



U.S. DEPARTMENT OF
ENERGY

Savannah River Operations Office

EFCOG Panel on CAS, Metrics and Governance

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Contractor Assurance Systems (CAS) at SRS

The Contractor shall implement a DOE-approved CAS that demonstrates program effectiveness of the CAS and includes:

- 1) A method for validating the effectiveness of assurance system processes;
- 2) Rigorous, risk-informed, and credible self-assessment and feedback and improvement activities;
- 3) A structured issues management system that is formally described and documented;
- 4) Timely and appropriate communication;
- 5) Continuous feedback and improvement, including worker feedback mechanisms; and
- 6) Metrics and targets to assess the effectiveness of performance.



Contractor Assurance Systems at SRS, *cont'd*

Acceptance Criteria (from FY17 Fee Plans):

Performance will be evaluated on the effectiveness of the CAS. The analysis will give consideration to the contractor's ability to self-identify emerging and legacy issues rather than having those issues identified by DOE-SR or by external organizations as well as the contractor's implementation of timely and effective corrective actions. DOE-SR will rely on both objective and subjective evaluations of the contractor's performance which include, but are not limited to, the following:

- **Requirements flow down and procedure adequacy** - Programs are established to ensure applicable requirements are accurately reflected in procedures and work processes;
- **Assessment Program** - Rigorous, risk-informed, and credible self- and QA assessments and feedback activities are conducted to identify issues and improvement opportunities. This includes Parent Company/Corporate Board involvement;
- **Performance Measures** - Metrics are effectively used to provide an accurate picture of current performance against goals;
- **Trend Program** - Deficiencies and metrics are analyzed to support identification of performance trends. Reports are provided to management with sufficient technical basis to allow informed decisions that support correction of negative performance/compliance trends before they become significant issues;
- **Cause Analysis and Corrective Action** - Performance gaps are identified and analyzed commensurate with their significance. Corrective actions are timely prioritized by importance and appropriately targeted;
- **Lessons Learned** - Lessons Learned experiences and good practices are incorporated into the overall work process and used to inform the organizations of adverse work practices or experiences; and
- **Employee Engagement** - Programs are established to promote quality awareness and ownership at the worker level.

