

Idaho National Laboratory Contractor Assurance Overview

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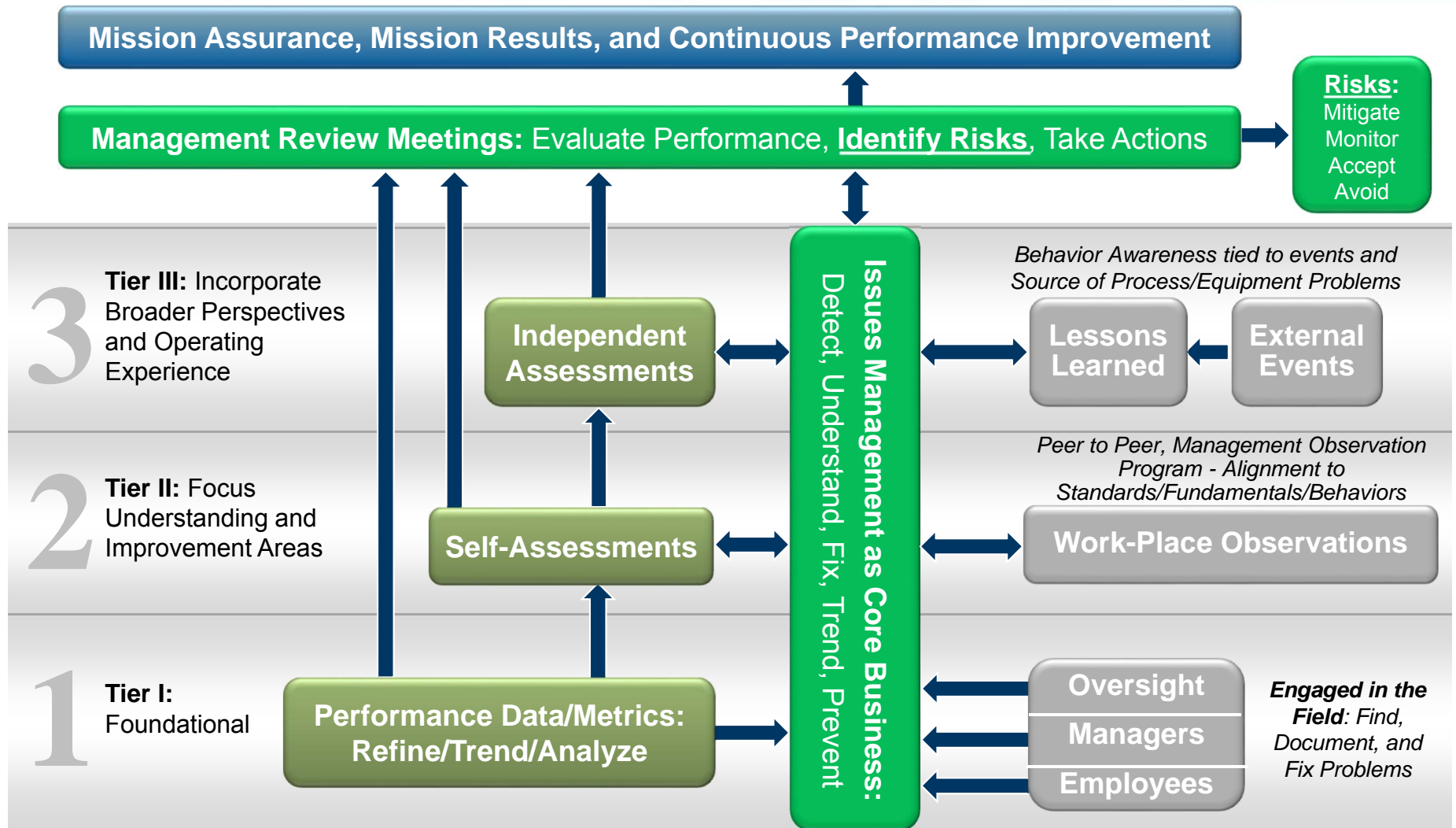
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INL CAS: Why Have One?

- Strong value proposition
 - Enables contractor ownership and accountability for performance and risk management
 - Replaces most DOE transactional oversight with contractor's self-identification and disclosure
 - Tools for continuous improvement and transparency
- It is a requirement
 - DOE O 226.1B
 - Contract H Clause
 - NQA-1
- Corporate governance expects it
- Integral to Lab Stewardship Policy between BEA and DOE-NE

INL CAS: How it Works and Why



What is Working Well

- Directorates engaged in Management Review Meetings
 - Strategic/operational performance
 - Identify/discuss risks and actions
 - Lessons Learned discussed
- Issues Management
 - Value seen in correction of issues, trending potential (research trending forum created)
- Assessments
 - Revisions to software and process – Objectives/LOI “banks”
 - Producing fewer, higher quality assessments
- Overall, good perception of CAS as part of Continuous Improvement across the Lab



The image displays a dashboard for the Management Review Meeting Report for FY16Q4. At the top, there is a logo for 'Energy Environment Science and Technology' featuring a lightning bolt and a globe. Below the logo, the text reads 'Management Review Meeting Report FY16Q4'. The dashboard includes several data visualizations: a 'Finance Summary' section with a bar chart comparing 'last month' and 'current' performance across four quarters (Q1-Q4); an 'HR Summary' section with a horizontal bar chart titled 'Retention Drivers of High-performing Finance Staff'; and a 'Budget' section with a small bar chart. A navigation menu on the left lists 'Home', 'Nucleus', 'ECR', 'LabWay', 'Management Systems', and 'Staffing'. The user is logged in as 'Julie Baker - MFC'. In the foreground, a photograph shows a man in a light blue lab coat standing in a laboratory setting with his arms crossed.

Challenges

- Management engagement and understanding still not where it should be
 - Middle Management - value proposition needs increased focus
- Administrative task demands already high
 - Require return on investment to report issues (e.g., timely response, real improvements, trend identification)
 - Graded approach needed to avoid “cumulative impact”
- Researchers -tendency to be left to Ops Lead/PAs to “handle”
 - Fewer events, good performance— perceived value of CAS diminishes “drift”
- Risks/challenges for research staff tend to be complex, rapidly changing
 - Federal policies, industry funding/trends, political environment, commitments from external entities
 - Long-term capability investments versus short-term corrective actions - link to CAS applicability not always clear beyond COR
- Trend program inconsistent – not perceived as impactful
- Business Intelligence capability (integrated data access) limited

What's Next

- Unified trending strategy in development - moving to benchmarked codes that have demonstrated success in identifying adverse trends (Program and Event Codes)
- Improved communication on the effectiveness of CAS – leverage reporting (PEMP, Annual Self-Assessment, quarterly MRM and Senior MRM) to better demonstrate the effectiveness attributes of CAS and to show the integration of information from CAS tools (issues management trends, MOP, assessments, organizational learning)
- Continued engagement with IM on BI development
- Mobile platform development (Issues Management, MOPS, Assessments)