

Best Practice 23 - Use of Delay Codes

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Brief Description of Best Practice:

While entering labor and work histories into the Work Management System, mechanics are required to enter a delay code (if applicable).

Why the Best Practice was used:

Use of delay codes allows identification, tracking, and trending of issues associated with work delays.

What are the benefits of the Best Practice:

Allows tracking and trending of delays to reduce or eliminate the cause of work delays.

What problems/issues were associated with the Best Practice:

Consistent use of delay codes during initial implementation.

How the success of the Best Practice was measured:

Delay trends are reviewed as part of the work week critique

Description of process experience using the Best Practice:

The process allows management to understand the types of delays impacting work, therefore facilitating development of corrective actions to reduce those delays. This process supports the "Provide Feedback and Continuous Improvement" ISMS element.

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

Core Function 5: Provide Feedback and Continuous Improvement