

EFCOG WORK MANAGEMENT / WP&C TASK GROUP BEST PRACTICE #242

Approved Metrics (Final) – January 12, 2021

Facility: Work Planning and Control Task Group

Best Practice Title: Work Planning and Control (WP&C) Suggested Metrics.

Point of Contact: Bruce Stuart work phone: 803-208-1796 email: bruce.stuart@srs.gov

Brief Description of Best Practice: A set of metrics that touches on the elements of ISM from a WP&C perspective that can be used across all platforms.

Why the best practice was used: To give some guidance complex wide that would allow groups to look at the same problem(s) and to foster a better collection of data points that would allow collaboration to seek solutions together.

What are the benefits of the best practice: A set of metrics that if used together should give a good indication of the health of a program and where focus should be applied.

What problems/issues were associated with the best practice: This was developed with this group across the complex with representatives from several sites and laboratories. Each group should be able to integrate with their current CMMS and Issue Management software.

How the success of the Best Practice was measured: The set of metrics were piloted at SRS and validated. It was found to be useful in focusing on areas that the metrics showed needed attention. The results and the metrics were presented to the Task team with their concurrence to offer these as a Best Practice.

Description of process experience using the Best Practice: Metrics are reviewed monthly with a rolling years' worth of data. Trends are tracked and when indicated management involvement as necessary is used to correct the trends or to determine the cause. One case that bears mentioning was it was observed that worker feedback was waning and subsequently work package quality suffered. Once feedback was aggressively solicited then the work package quality improved.

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#	Description	HDBK X-walk	Proposed Metric	Goal
1	Number of field changes required to ALWCDs after approval and are in the field ready to be worked or in progress of being worked divided by number of tasks field completed.	pg. B-3	% of ALWCD changes made during a specific month.	<3%
2	Schedule Performance – Number of scheduled tasks divided by number of tasks field completed.	pg. B-2	% of scheduled ALWCDs completed during a work week	>80%
3	ALWCDs that result in violations (e.g. LOTO, TSR, Injury, Contamination Cases(s), Over Exposure Case(s), Documented, Near Miss, etc.) during execution.	pg. B-4 pg. B-6	Total number in a specified period.	0
4	ALWCDs that receive constructive feedback during the Post-Job Review portion of the field work that results in lessons learned improvements for subsequent ALWCDs.	N/A	Establish a range of acceptability that would recognize both excellent performance and feedback	25%-60%
5	Human Performance Supervisory Observations (HPSOs) or Self-Assessments (SAs) or Management Field Observations (MFOs) performed per month.	pg. B-4 pg. B-4	% of observations performed per the schedule per month.	95%
6	Number of issues attributed to specific SMPs or functional areas found during scheduled assessments, MFOs, or worker feedback.	N/A	Track and Resolve	TBD
7	Number of issues attributed to FA 27 (Work Control) found during scheduled assessments, MFOs, or worker feedback.	N/A	Track and Resolve	TBD