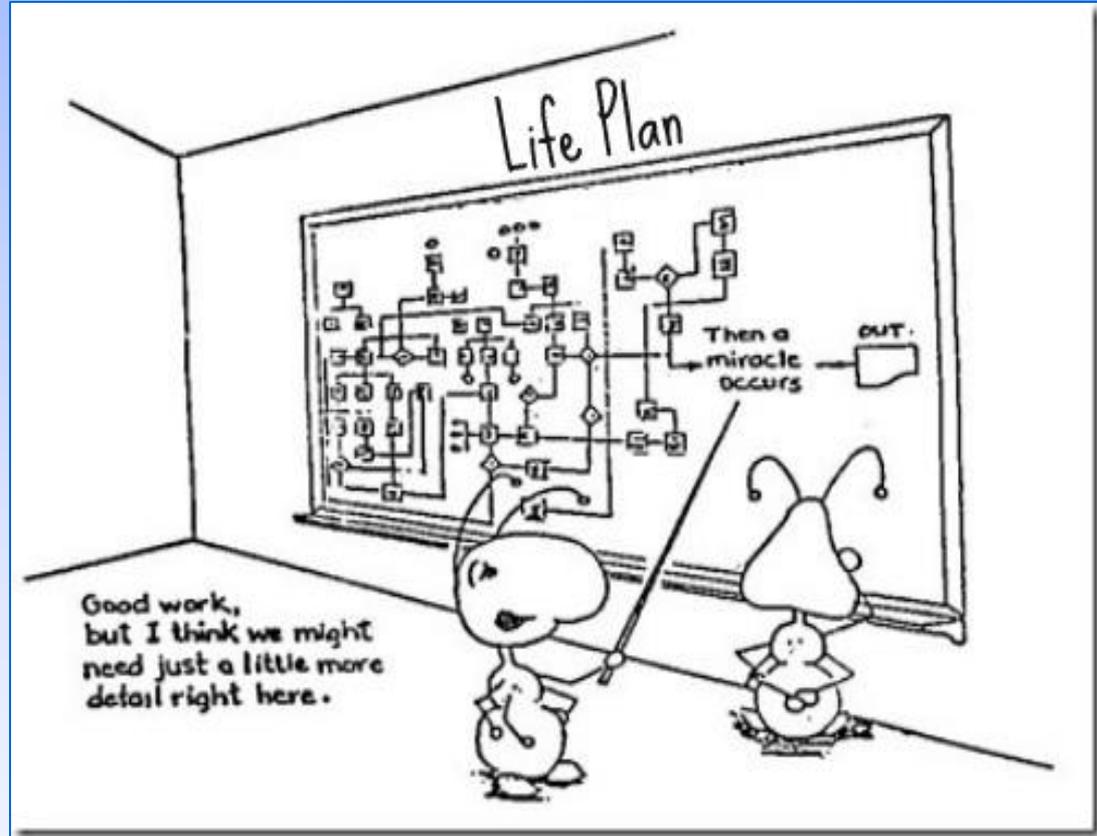


Safety Incident Reporting and Investigation Process Improvements

Occurrence Reporting Process

Investigation and Causal Analysis Process



BERKELEY LAB

LAWRENCE BERKELEY NATIONAL LABORATORY

Managed by the University of California for the U.S. Department of Energy

How does this affect you?

- Improvements in safety incident investigation and reporting
- Includes:
 - ORPS reportable events
 - Low risk safety incidents
- Doesn't affect injury/ illness investigations



Problem Statement- Targets for Improvement

- Informal processes to report incidents and gather facts
 - Inconsistent application
 - Processes not well known or understood
- Investigations take too long
- Management is not properly engaged
 - Result is a lack of buy-in to process and outcomes
- Lessons not well-communicated across Lab



Future State

- For all reportable events:
 - Incident reported to Hotline
 - Immediate and professional incident investigation
 - Communication of lessons learned
- For High Risk ORPS events:
 - Scoping meeting (Division Director, OCA, EHS)
 - Kick-off meeting with stakeholders
 - Factual accuracy before causal analysis
 - QA throughout the process
 - Division Director briefed on Causal Analysis
 - Stakeholders develop corrective actions with Team
 - Close-out Meeting



Advantages of Future State

- Process completed more quickly
- Formalized preliminary fact-finding/investigation and notification
- Improved partnership, with Divisions having more ownership
 - Broader participation in categorization meeting
 - Scoping meeting defines expectations and commits resources
 - Corrective actions developed collaboratively
- Minimal new resources needed to implement this process
- Customer needs are addressed
- Actions to prevent recurrence are more likely



Implementation Plan (Short Term)

What	When	Who
Implementation Team Formed	9/1/11	2 Process Owners (Salazar/Chernowski)
Pilot Improvements	When next incident occurs	
Investigation Process Developed and Investigator Trained and Ready	1 month after team formed	EHS Division
Reporting Hotline	2 months after team formed	EHS Division
“Just in Time” Training Modules	3 months after team formed	OCA/EHS
Causal Analysis Components Developed	3 months after team	OCA
Communication to Senior Mgt.	Early and ongoing	OCA/EHS

How can you help?

- Set the proper “Tone at the Top”
 - Communicate value of timely reporting
 - Encourage staff to help us solve our problems
 - Allocate resources for efficient and effective investigation
- Own your issues - develop effective corrective actions and implement them as intended
- Share lessons so others can learn from your experiences

Most importantly- provide feedback to Lean improvements implementation team so we can make necessary adjustments!

