

**FY-2004 Service Agreement  
Between the Quality Services Division and the  
Facilities and Operations Directorate**

**1.0 Purpose**

This Service Agreement (SA) defines the quality assurance, inspection, and calibration services to be purchased by the Facilities and Operations Directorate (F&O) from the Quality Services Division (QSD). These services support the performance management activities of F&O that assist with promoting performance improvement, reducing costs associated with failures, ensuring compliance, and increasing customer satisfaction.

**2.0 Scope**

This SA covers activities necessary for F&O to ensure compliance with applicable regulations and ORNL requirements and procedures as defined in:

- the Performance Based Management System
- the Quality Management System
- other SBMS policies and procedures (as applicable)

**3.0 Quality Assurance Specialist Functions and Responsibilities**

Functionally, the QASs will work on a day-to-day basis for the division directors in which they are assigned (below) and will assist with the division's quality program development, deployment, compliance, and improvement. (NOTE: Until adequate funding can be secured for additional QAS support in those divisions without an assigned QAS, the F&O Quality Manager will be used for support.) Administratively, the QSD Director will provide directions for the QASs through the F&O Quality Manager. Quality-related services will be provided and assigned under the auspices of the Integrated Operations Support Division Director who will facilitate any conflict and problem resolution relative to the provisions of this SA.

The specific QAS functions and responsibilities are identified in the R2A2 for Quality Assurance Specialists (<http://sbms.ornl.gov/SBMS/R2A2s/QASspecialist.doc>). During FY-2004, emphasis for QAS activities will be placed in the following areas:

- Performance Management (including Self-Assessments)
- Safety performance
- Productivity
- Compliance

The QAS/F&O Division assignments are as follows:

Craft Resources:	Don Reagan (50% FTE)
Fabrication:	Kent Calfee (50% FTE)
Facilities Development:	Kent Calfee (50% FTE)
Facilities Management:	Rebecca Kendall (75% FTE)
NNFD:	George Askew (50% FTE)
	Greg Chitwood (100% FTE)
	Gary Kirk (50% FTE)

#### **4.0 Safety Surveillance Services**

Periodically, during the course of F&O operations, safety surveillance services are needed to comply with established requirements. QSD will provide trained and qualified Inspectors for the following services to F&O on a per staff-hour cost basis. The F&O division director is accountable to set priorities for the QSD services provided. Examples of these services are as follows:

- Specialized Safety Examination Services such as:
  - Cask and pre-shipment inspections,
  - Tool load testing,
  - Personal Protective Equipment inspection.
  - Hoisting and rigging equipment inspection,
  - Fixed ladder inspection,
  - Inspection of back-flow prevention equipment,
  - Mobile work platform inspection,
  - Inspection/test of HEPA filters,
  - Charcoal filter efficiency testing,
  - Inspections of safety relief valves and pressure vessels,
  - Inspections of laboratory hoods.
  
- Calibration of Working Standards and Special Instruments:
  - Pressure standards and test gauges,
  - Flow standards,
  - Electrical standards, and
  - Dynamometers.

#### **5.0 Overhead Funded Services**

QSD provides F&O additional support services that are overhead funded.

- Corrective action tracking through ATS.

## **6.0 Training**

QSD is responsible for identifying and providing Lab-level training and qualification and training and qualification related to the Quality function for the QASs and Inspectors. F&O is responsible for identifying and providing F&O specific training.

## **7.0 Performance Assessment**

The F&O division directors are to provide input to the QAS annual performance appraisals. The responsible QSD supervisor will be responsible for evaluating the overall performance of the QAS and will include the input of the appropriate F&O division director in that evaluation.

## **8.0 Resources/Materials**

F&O will provide the resources/materials necessary for the QSD personnel to perform their tasks. For QASs, these resources/materials include office space, office furniture, supplies, clerical support (as needed). For QASs and Inspectors, these resources/materials include access to work planning meetings, access to facilities, equipment, and operations, etc. QSD will provide computers, software, and pagers.

## **9.0 Accountabilities**

- To F&O and QSD for performance of services contained in this agreement and in accordance with expectations.
- To F&O to maintain QAS qualifications and expertise.

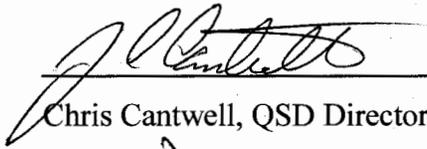
## **10.0 Authorities**

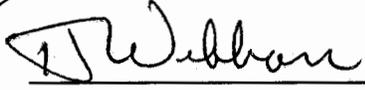
- Stop work authority if an imminent ES&H danger is considered to exist.
- To perform work and make decisions within established policies and guidelines.
- To take actions needed to ensure F&O activities are in compliance requirements.

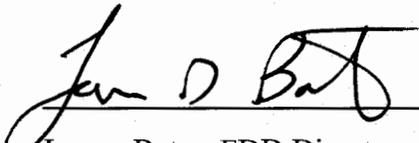
## **11.0 Revisions**

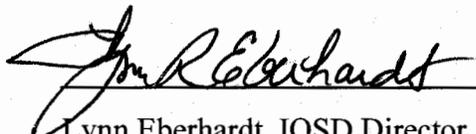
- Modifications to this SA will be made through mutual agreement of the Quality Services Division Manager, or delegate, and the F&O Director, or delegate.
- This SA will be reviewed and updated at least annually, at a time that supports the fiscal year budget planning cycle.

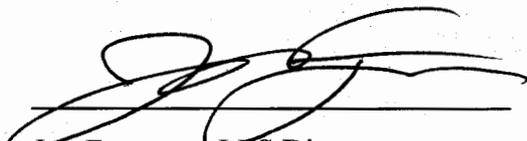
12.0 Approvals

  
Chris Cantwell, QSD Director

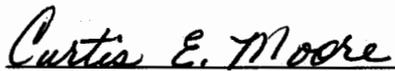
  
Herb Debban, F&O Director

  
Lanny Bates, FDD Director

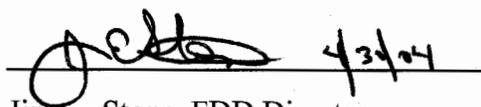
  
Lynn Eberhardt, IOSD Director

  
Jon Forstrom, LLS Director

  
Gerald Harvey, NNFD Director

  
Curtis Moore, CRD Director

  
Claude Robison, FD Director

 4/31/04  
Jimmy Stone, FDD Director