

Best Practice 21 - Work Management Centers

Facility: Savannah River Site, Aiken, SC

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Brief Description of Best Practice:

Work Management Centers are established for each Facility (or logical grouping of Facilities) to serve as a single point of contact for all Work Management related activities.

Why the Best Practice was used:

Established a Work Management single point of contact.

What are the benefits of the Best Practice:

Removed the focus for Work Management from the Control Rooms & established a Single Point of Contact for all Work Management activities. Control Room awareness of work being performed in the facility is accomplished through communication from the Work Management Center to the Control Room.

What problems/issues were associated with the Best Practice:

The Work Management Center (single point of contact) requires that personnel of all disciplines be represented and support the center.

How the success of the Best Practice was measured:

Comprehensive metrics and reporting were established to measure the effectiveness of the Work Management process.

Description of process experience using the Best Practice:

Establishment of the Work Management Center (single point of contact) provides a Work Management focus for all Facility personnel. It also removed unnecessary traffic and congestion from the Facility Control Rooms.

ISM Core Function and Guiding Principle to which the Best Practice relates

Principle 2: Clear Roles and Responsibilities

Core Function 5: Provide Feedback and Continuous Improvement