

U.S. Department of Energy

Oak Ridge Office

ORO O 210 Chapter II Change 1

DATE: 05/09/2007

SUBJECT: ORO OPERATING EXPERIENCE PROGRAM

1. PURPOSE. This Chapter correlates to DOE O 210.2, DOE CORPORATE OPERATING EXPERIENCE PROGRAM, dated June 12, 2006, and DOE-STD-7501-99, THE DOE CORPORATE LESSONS LEARNED PROGRAM, dated December 1999, and provides management expectations and a framework for the implementation of the Oak Ridge Office (ORO) Operating Experience Program. This Chapter is intended to promote improved identification, sharing, and use of operating experience/lessons learned across ORO, not to impose new requirements. Nothing in this issuance changes any requirements contained in any Department of Energy (DOE) Directive.
2. CANCELLATION. This Chapter cancels and replaces ORO O 210, Chapter II, ORO OPERATING EXPERIENCE PROGRAM, dated September 19, 2006.
3. APPLICABILITY. The provisions of this Chapter apply to all ORO Federal staff.
4. RESPONSIBILITIES.
 - a. Manager, ORO.
 - (1) Ensures implementation of requirements in DOE O 210.2.
 - b. Assistant Managers; Directors, Office of Partnerships and Program Development and Public Affairs Office; and Office of Chief Counsel.
 - (1) Designate a Lessons Learned (Operating Experience) Coordinators (line organizations) or Lessons Learned Points of Contact (support organizations) to administer the OEP for their organization and to coordinate with the ORO OEP Coordinator.
 - (2) As part of evaluating Integrated Safety Management, include review of the effectiveness of their organization's OEP.
 - (3) Assign and support personnel under their supervision to administer the OE mechanisms established for ORO.
 - (4) Forward lessons learned (LL) applicable to specific missions or programs to the appropriate Program Secretarial Officer for consideration, as needed.

- (5) Line Organizations.
 - (a) Ensure that quarterly analyses of reportable and non-reportable events are submitted by contractors in accordance with DOE M 231.1-2, OCCURRENCE REPORTING AND PROCESSING OF OPERATIONS INFORMATION, Section 5.8, “*Performance Analysis and Identification of Recurring Occurrences*,” dated August 19, 2003, and are reviewed to identify operating experience (OE) trends and LL. Work with AMESH to provide ORO-wide trends and LL.
 - (b) Review implementation of the contractors’ OEPs through line management oversight. Monitor contractor performance and sharing of LL.
 - (c) Ensure that OEs and LL from departing contractors are shared with new contractors following awarding of major contracts.
- c. Assistant Manager for Environment, Safety, and Health.
 - (1) Appoints a Federal staff member, as agreed to by the Manager, ORO, as the ORO OEP Coordinator to fulfill the responsibilities identified in DOE O 210.2.
 - (2) Assigns support personnel to establish, oversee, and administer the OE/LL program mechanisms.
 - (3) Forwards LL applicable to specific missions or programs to the appropriate Program Secretarial Officer for consideration, as needed.
 - (4) Shares “*Items of Interest*” and employee LL (e.g., “*Lessons Learned Wednesday*,” weekly safety messages via PIO) across ORO, as appropriate.
- d. ORO Operating Experience Program Coordinator.

Coordinates implementation of the ORO OE reporting and LL sharing to ensure compatibility and compliance with requirements of DOE O 210.2.
- e. Organization-Level Lessons Learned Coordinators and Points of Contact.
 - (1) Share LL within their organization.
 - (2) Encourage contractors to develop and share LL locally among ORO’s contractors and through the DOE Corporate Lessons Learned Database.
 - (3) Provide requested OEP information to the ORO OEP Coordinator.
 - (4) As needed, coordinate with ORO LL Coordinators to elevate unresolved issues regarding actions or determinations on OE and/or LL to the appropriate ORO manager for resolution and direction.
 - (5) Participate in the screening, dissemination, analysis, and development of LL and responses to LL, as requested by management.

- (6) Participate in and support the DOE OEP. Recommend locally-developed LL for inclusion in the DOE Corporate Lessons Learned Database.
 - (7) Work with the contractor, the ORO OEP Coordinator, and other ORO organizational LL Coordinators and Points of Contact to collect information to evaluate program effectiveness and report to management. Evaluate their organization's implementation of its OE reporting and LL development process to ensure it is compatible with and meets the requirements of the DOE O 210.2.
 - (8) Serve as their organization's LL Point of Contact for the DOE Corporate OEP.
- f. ORO Federal Staff.
- (1) Provide personal LL for "*Lessons Learned Wednesday*" to the designated organizational LL/Coordinator via e-mail. "*Lessons Learned Wednesday*" is a forum to share work-related and personal health and safety LL.
 - (2) Provide LL on positive and negative ORO Federal OE for sharing with the DOE complex to the ORO LL Coordinator through their organization-level LL Coordinators or Points of Contact. Refer to the ORO Safety First website (<http://www-internal.oro.doe.gov/esq/safetyfirst/index.aspx>) for a list of ORO organizational LL Coordinators and Points of Contacts. Refer to DOE O 210.2 or DOE-STD-7501-99, for instructions on developing a LL with the correct content and format and the LL priority descriptors.
 - (3) Tailor and apply LL in daily activities to improve operations and quality and to prevent adverse events.
 - (4) Should visit the ORO Safety First website on a regular basis for new safety and quality information, LL links, and access to previously shared LL.
 - (5) Provide LL applicable to conducting assessments, walkthroughs, and environment, safety and health investigations in the ORION tracking system for use by others in improving the assessment process (<https://orion.oro.doe.gov>).
5. REQUIREMENTS AND PROCEDURES. ORO managers and employees are expected to learn from experience (internal and external) in order to avoid repeating mistakes and to avoid making mistakes learned by others.
- ORO employees are referred to DOE O 210.2 for specific requirements.
6. REFERENCES. See references in DOE O 210.2.
7. DEFINITIONS. Refer to DOE O 210.2 for definitions applicable to the DOE Corporate OEP. The following definitions are specific to ORO:
- a. **ITEMS OF INTEREST.** An e-mail publication provided by the AMESH to share new information and LL related to DOE's activities, hazards, applicable regulations, etc., with ORO, its contractors, and other sites across the DOE complex. The e-mail is sent almost daily

and includes links to the internet locations of new information and LL, as well as occasionally including Word files of new LL.

- b. **LESSONS LEARNED POINTS OF CONTACT (FOR ORO SUPPORT ORGANIZATIONS)** share pertinent LL among staff (i.e., office and personal safety, travel-related safety, quality and cost effectiveness, and consumer LL), but they are not expected to perform the set of activities described in DOE O 210.2.
 - c. **LESSONS LEARNED COORDINATORS (FOR LINE ORGANIZATIONS)** having contractor oversight responsibilities, support the applicable Federal activities described in DOE O 210.2.
 - d. **LESSONS LEARNED WEDNESDAY.** A forum to share work-related and personal health and safety LL from ORO Federal and contractor personnel. When there is new information to share, it is published by the AMESH organization via e-mail on Wednesday.
8. CONTRACTOR REQUIREMENTS DOCUMENT. None. See CRD in DOE O 210.2.
9. ATTACHMENTS. None.