Corrective Action Management (CAM) Process Guide

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Assistant Secretary for Environmental Management

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Hanford Company**

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Transition Item 3.5.1.1.4,
Hanford Action Tracking System
Pre-Award Action

1. Publish a HATS/Corrective Action Management Process Guide to define business rules and user responsibilities

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1.0 INTRODUCTION

Consistent direction for identification, long-term reporting and trending, and correction of conditions adverse to the environment, safety, and health will facilitate a successful transition and follow-on for the Project Hanford Management Contractor (PHMC). Continuity of the corrective action management process is vital. It provides consistency via reporting and trending on corrective action management activities at the Site during the transition process. To ensure success, consideration of the business rules and the Hanford Action Tracking System (HATS), the automated tool, that supports them, is essential. This documents provides a consolidated synopsis of corrective action management business rules, the process, and the HATS to support the transition process at Hanford. It applies to the baseline of corrective action work the PHMC and its subcontractors will inherit.

HATS satisfies the requirement for collection of data that enables long-term reporting and trending. The information contains all originating document, condition, and action data. HATS facilitates consistent tracking, reporting, closure, and trending of the corrective action work in progress across the Site. HATS follows the glossary standard definitions for commitment tracking listed in Appendix A and Site data value standards that are applicable.

For long term access and use, HATS data are fed to a full text search and retrieval system called Search Hanford Accessible Reports Electronically (SHARE). An individual, organization, or company has the ability, through SHARE, to pull together the appropriate information as needed.

2.0 ROLES AND RESPONSIBILITIES

There are two types of responsibilities that govern corrective action management relationships at the Site: 1) Site policy and operations and 2) Company policy and operations. The infrastructure that supports the two governing areas, policy and operations, is depicted in Figure 1. The dashed lines represent entities or direction that currently does not exist. For productive interaction, all the entities must be present and fully functional.

The first area deals with Site-wide policy. Site-wide policy is set by the U.S. Department of Energy, Richland Operations Office (RL) program managers and disseminated to the main contractors. The policy provides direction governing the corrective action management business rules and Site workflow process.

The next area covers each company's policy developed from the Site policy. Each company's policy interprets, adapts, and implements the Site policy to demonstrate compliance. It is critical to the success of the Site for all contractors to follow a cohesive and consistent direction that represent a core set of business rules. This commonality contributes to congruous information provided to RL. It enables compiling a Site representation and status of the progress and condition of corrective actions.

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Currently the Westinghouse Hanford Company (WHC) Corrective Action Management (CAM) Board disseminates Site policy to the rest of WHC organizations by means of WHC-CM-1-4 procedure manual. The other contractors have individuals distribute Site policy within their respective companies.

Figure 1 Site CAM Infrastructure and Relationships

Third and most critical, Site operations, through the HATS Council, cultivate a teaming environment promoting the dialogue and interaction across contractors and organizations. Site operation is the implementation mechanism of each company's policy covering CAM compliance. The multicontractor and multiorganizational setting requires core business rules to be applied with the same consistency in order to provide a more complete picture to RL. The HATS Council is the vital link that ties Site operations, company policy, and specific operational units together. Currently, Pacific Northwest National Laboratory (PNNL) is the only contractor not represented on the HATS Council.

Specific operational units function at the facility complex level through established satellite groups. They interact directly with the HATS Council providing feedback to ensure consideration in practical application of the day-to-day work. They are formed as needed.

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3.0 BUSINESS RULES, HATS, AND PROCESS FLOW

3.1 Business Rules

The following are representative of the business rules that established an environment to effectively perform CAM work consistently across the Site:

- Provide the appropriate structure that satisfies and implements compliance to external and internal drivers;
- Place the corrective action operations and data at the appropriate organizational ownership level;
- RL will identify closure authority and notify the contractor after the assessment is conducted and prior to commencement of the work;
- Track from identification through completion of adverse conditions that require corrective action;
- Identify the root cause for each adverse condition;
- Implement a graded approach to determine the extent of the required corrective action for each adverse condition risk value;
- Retain the "as-found" risk value of a condition along with the "as-is" risk value for a condition throughout the correction process;
- Analyze CAM data to identify trends impacting quality, identify opportunity improvements, and process improvements;
- Perform analysis to determine if the circumstances that caused a condition can be identified, avoided, or prevented in other areas;
- Establish consistent operational procedures across facility complexes; and
- Advocate self-identification and tracking of more than adverse conditions to enable a truer picture of work in progress.

3.2 HATS

HATS is the automated tool that supports the business rules and the process of CAM. The HATS Quick Reference Guide is attached as Appendix B for general information. The application is a concurrent multiuser and multicontractor application in a client server distributed environment. This means that it can be accessed by many users at the same time from many

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different locations. The application encompasses the process business rules. The following business rules are representative of HATS' overall capabilities:

- Provide a single access point for CAM documents and data;
- Provide users with the functionality of a graded approach methodology to perform a risk value analysis (e.g., priority planning grid);
- Provide users with a module to perform simple trending;
- Provide users with a module to facilitate root cause analysis;
- Minimize manual interfaces and duplicate data entry by establishing automated interfaces with appropriate systems;
- Provide traceability to support system and data change control;
- Provide a tool and report generator that allows originators to collect and report on their assessments from detail to global levels;
- Enable user level adhoc reporting capabilities;
- Support tracking and statusing of non-CAM work enabling a more complete view of related work scope;
- Support common and specific operations across facility complexes;
- Standardize data entry, reporting, accesses, closure, and configuration management of data;
- Standardize notification process using the electronic mail utility upon entry of new items or status changes;
- Provide initial security to the system using passwords; and
- Provide security to the data based on role, view code, and contractor.

3.3 Process Flow

The process flow for CAM is depicted in Figure 2. It identifies the life-cycle for processing conditions that are noncompliant with applicable Federal and non-Federal environmental, safety, and health laws; internal and external regulations; as well as contractual requirements commensurate with the risk of health, safety, and environmental harm. Reporting is required throughout the process.

3.3.1 Assessment Conducted

The initial step of assessment can come from various origins. A sample of the various origins is listed beneath the "Assessment Conducted" process of Figure 2. The identified deviations, failures, malfunctions, deficiencies, defective items, nonconformance, and noncompliance are reported on work in progress or work performed that adversely impact quality, safety, health, operations, or the environment.

Figure 2 CAM Process

HATS is available for statussing and storing all CAM information relating to the assessment type conducted. This is accomplished by assessors and designated database administrators. Each company, facility or functional area, according to their specific work, uses HATS according to the applicable CAM implementing procedures. Appendix C is a representative listing of specific implementing procedures.

Required HATS data fields are listed in Appendix D. After initial HATS input others may update the information in the fields that have not been locked. The locked fields can be read but not altered.

HATS is also designed to create, status, and store non-CAM information. The non-CAM information may be identified as administrative activities, functional tasks, project tasks, day-to-day work, etc. The type of view at the time of input designates the item as either CAM or non-CAM data.

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3.3.2 Conditions Identified and Acknowledged

The “Conditions Identified and Acknowledged” process of Figure 2 suggests that any employee, agency, or organization can identify deviations, failures, malfunctions, deficiencies, defective items, nonconformances, and noncompliance on work in progress and work performed. Closure authority is determined at this point. A meeting is conducted to formulate a mutual understanding and agreement between the condition identifier and the potential condition owner regarding the condition and its validity before any corrective action work can begin.

For CAM items all of the condition information and meeting results can be kept in HATS as a chronicle of events prior to initiation of the work. The designated database administrators perform the data entry.

For non-CAM items, administrative activities and their associated information can be set up and input for statusing and tracking. The administrative activities are set up with fewer restrictions than CAM tasks.

HATS and the electronic mail utility are integrated to provide a real-time notification, alerting a person they have been identified as the condition owner. This applies to CAM and non-CAM items that have been entered into the system.

3.3.3 Contractor Organization Identified

The assigned company or organization is responsible for initiating and implementing measures to correct the condition as depicted in the “Contractor Organization Identified” process in Figure 2. This can be accomplished by a single individual or a group of individuals. They are required to track and report status throughout the life-cycle of a condition and associated corrective actions.

Within HATS, all information associated with the party responsible for correcting the adverse condition or performing the administrative activities can be entered. The initial input is done at the “condition document” screen.

3.3.4 Condition Evaluated and Assigned

A graded-approach method is applied as determined by the responsible contractor. This is indicated in “Condition Evaluated and Assigned” process in Figure 2. It is applied to the condition and assesses the following: risk value, priority, rigor of analysis, and the extent of follow-up to the identified condition. The root cause analysis is determined prior to the development of a corrective action plan. The corrective action(s) required is commensurate with the assigned risk value. The assigned risk value is one of the factors to determine the appropriate closure authority.

The graded-approach method and root cause analysis are required for CAM related work only. It is not necessary for non-CAM administrative activities within HATS.

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3.3.5 Corrective Action Plan Established

The development, review, and implementation of a corrective action plan are accomplished by the condition/issue owner. The plan documents the steps and actions required to correct conditions or issues and prevent or minimize recurrence. It is the basis for correcting an adverse condition, and may also include “lessons learned” and commitment date information.

Corrective action plans are documented in HATS for identified adverse conditions. The information within HATS includes root cause analysis data, root cause codes, completion dates, assessed risk value, person responsible for the action(s), contingencies, etc. Lessons learned information is contained within a separate database.

In the non-CAM portion of HATS, administrative activities do not require a corrective action plan. The administrative activities pertain to routine work in progress.

3.3.6 Action Items Assigned

The responsibility of the action items is primarily assigned to the organization accountable for the condition. All assigned action items must be completed, verified, and closed before the condition is closed out. Cooperation and assistance from other organizations and/or contractors may be required to correct a condition. In the event of an organizational or a company change, the current senior level manager retains the responsibility for the existing work in progress until reassignment of the work can be determined and agreed upon among the parties involved.

Once the person responsible for the action is identified and entered in HATS, an automatic notification is sent to that person. It alerts a person to the new assignment via electronic mail. The individual does not have to enter the database to know he/she has been identified as the owner of the condition. It will also send a notification when the action is reassigned to another. The notification information states whether it is assigned or reassigned and displays the action title.

3.3.7 Condition Reports and Closure

Status reporting is required throughout the entire CAM process. The reporting provides an indication of the progress, adjusted dates and schedules, and a chronology of events leading to the closure of the condition. As stated previously, the assigned risk value is a factor in determining the appropriate closure authority. The closure authority is identified and documented early in the process by RL. Once this is established and all the action items related to the condition are complete, closure documentation is prepared, approved, and filed completing the final step in the corrective action process life-cycle.

HATS provides standard and ad hoc reporting capabilities for CAM and non-CAM items. Within the standard reports, detail and summary levels are available. Ad hoc capabilities provide users with the ability to generate specific reports. Trend analysis reports by cause code,

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organization delinquency rates, and others, can be generated provided codes were entered in HATS. Line graphs and bar charts can be produced from the report data.

HATS provides a field for identified closure authority person. The closure authority is established at the time the responsible contractor is identified as implied in Box 3 of Figure 2. The condition owner is identified later in the CAM process. HATS provides the capability to input information that supports closure of conditions and actions.

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4.0 REFERENCE DOCUMENTS

10 CFR PART 830, 1994, *Nuclear Safety Management*, Code of Federal Regulations, as amended.

DOE, 1991, *Quality Assurance*, DOE Order 5700.6C, U.S. Department of Energy, Washington, D. C.

DOE-RL, 1996, *Project Hanford Management Contract, Section H*, DE-RP06-96RL13200, U.S. Department of Energy, Richland Operations Office, Richland, Washington.

ICF KH, 1995, AP 6, *Corrective Action Management*, ICF Kaiser Hanford Company, Richland, Washington.

WHC-CM-1-4, *Corrective Action Management Manual*, Westinghouse Hanford Company, Richland, Washington.

WHC, 1996, *Hanford Action Tracking System(HATS) Council Charter*, Westinghouse Hanford Company, Richland, Washington.

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DEFINITIONS FOR: COMMITMENT TRACKING

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APPENDIX A

The Commitment Tracking glossary standard, from the sitewide Data Standards Library, serves as a baseline of standard business names and definitions used in the development or modification of a commitment, action, activity, or issues tracking system. The names in parentheses are the HATS user names that correspond to the standard business names.

**DEFINITIONS FOR:
COMMITMENT TRACKING**

USER NAMES: Commitment Tracking, Action Tracking, Activity Management, Issues Management

SCOPE: Hanford Site

DEFINITION: List of standard names and definitions for tracking commitments and action items.

1 - **Commitment Identifier** - Uniquely identifies the commitment, usually a number or a code.

(Originating Document System Identification Number)

(Condition System Identification Number)

(Action System Identification Number)

2 - **Commitment Originator Name** - Person responsible for specifying the commitment source. May not be the originator of the commitment.

(Role Originator Name)

3 - **Commitment Originator Organization Identifier** - Organization assigning the action.

(Initiating Document Originating Organization)

4 - **Commitment Originating Document Identifier** - Number or Name of the source document specifying the commitment. Examples include audit, occurrence report, and readiness review.

(Originating Document Number)

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5 - **Commitment Origination Date** - Date commitment originated as specified by the document or other source.

(Initiated Date)

6 - **Commitment Due Date** - Expected or required date for completion of the commitment.

(Condition Level--Original Planned Completion Date)

(Action Level-----Original Action Due Date)

7 - **Commitment Adjusted Due Date** - Current adjusted due date.

(Condition Level--Current Planned Completion Date)

(Action Level-----Current Action Due Date)

8 - **Deliverable Receiver Name** - The person accepting proof of completion on the commitment.

(Condition Closure Authority)

9 - **Commitment Receiver Organization Identifier** - The organization accepting proof of completion on the commitment.

(Condition Closure Authority Organization Code)

10 - **Commitment Actionee Name** - Person responsible for the action.

(Actionee)

11 - **Commitment Actionee Organization Identifier** - Organization responsible for the action.

(Actionee Organization Code)

12 - **Commitment Received Date** - Date commitment received by the actionee organization.

(Condition In Progress Date)

13 - **Commitment Assigned Date** - Date commitment is assigned to actionee.

(Action in Progress Date)

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14 - **Commitment Title** - Descriptive title for the commitment.

(Action Title)

15 - **Commitment Description** - Textual description defining the commitment or what action is to be done.

(Condition Abstract)

16 - **Commitment Deliverable Description** - Textual description of what the originator expects to be delivered to complete the action or commitment.

(Action Abstract)

17 - **Commitment Completion Date** - Date required action is completed.

(Action Completed Date)

18 - **Commitment Closed Date** - Date the completed action is approved by a person of authority.

(Action Closed Date)

19 - **Commitment Response Description** - Textual description of what was done, the action performed.

(Action History Text Field)

20 - **Commitment Status Text** - Description of the action's current status.

(Initiating/Condition/Action Status)

21 - **Reference Document Identifier** - Document Name or Number related to the action or commitment (e.g., audit, surveillance report.).

(Condition Class)

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22 - **Commitment Priority Code** - A code that is an indication of the relative importance of the action or commitment. The Priority Planning Grid (PPG) may be used as a guide where appropriate.

(PPG Value)

23 - **Commitment Action Type Code** - A code that categorizes the source of the commitment (e.g., Tiger Team, Witzig).

(Condition Alias/Condition Xref)

24 - **Commitment Level Code** - A code that provides a tracking mechanism as actions are sent to lower levels by identifying the hierarchical level of management interested in the action.

(Condition Closure Organization Code)

SOURCE: Contracts Data Management and Integration is the focal point for these definitions.

COMMENTS: This set of terms serves as a baseline in the development or modification of a commitment, action, activity, or issues tracking system.

STATUS/DATE: Approved June 16, 1995

APPENDIX B

**Using the
Hanford Action Tracking System
(HATS)**

HATS Quick Reference Guide

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WHAT IS HATS?

The Hanford Action Tracking System (HATS) is the Sitewide database used to enter, track, manage, and report the status of internally and externally identified conditions and deficiencies and their associated actions. This quick reference guide applies to Corrective Action Management System (CAMS) data and non-CAMS data.

Definitions

CAMS

The system utilized to ensure adverse conditions are identified, tracked, and resolved. It uses a graded approach to performing evaluations and analysis, correcting conditions and root causes, and verifying correction action effectiveness for formally reported conditions.

Non-CAMS

A term used for items that are tracked in the HATS database but do not meet the formal definition of CAMS. For example, nonconformance reports are not CAMS items and are tracked in the HATS database.

Access to the HATS is available to users who are employed by a U.S. Department of Energy, Richland Operations Office (RL) primary contractor and have been approved by Contracts, Data Management and Integration (CDM) as having a "need to know."

HATS is managed by CDM. HATS resides on a Sun SPARCserver¹ and is operated by BCS Richland, Inc. Access to HATS is through a personal computer (PC) workstation at the user's location with communication to the HATS file server through the Hanford Local Area Network (HLAN).

REQUIRED HARDWARE AND SOFTWARE

To use the HATS, you must have the following computer hardware and software:

- Minimum 386 PC
- 10 Mbyte hard drive storage
- WordPerfect for Windows, Version 6.0A²
- Microsoft Windows, Version 3.1³ or later
- MS/DOS 6.0⁴
- End system operating environment (ESOE) and transmission control protocol/Internet protocol (TCP/IP) network connections
- Hewlett Packard LaserJet II⁵ or later
- 8 Mbyte memory.

¹Sun SPARCserver is a trademark of Sun Microsystems, Inc.

²WordPerfect is a trademark of the WordPerfect Corporation.

³Windows is a trademark of the Microsoft Corporation.

⁴MS/DOS is a trademark of the Microsoft Corporation.

⁵Hewlett Packard is a trademark of the Hewlett Packard Corporation.

GETTING STARTED

The HATS Quick Reference Guide is designed to help you find information quickly. Complete explanations are located in the *HATS User Guide* (located in the HATS **Help**).

Access Approval - To obtain access to HATS, the requester completes Site form A-6001-513, "Hanford Action Tracking System (HATS) Access Checklist"; obtains the manager's signature; and forwards the checklist to CDM by plant mail at B3-56.

Training - After access approval, the HATS trainer will contact the requester to schedule training. CDM provides one-on-one and group training for customers on the HATS database.

Password - A password will be issued at the time of training. Users are responsible for protecting their passwords and are prohibited from disclosing their passwords to other persons.

Help Desk - For help, general questions, access problems, understanding an error message, and troubleshooting assistance, contact the HATS help desk on 376-7273, or via electronic mail at address "Hanford Action Track Sys-HATS." In an emergency (e.g., loss of data), contact CDM on 376-2191.

WHO TO CALL

Administered by Contracts, Data Management and Integration, B3-56, 1100 Jadwin, Room 354.

HATS

Project Lead:	Terri M. Lutter	376-2991
System Data Administrator:	Kaye A. Ray	376-2191
Help Desk, Training, and Users' Point of Contact:	Rosemary Keasling	376-7273

SHARE

SHARE Database:	Kelly A. Layfield	376-6785
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Point of Contact:	Bob B. Balthazor	376-4910
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WHC-CM-1-4, *Corrective Action Management Manual*
WHC/Tiger Team &
Performance Assessment Team conditions

LOG ON

Start by double-clicking on the HATS icon located on the *HLAN* screen. Opens the *HATS Login* window.

At the *HATS Login* window for User Name type in (lowercase) your first initials, underscore " _ ", and your last name, **Tab**, then type in your Password. Click on **OK** or hit **Enter** to start HATS.

File

Hot Keys - Words containing an underlined character are known as "hot keys." To activate these keys, press **Alt** and the underlined letter. Hot keys utilize keyboard strokes in lieu of the mouse.

Spell Check - The spell-check feature may be used on all HATS text fields including the title field.

Using the Mouse - The following terms are used to describe actions you perform with the mouse:

Click - Press and release the left mouse button once. HATS requires only one click to activate buttons.

Double-click - Click the mouse button twice in rapid succession only on items displayed in the lower area of each screen displaying conditions and actions.

Right-click - With the mouse pointer positioned on the button bar, press and release the right mouse button to display additional button bar features.

Copy text - Highlight selected text to be copied. Press **Ctrl C** to copy.

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Paste text - With the mouse, place cursor at the location the text is to be entered. Press **Ctrl V**.
Copied text will appear.

LOG OFF

There are three ways to exit HATS. You may click on **File** in the HATS menu bar, then click on **Exit**; double-click in the far-most upper left-hand corner of HATS; or click on the "blue door" icon in the button bar. If you have any initiating document, condition, or action screens displayed, they will automatically be closed upon exiting regardless if you have saved or not.

REPORTS

There are two methods to obtain the HATS reports: **ONLINE REPORTS** provide access to all "open" and "closed" records in the HATS database, and **SOFT REPORTING REPORTS** provide access to only "open" records. Both methods display reports in three formats:

Count - the total number of open conditions and actions by organization code

Summary - a one-line report of conditions and their related actions providing the Owner organization, Condition and Action Title, and their current status

Detail - a more informative report providing initiating document information; roles, dates, and the condition/action description (abstract) text and comment (history) text.

ONLINE REPORTS

Selecting online reports will retrieve all open and closed conditions and their related actions. To access these reports, click on the **Reports** option on the HATS menu bar. Each menu option provides a standard format that users may populate. Displayed are: Counts, Standard, Ad hoc, DOE, and Misc.

Count Reports - Provides the total number of open conditions and actions by Levels 1-4 Responsible Organizations.

Standard Reports - Retrieves all open conditions and actions by Responsible and Originating Organization in summary and detail report formats.

Ad hoc Reports - Retrieves all open and closed conditions and actions in summary and detail report formats, and are dependent upon the user's selection of data fields to be queried. Each field has a picklist which contains all of the values for that field type. Name and organization field picklists are downloaded from PeopleCORE on a weekly

basis. See the *HATS User Guide* (located in the HATS **Help**) for further information.

REPORTS (Continued)

Department of Energy (DOE) Reports - Contains reports which were created at the request of the RL representative.

Miscellaneous (Misc) Reports - Provides administrative reports by initiating document, condition, and action listing the record modified, the database administrator (DBA) that performed the modification, and the date of the modification.

Selecting organization codes for reports are as follows (the "0" will pad the organization code with the required alphanumeric characters):

<u>Organization Level</u>	<u>Organization Code</u>	<u>Org Code Queried</u>
Level 1	3%	30000 - 3ZZZZ
Level 2	38%	38000 - 38ZZZ
Level 3	384%	38400 - 384ZZ
Level 4	3842%	38420 - 384ZZ

Viewing - To view reports, use the mouse to click on the arrows located along the right-hand side and along the bottom of the screen. To view the next page, select the **Page Down** button on your keyboard.

RUNNING REPORTS (SAMPLES)

Run a Count Report

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Click on **Reports**. Click on **Count**. Displayed are count reports by Level 1-4 responsible organizations. Select the report for **Level 2 by Resp. Org.**

A Standard Report Selection Window: Level 2 Count Report window will appear. Type in **38%** in the **Responsible Org:** field (to run a report for all of organization 38000). Click on the **Run Report** button. This will retrieve a count of all open records assigned to Organization Code 38000.

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REPORTS (Continued)

Run a Standard Summary Report

Click on **Reports**, then click on **Standard**. Select **[3] Open Summary by Resp. Org**.

A Standard Report Selection Window: Open Summary by Resp Org Report window will appear. Enter the desired Responsible Organization code (you may use the wildcard %). Click on the **Run Report** button.

A Reports Display Window: Open Summary by Resp Org window is displayed.

The report is displayed in order by responsible organization code, then by initiating document number.

Run a Standard Detail Report

Click on **Reports**, then click on **Standard**. Select **[1] Open Action Detail by Resp Org**.

A Standard Report Selection Window will appear. Type **38%** in the **Responsible Org** field (to run a report for organization 38000). Select an option to run the report with or without the abstract text. Click on **Run Report**.

The Reports Display Window: Open Action Detail by Resp Org Report window will appear.

Run an Ad hoc Report (Detail)

Click on **Reports**, then click on **Ad hoc**. Select **Detail - Actions** report.

A Report Selection Window: Action Detail Report window will appear. Click on the **Condition Owner Org** field and type in **38%** (to run a report for all of organization 38000). Click on **Run Report**.

An Ad Hoc Query Results Window screen will appear providing the total number of records found. Click on **Display**.

A Reports Display Window: Action Detail Report screen will appear.

Run an Ad hoc Report (Summary)

Click on **Reports**, then click on **Ad hoc**. Select **Summary**.

A Report Selection Window: Summary Report screen will appear. Click on the **Responsible Org** field and type in **38%** (to run a report for all of organization 38000). Click on **Run Report**.

An Ad Hoc Query Results Window screen will appear providing the total number of records found. Click on **Display**.

A Reports Display Window: Summary Report screen will appear.

FOR MORE DETAILED INSTRUCTIONS ON AD HOC REPORTS, SEE THE *HATS USER*

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GUIDE (located in the HATS **Help**).

REPORTS (Continued)

PRINTING REPORTS

Click on the **Print Report** button located at the bottom of the report screen.

A *Report Print Options* screen is displayed. Select the number of copies, Page Range, etc. The majority of the HATS reports are displayed and printed in landscape compressed. To verify the printer is set up to print landscape compressed, perform the following:

Click on the **Printer...** button. Select the correct printer. (For the purpose of this guide, *HP LaserJet III on LPT1* was selected.)

Click on the **Setup** button. The *HP LaserJet III* screen will appear. Under Orientation, change the Portrait option to the Landscape option.

Click on the **OK** button. Also click on the **OK** button on the *Printer Setup* screen.

At the *Report Print Options* screen, click on the **OK** button. The *Print: HP LaserJet III on LPT1*: window will appear. Report will begin printing the selected pages.

SOFT REPORTING REPORTS

Numerous reports are available from the HATS directory in Soft Reporting. The HATS Soft Reports are updated on a nightly basis.

To obtain access to the password-protected HATS reports on Soft Reporting, the requester completes Site Form #A-6001-512, "Hanford Action Tracking System (HATS) Soft Reporting Access Checklist"; obtains the manager's signature; and forwards the checklist to CDM by plant mail at B3-56. Soft Reporting will notify the requester of their password.

Users with or without Soft Reporting HATS Password

The following HATS reports do not require a password. To access them, enter Soft Reporting and highlight **HATS: Hanford Action Tracking System DIR** and press **Enter**. To access HATS administrative reports, highlight **HATS Administrative Information Reports**, and press **Enter**. Press **F2** and you will see the following list of HATS administrative reports:

Points of contact for HATS are listed on Soft Reporting under "Hanford Action Tracking System," "HATS Administrative Information Reports," "Information Guide."

- System Bulletin
- DOE Direct Cause and Root Cause Codes
- HATS DBA by Org Code
- Information Guide

REPORTS (Continued)

Users with Soft Reporting HATS Password

The following HATS reports require a password. To access them, highlight one of the following report groups and press **Enter**:

H000	HATS Administrative Reports
H01A	HATS Reports by Responsible/Actionee Organization
H01B	HATS Reports by Level 1, 2, 3, 4 Resp/Act Organization
H01D	HATS Reports by Initiating Document ID and Class
H01F	HATS Reports by Facility
H01K	HATS Reports by Originating Organization
H01P	HATS Reports by Priority Range
H01V	HATS Reports by Verification/Closure Organization
H02N	HATS Reports for Non-CAMS/CAMS
HSTY	HATS Reports for Tiger Team Date

A list of reports will appear. Highlight the report you want and press **Enter**.

FIND A DOCUMENT, CONDITION, ACTION

You may find a document by clicking on one of the yellow "folder" buttons in the button bar, or click on **File, Open**.

A "Find" document screen will appear.

You may use the search operators "LIKE" and "%" key to "find" a document if the exact number is unknown:

LIKE %ISR%	=	Will retrieve any record containing "ISR" in the document number
LIKE %ISR	=	Will retrieve any record where the last characters in the document number are "ISR"
LIKE ISR%	=	Will retrieve any record where the first characters in the document start with "ISR."

If more than one record is retrieved, a scroll bar will appear on the right-hand side. Scroll to find the needed document, highlight the document number to select this record, click on **Go**. This will retrieve your document.

FIND A DOCUMENT, CONDITION, ACTION (Continued)

To retrieve a specific document, type in an initiating document number exactly as it was entered in the HATS.

For example, type in: **ISR-95-001-FFTFQA**.

Click on **Find**, click on **Go**. This will retrieve your document.

DO NOT click on **Find All**. It will retrieve ALL records in the HATS database.

To locate another initiating document, return to the *Find Initiating Document* screen, click on the **Reset** button, and enter the desired document number to be retrieved. Follow directions above.

ENTER A DOCUMENT

Click on the **Create** icon in the top-left side of the button bar, or click on **File** and select **Create InitDoc**. An **Initiating Document: Insert Mode** screen appears.

Initiating Document: INSERT MODE

Orig Doc: SR-95-001 Class:

Title:

Init Dt: Status: Draft Orig Cont:

System ID: BSH00172 NRR Dt: Resp. Cont:

Role	Name	Org	Site Abbr
<div style="text-align: right;"> <input type="button" value="Add Role"/> <input type="button" value="Delete Role"/> </div>			

Assessment Data				Test Description	
Status	Response	Dist/Res	DOE	Introduction	Aspheric Test
Dates	Assess No	Ref No	Assessment Source	Summary	History

Cond No	Cond Title
<div style="text-align: right;"> <input type="button" value="Add Condition"/> <input type="button" value="Add SubCond"/> </div>	

Enter information into the required fields listed below. Data must be entered into these fields before the record can be "saved" in the database. To navigate from field to field, use the **Tab** key.

HATS REQUIRED FIELDS ENTRY

Enter Initiating Document:

Originating Document #

Class

Title

Originating Contractor

Originator

Responsible

Abstract Text - **Save**

Save - upper right corner of screen.

* Add Condition(s) button

Condition Number

Type

Title

View

Responsible Contractor

Owner (Responsible, can be overridden)

Abstract Text - **Save**

Save - upper right corner of screen.

* Repeat the "Add Condition" step as necessary.

After all of the Conditions have been entered and are ready to go from DRAFT status to RESPONSE DUE, return to the *Initiating Document* screen. At the **Dates** button, enter the Initiated Date (the Response Due Date automatically defaults to 30 days from the Initiated Date).

When you receive the response, retrieve the *Condition Document* screen.

** Add Action(s) button

Action Number

Title

Owner

Abstract Text - **Save**

Save - upper right corner of screen.

Click on the **Dates** button, enter Action Due Date. The date of the last action due to be completed will automatically populate the Condition Plan Completion Date in the Condition Dates area.

** Repeat the "Add Action" as necessary.

Return to the condition. At the **Response** button, enter the Submitted date - **Save**, **Exit**

After all actions have been entered on all of the conditions, and the Submitted date has been entered on all of the conditions, return to the *Initiating Document* screen. At the **Response** button, enter the Submitted date - **Save**, **Exit**.

HOW TO INPUT AN INITIATING DOCUMENT

When you start HATS, the program displays a blank window. To enter a new initiating document, follow these steps:

1. Open the **File** menu and choose the **Create InitDoc** option, or click on the **Create Initiating Document** button from the HATS button bar.
2. Begin typing in the HATS *Initiating Document: INSERT MODE* screen.

REQUIREMENTS FOR INITIATING DOCUMENT INITIAL ENTRY

Enter Initiating Document Number

This is an alphanumeric free-form text field. The number should be a combination of information including: finding process (e.g., surveillance, audit, self-assessment), the year originated, log number, and facility or project. For example: ISR-95-005-TPLANT. Enter the number into the **Orig.Doc.** field. **Tab** to the **Class** field.

Enter Class

This is a picklist. Select an initiating document **Class**. This is the class or type of initiating document. **Tab** to the **Title** field.

ENTER A DOCUMENT (Continued)

Enter Title

Enter the initiating document **Title** field. The title should contain logical information describing the contents of the document. For example: "COLD WEATHER PROTECTION PROGRAM - T PLANT WATER UTILITIES." (A title such as "CONDUCT OF OPERATIONS" does not provide enough information.) This is a 70-character alphanumeric field. **Tab** to the **Orig. Contr.** field.

Select Originating Contractor

The **Orig. Contr.** field is a picklist. Select the contractor or government agency that originated the initiating document. **Tab** to the **Resp. Contr.** field.

Assign an Initiating Document Originator Role/Name/Org

- a) Click on the **Role** field. Select Originator. **Tab** to the **Name** field.
- b) Enter the last name, first name, and middle initial of the Originator (or you may enter at least two letters of the last name, click on the down arrow, highlight and click on the Originator's name). **Tab** to the **Org** field.
- c) An organization code will appear in the **Org** field. **Tab** through this field if this is the correct organization code. If a different organization code is desired, enter the first two characters of the organization code, click on the down arrow, and highlight the correct organization.

Assign an Initiating Document Responsible Role/Name/Org

- a) Click on the **Add Role** button.
- b) Click on the **Role** field. Select Responsible. **Tab** to the **Name** field.
- c) Enter the last name, first name, and middle initial of the Responsible person (or you may enter at least two letters of the last name, click on the down arrow, and highlight and click on the Responsible person's name). **Tab** to the **Org** field.
- d) An organization code will appear in the **Org** field. **Tab** through this field if this is the correct organization code. If a different organization code is desired, enter the first two characters of the organization code, click on the down arrow, and highlight the correct organization code. **Tab** through this field to have the organization code accepted.

NOTE: If the item is RL-generated, and the Responsible person is unknown, enter the assessed contractor point of contact (e.g., Britton, Mary Kay for ICF KH/WHC).

Enter Abstract Text

Click the cursor on the **Abstract Text** button or press the **Alt/B** keys simultaneously.

The *Abstract Text* window will appear. Enter a summarized description of the initiating document providing logical information. This is a 255-character alphanumeric text field. Click on **Save** or press the **Alt/S** keys simultaneously.

An *Abstract Save* window will appear. Click on **OK** or press **Enter**.

NOTE: If the description is greater than 255 characters, enter the text in the word processing buttons (**Introduction**, **Summary**) located in the *Text Description* area.

ENTER A DOCUMENT (Continued)

Save Initiating Document

Click on the **Save** button in the upper right-hand corner of the screen to save this initiating document information.

An *Add Initiating Document* window will appear. Select **No**.

CAMS ITEMS: The initiating document is in **DRAFT** status. To go from **DRAFT** status to **RESPONSE DUE**, you must first add the Condition(s), and then return to the Initiating Document and enter the Initiated Date.

NOTE: For **Non-CAMS** items, the status will go from **DRAFT** to **ACTIVE** when you enter the Initiated Date in the Initiating Document.

HOW TO INPUT A CONDITION

After you have entered an initiating document, you may now input a condition. To enter a new condition, follow these steps:

1. Click on the **Add Condition** button from the *Initiating Document* screen.
2. Begin typing in the HATS *Condition Document: INSERT MODE* screen.

REQUIREMENTS FOR CONDITION INITIAL ENTRY

Enter Condition Number

The **Initiating Document Number** will appear in the first section of the **Condition No.** field. The cursor will appear in the second section of the **Condition No.** field. Enter the identification number of the condition in the **Condition No.** field. Consider the type of condition (e.g., **F** for finding, **O** for observation, **C** for concern) and provide a numerical value in sequence (e.g., 01 should be used when there are between 10 and 99 conditions; 001 should be used when there are more than 99 conditions). This is a six-character alphanumeric free-form text field.

Select a Condition Type

This is a picklist. Select a condition **Type**. This is the type of the condition (i.e., condition, non-CAMS, self-identified [SI], noteworthy practice [NP], etc.) **Tab** to the **Title** field.

Enter a Condition Title

Enter the **Condition Title**. The title should contain logical information describing the contents of the condition. For example: "THERE IS NO MECHANISM IN PLACE TO ENSURE THAT REPORTS ARE PROVIDED." (A title such as "PROCEDURE NOT IN COMPLIANCE" does not provide enough information.) This is a 70-character alphanumeric field. **Tab** to the **View** field.

Select a Condition View

Select the Condition **View**. The view tags the condition as part of a logical group of conditions. At a minimum, users will have read-only privileges of all unrestricted views. Views may be restricted. Restricted views may be added to the view list and will be available only to approved users. **Tab** to the **Resp. Contr.** field.

Select Responsible Contractor

The **Resp. Contr.** field is a picklist. Select the code used to identify the responsible contractor. **Tab** to the **Role** field.

ENTER A DOCUMENT (Continued)

Assign a Condition Owner

Assign a condition owner in the **Role/Name/Org** fields. The condition owner will automatically default to the initiating document responsible person. This may be overridden.

- a) Click on the **Role** field. Select Owner. **Tab** to the **Name** field.
- b) Enter the last name, first name, and middle initial of the Owner (or you may enter at least two letters of the last name, click on the down arrow, and highlight and click on the Owner's name). **Tab** to the **Org** field.
- c) An organization code will appear in the **Org** field. **Tab** through this field if this is the correct organization code. If a different organization code is desired, enter the first two characters of the organization code, click on the down arrow, and highlight the correct organization code. **Tab** to the next field or move the cursor to the **Role** field to add another role.

Enter Abstract Text

Click the cursor on the **Abstract Text** button or press the **Alt/B** keys simultaneously.

The *Abstract Text* window will appear. Enter a summarized description of the condition providing logical information. This is a 255-character alphanumeric text field. Click on **Save** or press the **Alt/S** keys simultaneously.

The *Abstract Save* window will appear. Click on **OK** or press **Enter**.

NOTE: DO NOT enter the Condition Planned Completion Date (PCD). This date will automatically be populated by the action(s). If there are no actions, e.g., for non-CAMS, you may enter a PCD.

Save Condition

Click on the **Save** button to save this condition document information. The *Add Condition* window will appear. If you select **Yes**, a new condition window will appear. You can now enter a new condition. If you select **No**, the current condition screen will remain open. You can now enter additional condition information.

CAMS ITEMS: The condition is in **DRAFT** status. To go from **DRAFT** status to **RESPONSE DUE**, you must return to the Initiating Document and enter the Initiated Date, found under the **Dates** button.

NOTE: For **Non-CAMS** items, the status will go from **DRAFT** to **ACTIVE** when you enter the Initiated Date in the Initiating Document.

HOW TO INPUT ACTIONS

After the initiating document and conditions have a status of **RESPONSE DUE**, actions and response information may be entered. To enter actions, follow these steps:

1. Click on the **Add Action** button located on the *Condition* screen.
2. Begin typing in the HATS *Action: INSERT MODE* screen.

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ENTER A DOCUMENT (Continued)**REQUIREMENTS FOR ACTION INITIAL ENTRY****Enter Action Number**

The **Initiating Document Number** and the **Condition No.** will appear in the first two sections of the **Action No.** field. The cursor will appear in the **Action No.** field. Enter the identification number of the action into the **Action No.** field. Provide numerical values in sequence (e.g., 01 should be used when there are between 10 and 99 actions; 001 should be used when there are more than 99 actions). This is a 7-character alphanumeric free-form text field.

Enter the Action Title

Enter the title of the action. It should contain logical information describing the contents of the action. For example: "INSTALL SIGNS AT STAIRWAYS." (A title such as "REVISE PROCEDURE" does not provide enough information.) This is a 70-character alphanumeric free-form text field. **Tab** to the **Role** field.

Assign an Action Owner

Assign an action owner in the **Role/Name/Org** fields.

- a) Click on the **Role** field. Select Owner. **Tab** to the **Name** field.
- b) Enter the last name, first name, and middle initial of the Owner (or you may enter at least two letters of the last name, click on the down arrow, and highlight and click on the originator's name). **Tab** to the **Org** field.
- c) An organization code will appear in the **Org** field. **Tab** if this is the correct organization code. If a different organization code is desired, enter the first two characters of the organization code, click on the down arrow, and highlight the correct organization code. **Tab** to the next field or move the cursor to the **Role** field.

Enter Abstract Text

Click the cursor on the **Abstract Text** button or press the **Alt/B** keys simultaneously.

The *Abstract Text* window will appear. Enter a summarized description of the action providing logical information. This is a 255-character alphanumeric text field. Click on **Save** or press the **Alt/S** keys simultaneously.

The *Abstract Save* window will appear. Click on **OK** or press **Enter**.

Save Action

Click on the **Save** button in the upper right-hand corner of the screen to save this action document information. The *Add Action* window will appear. If you select **Yes**, a new action window will appear. You can now enter a new action. If you select **No**, the current action screen will remain open. You can now enter additional action information.

NOTE: This action is in **DRAFT** status. To go from **DRAFT** to **IN PROGRESS** status, you must do the following:

For each action, enter the Action Due Date in the **Action Due Date** field found in the *Action* screen under the **Dates** button.

HOW TO UPDATE AND CLOSE

HOW TO INPUT A RESPONSE

Input Condition Response Information

After the initiating document and conditions have a status of **RESPONSE DUE** and all actions for the condition have a status of **IN PROGRESS**, the response information may be entered. To enter condition responses, follow these steps:

1. Click on the **Response** button located on the *Condition* screen.
2. Enter the narrative text responding to the condition in the **Discussion Text** field.
3. Enter the response submitted date in the **Submitted** field.
4. Click on the **Save** button or press the **Alt/S** keys simultaneously to save this information.
5. Click on the **Exit** button or press the **Alt/X** keys simultaneously to exit this window.

NOTE: The status of the condition will change from **RESPONSE DUE** to **IN PROGRESS**. The status of the initiating document will remain in **RESPONSE DUE** status until all response information is entered on the initiating document.

Input Initiating Document Response Information

After all of the conditions for an initiating document have a status of **IN PROGRESS**, the initiating document response information may be entered. To enter an initiating document response, follow these steps:

1. Click on the **Response** button located on the *Initiating Document* screen.
2. Enter the narrative text responding to the initiating document in the **Discussion Text** field.
3. Enter the response submitted date in the **Submitted** field.
4. Click on the **Save** button or press the **Alt/S** keys simultaneously to save this information.
5. Click on the **Exit** button or press the **Alt/X** keys simultaneously to exit this window.

NOTE: The status of the initiating document will now change to **OPEN**.

HOW TO APPROVE A CONDITION RESPONSE

To approve a condition response, click on the **Response** button on the *Condition Document* screen. Enter the condition response approved date in the **Approved** field. The condition status will remain **IN PROGRESS**.

1. Click on the **Save** button or press the **Alt/S** keys simultaneously to save this information.
2. Click on the **Exit** button or press the **Alt/X** keys simultaneously to exit this window.

HOW TO APPROVE AN INITIATING DOCUMENT RESPONSE

To approve an initiating document response, click on the **Response** button on the *Initiating*

Document screen. Enter the initiating document response approved date in the **Approved** field. The initiating document status will remain **OPEN**.

HOW TO UPDATE AND CLOSE (Continued)

1. Click on the **Save** button or press the **Alt/S** keys simultaneously to save this information.
2. Click on the **Exit** button or press the **Alt/X** keys simultaneously to exit this window.

HOW TO MODIFY A ROLE NAME

To change a Role name, highlight the name to be replaced and begin typing the last name in the name field, click on the down arrow, select the correct name from the picklist. Org Code will automatically replace also. Click on the upper right-hand **Save** button.

HOW TO CHANGE A PLANNED COMPLETION DATE

To change a Plan Completion Date on the Condition record(s), retrieve the Action to be extended. In the **Dates** button, click on the Action Due Date. Extend the date an additional 10 calendar days. **Save** and **Exit** Dates.

HOW TO ADD HISTORY TEXT

To add additional history or comments on a condition or action that will appear on the detail reports, click on **History**, click on **Insert**. Enter the desired information related to the document. Click on **Save**. This is a 250-character field. To add more information, repeat entry instructions. Click on **Exit**.

HOW TO COMPLETE AN ACTION

To complete an action, click on the **Dates** button on the *Action Document* screen. Enter the action completed date in the **Completed** field. The status of the action will now be **COMPLETE**.

1. Click on the **Save** button or press the **Alt/S** keys simultaneously to save this information.
2. Click on the **Exit** button or press the **Alt/X** keys simultaneously to exit this window.

HOW TO CLOSE A CONDITION

NOTE: For CAMS items, a PPG value is required before closure.

When all of the actions for a condition have a status of **COMPLETE**, the condition will automatically go to **PENDING VERIFICATION** status.

To close a condition, click on the **Dates** button on the *Condition Document* screen. Enter the condition closed date in the **Closed** field. The status of the condition will now be **CLOSED**.

1. Click on the **Save** button or press the **Alt/S** keys simultaneously to save this information.
2. Click on the **Exit** button or press the **Alt/X** keys simultaneously to exit this window.

HOW TO CLOSE AN INITIATING DOCUMENT

When all of the conditions for an initiating document have a status of **CLOSED**, the initiating document will automatically go to **CLOSED** status.

ENTRY FOR SATISFACTORY SURVEILLANCES

Enter Initiating Document:

Originating Document #

Class = *Surveillance*

Title

Originating Contractor

Originator

Responsible

Abstract Text = Enter *Title of Surveillance*, *Save*

Save - Upper right corner of screen.
(Introduction button, insert electronic file if available.)

* Add Condition button

Condition Number = *SAT*

Type = *Condition*

Title = Enter "*No Findings Found - Title of Surveillance*,"

View = *RL-SAT/Contractor SAT*

Responsible Contractor

Owner (Responsible, can be overridden)

Abstract Text = Enter "*No Findings Found, Title of Surveillance*,"

Save

Save - Upper right corner of screen.

To Activate: After the Condition has been entered and is ready to go from DRAFT status to ACTIVE, return to the Initiating Document screen. At the **Dates** button, enter the **Initiated Date**.

To Close: Return to the condition. At the **Dates** button, enter the **Closed Date**. This date will automatically close the Initiating Document.

HATS Entry for Non-CAMS Administrative Activities

**** Keep in mind that the only field that determines whether a record is CAMS or Non-CAMS is the "VIEW" field on the *Condition Document* screen and is critical for reporting purposes.**

Enter Initiating Document:

Originating Document # (i.e., CDM
ACTIVITIES)

Class = **Non-CAMS/Self-Assessment/
Management Assessment**

Title = Enter the non-CAMS account title (i.e.,
FY96 CDM ACTIVITIES)

Originating Contractor

Originator = Enter the non-CAMS account
requestor

Responsible = Enter the non-CAMS account
requestor

Abstract Text = Enter the title or purpose of
the non-CAMS account, **Save**

Save - Upper right corner of screen.

Initiating Document

Orig Doc# CDM ACTIVITIES Class Non-CAMS

Title FY96 CDM ACTIVITIES

Iss. Dt 10/01/1995 Status Active Orig. Contr. WHC

Resp. Contr. WHC

Resp. Dt 10/01/1995

Resp. Dt 10/01/1995

Save Cancel

Condition List

CHRISTIE FY96 ACTIVITIES FOR KEVIN CHRISTENSEN

KEASLING FY96 ACTIVITIES FOR ROSEMARY KEASLING

RAY FY96 ACTIVITIES FOR KATHLEEN RAY

* Add Condition button

Condition Number (i.e., KEASLING)

Type = **Non-CAMS Issue, SI Non-CAMS**
(self-identified non-CAMS)

Title = Title of this issue (i.e., FY96 Activities
for Rosemary Keasling)

View = Enter non-CAMS account acronym
(i.e., CDM)

Responsible Contractor

Owner (Responsible, can be overridden)

Abstract Text = Enter the title of this
condition, **Save**

Save - Upper right corner of screen.

Condition Document

Cond. No. CDM ACTIVITIES Title KEASLING Status Non-CAMS

Cond. Title FY96 ACTIVITIES FOR ROSEMARY KEASLING

Resp. Due Dt 10/31/1995 Status Active Resp. Contr. WHC

Resp. Dt 10/31/1995

Resp. Dt 10/31/1995

Save Cancel

Action List

PROVIDE PROCEDURE FOR ENTERING ADMINISTRATIVE

FINAL FINAL ACTION FOR CLOSURE OF CONDITION

To Activate: After the Condition has been entered and is ready to go from DRAFT status to ACTIVE, return to the Initiating Document screen. At the **Dates** button, enter the **Initiated Date**. There will be no response due date generated unless the "CAMS" statuses have been specified for this non-CAMS account.

ENTRY FOR NON-CAMS ADMINISTRATIVE ACTIVITIES (Continued)

A "control record" will need to be created in order for the Condition to remain "active" during its use. This control record will remain open until all actions have been completed and the condition is ready for closure.

To establish a "control record":

* Add Action button

Action Number = Enter "Final"

Action Title = Enter "FINAL ACTION FOR CLOSURE OF CONDITION"

Owner

Abstract Text = Enter Action Title, **Save**

Save - Upper right corner of screen

Action Completion Date = Enter 10/01/96, or any future date.

The screenshot shows the 'Action Document' window. The 'Action No.' is 'CDM ACTIVITIES KEASLING FINAL' and the 'Date' is '10/01/1996'. The 'Action Title' is 'FINAL ACTION FOR CLOSURE OF CONDITION'. The 'Comp. Dt.' is empty and the 'Status' is 'Active'. The 'Owner' is 'KEASLING, ROSEMARY' and the 'Site' is 'D4340'. The 'Abstract Text' is 'CDM ACTIVITIES KEASLING FY96 ACTIVITIES FOR ROSEMARY KEASLING'. The 'Save' button is in the upper right corner.

To add actions:

Return to Condition

* Add Action button

Action Number = Enter "001", this will accommodate any future actions for FY96

Action Title = Enter title of action to be performed

Owner

Abstract Text = Enter action description summary, **Save**

Save - Upper right corner of screen

Action Completion Date.

The screenshot shows the 'Action Document' window. The 'Action No.' is 'CDM ACTIVITIES KEASLING 001' and the 'Date' is '10/01/1996'. The 'Action Title' is 'PROVIDE PROCEDURE FOR ENTERING ADMINISTRATIVE ISS'. The 'Comp. Dt.' is empty and the 'Status' is 'Active'. The 'Owner' is 'KEASLING, ROSEMARY' and the 'Site' is 'D4340'. The 'Abstract Text' is 'CDM ACTIVITIES KEASLING FY96 ACTIVITIES FOR ROSEMARY KEASLING'. The 'Save' button is in the upper right corner.

To Complete or Close an Action: Return to the action. At the **Dates** button, enter the **Completed Date or Closed Date**.

To Close a Condition: All actions, including the "Control" record, need to be completed or closed. Return to the condition. At the **Dates** button, enter the **Closed Date**. This date will automatically close the Initiating Document.

* * *

APPENDIX C

Representative Listing of Implementing Procedures

ICF Kaiser Hanford Company

AP 6	Corrective Action Management
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Westinghouse Hanford Company

2-015-03	K Basins Event Investigation, Trending and Reporting
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WHC-CM-1-4	Corrective Action Management
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WHC-CM-5-34 Section 1.2	Solid Waste Disposal Operations Administration Corrective Action Management
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WHC-CM-5-4 Section 8.8	Laboratories Administration Corrective Action Management
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WHC-CM-5-6 Section 5.10	B Plant/WESF Transition Project Administration Implementing Corrective Action Management
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WHC-IP-0842 Volume 1 Section 2.4	TWRS Administration Corrective Action/Issue Management
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APPENDIX D

REQUIRED FIELDS FOR HATS DOCUMENT

Initiating Document

Originating Document Number
Class
Title
Originating Contractor
Originator
Responsible Person
Abstract Text

Condition Document

Condition Number
Type
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