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Ames Laboratory Operating Experiences and Lessons Learned Program

This plan documents the implementation of the Ames Laboratory Operating Experiences and Lessons Learned Program, which has been designed to provide information to employees from situations within the facility and throughout the DOE complex that could prevent adverse operational incidents.

1.0 APPROVAL RECORD

- Reviewed by: Document Control Coordinator (Amy Tehan)
- Approved by: Quality Assurance Manager & ESH&A Manager (Sean Whalen)
- Approved by: Chief Operations Officer (Mark Murphy)
- Approved by: General Council (Adwin Hesseltine)
- Approved by: Associate Laboratory Director for Sponsored Research Administration (Debra Covey)
- Approved by: Assistant Director for Scientific Planning (Cynthia Jenks)
- Approved by: Chief Research Officer (Duane Johnson)
- Approved by: Deputy Director (Tom Lograsso)
- Approved by: Laboratory Director (Adam Schwartz)

The official approval record for this document is maintained in the Training, Documents & Records Office, 151 TASF.

2.0 REVISION/REVIEW INFORMATION

The revision description for this document is available from and maintained by the author.

3.0 PURPOSE AND SCOPE

It is the policy of the Ames Laboratory to provide all employees with a workplace free of recognized hazards. Integration of environmental, security, cyber-security and emergency preparedness issues with the safety and health issues found in traditional lessons learned program can provide additional enhancement to a hazard-free workplace. Information of failures and incidents from within the Laboratory is often well circulated within the affected Group, and should be circulated to Groups with identical or similar set-ups. Events occurring outside the Laboratory often take much longer to come to the attention of those with an interest. It is also necessary to recognize local issues that might have interest to other DOE sites. Participation in the DOE Corporate Lessons Learned Database can provide other sites with the information needed to prevent repetition of risk over the whole complex. To expedite the receipt and dissemination of these events, the Laboratory has developed its Operating Experiences and Lessons Learned Program.

The Program reinforces the functions and principles of the Laboratory's Integrated Safety Management System, Integrated Safeguards and Security Management System and Worker Safety and Health Program, Environmental Management System, and integrates well with the Oversight and Assurance Program and Events Reporting Program.

The Program recognizes that at least two types of Lessons Learned may have a role at Ames Laboratory. There are topics with a broad, general interest basis to the Ames Laboratory, and there are topics that should be targeted to a smaller group. Delivery mechanisms are tailored for the needs of the two audiences.

4.0 PROGRAM ELEMENTS

Formalization of the Lessons Learned Program provides a program that can be audited internally and externally for completeness. This will be accomplished by the following:

4.1 ROLES AND RESPONSIBILITIES

4.1.1 ESH&A

Responsibility for Lead has been assigned to Shawn Nelson, who will act as the operating experiences program coordinator, with Jeff Bartine as the Alternate. The coordinator will raise operating experience issues to senior management and be responsible for implementing the following tasks:

- (1) Manage the operating experience and lessons learned program and its participation in the DOE program and develop processes, procedures, communication methods and documentation to implement the program.
- (2) Elevate to management for resolution unresolved issues associated with operating experience and lessons learned actions or decision.
- (3) Maintain program oversight.
- (4) Submit to the DOE Corporate Operating Experience Program lessons learned that are applicable to other DOE sites.
- (5) With assistance from the subject matter experts of ESH&A and Facilities and Engineering Services, assess the applicability and significance of internal and external operating experiences identified as potential lessons learned.
- (6) Distribute internal, DOE and external operating experience data to personnel for review, analysis, and routine use.
- (7) Participate in the screening, dissemination, analysis, and development of lessons learned.
- (8) Serve as contractor point-of-contact for the DOE Corporate Operating Experience Program.
- (9) Collect and report to management information on program effectiveness.
- (10) Evaluate implementation of the operating experience reporting and lessons learned development processes according to requirements of DOE Order 210.2A, *DOE Corporate Operating Experience Program*.

4.1.2 LINE MANAGEMENT

Line management roles and responsibilities for lessons learned include the following:

- (1) Submit to the Ames Laboratory operating experiences program coordinator any issues identified in their areas of responsibility with a potential for a lessons learned interest to others.
- (2) Evaluate lessons learned provided by the Ames Laboratory operating experiences program coordinator for applicability to their area of responsibility, particularly those provided as a targeted interest.
- (3) Disseminate lessons learned to appropriate staff, and for targeted topics, discuss with affected staff.
- (4) Inform the operating experiences program coordinator of the actions taken in response to those lessons learned provided as a targeted interest.

5.0 SELECTION AND DOCUMENTATION OF SOURCES

Internal information may come from accident/injury reports (CAIRS), Occurrence Reports (ORPS) and/or NTS Reports), observations made during area evaluations, event categorization or from concerns raised by employees. External sources, such as the USDOE Lessons Learned list server, Occurrence Reports (ORPS), Non Compliance Tracking System (NTS), Incidents of Security Concern (ISC), the Consumer Products Safety Commission list server and the Operating Experiences publications (including Special Operations Reports, Safety Alerts, Safety Advisories, and Safety Bulletins) have been chosen as reputable external sources for Lessons Learned information. Other sources for external information will be evaluated on a case-by-case basis.

6.0 SELECTION AND USE OF INFORMATION

Information may be disseminated by many means, ranging from person-to-person talks to official interoffice communications. Selection may be based on the urgency of the information to be released, the access to the method chosen, or the perceived scope of the audience.

The Laboratory's e-mail system has been selected as the most expedient means of widely distributing information. When a Lessons Learned has been written or modified for inclusion on the ESH&A homepage as a general interest Lessons Learned, the title of the new entry will be e-mailed to Division Directors, Program Managers, Group Leaders, Safety Coordinators and Representatives, and interested parties, along with a summary of the article. This information will also be made available during Safety Coordinator/Representative Meetings. Some issues may have a small number of employees with an interest in Ames Laboratory. In these instances, the information will be sent via e-mail as a targeted Lessons Learned directly to the people with an interest in the topic.

The ESH&A Web Home Page will include an electronic version of the general interest Lessons Learned created at the Ames Laboratory, each USDOE Lessons Learned issued locally, as well as the link to the CPSC Releases, for access by all Ames Laboratory authorized system users. This will provide an archive of information for new employees.

7.0 SELF ASSESSMENT

The Ames Laboratory asks recipients of Operating Experiences and Lessons Learned for feedback and comments regarding documents, operational awareness of safety concerns to foster continuous improvement.

8.0 POST PERFORMANCE ACTIVITIES

The Ames Laboratory Operating Experiences and Lessons Learned Program Plan will be reviewed on a three-year basis. Informal review and changes may take place as sources of incoming information or methods of dissemination change.