

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

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	Satisfactory - 5 written kudos from customer organizations; 2 requests to work service issues w/customer mgt; 3 R&D sessions w/positive feedback
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 - on schedule
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 - Significant improvements made to various EPWS web 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	Satisfactory - Received written positive feedback from DOE Oversight and TDEC staff. Ten information requests filled for 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	Excellent -3% undercosted.
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	Marginal - 8% unfavorable variance.
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	Outstanding - >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	Satisfactory - PADS completed; 1 manager attending Leadership ORNL.
Leadership Effectiveness	PEP-1.6	ORNL EEO/WFD Performance Measures	Reporting against ORNL specified criteria	Exceed	Exceed/Meet/Below	Quarterly	Reno/Downer	Exceeds
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	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	0 = 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	.63% rejection rate = Outstanding 318 processed 2 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 \$84,234 this year and saved \$301,232 (Outstanding)
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	Outstanding - 184 waste packages submitted with 98% submitted within 30 days.
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	Rev. 1 requirements went into effect for all generating divisions 4-01-02. Training of Gis and GIEs was completed. - (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 Items < 500 = marginal	Quarterly	Michaud	Through 2 nd quarter, 828 items transferred. 55% of goal to move 1,500 items. (Outstanding)

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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 - Activities proceeding as planned - several milestones accomplished in quarter (on file).
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 - significant changes to EPO web pages including many new links that provide useful info to EPOs/ECRs - monthly meetings have been held w/relevant topics suggested by EPOs/ECRs.
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	Satisfactory - Baseline review conducted; Progress review scheduled.
Category 5 – Compliance								
Computer Security	PEP-2.5	100% trained	Tracking (DTO)	No training deficiencies	100%	Annually	Drake/Curbow	EPWS - 100% in compliance with computer security training.
Radiation Control/Dose	PEP-2.6.3	Review of data from Bioassay	Tracking by RCO	ALARA		Quarterly	Anderson	Info for 1st quarter 2002 - nothing out of norm . More info on file.
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	100% participation in office safety checklists (Outstanding)
		Safety Meetings	Attendance	100% attendance		Various	Lewis/Skipper/Mezga	100% attended safety mtg = Outstanding
		DSO Safety Inspections	Inspections	4	No significant problems	Quarterly		Inspection on 3/21/02 of 3047 facilities showed no findings/concerns
Incidences	Tracking quarterly	0 incidences for year	< 4 (compared to FY 2001 stat)	Annual		No incidences 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	March 13 - full participation exercise - FMT onsite and offsite responded as well as Skipper - Outstanding
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	No 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 = 16 reports submitted – all on time (list on file)
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	EP&WS current on required training. - Satisfactory