

QAM 12010: FERMILAB LESSONS LEARNED PROGRAM AND PROCEDURES

Revision History

| Author | Description of Change | Revision Date |
|---------------|--|----------------------|
| T.J. Sarlina | <ul style="list-style-type: none">• Removed reference to “Operating Experience Program”, this is now Fermilab’s Lessons Learned Program.• Removed reference to iTrack as lessons learned are not entered into iTrack. | January 2016 |
| Rafael Coll | QAM 12010 is a new chapter that incorporates OQBP Procedure #3903 into the Quality Assurance Manual. | July 2013 |

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1.0 INTRODUCTION

This chapter establishes the responsibilities and actions required to process and communicate lessons learned both within Fermilab as well as to appropriate Department of Energy (DOE) locations and is applicable to all products, services, processes, management systems, and projects at Fermilab.

2.0 DEFINITIONS

Actions - Responses to lessons learned. Examples are:

- (1) Corrective actions in response to occurrence analysis
- (2) Preventive actions to preclude the recurrence of a negative event
- (3) Improvement actions based on best practices or innovative approaches

Best Practice - A positive example of a work process or innovative approach with the potential to be the basis for significant operational improvements or cost savings.

Lesson Learned - A best practice that is captured and shared to promote repeat application or an adverse work practice or experience that is captured and shared to prevent recurrence.

Subject Matter Expert (SME) - An individual with qualifications and experience in a particular field or work process; an individual who by education, training, and/or experience is a recognized expert on a particular subject, topic, or system.

3.0 RESPONSIBILITIES

3.1 Chief Safety Officer

- Responsible for the development, implementation, assessment, and improvement of the Lessons Learned Program.
- Coordinates all substantive changes to the Lessons Learned Program. Provides support to senior managers and Management System Owners.
- Appoints the Lessons Learned Program Coordinator.
- Ensures computer based systems provide access to lessons learned.

3.2 Division/Section Heads, Management Systems Owners (MSO), and Project Managers

- Provide the necessary resources to implement this process in their areas of responsibility.
- Incorporate lessons learned into organizational activities and processes.

3.3 Lessons Learned Program Coordinator (LLPC)

- Screens internally and externally generated (i.e. DOE Lessons Learned Report) lessons learned to identify topics relevant to the organization.
- Disseminates lessons learned summaries to the organization via Management Systems Owners, Division/Section Heads, or Project Managers for review, analysis, implementation of actions, and routine use, as applicable.
- Determines the suitability of internally generated lessons learned for distribution to the DOE Corporate Lessons Learned Database.

- Uploads internal lessons to the DOE Corporate Lessons Learned Database as authorized by the COO.
- Acts as the point-of-contact for the DOE Corporate Operating Experience Program and the DOE Operating Experience Committee.

4.0 PROCEDURE

4.1 Lessons Learned Receipt

- The LLPC reviews all Lessons from both internal Fermilab sources and external DOE sources.
- If the Lesson Learned is internally generated, the originator enters it into the Fermilab [Lessons Learned Database](#). (See Appendix 1 for field descriptions).
- If the Lesson Learned is externally generated, an email is sent from the DOE Corporate Lessons Learned Database to the Fermilab LLPC.

4.2 Lessons Learned Screening

4.2.1 Initial screen for applicability of externally generated lessons

- The LLPC determines the applicability to Fermilab operating activities and processes based on the guidelines in Appendix 2 below.
- If the LLPC determines the lesson is applicable to Fermilab, it is marked accepted, entered into Fermilab's lessons learned database, and forwarded to the applicable MSO, SME, and/or Division Safety Officer.

4.2.2 Initial screen for applicability of internally generated lessons:

- The LLPC reviews the Fermilab lessons learned database on a periodic basis to identify and screen new internally generated lessons. The Coordinator determines the applicability of these lessons to other DOE organizations.
- If the Coordinator determines the lesson is not applicable outside Fermilab, no further processing is necessary.
- The LLPC forwards lessons deemed to be applicable to other DOE organizations to the COO for review and approval prior to upload to the DOE system.

4.3 External Communication

- After review and approval by the COO, the LLPC enters Fermilab lessons learned information into the DOE Lessons Learned Database and submits. The lesson is then distributed by the DOE via email.
- All communications relative to external lessons received by Fermilab must be done by the Fermilab LLPC.

Note: Direct communications between a lesson user and the lesson contact may be made directly for the purpose of obtaining clarifying information relative to the lesson.

5.0 RECORDS

5.1 Records of Internal LLs

Records are contained in the Fermilab Lessons Learned Database.

5.2 Records of External LLs

Records of applicable external lessons are contained in the Fermilab Lessons Learned Database.

5.3 Review Cycle

This procedure shall be reviewed in accordance with schedules set for FESHM by the Chief Safety Officer.

6.0 REFERENCES

[DOE- O- 210.2A, The DOE Corporate Experience Program dated April 2011](#)

7.0 TECHNICAL APPENDICES

7.1 Appendix 1: Lessons Learned Database Field Descriptions

| | |
|---|---|
| Title | Title of the lesson learned |
| Date | Date the lesson learned was issued |
| Identifier | Leave Blank. The identifier is generated by the database |
| Lessons Learned Statement | Statement that summarizes the lesson(s) that was learned from the activity. |
| Discussion of Activities | Brief description of the facts that resulted in the initiation of the lesson learned. |
| Analysis | Results of any analysis that was performed |
| Recommended Actions | A brief description of actions that were taken, or will be taken, in association with the lesson learned. |
| Estimated Savings/Cost Avoidance | An estimate of the cost savings or the costs avoided by prevention of a similar event |
| Estimated Savings/Cost Avoidance Justification | An analysis and explanation of the cost savings or cost avoidance estimated to be achieved |
| Priority Descriptor | A descriptive code of significance to the lesson. Options include Red/Urgent, Yellow/Caution, Blue/Information, Green/Good Work Practice |
| Work/Function(s) | The work or function(s) to which the lesson applies. Enter all that apply. See listing in DOE-STD-7501-99 The DOE Standard on Corporate Lessons Learned Program (See Section 7/Reference Section) |
| User-Defined Category | Space for organizations to include internal-use categories. |
| Risk(s) | Selection for types of risk: |
| Hazard(s) [Drop down Risk(s) submenu] | Hazards this lesson applies to |
| ISM Core Function(s) | ISM core functions to which this lesson applies. |
| Originator | Name of the originating individual and organization; can be a subcontractor. |
| Contact | Name and phone number of individual to contact for additional information |
| Keywords | Word(s) used to convey related concepts or topics stated in the lesson. |
| References | References such as DOE Orders, Programs (e.g., Standards/Requirements Identification Document program), Standards, Occurrence Report numbers, etc. |

7.2 Appendix 2: Screening Criteria

- Does Fermilab perform work affecting facilities that utilize the same equipment (safety, production, monitoring, etc.) described in the document being screened?
- Does Fermilab perform work affecting facilities that employ the same designs described in the document being screened?
- Does Fermilab utilize an administrative or management control system similar to that described in the document being screened?
- Does Fermilab perform work affecting facilities that use, store, or produce the same or similar chemicals/products described in the document being screened?
- Are the same activities or operations described in the document being performed by Fermilab?
- Does Fermilab implement the same regulations/codes/standards described in the document being screened?
- Is there the opportunity for a similar problem or situation to affect Fermilab work?