

PROGRAM STATUS
DOE CORPORATE OPERATING EXPERIENCE PROGRAM
(Lessons Learned Program)

March 13, 2008

DOE/DOE CONTRACTORS DOE Order 210.2	STATUS
A formal process must be established to evaluate operating experience from DOE and related government or industry programs, technologies and facilities.	<ul style="list-style-type: none"> • TJSO Operating Experience/Lessons Learned Program, SOPP-4.11, Rev 0, Approved April 2008.
<p>Sources of internal and external operating experience must be used to assess trends and safety issues that may have a bearing on the safety and success of DOE missions. Sources include --</p> <ul style="list-style-type: none"> • DOE contractors; • DOE programs and site offices; • U.S. industry; • professional societies; • trade associations; • national academies; • universities; • other Federal agencies [e.g., the Chemical Safety and Hazard Investigation Board (CSB), National Transportation Safety Board (NTSB), National Aeronautics and Space Administration (NASA); Nuclear Regulatory Commission (NRC), Environmental Protection Agency (EPA), etc.]; • foreign government and foreign industry experience; • international agencies involved with energy issues [e.g., the International Energy Agency (IEA) and the International Atomic Energy Agency (IAEA)]. 	<ul style="list-style-type: none"> • All items addressed in Operating Experience/Lessons Learned SOPP-4.11, Section 5.2.
Establish local practices or protocols for determining when information from any of these type sources constitutes a lessons learned.	<ul style="list-style-type: none"> • Addressed in SOPP-4.11. • Identified responsibilities of TJSO personnel.

<p>Operating experience must be collected, stored, and retrieved through a central clearinghouse.</p>	<ul style="list-style-type: none"> • Addressed in SOPP-4.11. • Currently no central storage location for lessons learned that have been reviewed and distributed. • Current Lessons Learned are being reviewed and forwarded to affected personnel or contractor by e-mail as needed.
<p>Operating experience (Lessons Learned) must be screened periodically (daily) for safety significance, generic technical implications or management considerations. When data suggests a significant near-term safety risk or vulnerability, those issues must be prioritized, communicated, and resolved.</p>	<ul style="list-style-type: none"> • Addressed in SOPP-4.11. • Need to clearly define the site office and contractor lines of communication and feedback and improvement process.
<p>The operating experience program (Lessons Learned Program) must incorporate the following elements: (a) performance indicators and trends, (b) site-specific issues, (c) generic technical issues, and (d) management or institutional issues.</p>	<ul style="list-style-type: none"> • Addressed in the SOPP-4.11.

ADDITIONAL RESOURCES

- DOE Std-7501-99, *The DOE Corporate Lessons Learned Programs*, December 1999
- Lessons Learned Database (URL: <http://www.eh.doe.gov/DOEII/index.asp>)
- DOE lessons learned web page (URL: http://www.eh.doe.gov/paa/specialops_reports.html)

KEY DOCUMENTS

TJSO SOPP-4.11., *Operating Experience/Lessons Learned Program*

TJSO ASSESSMENTS

- *Thomas Jefferson Site Office Integrated Safety Management System Self-Assessment*, April 11, 2007

AREAS OF CONCERN

- TJSO SOPP-4.11., *Operating Experience/Lessons Learned Program*
- Evaluate resources and place a greater emphasis on lessons learned to ensure that this item receives attention, as required.

CONTRACTOR ASSESSMENTS/OVERSIGHT

- *TJSO Management Assessment of the Thomas Jefferson National Accelerator Facility Environment, Safety, and Health Oversight Program, May 2007*

PATH FORWARD

- Finalize SOPP.
- Conduct lessons learned self-assessment as part of feedback and improvement.
- Assessment of Lessons Learned will be factored into the Integrated Assessment Schedule for TJSO.

TJSO POINT OF CONTACT: Steve Neilson