



# Assessments

A Role in Process  
Improvement

LLNL-PRES-xxxxxx

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A photograph of two women in an office setting. One woman, with blonde hair and glasses, is pointing at a computer monitor. The other woman, with dark curly hair, is looking at the screen. The monitor displays lines of code. The background shows a window with green plants and office equipment.


# Why Perform Assessments?

- Required by DOE O 414.1D, criteria 3, 9, and 10 and NQA-1-2008
  - Compliance
  - Performance
  - Effectiveness
  - Improvement



# What Types of Assessments Are Being Conducted?

- Scope
  - Implementation of ISQA Requirements
  - Assessments of the ISQAP
- Purpose
  - Determine Compliance and Effectiveness
  - Feedback for Process Improvement
- Look at evidence
  - ISQA Requirements Implemented?
  - Procedures Followed?
  - Compliance with DOE O 414.1D and NQA-1

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- Assessments of the ISQA Program
    - Gap Analysis of the ISQA Program
    - Internal Independent Assessment of the ISQA Program
    - External Independent Assessment of the ISQA Program
  - Assessments of Programs Implementing the ISQA Program
    - Internal Independent Assessment of the Implementation of the ISQA Program requirements
    - Management Self-Assessment of the Implementation



Are you...

Internal Projects: Implementing ISQA program requirements?

ISQAP: Fully implementing the Order and Standard?

Doing what you say you do?

Effective?

**Can you prove it with objective evidence?**

# What is Objective Evidence?

- Interviews
- Documentation
- Procedures
- Records
- Observation of Work Activities



# Assessment Take-Aways

- Missing ISQA Requirements
- Partially Implemented ISQA Requirements
- Opportunities for Improvement
- Strengths



# Assessment Report: A Tool for Improvement



Fix what's broken



Implement improvements



Continue to use best practices





# Questions & Comments

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