



Evaluations of Assessment Quality

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Identify the issue

- **The first step in solving a problem is to recognize you have a problem**
- **In this case, the problem was a lack of customer confidence in our Management Self-Assessments**
 - Customer felt:
 - That assessments were not being critical enough, and
 - If issues were identified, the issues were not being tracked sufficiently



Where are you currently at?

- **The next step is to determine your current situation**
 - In this case, the quality of our assessments was being questioned by the customer
 - In 2008, started an initiative to determine the current status and solve the problem
 - Established criteria to evaluate
 - Evaluated 100% of FY 2008 assessments against the criteria



The 'ART' of Assessments

- This initiative was called the “Assessment Review Team” or ART
 - Pilot team consisted of Performance Assurance Department with one individual from Quality Division
 - Mature team envisioned to include members from across the plant



ART Purpose and Scope

- **Purpose:**

- The Assessment Review Team (ART) will strengthen the oversight element of the Pantex Contractor Assurance System (CAS) by enhancing the quality of assessments
- This is the first stage of the overall effort to strengthen “cradle-to-grave” corrective action effectiveness

- **Scope**

- Review 100% of FY08 CAS Assessments and provide feedback



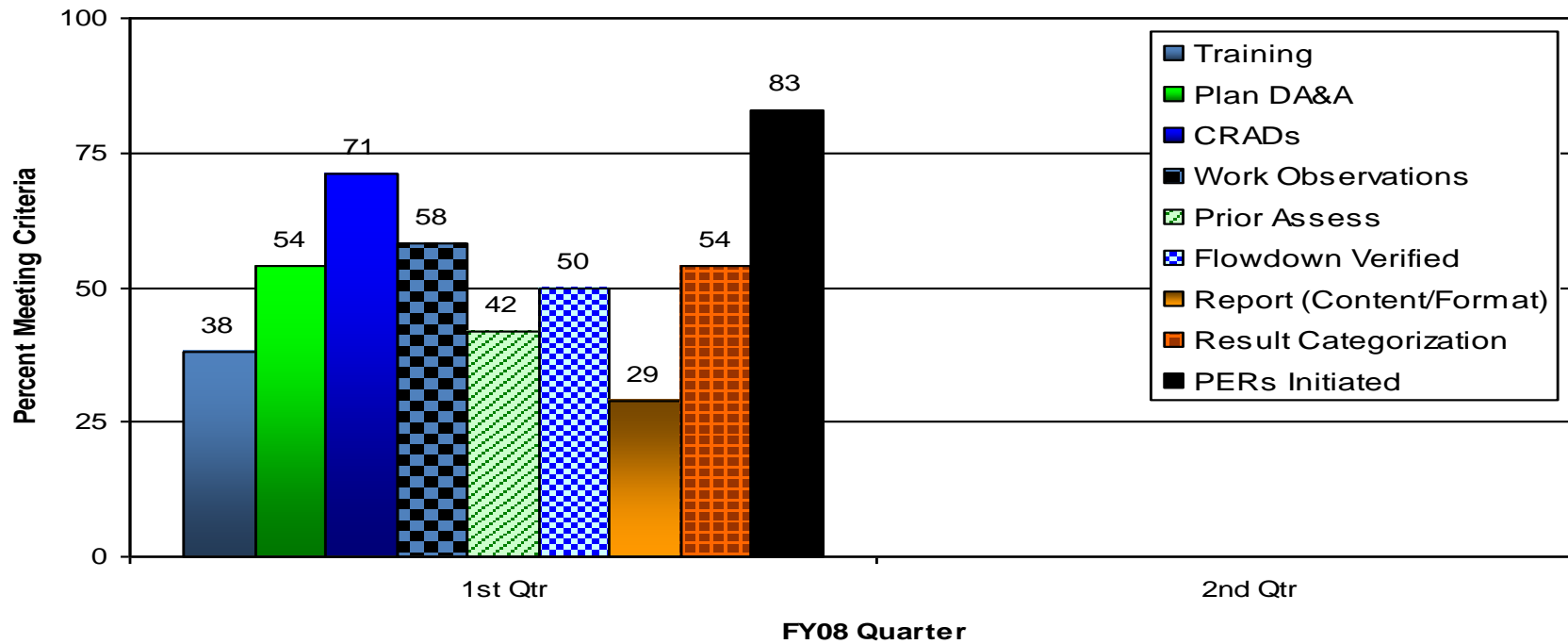
Destination and path?

- **The next steps are to determine your destination and the path to get there.**
 - Review conducted upon completed assessments
 - Goals established for each criteria evaluated
 - Based on the “delta”, feedback provided to:
 - Management
 - Assessors
 - Training
 - Next slide is an early metric

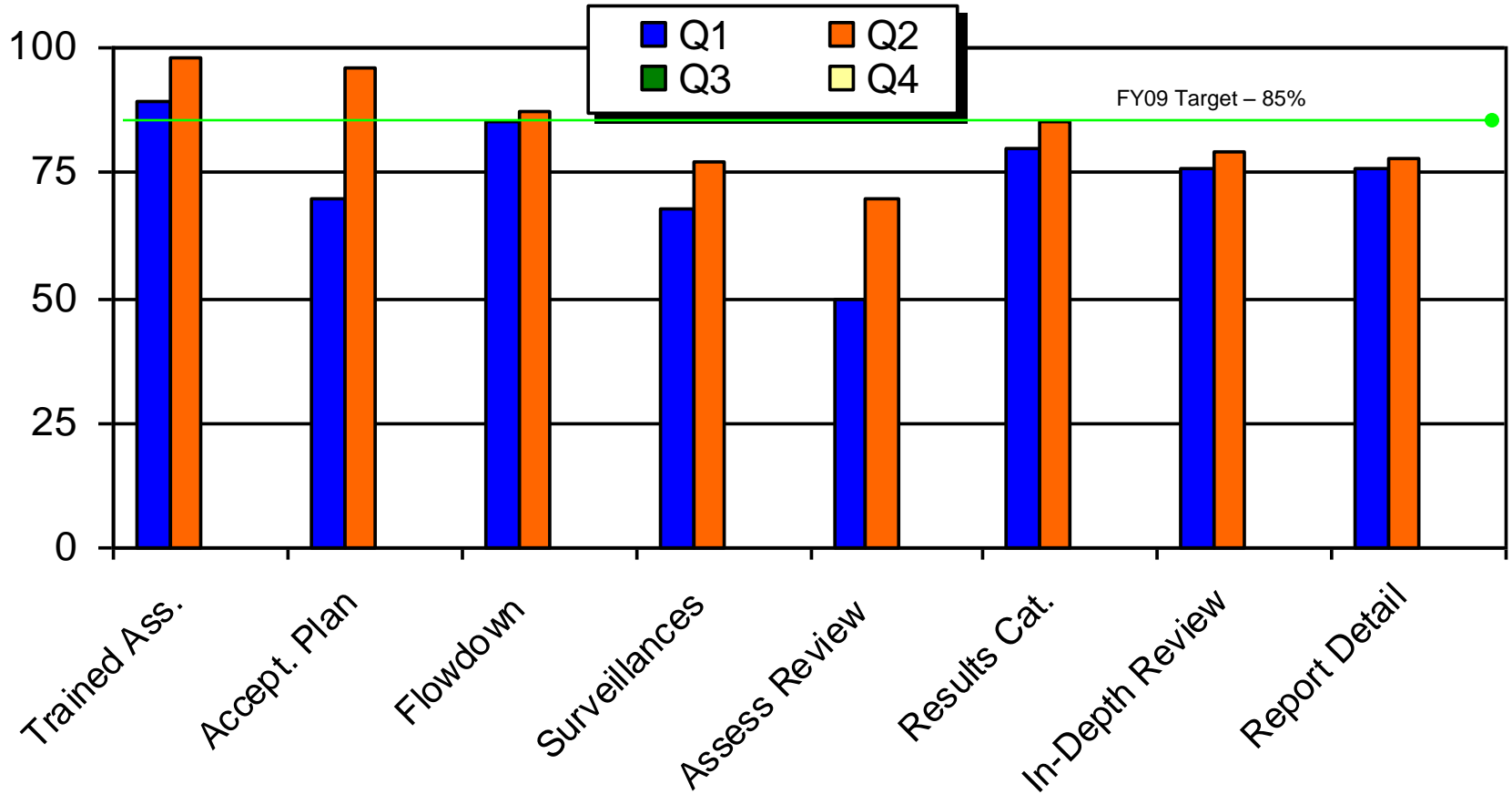
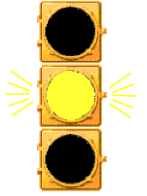


Initial ART Results

Assessment Performance in Key Areas



FY09 ART Results



Monitor Progress

- **The final step is to monitor progress and adjust course as necessary.**
 - Main Problems
 - Work observations
 - Review previous assessments
 - Actions taken from the early metrics were:
 - Enhance assessor training based on ART results
 - Feedback into Risk Model discussions
 - General communications (PULSE articles)
 - Direct email communications with assessors
 - “Brown Bag Luncheon” topics

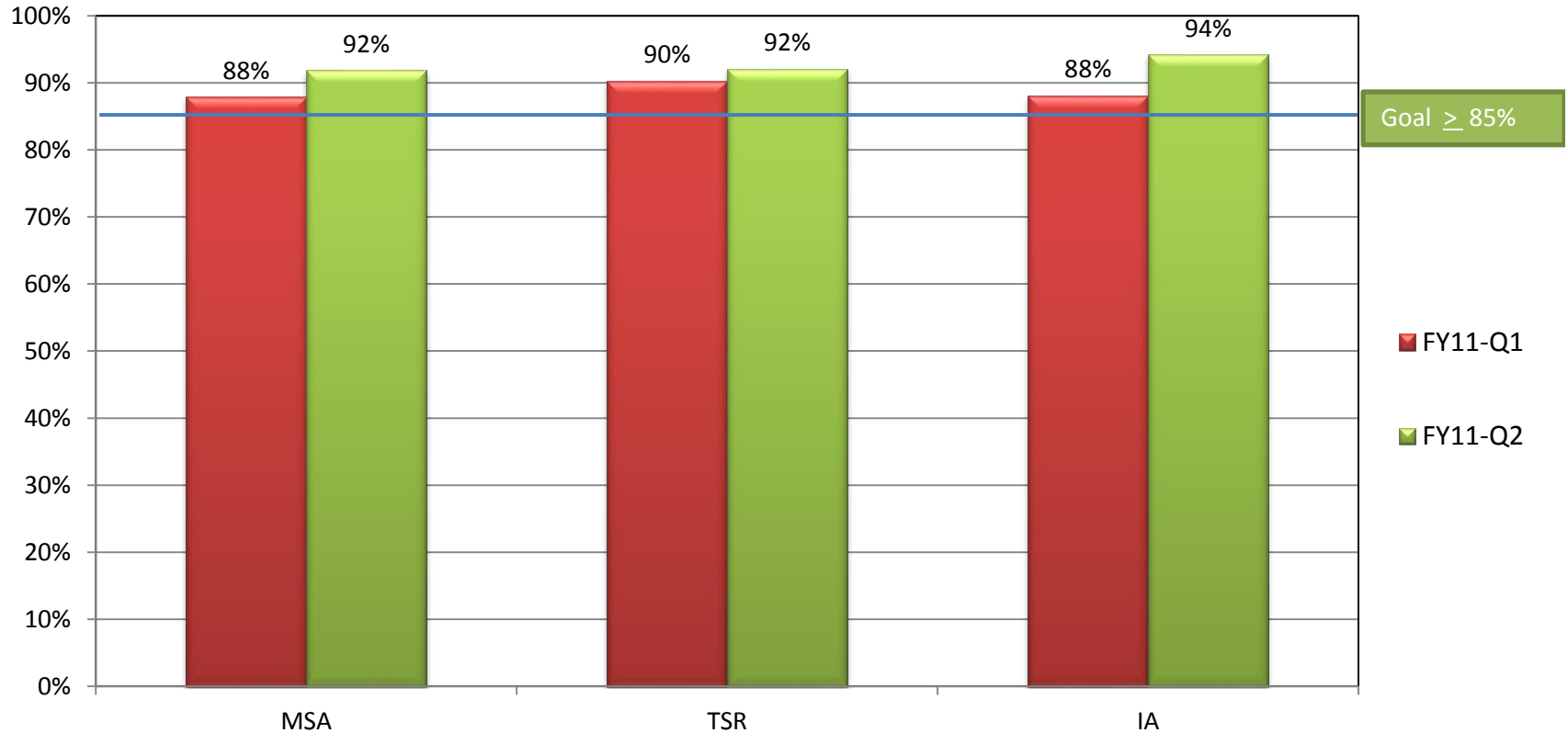


Other adjustments

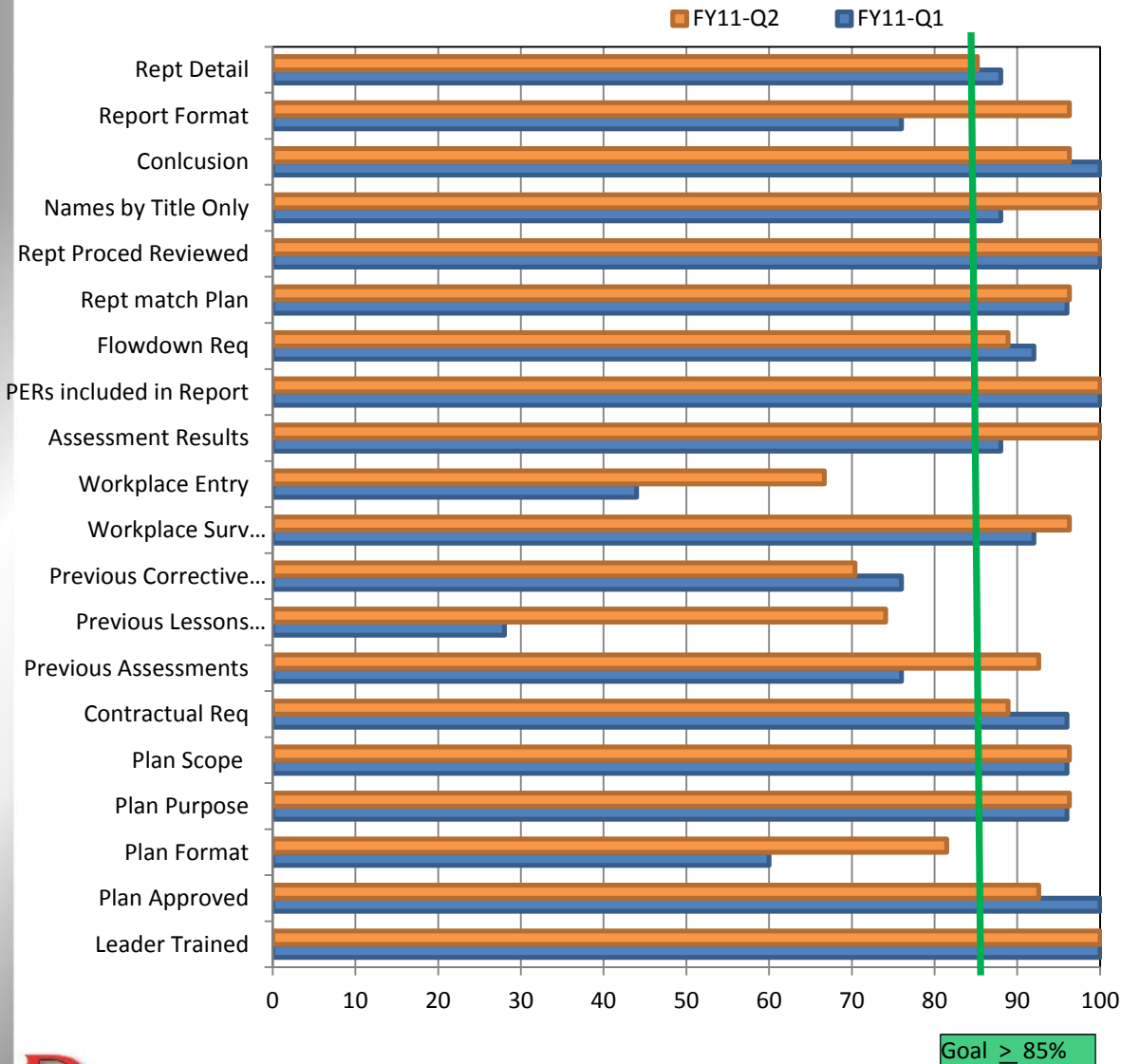
- **Continued to adjust**
 - Training
 - As metrics improved, went to sampling plan
 - Shadowing MSAs
 - Revised evaluation criteria
 - Additional resolution on ART metrics
 - Additional instruction on sample planning and selection



Quarterly ART Evaluation Score by Assessment Type



FY11 MSA % Assessment Quality



Q1 – 25 MSA Assessments -Total Score: 88%

Q2 – 27 MSA Assessments Total Score: 92%

* = weighted

➤ Report Format – Report format met the requirements of MNL-293104 * 4

➤ Workplace Entry- Documented Workplace Surveillances in the Workplace Surveillance Database * 2

➤ Previous Corrective Actions -Documented value added by completion of corrective actions. * 7

➤ Previous Lessons Learned - Documented a search and/or review of previous Lessons Learned * 3

➤ Previous Assessments - Documented review of prior related assessment results

➤ Plan Format – Plan format met the requirements of MNL-293104 * 3



Results

- **Evaluation by Corporate recognized Assessments as “one of the best in the complex”**
 - The customer is performing fewer similar reviews and audits
 - Feedback from both internal and external customers indicate that there has been a significant improvement to the level of quality and detail of the CAS assessments completed



Takeaways

- **It helps to have customer confidence in the processes you directly own (in this case, the IAs)**
- **You must recognize the aspects of what you do have control over in processes not entirely under your control**
 - MSAs – Although we did not have direct control over the assessors, we did control:
 - Training
 - Assessment plan and report templates
 - Feedback
 - Standards



Takeaways (continued)

- **Standards and measures are essential to measure progress and obtain customer buy-in**
- **Must engage the customer to have buy-in on success**

