

## Best Practice 16 - Worker Feedback

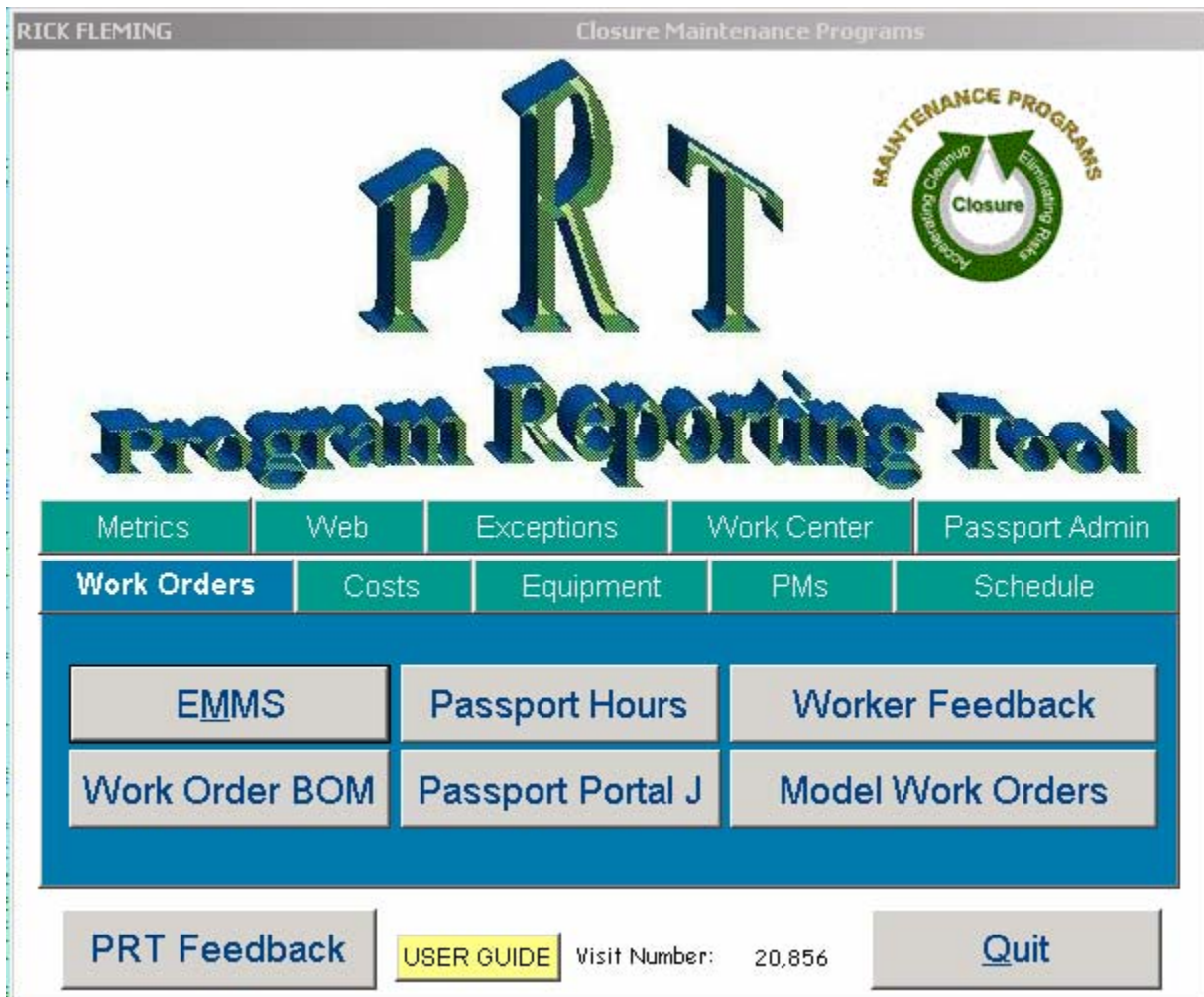
**Facility:** Savannah River Site, Aiken, SC

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**Brief Description of Best Practice:** Electronic Worker Feedback with Work Planner electronic closure response mechanism is a feature of the Electronic Work Management Program Reporting Tool (PRT). If worker feedback is not responded to by Work Planner, a “flag” e-mail reminder of the action is auto-generated to the Work Planner each Friday.

**Why the Best Practice was used:** Worker Feedback is a critical element for both ISMS and ensuring continuous improvement of the work process.

**What are the benefits of the Best Practice:** Provided an electronic method within the Work Management System to provide, track, close, monitor & report worker feedback. Reporting is accomplished through the Site Program Reporting Tool (PRT). A screen print of the PRT desktop tool is below, showing the Worker Feedback reporting button:



An example of worker feedback / work planner response is provided below:

## WORKER FEEDBACK ON WORK ORDER PACKAGES

Work Order	Feedback Date	
00431351 - 03	REMOVAL OF OLD FIXED LENGTH JET INSTALL NEW TITJ PER TEMP MOD	
	01/08/2004	Worker: BEST, JERRY L Planner : STILL, CHARLES M Notes for future Jet Work--- Polygon wrench hex head nut takes 1-5/16 " socket, 1/2" drive. When Jet is to be removed, it has to be rocked back and forth vigorously. Same for reinstalling after jet is set. Jerry Best 1/8/04
	02/23/2004	WC Response : STILL, CHARLES M The above comments have been implemented into task 03 of the maintenance instruction see red areas in MI incorporated by Bo Still.
00476756 - 01	LUBE / TK 33 PURGE EXH CAM	
	12/03/2003	Worker: COOK, DAVID L Planner : ROUSE, MORRIS V THE SPLIT LOCKOUT POINT IS IN PNL-PP-A / BKR-PP-A-13
	01/07/2004	WC Response : SMITH, JANNIE ROSS SPLT LOCKOUT POINT HAS BEEN ADDED TO THE MODEL.

**What problems/issues were associated with the Best Practice:** The only issue was to determine the appropriate process flow for reporting, how to capture & report the information and how to train personnel on the use of the Program feature.

**How the success of the Best Practice was measured:** Success was measured by the workers using the tool & work planners responding and closing the loop. Reporting of the process allows anyone within a facility to view feedback and responses.

**Description of process experience using the Best Practice:** Worker feedback is now entered by the worker at the same time they enter their work hours and history. Work Planners are notified electronically of any feedback and return comment to the mechanic via e-mail. Worker Feedback, continuous improvement is a primary element of the ISMS process.