

ENVIRONMENTAL PROTECTION & WASTE SERVICES
2002 Self Assessment Plan - (Revision 2 - April 9, 2002) - FY02 3rd Quarter Summary (April-June 02)

Performance Objective	Linkage	Indicator	Assessment Method	Performance Goal	Performance Level	Frequency or Date	Responsible Person	Status
Category 1 – Customer Focus								
Ensure Customer Satisfaction	PEP-2.6	Solicited and unsolicited feedback	Review comments	Obtain input in more structured manner	Satisfactory/Needs Improvement	Quarterly	Downer	Feedback from NSTD and LSD revealed potential concerns in the area of reliability. Concerns are being addressed in responses to specific events and personnel changes.
Annual Site Environmental Report (ASER)	PEP-2.6	Report published by Oct. 1	Schedule with milestones	Meet due date	Satisfactory/Needs Improvement	Annually	Skipper/Hughes	Satisfactory progress – no obstacles or delays.
Enhance/maintain Web Sites for EP&WS	PEP-2.6	Review of each service area quarterly	Periodically assess accuracy & completeness of information on Web sites	Provide accurate & useful Web sites	Satisfactory/Needs Improvement	Quarterly	Ryon/Skipper/Mezga	Satisfactory /some ongoing upgrades to various sites.
Continue effective liaison between TDEC, DOE-O and ORNL/DOE	PEP-2.6	Rating from interview responses	Feedback from DOE and TDEC (verbal/written)/interviews	No negative feedback	Satisfactory/Needs Improvement	Semiannual	Ryon/Anderson	Feedback not solicited this quarter. Six information requests delivered to TDEC.
Category 2 – Financial Performance								
Spending is consistent with projected budget	PEP-2.1	Overhead budgets are not being substantially exceeded	Division & Organization Managers evaluate cost vs. budget (consistently monitor)	Actual costs approximate budget	≤1% variance = Outstanding 2-9% variance = Excellent ≥10% variance = Good Overrun = Marginal	Monthly	Div. Dir/Div. Mgrs/Chapman	2% undercosted in overhead = Excellent
Maintain constant rate	PEP-2.1	Actual rate vs. standard rate	Comparison reports	Maintain a favorable variance	≤1% favorable var. = Outstanding 2-9% favorable var. = Excellent ≥10% favorable var. = Good Unfavorable variance = Marginal	Monthly	Div. Dir/Div. Mgrs/Chapman	2.5 negative variance = 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 = Outstanding 3-5% growth = Excellent 1-3% growth = Good <0% growth = Marginal	Quarterly	Chapman/Div. Dir./Div. Mgrs./GLs	>6% increase
Category 3 – Staff Results								
Increase Leadership Skills	PEP-1.6	PADs completed	Execute PADs	Establish and retain critical skills	Satisfactory/Needs Improvement	Annual	EPWS Managers	Manager reviewed printout of all staff training during qtr. in order to assess types of training received, applicability, benefits
Leadership Effectiveness	PEP-1.6	ORNL EEO/WFD Performance Measures	Reporting against ORNL specified criteria	Exceed	Exceed/Meet/Below	Quarterly	Reno/Downer	Exceeds - division received award for Outstanding Operations Division - EEO Diversity
Staff Development	PEP-1.6	PADs completed	Execute PADs	Establish and retain critical skills	Satisfactory/Needs Improvement	Annual	EPWS Managers	Satisfactory - PADs complete
Staff Satisfaction	PEP-1.6	Survey results	ORNL survey	Improved relative to prior survey	Data collected 2 nd quarter 2001	As determined at lab level	EPWS Managers	ORNL's Quality of Work Environment Survey

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Category 4 – Organizational Effectiveness								
Minimize # of reportable releases to the environment	PEP-2.6.4	# 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	0 = Outstanding
Minimize # of significant findings from inspections by regulators	PEP-2.6.4	# 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	NPDES audit in June/RCRA inspection in May - no issues 0 = outstanding
Minimize # reportable permit noncompliances	PEP-2.6.4	# of permit noncompliances, nonconformances	Env. sampling & analys., reporting, tracking	0	0 NC = outstanding 1-4 NC = excellent 5-8 NC = good > 8 = marginal	Monthly	Skipper	NOV in June for NPDES exceedances at STP- no action required - exceedance due to heavy rains. 0 noncompliances = Outstanding
Fully characterized and certified wastes are delivered to Bechtel Jacobs and its contractor	PEP-2.6.4	Cumulative waste package rejection rate (R) for RY 02 will be <2% with no accompanying regulatory violations	Rejections tracked	<2% rejections	R < 1% = outstanding 1% < R ≤ 2% = excellent 2% < R ≤ 2.5% = good R ≥ 2.5% = marginal	Monthly	Morgan.	Outstanding .42% rejection rate - 477 WIDs processed 2 WIDS rejected.
Implement effective Pollution Prevention Program at ORNL	PEP-2.6.4	Invest a min. of \$300K of ORNL funds into pollution prevention projects that have a cumulative return on investment of >33%	Summary of approved program funded during FY 2002 meeting ROI requirement	Same as indicator	>\$300K = outstanding \$250K < Funds ≤ \$300K = excellent \$200K < Funds ≤ \$250K = good ≤ \$200K = marginal	Annual	Michaud	Spent \$133,526.95 to date on CMC and saved \$487,888.22 to date using the CMC.
Submit waste certification packages for hazardous & mixed waste in 90D accumulation areas within 30 days of placement in area	PEP-2.6.4	Paperwork for items submitted by GI/GIEs to the WCO	Tracking submittal times for hazardous and mixed waste packages	100% performance	% submitted > 75 by Day 30 = outstanding 50% < submitted ≤ 75 = excellent 40% < submitted ≤ 50 = good % submitted ≤ 40 = marginal	Quarterly	Larson	194 waste packages submitted with 99 (51%) submitted within 30 days = Excellent
Implement program & supporting activities & documentation to be in compliance with requirements of Rev. 1 of the BJC LLW Master Stream Profiles for >85% of LLW generated by the date listed, & complete laboratory compliance by June 30, 2002	PEP-2.6.4	New requirements fully implemented and waste certified to new profile requirements	Tracking	June 30, 2002	Complete laboratory compliance by: Jan. 2, 2002 = Outstanding (5) February 15, 2002 = Excellent (4) March 31, 2002 = Good (3) June 30, 2002 = Marginal (2)	Monthly until 100%	Morgan	Objective 100% completed by target date (March 31, 2002) = Good .
Implement Chemical Management Center	PEP-2.6.4	Transfer items from custodians who no longer need items to custodians who have need for them	Quantify number of items moved through CMC	Transfer 1500 items	Items > 1500 = outstanding 1000 < Items ≤ 1500 = excellent 500 < Items ≤ 1000 = good	Quarterly	Michaud	Through 3 rd quarter, 4183 items transferred - exceeds goal to move 1500 items at 278%.

{PEP Milestones in **BOLD**}

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					Items ≤ 500 = marginal			
Implement recommendations identified in Facility Environmental Vulnerability Assessment (FEVA) report	PEP-2.11.1	Documentation of the completion of identified FEVARI milestones	Complete 3 milestones per Performance Evaluation Plan	Complete milestones consistent with schedule	Prior to completion date = Outstd. By completion date = Exc. Within 1 mo. after completion date = Good >1 mo. after completion date = Marginal	5/31/02 6/28/02 9/30/02	Van Hoesen	Outstanding - completed 5/31/02 on 5/29 (White Paper Discussing Issues & Recommendations) - completed 6/28 deadline on 6/27 (Facility Process Evaluation Development and Implementation Report). 9/30/02 milestone on target.
Effective EPO/ECR Program	PEP-2.6	Results from feedback session	Facilitated feedback session with EPO/ECRs	Resolution of concerns within 1 mo.	Satisfactory/Needs improvement	Annual	Scofield/Skipper	Satisfactory - action taken on training needs and requirements, improvements to Web site, monthly meetings - more info on file.
Deployment of Environmental Management System (SBMS)	PEP-2.7	Results of independent assessments	Independent reviews against 14001 criteria (Baseline and Progress)	Consistent with ISO 14001 criteria	Satisfactory/Needs improvement	November 01 September 02	Downer	Independent Assessment scheduled for August.
Category 5 – Compliance								
Computer Security	PEP-2.5	100% trained	Tracking (DTO)	No training deficiencies	100%	Annually	Drake/Curbow	100% - no training deficiencies in EPWS
Radiation Control/Dose	PEP-2.6.3	Review of data from Bioassay	Tracking by RCO	ALARA		Quarterly	Anderson	Info for 2nd quarter 2002 - no bioassay/whole body count issues - no RERs or PAAA concerns.
Provide Safe Work Environment	PEP-2.6.3	Results from Office Self-Inspections	Checklists	100% participation	90-100% = outstanding 80-90% = excellent 70-80% = good 60-70% = marginal	Semiannual	Ryon	Office safety checklists not scheduled for this quarter.
		Safety Meetings	Attendance	100% attendance		Various	Lewis/Skipper/Mezga	92% attended safety mtg = Outstanding
		DSO Safety Inspections	Inspections	4	No significant problems	Quarterly		Inspection on 5/22/02 of 5500, C25 Lab, R-159 and R203 labs. Two observations corrected.
		Incidences	Tracking quarterly	0 incidences for year	< 4 (compared to FY 2001 stat)	Annual		1 incident (tick bite) for quarter.
Emergency Preparedness	PEP-2.6	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	Outstanding - May exercise - 2 participants. ERO training - 4 participants.
Environmental Requirements	PEP-2.6	Status of 90-D areas and 120-D clock for LLW accumulation areas	Physical Inventory	No violations	0 violations	Weekly	Larson	0 violations

{PEP Milestones in **BOLD**}

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		Timely/accurate regulatory reporting	Tracking	No delinquent reports	0 = outstanding 1 = excellent 2 = good >3 = marginal	Quarterly	EPWS Managers	Outstanding - 18 regulatory reports submitted on time. Two nonregulatory reports also submitted.
Training & Qualifications	PEP-2.3	Provide beneficial & required training	Tracking by DTO	100% required training met	Satisfactory/Needs improvement	As received from SAP	Drake/Curbow	Several staff in EP have not met initial or required training due to added qualifications to their baseline – in process of training. WS progress is satisfactory .