

## ENVIRONMENTAL PROTECTION & WASTE SERVICES 2002 Self Assessment Plan - (Revision 1 - Jan 3, 2002)

Performance Objective	Linkage	Indicator	Assessment Method	Performance Goal	Performance Level	Frequency or Date	Responsible Person	Status
<b>Category 1 – Customer Focus</b>								
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 customers was solicited and provided to affected managers.
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	<b>Satisfactory</b> - 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	Intranet and other networking services moved to OSSD server. Improved reliability without increasing costs. EP&WS web pages reviewed and updated. Some work still pending.
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	TOA ensured appropriate TDEC staff received prox cards. Nine transmittals of info and 8 assessment activities by TDEC.
<b>Category 2 – Financial Performance</b>								
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	<b>Outstanding</b> - less than 1% 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	<b>Excellent</b> - 2% favorable 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	<b>Outstanding</b> - >6% increase
<b>Category 3 – Staff Results</b>								
Increase Leadership Skills	PEP-1.6	PADs completed	Execute PADs	Establish and retain critical skills	Satisfactory/Needs Improvement	Annual	EPWS Managers	PADs including Results Plans have been completed. Individual results plans and discussions incorporate activities, assignments and training that increase Leadership Skills.
Leadership Effectiveness	PEP-1.6	ORNL EEO/WFD Performance Measures	Reporting against ORNL specified criteria	Exceed	Exceed/Meet/Below	Quarterly	Reno/Downer	<b>Exceeds</b>
Staff Development	PEP-1.6	PADs completed	Execute PADs	Establish and retain critical skills	Satisfactory/Needs Improvement	Annual	EPWS Managers	PADs including Results Plans have been completed. Individual results plans and discussions incorporate activities, assignments

## ENVIRONMENTAL PROTECTION & WASTE SERVICES

### 2002 Self Assessment Plan - (Revision 1 - Jan 3, 2002)

Performance Objective	Linkage	Indicator	Assessment Method	Performance Goal	Performance Level	Frequency or Date	Responsible Person	Status
								and training for the purpose of staff development.
Staff Satisfaction	PEP-1.6	Survey results	ORNL survey	Improved relative to prior survey	Data collected 2 <sup>nd</sup> quarter 2001	As determined at lab level	EPWS Managers	ORNL's Quality of Work Environment Survey
<b>Category 4 – Organizational Effectiveness</b>								
<b>Minimize # of reportable releases to the environment</b>	PEP-2.6.4	# of reportable releases as reported in Occurrence Reports	Tracking, Opeonal Awareness, technical guidance	0	0 releases = outstanding 1 release = excellent 2 releases = good 3+ releases = marginal	Monthly	Skipper	<b>Excellent</b> - 1 release in Dec. P&E dripped chain saw oil causing visible sheen in creek.
<b>Minimize # of significant findings from inspections by regulators</b>	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 = <b>Outstanding</b>
<b>Minimize # reportable permit noncompliances</b>	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 = <b>Outstanding</b>
<b>Fully characterized and certified wastes are delivered to Bechtel Jacobs and its contractor</b>	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	1.02% rejection rate = <b>Excellent</b> 393 processed 4 rejected
<b>Implement effective Pollution Prevention Program at ORNL</b>	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	Only funded project is CMC operations. Spent \$44,899 this year and saved \$39,175 <b>(Outstanding)</b>
<b>Submit waste certification packages for hazardous &amp; mixed waste in 90D accumulation areas within 30 days of placement in area</b>	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	<b>Excellent</b> = 72% of 233 90-D packages submitted were within 30 days.
<b>Implement program &amp; supporting activities &amp; documentation to be in compliance with requirements of Rev. 1 of the BJC LLW Master Stream Profiles for &gt;85% of LLW generated by the date listed, &amp; complete laboratory compliance by June 30, 2002</b>	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%	Tull	Milestone revised from 1-2-02 to 6-30-02. Expected that technical requirement/guidance development will be complete by 2-28-02. Timeframe of 3-1-02 thru 6-30-02 will be used for training and implementing new requirements <b>(Good)</b>
<b>Implement Chemical</b>	PEP-2.6.4	Transfer items from custodians who no	Quantify number of items	Transfer 1500 items	Items > 1500 = outstanding	Quarterly	Michaud	530 items transferred to staff who

{PEP Milestones in **BOLD**}

## ENVIRONMENTAL PROTECTION & WASTE SERVICES

### 2002 Self Assessment Plan - (Revision 1 - Jan 3, 2002)

Performance Objective	Linkage	Indicator	Assessment Method	Performance Goal	Performance Level	Frequency or Date	Responsible Person	Status	
<b>Management Center</b>		longer need items to custodians who have need for them	moved through CMC		1000 < Items ≤ 1500 = excellent 500 < Items ≤ 1000 = good Items ≤ 500 = marginal			want them. This is 35% of the goal to move 1,500 items. <b>(Outstanding)</b>	
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	Monthly	Van Hoesen	<b>Outstanding</b> During 1 <sup>st</sup> qtr, original milestone was modified to reflect DOE comments. Several interim milestones to the DOE milestones were accomplished on or ahead of schedule.	
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	Scotfield/Skipper	New Coordinator appointed. <b>Satisfactory</b>	
Development of Environmental Management System (SBMS)	PEP-2.7	Completion of subject areas	Review project plan milestones	Accomplish deliverables according to plan (12/31/01)	100% on schedule = outstanding 50% < submitted ≤ 75 = excellent 40% < submitted ≤ 50 = good % submitted ≤ 40 = marginal	Quarterly	Dailey/EPWS Managers	<b>Outstanding</b> - met deliverable on schedule.	
Deployment of Environmental Management System (SBMS)		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	The baseline independent review was completed and reported. A procedure for ensuring requirements are identified was developed.	
<b>Category 5 – Compliance</b>									
Computer Security	PEP-2.5	100% trained	Tracking (DTO)	No training deficiencies	100%	Annually	Drake/Curbow	EP&WS all <b>100% in compliance</b> with computer security training.	
Radiation Control/Dose	PEP-2.6.3	Review of data from Bioassay	Tracking by RCO	ALARA		Quarterly	Anderson	Info for 4 <sup>th</sup> quarter 2001 - <b>nothing out of norm</b> . 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	Not scheduled for 1st quarter.	
		Safety Meetings	Attendance	100% attendance		Various	Lewis/Skipper/Mezga	71% attended safety mtg = <b>Good</b>	
		DSO Safety Inspections	Inspections	4	No significant problems		Quarterly		Inspection of 9769 facilities showed <b>no findings/concerns</b>
		Incidences	Tracking quarterly	0 incidences for year	< 4 (compared to FY 2001 stat)		Annual		<b>No incidences</b> 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	No drills during quarter	
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	<b>0 violations</b>	

{PEP Milestones in **BOLD**}

## ENVIRONMENTAL PROTECTION & WASTE SERVICES

### 2002 Self Assessment Plan - (Revision 1 - Jan 3, 2002)

Performance Objective	Linkage	Indicator	Assessment Method	Performance Goal	Performance Level	Frequency or Date	Responsible Person	Status
		Timely/accurate regulatory reporting	Tracking	No delinquent reports	0 = outstanding 1 = excellent 2 = good >3 = marginal	Quarterly	EPWS Managers	<b>Outstanding</b> = 9 reports submitted – all on time
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	2 deficiencies identified in EP - notifications sent. Some initial reqd training identified and scheduled for EP. WS = 100% met.