

What Can the Operating Experience Program Do for You?

- **Save You Time:** Provide a central location for efficient searches of valuable lessons learned.
- **Help You Reduce or Avoid Costs:** Provide information on success stories that you may be able to implement or mistakes that you may be able to avoid.
- **Expand Your Information Network:** Provide information-sharing opportunities by connecting you with other sites, “experts,” or people doing similar work.
- **Steer You to Operating Experience Resources:** Provide information on publications, conferences, workshops, and other learning resources.

Background

The Operating Experience Program (formerly Lessons Learned Program) was developed to facilitate continuous and systematic information sharing and learning across the Department of Energy (DOE) complex. Every day personnel discover better ways of doing business. Their discoveries may be as simple as a new accounting technique or as complex as the application of a new technology to a tough environmental remediation problem.

Each DOE employee, contractor, and subcontractor is a valuable source of knowledge, information, and learning that can be tapped to provide enormous benefits — cost savings, improved safety, greater productivity, and better results. These benefits can be multiplied across the complex if information is effectively shared and employees are committed to using operating experience. Many operating experience initiatives, including

programs, systems, publications, conferences, and meetings already exist across the DOE complex. One of the primary goals of the Operating Experience Program is, therefore, to link these initiatives to make accessing and sharing information across sites and programs easier.

What is the Operating Experience Program?

The Operating Experience Program is more than a single system or process. It is a multifaceted initiative that uses information technologies to:

- Link site operating experience programs;
- Rapidly transfer time-critical lessons learned to key points of contact;
- Report upcoming events such as conferences and workshops; and,
- Provide access to pertinent information available outside of the Department.

The Operating Experience Program also uses a range of non-electronic vehicles to promote and facilitate learning and information exchange. Non-electronic methods include written material such as reports, bulletins, and newsletters and interpersonal exchange mechanisms such as meetings and workshops. In essence, the Operating Experience Program is a linking mechanism that connects existing operating experience initiatives; a series of tools that facilitate learning and information transfer; and, a broad network of individuals who contribute to the sharing process.

Information-Sharing Tools

Available operating experience “tools,” described below, include both non-electronic and electronic options ranging from guidance documents to Internet-based search and retrieval mechanisms.

The DOE Corporate Operating Experience Program (DOE-STD-7501-99): Outlines processes for classifying, documenting, and disseminating lessons learned; tracking corrective actions; and incorporating operating experience into planning processes.

SELLS Fact Sheets: Summarize key facts about the DOE Operating Experience Program, the Society for Effective Lessons Learned Sharing, and programmatic tools and resources, and also provide key contact information for specific topics.

Lessons Learned List Server: An automated e-mail system that allows subscribers to send rapid e-mail notices and alerts to other subscribers across the Internet.

Electronic Mail: Online mail system that allows users to send and receive electronic messages with the option of attaching text and graphics files.

World Wide Web: Provides Internet access to the Lessons Learned Home Page, <http://tis.eh.doe.gov/ll/index.html>

DOE Lessons Learned Database: Archives lessons in a searchable database, available on the Lessons Learned Web Site.

Society for Effective Lessons Learned Sharing

The Society for Effective Lessons Learned Sharing (SELLS) is a volunteer organization comprised of members from various Department of Energy (DOE) Programs, Operations Offices, sites, and contractors. SELLS shares the common goal of improving information exchange across the DOE complex and with other public and private organizations. The Society's primary goals are to:

- Foster a culture within DOE that recognizes the value of lessons learned and makes information sharing an integral part of the Department's day to day activities.
- Promote awareness throughout DOE that resources of the Society are available to support operating experience programs at local facilities.
- Develop and maintain guidance on developing and implementing operating experience programs.
- Build information-sharing networks with intra-agency, inter-agency, and private sector organizations identifying areas of expertise and continuously expanding operating experience sources and contacts.
- Identify performance metrics and methods for measuring the effectiveness of operating experience programs.
- Maintain and continuously improve operating experience information sharing tools.

The Society seeks representation from all Department of Energy programs and encourages participation of individuals committed to building stronger communication ties across the complex.

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For More Information

DOE Lessons Learned Web Site: Access through the Internet at <http://www.eh.doe.gov/ll> or contact: John Bickford (Fluor Hanford, Inc.) at e-mail address John_C_Bickford@rl.gov or phone (509) 373-7664.

Lessons Learned List Server: Contact John Bickford (Fluor Hanford, Inc.) at e-mail address John_C_Bickford@rl.gov or phone (509) 373-7664.

Society for Effective Lessons Learned Sharing: Contact Co-Chair Mike C. Smith (Oak Ridge) at e-mail address smithmc@oro.doe.gov or phone (865) 576-0973

or

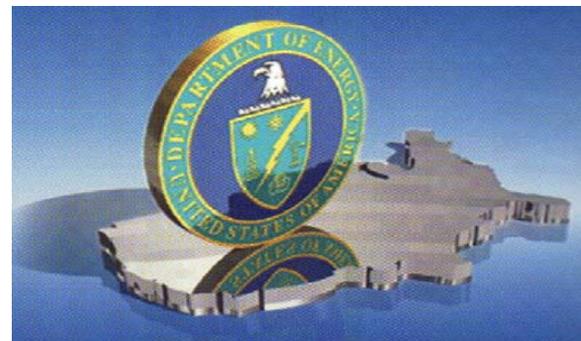
Co-Chair John Bickford (Fluor Hanford, Inc.) at e-mail address John_C_Bickford@rl.gov or phone (509) 373-7664

or

Visit the SELLS pages linked from the DOE Lessons Learned site (above).



U.S. Department of Energy Operating Experience Program



Helping You Achieve the Benefits of Information Sharing . . .

- ★ **Improved Safety**
 - ★ **Enhanced Cost Effectiveness**
 - ★ **Greater Efficiency**
 - ★ **Better Operational Results**
 - ★ **Fewer Repeat Mistakes**
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