

**ENVIRONMENTAL PROTECTION & WASTE SERVICES
FY 2001 - SELF ASSESSMENT PLAN ----- 3rd Quarter Summary**

Performance Objective	Linkage	Indicator	Assessment Method	Performance Goal	Performance Level	Frequency Or Date	Responsible Person	<u>STATUS</u>
Category 1 – Customer Focus								
Ensure Customer Satisfaction	PEP-2.3	Survey results	ESH&Q survey		Baseline	TBD	Skipper/Mezga	Note: Glowienka to develop for ESH&Q. EP has a customer survey available on Web.
Annual Site Environmental Report (ASER)	PEP-2.3	Report published by Oct. 1	Schedule with milestones	Meet due date	Satisfactory or Needs Improvement	Annually	Skipper/Hughes	On target with ASER schedule.
Enhance/maintain Web Sites for EP&WS	PEP-2.3	Review of each service area quarterly/hits on Web sites	Periodically assess all for accuracy & completeness of information on Web Sites	Provide accurate & useful Web sites	2nd quarter ended with 2680 hits (EP)	Quarterly	Ryon	3387 hits on EP Web Site end 3 rd qtr, (707 users) EP&WS web pages are generally up-to-date with some org. charts needing updating. WS site being reconstructed.
Continue effective liaison between TDEC, DOE-O and ORNL/DOE	PEP-2.3	Rating from interview responses	Feedback from DOE and TDEC (verbal/written)/ Interviews	No negative feedback	Baseline	Annually - but feedback requested semiannually	Ryon	Not scheduled for feedback in 3 rd quarter.
Category 2 – Financial Performance								
Spending is consistent with projected budget	PEP-2.1	Overhead budgets are not being exceeded	Division & Organization Managers evaluate cost vs. budget	Maintain a positive variance	≤1%+variance=Outstd. 2-9%+variance=Exc. ≥10%+variance=Good Neg. var.=Marginal	Monthly	Div. Dir/Div. Mgrs/Chapman	Overall EPWS is within 3% costed.
Maintain constant rate	PEP-2.1	Rate remains constant	Comparison reports	Maintain a positive variance	≤1%+variance=Outstd. 2-9%+variance=Exc. ≥10%+variance=Good Neg. var.=Marginal	Monthly	Div. Dir/Div. Mgrs/Chapman	Negative variance of 1.5% through June (marginal).
Direct Charge % of total budget increases	PEP-2.3	Hours charged to non-EPWS overhead accounts	Comparison report based on hours charged in PALS/SAP	3% growth	≥6% growth=outstand. 3-5% growth=excellent 1-3% growth=good ≤0% growth=marginal	Quarterly	Chapman/Div. Dir./Div. Mgrs./GLs	EPWS maintained the overall 4% increase from last year in the chargeback area in the 3 rd quarter..

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Category 3 – Staff Results

Increase Leadership Skills	PEP-1.3.1	PADs	Execute PADS	Establish and retain critical skills	Baseline	Annual	EPWS Managers	Completed PADS - results plans approved.
Staff Development	PEP-1.3.1	PADs	Execute PADS	Establish and retain critical skills	Baseline	Annual	EPWS Managers	Results Plans in place - some Leadership Training and mentoring in WS
Staff Satisfaction	PEP-1.3.3	Survey results	ORNL survey		Baseline	Annual	EPWS Managers	2 nd ORNL Quality of Work Life Survey conducted - results available later - EP&WS staff were encouraged to participate

Category 4 – Organizational Effectiveness

Minimize # of reportable releases to the environment	PEP-2.2.3.4	# of reportable releases as reported in Occurrence Reports	Tracking, Operational Awareness, technical guidance	0	0 releases=outstanding 1 release=excellent 2 releases=good 3+ releases=marginal	Monthly	Skipper	No reportable release in 3rd quarter. Status for year to date - excellent.
Minimize # of significant findings from inspections by regulators	PEP-2.2.3.4	# of findings	External inspections, timely reports, compliance w/required sampling, tech. revs.	0	0 findings=outstanding 1 findings=excellent 2 findings=good 3+ findings=marginal	Monthly	Skipper	No findings in 3rd quarter - Status for year to date - outstanding.
Minimize # reportable permit noncompliances	PEP-2.2.3.4	# of permit noncompliances	Env. sampling & analys., reporting, tracking	0	0 NC = outstanding 1-4 NC =excellent 5-8 NC = good 9+ = marginal	Monthly	Skipper	3 in April (NPDES) - responsible division (P&E) - TSS exceedances at STP. Status for year to date - excellent.

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Fully characterized and certified wastes are delivered to Bechtel Jacobs and its contractor	PEP-2.2.3.4	Waste package rejection rate is minimized to the extent practicable	Rejections tracked	0 rejections	<1% = outstanding <2% = excellent <3% = good ≥3% = marginal	Monthly	Morgan	(Outstanding) - # Certified WIDS to Weskem = 336 (# rejected = 3 = .89%)
Implement effective Pollution Prevention Program at ORNL	PEP-2.2.3.4	Invest a min.of \$250K of ORNL funds into pollution prevention projects that have a cumulative return on investment of >30%	Summary of approved activities funded during FY2001 meeting ROI requirement	Same as indicator	>\$300K = outstanding \$250-\$300 = excellent \$200-249K = good <\$200K = marginal	Annual	Michaud	ROI pending Funded CMC (310K) Funded ICP Spec (75K)
Effective EPO/ECR Program	PEP-2.3	Results from feedback sessions	Two Facilitated Feedback Sessions	Resolution of concerns within 1 mo.	Baseline	2/yr.	Skipper/E. Ryan	Conducted one feedback session w/fairly positive results - have some issues being reviewed.
Development of Environmental Management System (SBMS)	PEP-2.3.4	Development of Environmental Management Systems description and procedure revision	Review project plan milestones	Accomplish deliverables according to plan	Completed pilot.	Quarterly	Dailey/EPWS Managers	Ongoing - completed 2 Subject Areas - target 9/30/01.
Establish and Implement Chemical Management Center (CMC)	PEP-2.3	Receipt of items by 12/11/00	Tracking of items removed	12/11/00	Complete	Once	Michaud	Completed 12/11/00.
		Transfer 6000 items to the CMC or other users by 9/30/01	Compare baseline inventory to amount of excess chemicals removed from inventory	FY2001 - reduce inventory by 30% vs. 2001 baseline		Quarterly	Michaud	As of 6/30/01, 42.5% towards goal.
Category 5 – Compliance								
Computer Security	PEP-2.3.2	100% trained	Tracking (DTO)	No training deficiencies	100%	Annual	Drake/Curbow	No deficiencies 3rd Qtr.
Radiation Control/Dose	PEP-2.3.3.3	Review of data from Bioassay	Tracking by RCO	ALARA		Quarterly	T. Anderson	Results received 4-6 weeks after each quarter ends. Results of bioassay and external dose reports from 2nd qtr. = no limits exceeded
Provide Safe Work	PEP-2.3	Results from Office Self-	Checklists	100%	90-100%=outstanding	Semiannual	Ryon	Office/lab self inspections

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Environment		Inspections		participation	80-90%=excellent 70-80%=good 60-70%=marginal			scheduled for 2 nd & 4 th qtr.
		Safety Meetings	Attendance	100% attendance		Various	Lewis/Skipper/ Mezga	Excellent (82% in EP). WS has monthly safety meetings with good attendance..
		DSO Safety Inspections	Inspections	4	No significant problems	Quarterly	Lewis	12 Env. Monitoring safety meetings/routine POD (plan-of-day) meetings in WS each day. Suggestions from OP Awareness inspection were corrected or addressed.. 3 rd qtr. safety inspection was performed on various buildings/corrections made. No injuries in 3 rd qtr.
		Incidences	Tracking	0	Baseline	Annual	Lewis	
Emergency Preparedness	PEP-2.3	Participation in Lab-wide drills	Evaluate level of EPWS participation	Full participation	90-100%=outstanding 80-90%=excellent 70-80%=good 60-70%=marginal	Annual	Emerg. Team Members/Ryon	No Lab-wide drills
Environmental Requirements	PEP-2.3	Status of 90-D areas and 120-D clock for LLW accumulation areas	Physical Inventory	No violations	0 violations	Weekly	Larson	0 violations of 90-day or 120-day time limits/ 3rd qtr.
		Timely/accurate regulatory reporting	Tracking	No delinquent reports	0=outstanding 1=excellent 2=good >3=marginal	Quarterly	EPWS Managers	12 regulatory reports – all on time (outstanding).
Training & Qualifications	PEP-2.3	Provide beneficial & required	Tracking by DTO	100% required	Satisfactory/	As received	Tull*/Curbow	No deficiencies

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		training		training met	Needs improvement	from SAP	Drake*	