



Department of Energy
Washington, DC 20585

September 30, 2008

MEMORANDUM FOR DISTRIBUTION

FROM: JAMES M. OWENDOFF
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ENVIRONMENTAL MANAGEMENT

70-688

SUBJECT: Office of Environmental Management Corporate Performance
Metrics for Quality Assurance (QA) Programs

The Office of Environmental Management (EM) has developed Corporate Performance Metrics for QA programs. The implementation of corporate-wide performance metrics will provide for a consistent uniform basis to which all EM sites and Headquarters can report on their QA program performance. The performance metrics are intended to be applied at the major contract level for each site. The contractor is expected to complete the metrics as part of their annual self assessment. The site manager will validate the assessment as part of their annual declaration.

The new QA Performance Metrics Table and Instructions are attached. The table provides for performance scoring of the criterion stated in 10 CFR 830, subpart A and DOE O 414.1C. The 10 criteria of 10 CFR 830 constitute the basis for a QA program, and the performance score will reflect the overall health of that program. In addition, the 10 criteria are cross-walked to the 18 requirements of NQA-1 and to the supporting Integrated Safety Management guiding principles. Lines of inquiry should be used under each criterion to produce an average score for that criterion.

Initially, the QA Performance Metrics will be applied on an annual basis at the sites and will be evaluated at one of three separate levels:

- Level I: Phase 1 Assessment evaluates the contractor's QA program procedures, policies, and manuals of practice used for QA implementation for compliance to established requirements;
- Level II: Phase 2 Audit evaluates the implementation of a satisfactory QA program description; and
- Level III: Phase 3 Program Effectiveness Review establishes a basis for an annual declaration of the QA program.

This is an important EM initiative undertaken by the QA office in partnership with several sites in terms of its development. The performance metrics concept and methodology was discussed and reviewed by the EM QA Corporate Board in July 2008.



Pilot tests will be conducted at the West Valley site in late September by the contractor and at the Portsmouth/Paducah and Richland sites in October 2008. Lessons learned from these pilot tests will be incorporated into the performance metrics process.

If you have any questions please contact me at (202) 586-2083 or Sandra Waisley at (202) 586-3087.

Attachment

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