

## **Best Practice 24 - Electronic Routing & Approval**

**FACILITY:** Savannah River Site, Aiken, SC

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### **BRIEF DESCRIPTION OF BEST PRACTICE:**

WSRC uses an electronic approval process, built into our Work Management System, for all work package approvals.

### **WHY THE BEST PRACTICE WAS USED:**

To streamline the work package review/approval process.

### **WHAT ARE THE BENEFITS OF THE BEST PRACTICE:**

The electronic review/approval process streamlines the work package approval process by:

- Electronically notifying approvers of pending/required approvals
- Eliminating the manual routing of hard copy work packages
- Eliminating the potential of losing work packages
- Automatically updating work package status based on obtained approvals
- Electronically capturing work package approvals

### **WHAT PROBLEMS/ISSUES WERE ASSOCIATED WITH THE BEST PRACTICE:**

Initially, all support organizations "buying into" electronic review/approval process and having those organizations obtain the required Work Management System access/training to support the electronic review/approval process.

### **HOW THE SUCCESS OF THE BEST PRACTICE WAS MEASURED:**

Work package processing time was reduced significantly, contributing an overall reduction in work backlogs.

### **DESCRIPTION OF PROCESS EXPERIENCE USING THE BEST PRACTICE:**

Work Package review and approval has evolved from a manual routing of hard copy work packages to a streamlined process where all approvers have desktop electronic access to work documents and approve work packages electronically.

### **ISM CORE FUNCTION AND GUIDING PRINCIPLE TO WHICH THE BEST PRACTICE RELATES**

Core Function 5: Provide Feedback and Continuous Improvement