Best Practice 24 - Electronic Routing & Approval

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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