Contractor Assurance System: Integrated Assessment Schedule & Action Tracking System

PPA Department Heads Meeting
21 July 2011
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Office of Planning & Assessment
Agenda

- Contractor Assurance System (CAS)
  - Why assess?
  - The Contract
  - CAS Model
  - Assessments and Issues Management
    - Online tools

- What we need from you

- Questions
Why Assess Performance?

• Understand and mitigate risk to mission
• Identify opportunities for continuous improvement, such as
  – Improve efficiency
  – Improve customer satisfaction
• Good business…and it shows we are good stewards of tax payer dollars
• Compliance to the DOE contract
What the contract says…

• The CAS shall include…rigorous, risk-based, credible self-assessments, and feedback and improvement activities, including utilization of nationally recognized experts, and other independent reviews to assess and improve the Contractor’s work process and to carry out independent risk and vulnerability studies.

• CAS review scheduled for January 2012
The CAS Model

Contract Requirements

Mission Requirements

Stanford Contractor Assurance System

SLAC Management Plan

- Mission, Vision, Agenda
- Organization
- Mission & Mission Support

Quality Assurance Program

- Management Systems
- Performance Assessments
- Feedback & Improvement
Assessment & Issues Management Model

Assessments

Self & External

Assessment Schedule (IAS)

B.P. Findings OFI

Issues Management Program

Operational Awareness

Action Tracking System

CATS

OLD

AS

SMART
The CAS Model

Contract Requirements  Mission Requirements

Stanford Contractor Assurance System

SLAC Management Plan
- Mission, Vision, Agenda
- Organization
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Quality Assurance Program
- Management Systems
- Performance Assessments
- Feedback & Improvement
Action Tracking System

• Enhanced online tool
  – Requires action owners to accept or reject an action assigned to them
  – Ability to add multiple actions to a single issue
  – Ability to add attachments or links
  – Enhanced user interface to provide a better end user experience
    • Pull down menus
  – User-friendly reporting capability
Action Tracking System Beta Testers

• AD
  – O’Donnell, Dabney, Scharfenstein, D. Newman
  – Benwell, Jobe, Metcalfe, Burkhart, Cutino, Seabury

• LCLS
  – Arthur, W.E. White, Tompkins

• PS
  – Gaffney, Bogan, D. Reis

• PPA
  – Wisniewski, Lynch, Tice, Racine

• SSRL
  – Knotts, Rabedeau, Pianetta, Hedman, B. Johnson

• OPS
  – Facilities Division Dept Heads
  – HR: Topper, Shupert
  – OCFO: Zscherpel, Dardzinski
  – OCIO: Melen, Ringgold
  – ESH Division Dept Heads

• ESH Coordinators
• ESH Sub-Council

Rollout: user acceptance testing 7/11-7/22; release 8/15
Implementation Plan

Q3FY11
• Customer meetings to socialize MAP & IMP
• Finalize MAP & IMP for lab-wide review
• Complete beta testing of ATS

Q4FY11
• Publish MAP & IMP
• Develop training overview for Mission-support assessment leads
• Release & transition to ATS & IAS
• Communicate with sr management

Q1FY12
• Full quarter of ‘run time’ for new IAS online form and issues management
• Collect & disposition feedback
• CAS Peer Review dry run

Q2FY12
• CAS Peer Review
• Analyze review results
• Develop actions, as necessary

Q3FY12
• Implement actions to close CAS issues
• Consider case-study based training for Mission-support assessment leads
What we need from you…

• Know that a CAS peer review will occur in Jan ’12
• Harvey Lynch, your PPA representative, will be reviewing the IAS FY12-14 proposed assessments for accuracy and completeness
Questions?