop lessons learned and determine the appropriate distribution method. For lessons learned deemed worthy of inclusion in the DOE Operating Experience Program, TJSO staff work with the TJSO Operating Experience Program Coordinator to prepare the lessons learned for submission to DOE's central OPEX/LL clearinghouse.
- 5.1.3 The TJSO Operating Experience Program Coordinator will screen sources of lesson learned information and disseminate that information applicable to the Laboratory, TJSO management, and staff.
- 5.1.4 For lessons learned having impact upon TJSO processes, appropriate TJSO staff will monitor completion of corrective actions, and utilize the issues management process identified in the TJSO Operational Awareness Program Plan.

5.2 Sources of Potential Lessons Learned Information

5.2.1 Information used to generate lessons learned may come from any reliable source including TJSO, TJNAF, other DOE sites, other government agencies, industry, or professional organizations. The TJSO Operating Experience Program Coordinator and the TJSO ES&H Management staff review potential lessons learned. Consideration is to be given on the applicability and significance of the potential lessons learned information and whether similar information has been previously identified.

5.2.2 Sources of information used to generate lessons learned may include, but are not limited to:

- Field activities
- Occurrence Reports
- Assessments/Audits/Appraisals
- Safety Meetings
- Safety Bulletins/Safety Notices
- Operational Readiness Reviews
- Performance Indicators
- Work Planning Activities
- Job Debriefs
- Price Anderson Amendment Act Non Compliance Tracking System
- Accident/Incident Investigation Reports
- Process Improvement Activities

5.2.3 Operating Experience Documents Generated By DOE HQ Include:

- Special Operation Reports (SOR)
- ES&H Bulletins/Alerts/Advisories
- Operating Experience Summaries
- Just-In Time Operation Experience Reports
- Suspect/Counterfeit Item (SCI) Data Collection Sheets

5.3 Processing and Tracking OPEX/LL Information

5.3.1 The TJSO Operating Experience Coordinator will transmit externally directed inquiries requiring a formal response, such as SORs from DOE HQ, to the Laboratory. The Laboratory's response will be reviewed by the cognizant Site Office staff member(s) and merged with any supplemental information as warranted. The TJSO Operating Experience Coordinator will then route the consolidated response back to the requestor within the assigned suspense date. Records will be kept on file.

- 5.3.2 Lower tiered lessons learned notices generated by DOE (identified in section 5.2.3) that do not require a formal response to HQ or SC, will be transmitted to the Laboratory, if they were not already on the distribution. The TJSO Operating Experience Coordinator will instruct the Laboratory to provide a positive or negative response on the applicability of the notice. The Laboratory will also be instructed to provide any qualifying remarks on perceived vulnerabilities or proficiencies. Based on the Laboratory's response, this information may be further evaluated by the Site Office, and/or provided to HQ or SC in the form of a lessons learned submission. Either the Lab or the Site Office may initiate this submission. The duration assigned by the Site Office for the Laboratory's response will vary depending upon the perceived significance. A 30-day turn-around is typical of requests made of the Laboratory in this regard.
- 5.3.3 Any member of the Site Office may transmit lessons learned information to the Laboratory, and it may range from "for information only" to "response required." It is important that this information be routed through the Laboratory's Operating Experience Coordinator to keep them aware of this information, and determine distribution within the Laboratory's organization. It is the responsibility of the TJSO staff person initiating "response required" lessons learned information to identify the details expected in the response, and a target suspense date for the reply. Upon receipt of the Laboratory's response, the information is to be shared with the TJSO Operating Experience Coordinator for consideration in further action and filing.

6.0 RECORDS

Records are maintained in accordance with this procedure and SOPP 4.7, "Records Management."

APPENDIX A

ACRONYMS AND DEFINITIONS

Acronyms

CAIRS	DOE Computerized Accident/Incident Reporting System
CATS	Corrective Action Tracking System
DOE	Department of Energy
ES&H	Environmental, Safety and Health
HQ	DOE Head Quarters
ISM	Integrated Safety Management
NTS	DOE Non-compliance Tracking System
OPEX/LL	Operational Experience / Lessons Learned
PAAA	Price Anderson Amendment Act
QA	Quality Assurance
QAP	Quality Assurance Program
SC	DOE Office of Science
SOPP	Standard Operating Plans and Procedures
TJSO	Thomas Jefferson Site Office
TJNAF	Thomas Jefferson National Accelerator Facility

Definitions

Lessons Learned - Knowledge derived from the experience and evaluation of programs that can be used to identify strengths and weaknesses of program design and implementation. This information is likely to be helpful in modifying and improving program functions in the future.

Record – A completed document or other media that provides objective evidence of a service or process.

Training – The process of providing for/making available to an employee and placing or enrolling the employee in a planned, prepared, and coordinated program, course, curriculum, subject, system, or routine of instruction or education in scientific, professional, technical, mechanical, trade, clerical, fiscal, administrative, or other field that will improve the individual's and organization's performance and assist in achieving DOE's missions and performance goals.