

## Summary of HSS Finding D4 Corrective Action Plan

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April 2009

**Finding Statement D-4:** LBNL has not established and implemented a fully effective lessons learned program that demonstrates application of some pertinent externally generated lessons learned as required by DOE Order 210.2, *DOE Corporate Operating Experience Program*, and DOE Order 226.1A, *Implementation of DOE Oversight Policy*.

### Root Causes:

1. OCA did not consider that the decentralized approach would not satisfy all of the DOE O 210.2 requirements.
2. Specificity on the DOE HQ HSS website regarding where to go to get all required DOE O 210.2 lessons learned sources is lacking.
3. OCA did not adequately identify Roles and Responsibilities, specifically for the Institutional Lessons Learned Administrator.
4. OCA has not established criteria/metrics for performing effectiveness reviews for lessons learned.

### Immediate/ Compensatory Actions:

- 1-1 The institutional Lessons Learned Administrator signed up for the pertinent external lessons learned sources outlined in DOE O 210.2. (Ref. Root Cause #2)
- 1-2 The institutional Lessons Learned Administrator will attend the DOE Operating Experience conference held in Carlsbad, New Mexico. (Ref. Root Cause #2)

### Actions to Prevent Recurrence:

- 1-3 OCA will review the current Lessons Learned and Best Practices Program against the DOE O 210.2 requirements; identify potential improvements; and revise the Lessons Learned and Best Practices Program, as appropriate. (Ref. Root Cause #1)
- 1-4 OCA will verify with the DOE Headquarters (HQ) that the institutional Lessons Learned Administrator is signed-up for all pertinent external lessons learned sources outlined in DOE O 210.2 are located on the DOE HQ website. (Ref. Root Cause # 2)
- 1-5 OCA will revise LBNL/PUB-5519 (4), *Lessons Learned and Best Practices Program Manual*, to:
  - a. Identify the roles and responsibilities of the institutional Lessons Learned Administrator
  - b. Clarify the process for lessons learned feedback
  - d. Clarify the expectations for divisions to incorporate applicable lessons learned into their work processes
  - e. Clarify the roles and responsibilities of the subject matter experts (SMEs) with regard to review and incorporation of external lessons learned into the institutional Lessons Learned Program (Ref. Root Cause # 3)
- 1-6 OCA will incorporate lessons learned feedback into the Division Self-Assessment Program. (Ref. Root Cause # 4)
- 1-7 OCA will perform an effectiveness review of the Lessons Learned and Best Practice Program. (Ref. Root Cause # 4)